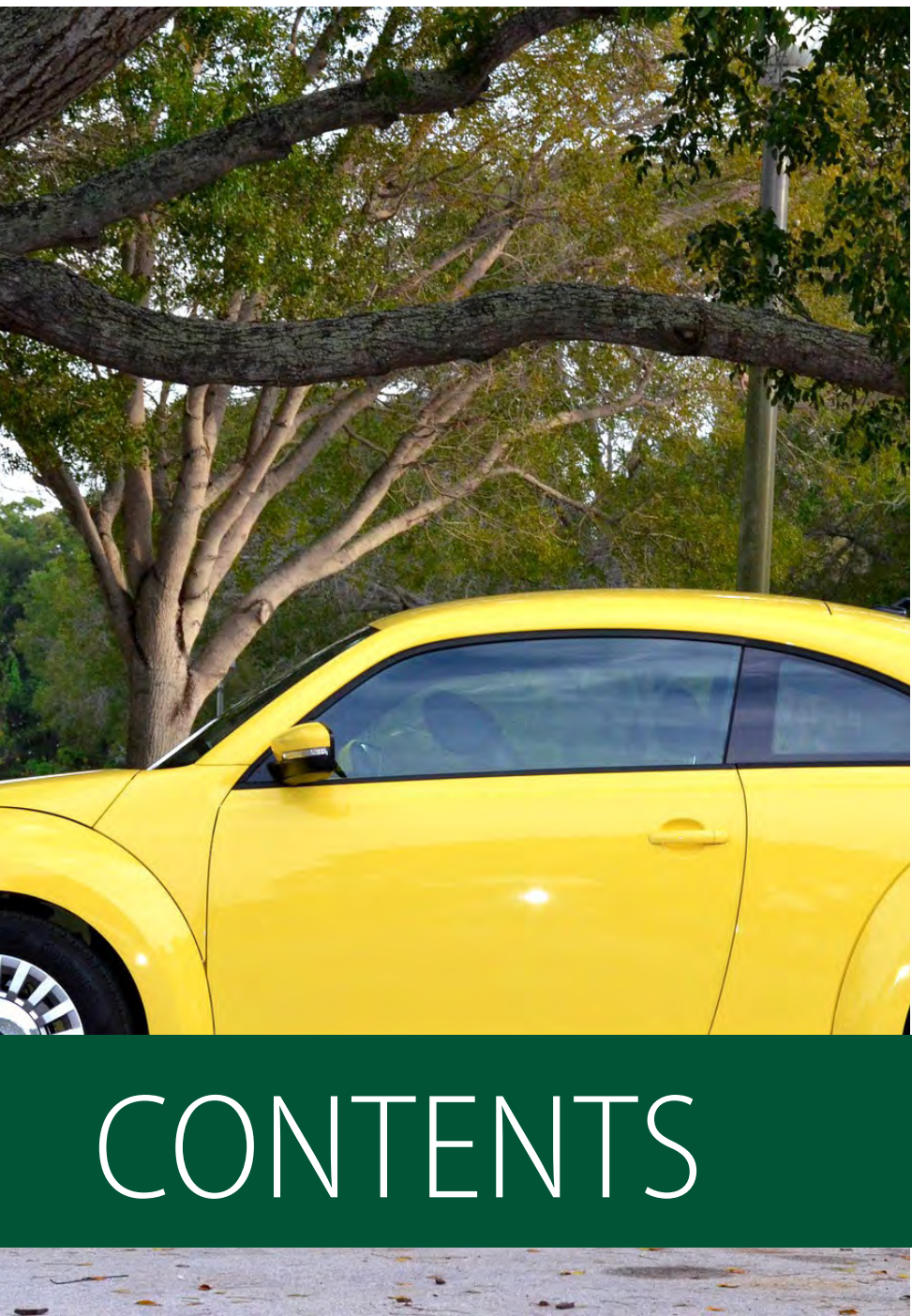


# PARKING SERVICES

Annual Report  
2019/2020

[cheshireeast.gov.uk](http://cheshireeast.gov.uk)



The PACER Awards recognise local authorities for the publishing of informative, engaging and transparent Annual Reports on their civil parking and traffic enforcement activities.

# CONTENTS

	Page
1 Setting The Scene	p 3-4
2 On The Verge	p 5
3 Licensing and Police Patrols	p 6
4 Gang Targets Pay and Display	p 7-8
5 Parking Enforcement Focus	p 9
6 Safer Parking Around Schools	p 10
7 Residents Parking	p 11-12
8 Recruitment	p 13-17
9 Information and Statistics	p 18-21
10 Financial Transparency	p 22-23
11 Areas of Focus and Development 20/21	p 24
12 Weblinks	p 25



Welcome to Cheshire East Borough Council's fourth annual parking report for the period 1/4/2019 to 31/3/2020.

by Frank Jordan & Cllr Laura Crane



Frank Jordan  
Executive Director PLACE &  
Deputy Chief Executive



Cllr Laura Crane  
Portfolio Holder for Highways & Waste



Lorraine Martin  
Parking Services Manager,  
Report Collator

# SETTING THE SCENE

Welcome to Cheshire East Borough Council's fifth annual parking report for the period 1/4/2019 to 31/3/2020 – just into the first few weeks of the Covid-19 pandemic. The council was delighted and honoured to have been highly commended and to receive a certificate of excellence for the 17/18 report and then further, Highly Commended for Reporting – Customer Service in 18/19.

Demonstrating transparency, openness and consistency of approach in our objective setting, decision making, priorities and actions are the main reasons why the annual report is produced. The report facilitates a coordinated methodology and collaboration, seeking to achieve behavioural change, with our partners, members, staff and stakeholders.

Our overall intention being to publish performance data with objectives and outcome measures in a customer friendly way. Parking is an everyday but vital issue for individuals, families and communities. Good parking management contributes significantly to the accessibility of our villages, towns, parishes 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 perception of our Enforcement and Processing Staff as it enables our community to understand why enforcement is both necessary and vital in the successful management of the road network.

This has become even more important and vital during the pandemic which will be reported upon in significantly more detail in the 20/21 report.

This year's report contains a different style of financial information, presented as infographics rather than lists of tables – the same changes have been applied to our management statistics.

The updated style is more readable and attractive and again we do hope that the information presented will save time and resources that would otherwise be spent on responding to service requests, complaints, frequently asked questions or Freedom of Information Act requests from the media, stakeholders and the public.

This report encompasses the advice in the PATROL Toolkit, by providing a well-structured account that is underpinned by strong narrative and a persuasive message but keeping our style clean.

The Patrol Toolkit is a collection of useful tips and guidance focused on key themes to help write and structure a report.

- Step 1** focuses on the service; the what why and how
- Step 2** Innovations and new developments
- Step 3** Education, enforcement, and appeals.
- Step 4** Transparency on Financial information
- Step 5** Utilising Digital Channels

The availability and effective use of parking (for any type of vehicle) is an important tool in managing traffic, as well as the quality of the local environment, and has a role in supporting local economic vitality, regeneration and transport strategy. It is important therefore that we take a clear approach to using this asset, whilst still reflecting the individual, distinctive and unique local issues in market towns and the smaller parishes across the borough of Cheshire East.

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 work to ensure that there is adequate parking for cycles and motorcycles and that the special parking requirements of disabled people are met and that parking for parents/carers with young children is considered.

Blue Badge holders want to park close to their destination and the majority of physical cases need the wider spaces. One of our priority enforcement aims is to ensure that they are not inconvenienced by unauthorised users of Blue Badges or by motorists who abuse the designated spaces specifically allocated for people with disabilities. This is how some of our collaboration works, the team who administer the Blue Badges do not have enforcement staff and so, Parking Services takes over the enforcement role in this instance.

The Council needs to meet ever more complex challenges and exceptional levels of financial pressure to provide a modern, well-informed and fair parking service for all residents, businesses, visitors, shoppers, commuters and workers to and across the borough.

We aspire to provide parking to high standards of safety, security and cleanliness, following, where it is able and feasible, national guidelines and benchmarks. This will include improved parking facilities, at an appropriate charge to actual service users. The service is very mindful of the importance of 'managing the customer's expectations' and the customers for parking services do not just include residents

With a pro-active and sensible attitude to enforcement, we will need to have the structures and processes in place to ensure that we take our responsibilities seriously with regards to the free flowing movement of traffic, whilst ensuring we deter and re-educate those motorists who continue to park irresponsibly, inconsiderately, dangerously and above all, 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.

Our staff have a very tough job to do which is not helped by the 'miscommunications and myths that surround the world of parking' – many of which are dispelled in this year's report. Unfortunately, there has been an increase in physical assaults on our officers which is just not acceptable and will not be tolerated – body worn video is now utilised which has assisted the Police in bringing matters to a successful conclusion in court.

Even during regular confrontational situations, they are expected to remain professional, polite, calm, firm and assertive and have the competence to walk away without taking verbal abuse personally.

We would like to take this opportunity to recognise the work of our staff and the contribution they make to the Borough.





# ON THE VERGE: OF SUCCESS

Verge parking has long been an issue for many Local Authorities.

It is recognised that vehicles parking up on verges especially during the winter months causes extensive damage, with cost burdens for Local Authorities as well as environmental damage and negative aesthetic impact.

Here at Cheshire East Council we have worked closely with our Highways Team to bring in prohibition of verge parking in areas where parking on the verge was most prevalent.

Since introducing the new Traffic Regulation Order, and as part of their regular patrols, our enforcement team has seen a dramatic improvement with virtually 100% compliance, offering evidence that “the grass really can be greener” on the other side.



**At  
any  
time  
on verge  
or footway**



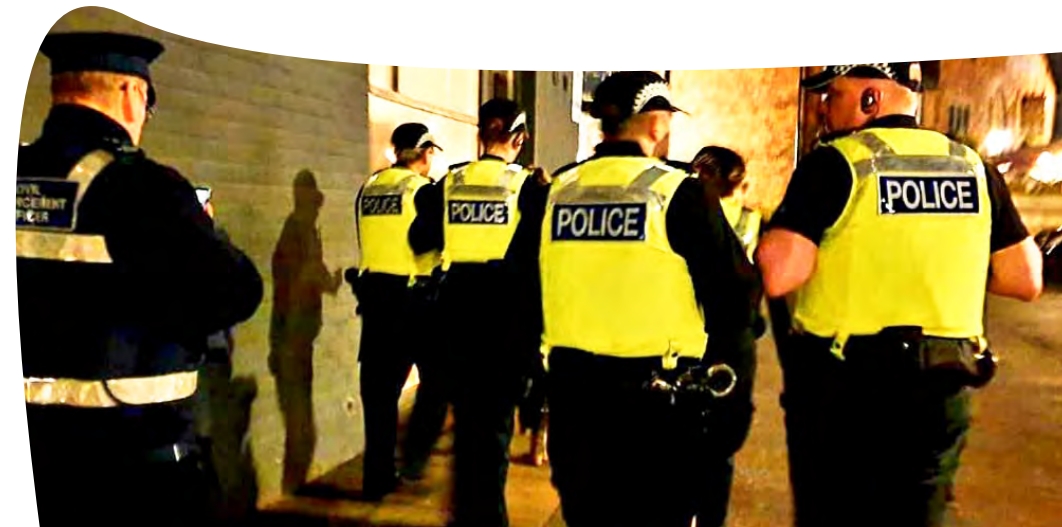
# LICENSING & POLICE PATROLS

We were excited to be given the opportunity to participate in working alongside both licensing and Cheshire police - with what we see as engaging, collaborative and cross departmental support, which has seen many successful late-night enforcement patrols.

Our patrols would often start late, where we would meet up at the Police station for a debrief of how our night would commence - who would buddy with who and what Town we would cover. Any issues regarding misuse of Taxi bays were discussed, including any important intel the Police had for areas of concern. Based on complaints we had also received from the public; a plan of action was put in place quickly.

Our patrols have discovered un-licenced taxis, private hire cars touting for hire, inconsiderate parking by the public within taxi ranks and Taxi drivers creating obstructive parking. We also had fast food delivery vehicles which were parked in contravention, without insurance. Although we had a serious job to do, due to the lateness of our work we also stopped to talk to the public (often very merry and unstable on their feet after a good night drinking) Many photo opportunities were had, as they all want to wear a hat, either Police or Enforcement and say 'cheese!' Every member of the public we spoke to, left the scene happy, smiling and expressing their love and support for us.

We have received positive feedback from our joint patrols which has come from both trade and Police combined. Reassurance to hackney cab drivers, as they witnessed first-hand action being taken in response to their concerns. The Police appreciate these patrols as they can get out on foot, showing a visible presence with both general members of the public, licensed premises owners and taxi drivers alike.



Joint proactive patrols with the Police and Cheshire East Licensing department (Taxi) over the winter period following complaints about illegal parking/out of town taxis.



# GANG TARGETS PAY & DISPLAY

We began to experience criminal attacks and subsequent theft from our Pay and Display machines in June 2019 which continued in to early 2020. These attacks were random in nature being carried out sometimes in broad daylight, mid evening or early hours of the morning and spread across Macclesfield and the southern area of our borough, primarily Congleton, Crewe and Nantwich. Twenty plus machines were targeted resulting in lost revenue of circa £15k, and repair costs of £13K. Damage to two machines was such that they were beyond economical repair and needed to be replaced at additional cost of approximately £8K.

These attacks were not isolated to East Cheshire as other authorities; Bedfordshire, Wiltshire, North Wales, Leicestershire and Staffordshire have fallen victim to similar criminal activity, which would suggest a possible link between them. Despite reporting these incidents to the authorities, Cheshire Constabulary have to date been unsuccessful in bringing any arrests or convictions against this well-organised gang. Here at Parking Services we have been working closely with our machine supplier to enhance the security of all pay and display machines across the borough in a bid to deter future acts of criminality and theft from the payment machines, safeguarding revenue and potential financial burden to the taxpayer.

Cheshire Police are urging residents to be vigilant and to report any suspicious activity to them, as well as pass on any details they may have in connection with the thefts.

Chief Inspector Jez Taylor said: "We have officers across the affected areas investigating the thefts and they have been making numerous enquiries." "We'd like to take this opportunity to ask you to be vigilant and report any suspicious activity by calling 101, or 999 if a crime is in action. If you have any information on the thefts you can call us on 101. Alternatively, you can call Crime-stoppers anonymously on 0800 555 111."





# GANG TARGETS PAY & DISPLAY (CONT...)

Parking Services have collaborated with the Councils CCTV team to mitigate against future thefts/attacks on the pay and display machines. Our CCTV suite operatives have been given access to our machine telemetry Web Aslan (real time reports) which enables them to monitor/check the process until the CIT (Cash in Transit) is clear. Where an unusual or unauthorised activity is identified operators will contact the police.



“

We couldn't say much at the time but the last few attacks were caught on camera at the start and Police deployed to them still in the act. The latter two ending in chases across the borough with (I believe) one arrested and the latter chase, sadly a Police Officer being hurt, they were a nasty gang! What the team still do is take these reports incoming from the machine and check / monitor the process until the CIT is clear.

Obviously if there are issues instead, they contact Police. I am hoping it has made life better for your team having our monitoring this and filtering out what is a monitor job and what is a real job live. Now, when they get a ping from a machine, they will not only check but monitor the process until completion. That leads them to things like today, two machines are no longer pinging back to us which we noticed by monitoring the CIT process so have reported to Emma Thompson-Steers.

I think it's working great. We do still get certain activations which we ask Police to take a drive by, especially at night and the partnership between us and Police on this seems to be working well now.”

”

STUART HOBSON, PUBLIC SPACE CCTV &  
EMERGENCY CONTROL CENTRE MANAGER



# PARKING ENFORCEMENT FOCUS

Cheshire East Council's Civil Enforcement Officers (CEOs) are front line ambassadors, representing the Parking Services Team and the Council as a whole. Not only do we keep traffic free flowing, but we are often, the first point of contact for our visitors, shoppers, residents, businesses, workers and commuters.

The main objectives of a CEO are to ensure fair and consistent enforcement of Parking Controls. As a key management tool, we ensure that we address the main and most important causes of obstruction resulting in congestion, safety and accessibility issues.

Cheshire East Council's overall aim is for 100% compliance with the parking restrictions through clear, well designed, legal and enforced parking controls. We effectively contribute in the delivery of Cheshire East's Local Transport Plan to improve our economy, protect our environment and make attractive places to live, work and play.

Cheshire East is passionate about delivering excellent services and this is fed through into the ambassadorial role, delivering the council's core beliefs and values in seeking a Brighter Future Together. We focus on;

- Safety – enforcing when parked vehicles cause our residents to pass dangerously on the other side of the road
- Dealing with situations where parked vehicles restrict access for emergency vehicles
- Where we can, deal with situations where pedestrians are blocked from using pavements as they should be (Awaiting the results of a national consultation on pavement parking)
- Prioritising patrols in and around school areas at pick up and drop off times – to educate drivers and reduce accessibility issues for our residents around these busy times through promoting Safer Parking around our schools
- Dealing with situations on our car parks where a vehicle has taken up more than one space through 'bad parking' stopping others from parking or from accessing their vehicle on return due to a lack of space to open the door
- Managing the traffic network to ensure free flow of traffic including pedestrians and cyclists
- Support the improvement of road safety
- Improving local environment
- Improving the quality and accessibility of public transport
- Contribute towards making Cheshire East a great place to live, work and visit
- Meeting the needs of people with disabilities, some of whom will be unable to use public transport and depend entirely on the use of a car
- To ensure that Civil Enforcement Officers (CEOs) issue Penalty Charge Notice Notices (PCNs) in accordance with the Traffic Management Act 2004



# SAFER PARKING AROUND SCHOOLS

We have had another fantastic year promoting our Safer Parking Around Schools initiative. Our Civil Enforcement Team continue to tackle illegal, irresponsible and inconsiderate parking near schools with our partner agencies Cheshire Fire and Rescue Service and Cheshire Police. Our aim is to promote safer modes of transport to and from school along with road safety.

The team patrol several schools across the Borough on a daily basis and continue to roll out the interactive school presentation along with utilising our lollipop people for a visual presence. Our officers receive exceptional feedback from the schools, guardians and especially the children.

To get our 'Safer Parking Around Schools' message out to a wider audience, we've expanded on our visibility through various social media platforms. Inside every problem lies an opportunity and by joining forces with external stakeholders, we hope to tackle this nationwide issue across Cheshire East.





# RESIDENTS PARKING SCHEMES ACTIVITY

## **Congleton**

Booth Street, Heywood, Elizabeth and West Street are largely made up of residential terraced properties on the western edge of central Congleton. Located within walking distance of the town centre. Residents asked if the Booth Street area could be considered for a Residents Parking Scheme due to workers in the town parking on their streets, making it difficult for residents to find a parking place during the day. Following an initial survey, it was determined the area would be suitable. What followed was a focused traffic survey to determine parking behaviour within the area. Through this survey it was clear that the lack of parking during the day could be attributed to workers driving into the area and parking up, however not to the extent that residents might have perceived.

Residents were consulted informally during May 2019 in order to understand the level of support, as this would determine progression to the next stage or not. Results from the informal consultation were recorded and collated, revealing only 31.75% of residents within the area were in favour of a Residents Parking Scheme being considered.

## **Congleton**

Havannah Street: Situated within the suburb of Buglawton, being partly residential with a mix of terraced and semi-detached properties within a small industrial area. Parking Services were contacted by the Local Ward Councillor requesting the service carry out an informal consultation with residents of Havannah Street as they were experiencing issues with accessing kerb side parking due to visitors of nearby businesses despite most businesses having off road car parking available for customers. Informal consultation with residents was carried out during October 2019. This consultation revealed a high return but very little support (only 15%) for a scheme to be progressed.

## **Macclesfield**

Lord Street Area: Situated on the south east side of the town being within a 5-7 min walk of the commercial and retail offer around Park Green, Sunderland Street and Mill Street. Typically, the Lord Street area consists of Victorian terraced residential properties most of which have no off-road parking. The area includes several streets and has previously been considered for a Residents Parking Scheme. Councillors representing Macclesfield Central Ward were



contacted by residents asking that the area be revisited as several years had passed since the last consultation.

Residents were informally consulted during February 2020. The number of residents responding was quite low when measured against the number of properties posted, with only 34% of residents supporting a scheme for progression. Ward councillors felt it necessary to make contact again with those residents that failed to reply initially. Despite canvassing these residents, responses again were very low and insufficient to progress.

Throughout the year other areas across the borough have been looked at as potential resident parking schemes but failed to meet the criteria: carriage width less than 5 meters, street could not support traffic lane of at least 3.5 meters, majority of properties had off street parking, competition for parking spaces amongst the residents and not related to commuter, business or visitor parking.

# RESIDENTS PARKING SCHEMES ACTIVITY (CONT...)

We can consider suggestions for new on-street resident parking schemes on streets where daytime non-resident parking means residents regularly struggle to park. A resident parking scheme is not the answer if the problem is that there are too many resident's cars for the spaces available. We only introduce schemes after full consultation with residents and any businesses who may be affected, and where there is overwhelming support for the scheme. If you are interested in setting up a scheme in your area, read how resident parking schemes work and our on-street resident parking scheme [here](#).

If you then think a scheme may be appropriate in your area, contact your ward councillor. The councillor will talk to our parking team. If we agree that a scheme might help solve parking problems, we will send information packs to residents and businesses on the street(s) concerned and ask for their views.

## Typical Installation costs for moderate sized scheme

SURVEY	£300
TRAFFIC MANAGEMENT & DESIGN	£1000
LEGAL, ADVERTISING, CONSULTATION	£2500
LINING OF BAYS & ROAD MARKINGS	£1600
SIGNAGE & POSTS	£4500
<b>TOTAL</b>	<b>£9,900</b>





“ EMMA THOMPSON-STEERS

# INTERVIEWING FOR NEW CEOs

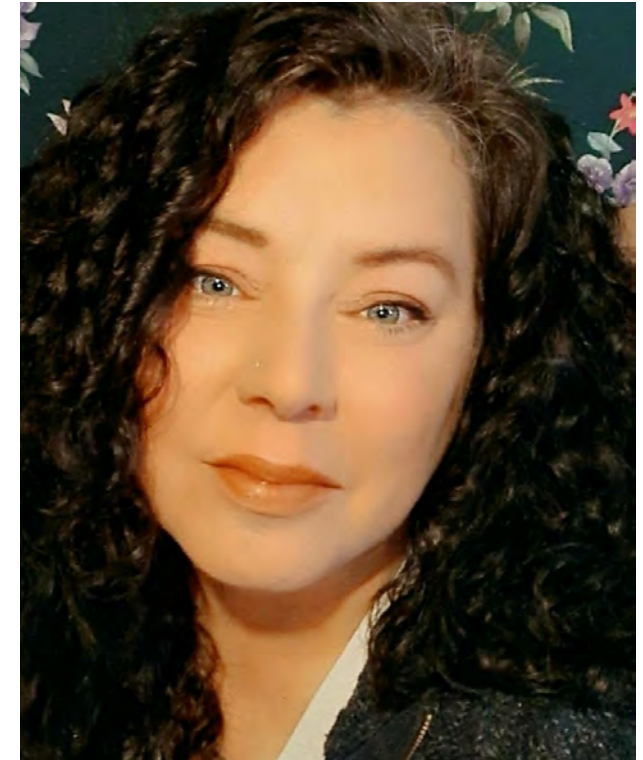
Before June 2019, I was Senior officer within Parking Services, effectively organising the CEO's and their day to day patrols. Due to sickness cover, I was nominated to take the reins of Supervisor which commenced at the end of June. I had worked very closely with my Supervisor in the past so wasn't at all fazed to the extra responsibilities my new position presented me. Although I will admit to having quite a few difficult situations which I had to deal with, I was coached, encouraged and supported every step of the way by Lorraine Rushton.

One of the most exciting roles was my involvement in sifting through potential job applications with Lorraine Rushton and whittling down candidates to invite for an interview. My first day of interviews I had been unprepared, due to the very short notice of stepping up into the role. I hadn't had a chance to read their CVs and just had their names. Upon meeting the candidates in the interview room, I candidly confessed to not knowing anything about them and could they please tell me about themselves! Little did I know, this was to be the case from then on - not only was it a terrific ice breaker, but we also got to hear so much which wasn't included in a CV.

All other interviews conducted from that day on (although I had seen their application) went in the same direction. Once we had explained to them, that we were as nervous as they were, and shared a joke or even our own experiences within life, we were good to go with our questions.

Once we had chosen our brilliant interviewees and invited them for a day's walk around joining one of our CEO's, it was all system's go! DBS, references and then the nitty-gritty of paperwork! Once completed we had some very eager new starters on their first day working for Cheshire East Council and Parking Services. So many characters, each individually unique! Different learning styles and at different paces.... Phew! We had to ask them to learn the mandatory policies and procedures of working for Cheshire East Council before we even started the CEO training, but we got there and with epic results.

I am immensely proud of them all; what they've contributed to the team, how they've achieved, and for just being brilliant. The role of Civil Enforcement Officer may not have been their first choice of job, but for those who applied, attended an interview and were successful, they now class this role as the best job ever!



# JOINING THE TEAM



Before joining CEC I was a self-employed driving instructor for 20 years and as such, part of my teaching curriculum was vehicle parking. Seeing parking enforcement patrolling around my local town peaked my interest and I decided to apply to be a CEO.

I was offered an interview which was a terrifying prospect as I had not been interviewed in over 22 years however, once it started I found Lorraine and Emma were both quite relaxed and calm and that helped me through.

The initial days were very tough mentally as there was so much administrative paperwork and training to be done but once I started learning more about the specifics of day to day patrolling it became more relaxed and enjoyable.

As I learnt more I began to feel more part of the team and although hesitant at asking for help in the mid stages, I have since learnt that everyone is there to help and don't make me feel awkward at all. In fact I sometimes get asked questions now and it just reminds me that we are in this together.

It is a continuous learning process and hopefully a path I follow for many years as working with a team like this is not work, it is pleasure.



My managers, supervisors and seniors have always been available if I have needed to talk or ask anything and are very approachable. This makes for a more relaxed working environment and I feel it promotes more of the team spirit which in turn makes me feel more positive about my job.

My work colleagues are laid back and friendly in fact the whole department feels more like extended family. During the first lockdown when we had no face to face contact with anyone we would chat on the phone and it was good to have that interaction with people from work as keeping in touch helped during the mental strain of lockdown and not seeing work mates.

Most of the time when I'm out on the beat the response from the public is positive and I feel it is important to let them know that we are approachable, some days I feel more like tourist information than parking enforcement!

Obviously there are occasionally people who do not appreciate what we do however it is so rare and being relaxed in my job, I find a calm demeanor will quickly diffuse any aggression. Since starting I have got quite a lot fitter due to the amount of walking done on shift and have lost some weight which is a huge bonus and I feel healthier as a result.

OFFICER GA85





# JOINING THE TEAM (CONT...)

“

My interview was some time ago now but was arranged with flexibility for a convenient time and I was regularly updated via email/phone with information regarding the level of progress and felt part of the team from the beginning, when I started in September 2019.

Unlike the rest of the new recruits at the time, I had previous experience in this job role and relatively good local area knowledge and fortunately did not require the same intense level of training/learning they did, however, I was fully supported in the grey areas I came across from time to time. I believe my previous experience played a big part in the development of the team as we know it today and feel quite proud to have had input with that. I think it's hard to learn this job from pages online or a book. Seeing contraventions in action paint the picture much better for ease of learning.

This job requires you to think on your feet, not everything is black or white, we regularly require the use of our own initiative. The training process is a little bit slow for anyone fresh to this role and I know that this is something that is being worked on.

The job is a fantastic job for many reasons and the team as is are a pleasure to work with. The general public is a mixed bag of individuals. Diversity and equality are a must and the level of interaction, if like me, you leave the job for a few years, is in fact really missed.

The job is exactly what I was expecting, but with an appreciated, more grown-up and relaxed approach I've also discovered the public response generally is very much the same. More people today than ever respect the need for controlled parking due to the amount of vehicular activities currently taking place and verbal abuse is easily outweighed by verbal praise while on patrol.

During this unprecedented time of Covid-19, it is a challenge to remain motivated and a lack of team/public interaction have appeared to have momentarily reduced team morale, which I know is a current focus for improvement.

We can only hope normality returns very soon.



OFFICER GA67

”



# JOINING THE TEAM

“

When I turned up for my interview I was so nervous but after it I thought it went really well. I thought Lorraine and Emma asked some really good questions but I thought 'Wow I really want to get this job!' On starting though I felt I may have made the wrong decision with all the e-learning that I had to do.

I had lots of help to get through it though and the next three months flew by. Lee, Emma and James all had faith in me when I doubted myself but I couldn't wait to get out on my own.

Just as my training finished we went into lockdown and even though it was good to help with the food parcels and medicine deliveries, I was worried that I would forget all my training. It was a difficult period when we re-started as I had forgotten a lot of things but we were paired up and the team I work with are exceptional in helping you - nothing is ever too much trouble for both colleagues and managers, so things soon fell into place.

The freedom of the job is great and I would recommend this job to anyone - it is a very rewarding job. The negative comments and aggression from the public have increased at this point which can leave even the most hardened officers feeling drained.

I know the next few months will probably be tough as we deal with the public as everybody is finding it difficult, but we will pull together as a team to get through all of this. To be honest it is probably the only job I have had in 36 years that I enjoy coming to work to on a daily basis.

”

OFFICER GA87



# JOINING THE TEAM (CONT...)

“

Whilst idly enjoying a beer outside my favourite bar one sunny afternoon, my drinking buddy and I watched with interest as an officer attached little yellow envelopes onto car windscreens. We enquired why and were told they weren't displaying a blue badge as they should when parked in a disabled parking bay. "Aaah that's good," we said, "That must be fun." We keenly awaited the return of the drivers and as expected when they came back there was much indignation, cursing and expletives about traffic wardens.

Over the next couple of weeks, we observed this several times and in the course of our verbal exchanges of encouragement, the officer in question said: "We are looking for staff – you should apply." So I did. A fairly straightforward online application was winging its way to CEC within a day or two and lo and behold I was asked to attend an interview.

I have attended quite a few interviews over the years and in fact, have conducted them too, but never before have I known of an interviewer not having seen the candidates CV beforehand. I thought this novel approach was a smart move. The opportunity was available to relax and talk freely knowing that both the people on the other side of the desk had not got a pre-judged perception of me.

Things moved swiftly from then on with a 'walk around' day, job offer and a start date. Once kitted out I was out on the streets and given some excellent training and before long I too was attaching little yellow envelopes onto car windscreens.

Nearly a year and a half later I look back and think to myself that I made the right decision when I hit the send button on that application. No two days are ever the same when out on patrol. Parking regulations are fascinating to me. The variation of contraventions off-street and on-street are such that the job is never dull. Things have turned out better than I hoped.

The chance to walk around each day and see people of all types and casually observe life in the towns, villages and countryside is like having a window on society. Knowing that our team carry out a vital role in helping to keep things moving and safe is a comfort when a difficult situation arises. That is why being part of a team is so important to me. So, yes, my expectations have been exceeded and I look forward to attaching little yellow envelopes for a considerable time yet even though in an ideal world there wouldn't be a need for any.

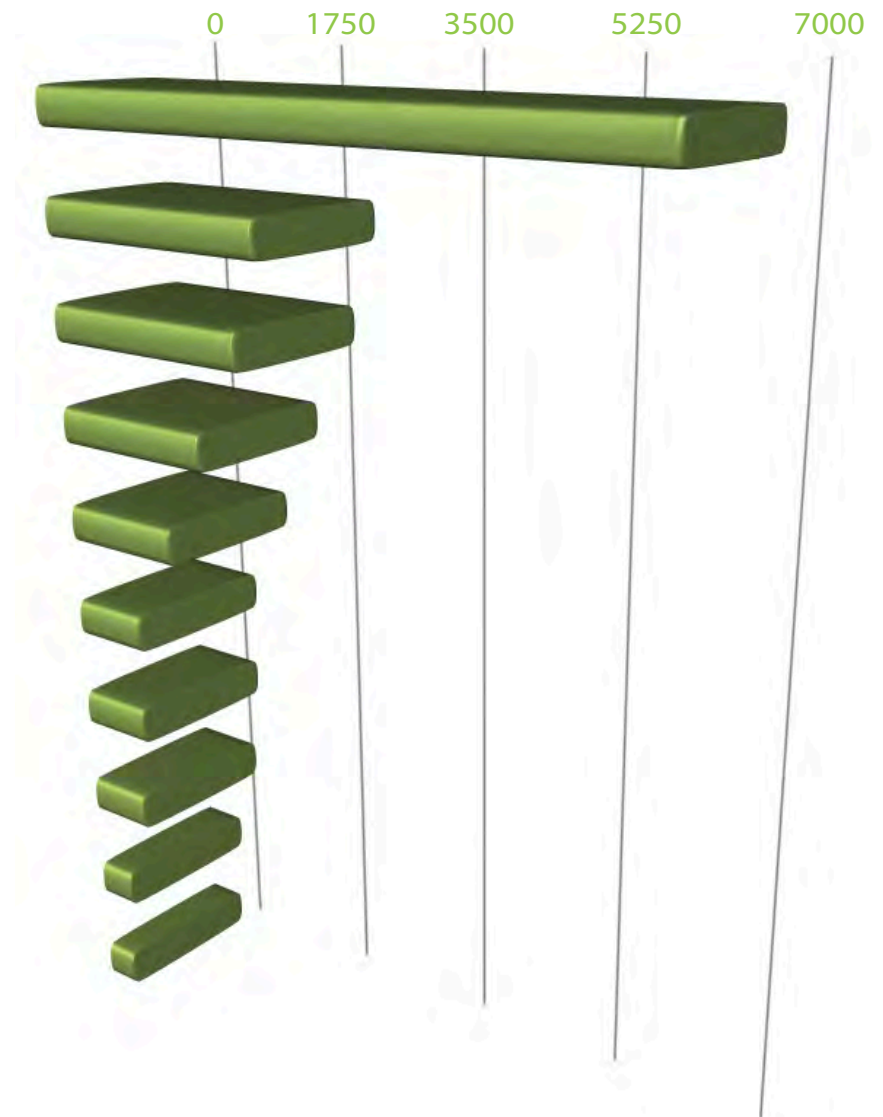


# INFORMATION & STATISTICS

## TOP 10 PARKING CONTRAVENTIONS

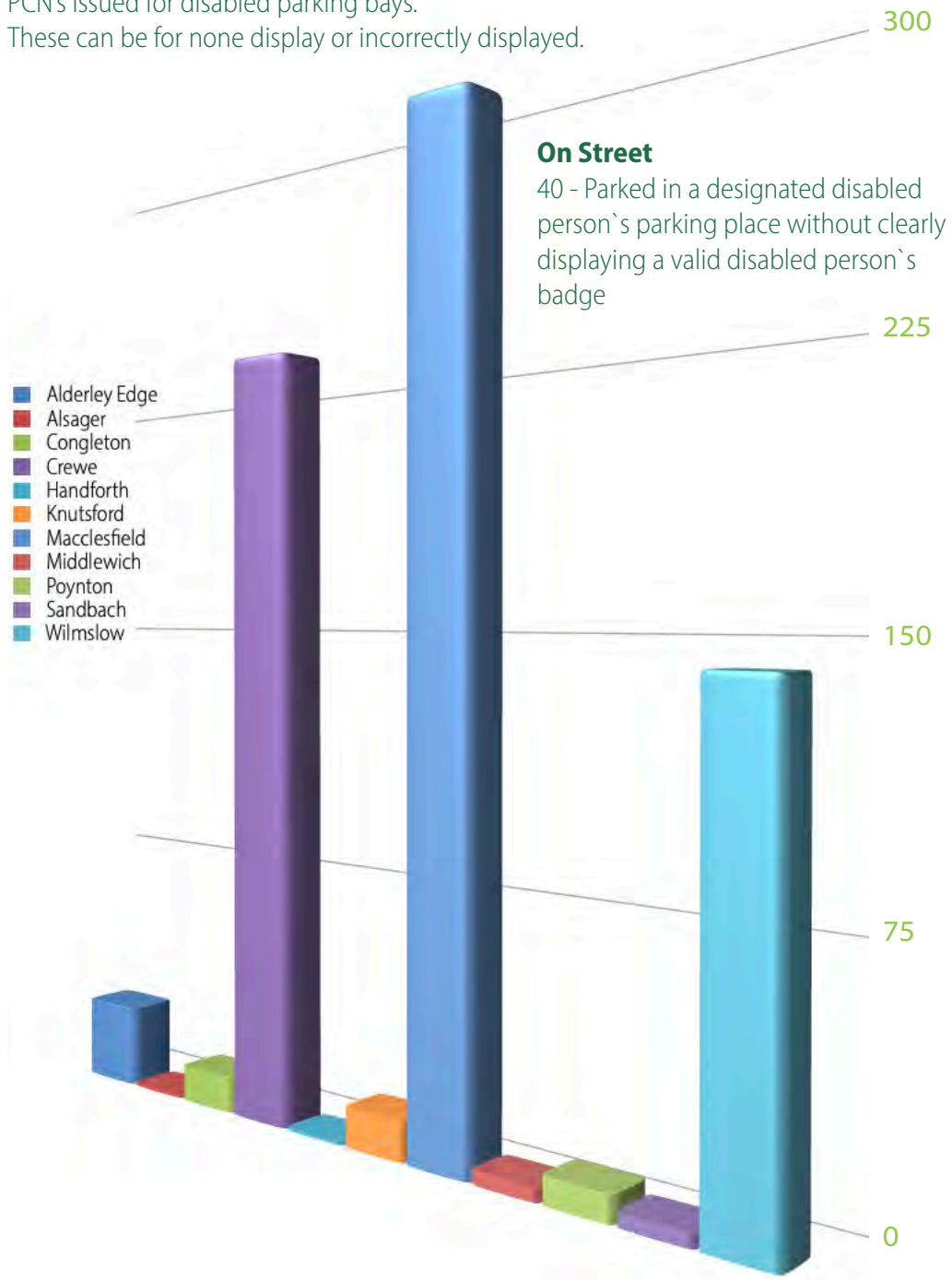
### CONTRAVENTION

01 - Parked in a restricted street during prescribed hours	6992
83 - Parked in a car park without clearly displaying a valid pay and display ticket or voucher or parking clock	2719
73 - Parked without payment of the parking charge	2427
30 - Parked for longer than permitted	1886
82 - Parked after the expiry of time	1402
16 - Parked in a permit space without displaying a valid permit	886
81 - Parked in a restricted area of a car park	843
40 - Parked in a designated disabled person's parking place without clearly displaying a valid disabled person's badge	745
87 - Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	441
45 - Parked on a taxi rank	372

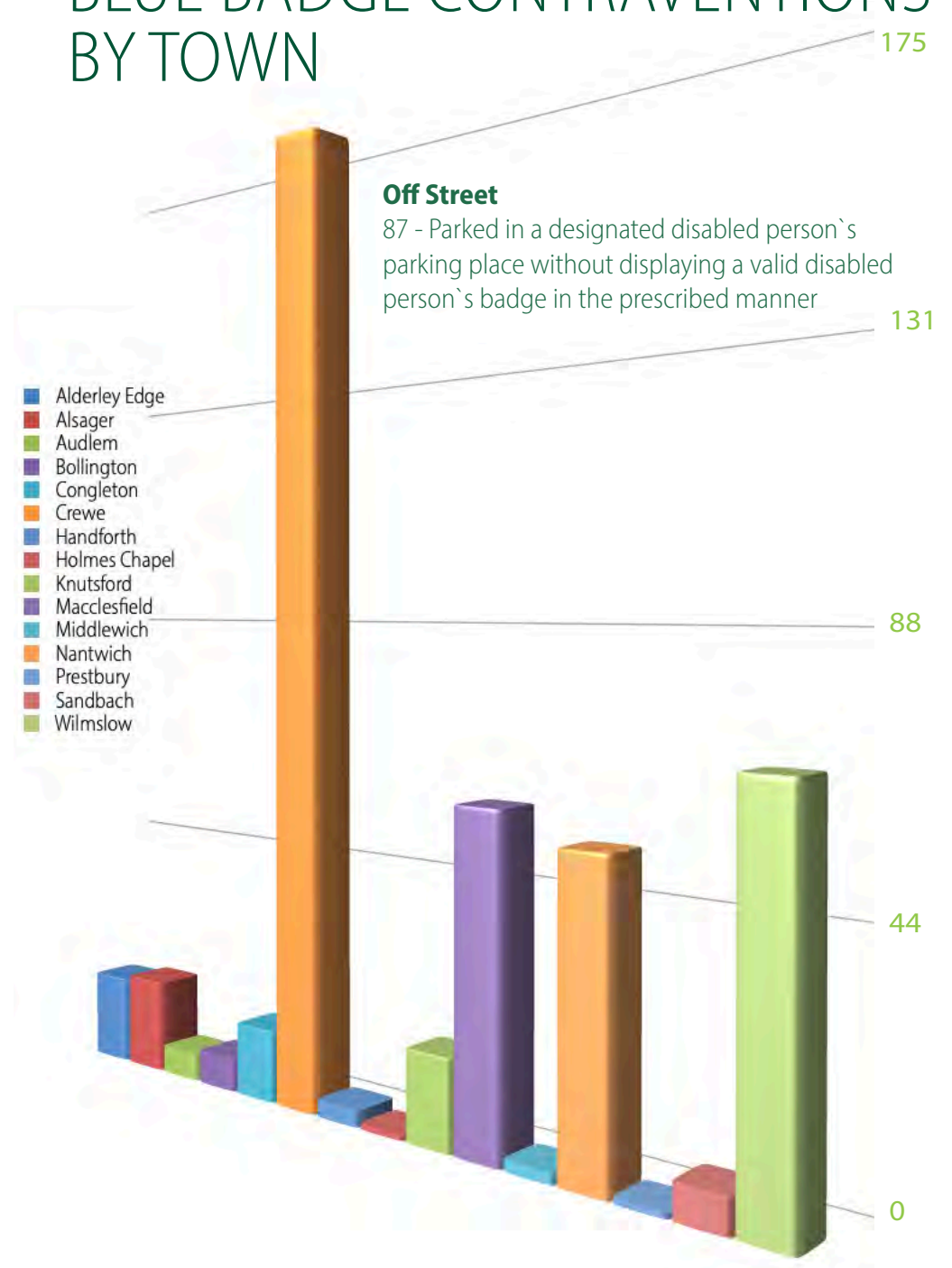




On street and Off street statistics for PCN's issued for disabled parking bays. These can be for none display or incorrectly displayed.

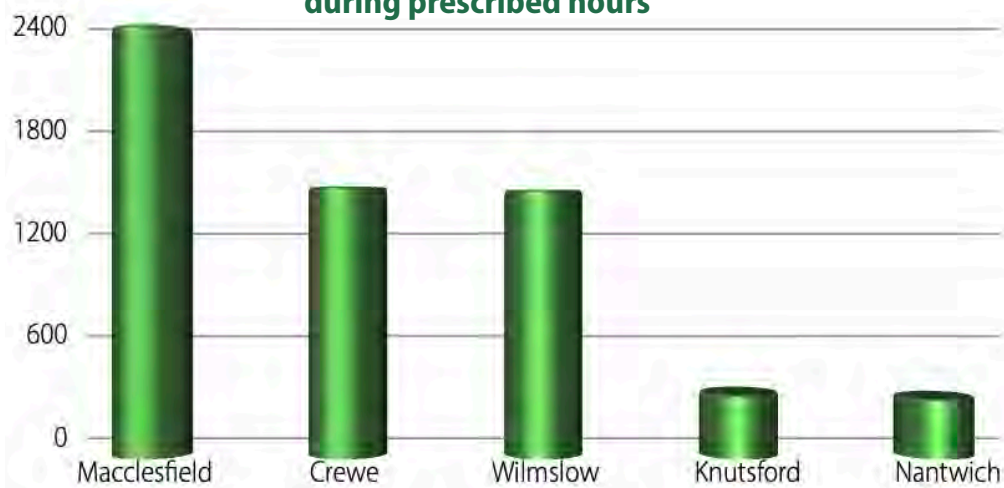


## BLUE BADGE CONTRAVENTIONS BY TOWN

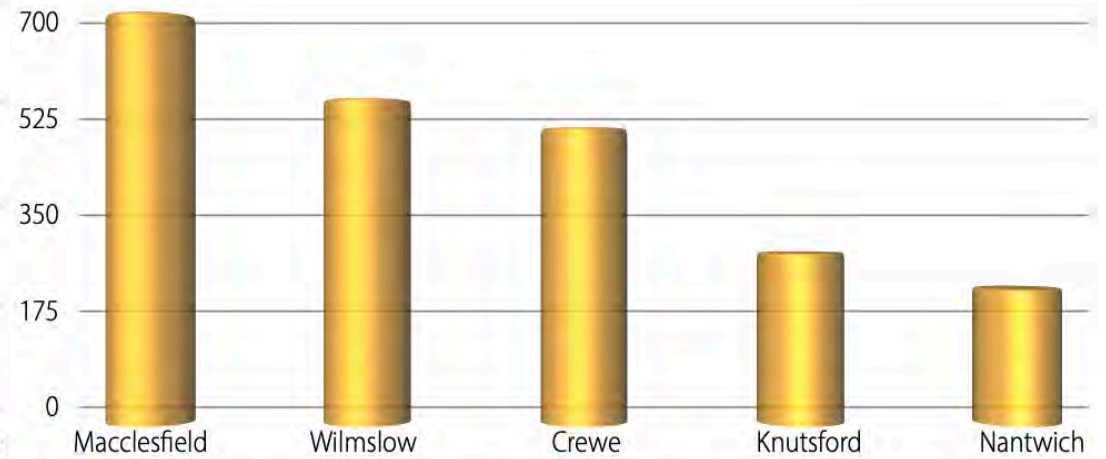


# TOP FOUR CONTRAVENTIONS BY TOWN

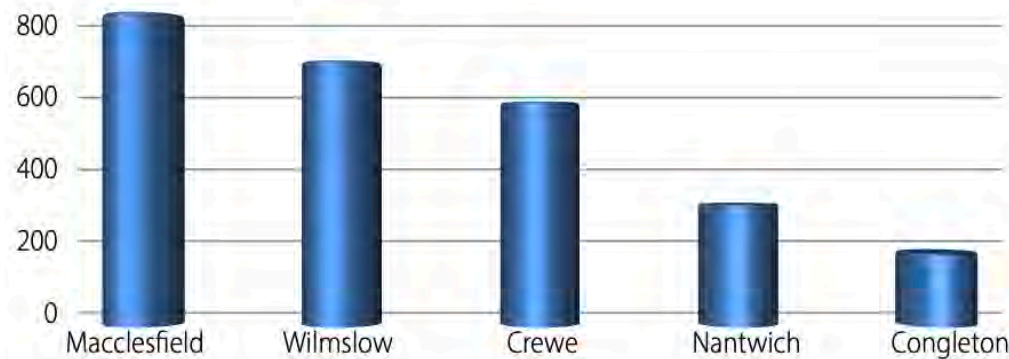
**01 - Parked in a restricted street during prescribed hours**



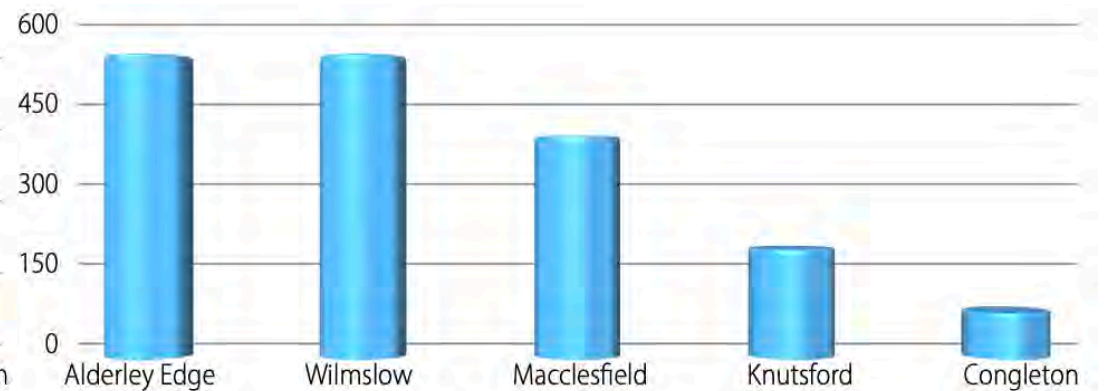
**73 - Parked without payment of the parking charge.**



**83 - Parked in a car park without clearly displaying a valid pay and display ticket or voucher or parking clock**



**30 - Parked for longer than permitted**



These figures show a breakdown on how many PCNs have been issued for each contravention by town



# INFORMATION & STATISTICS

## PCN CHALLENGES, REPRESENTATIONS & APPEALS

CORRESPONDENCE	APPEALS
Challenges	4000
Representations	1713
TPT Appeals	54
Witness Statements	55
Out of Time Witness Statements	132
Debt Registration	2271
Cases to Bailiff	1703

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



## TOP 5 AREAS THAT PCN'S ARE ISSUED FOR 2019/2020

	PCNS
Church Street, Wilmslow	590
Civic Library Car Park, Crewe	505
Broadway Meadow Car Park, Wilmslow	453
Market Place, Macclesfield	323
Whalley Hayes Car Park, Macclesfield	321

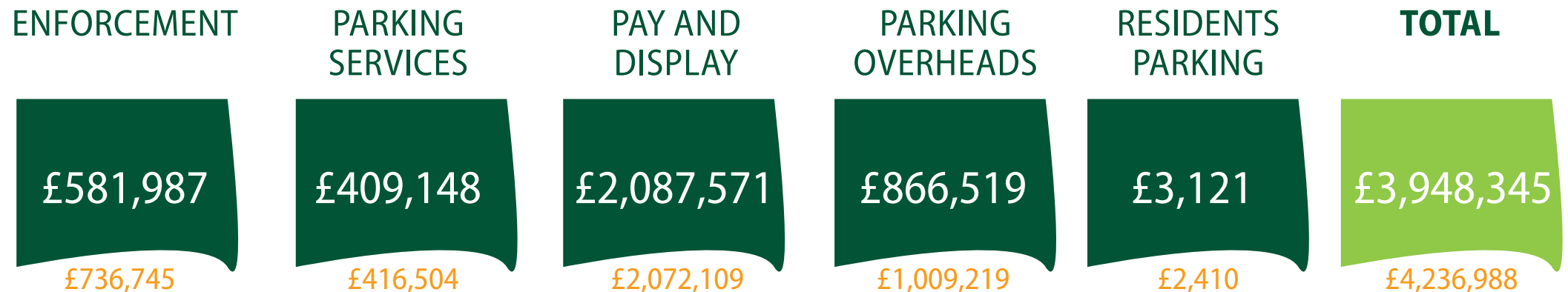
# 2019-20 FINANCIAL TRANSPARENCY

TOTAL SURPLUS  
**£1,954,259**  
£1,614,450 (2018-19)

## INCOME



## EXPENDITURE





# 2019-20 FINANCIAL TRANSPARENCY

1. Revenue from Cheshire East Council's Pay and Display car parks is ploughed back into the appropriate services to enable the authority to provide parking in town centres and other areas that are safe and secure. The revenue also goes towards the repairing and maintenance of Cheshire East Council's car parks. It is also used to ensure that the Council can support the details in the Brighter Futures Together programme. The Brighter Future Transformation Programme is working to transform our council to deliver our vision and corporate plan by creating a council that delivers the best possible level of public service it can to our residents, communities and businesses.
2. Surplus income from the issuing of Penalty Charge Notices, in particular, must only be used in accordance with Section 55 of the Road Traffic Regulation Act 1984 (as amended). This includes items such as road safety and activities to keep traffic moving – i.e. public passenger transport services, highway or road improvement projects, environmental improvement; and the provision and maintenance of off-street parking accommodation, whether in the open or undercover.



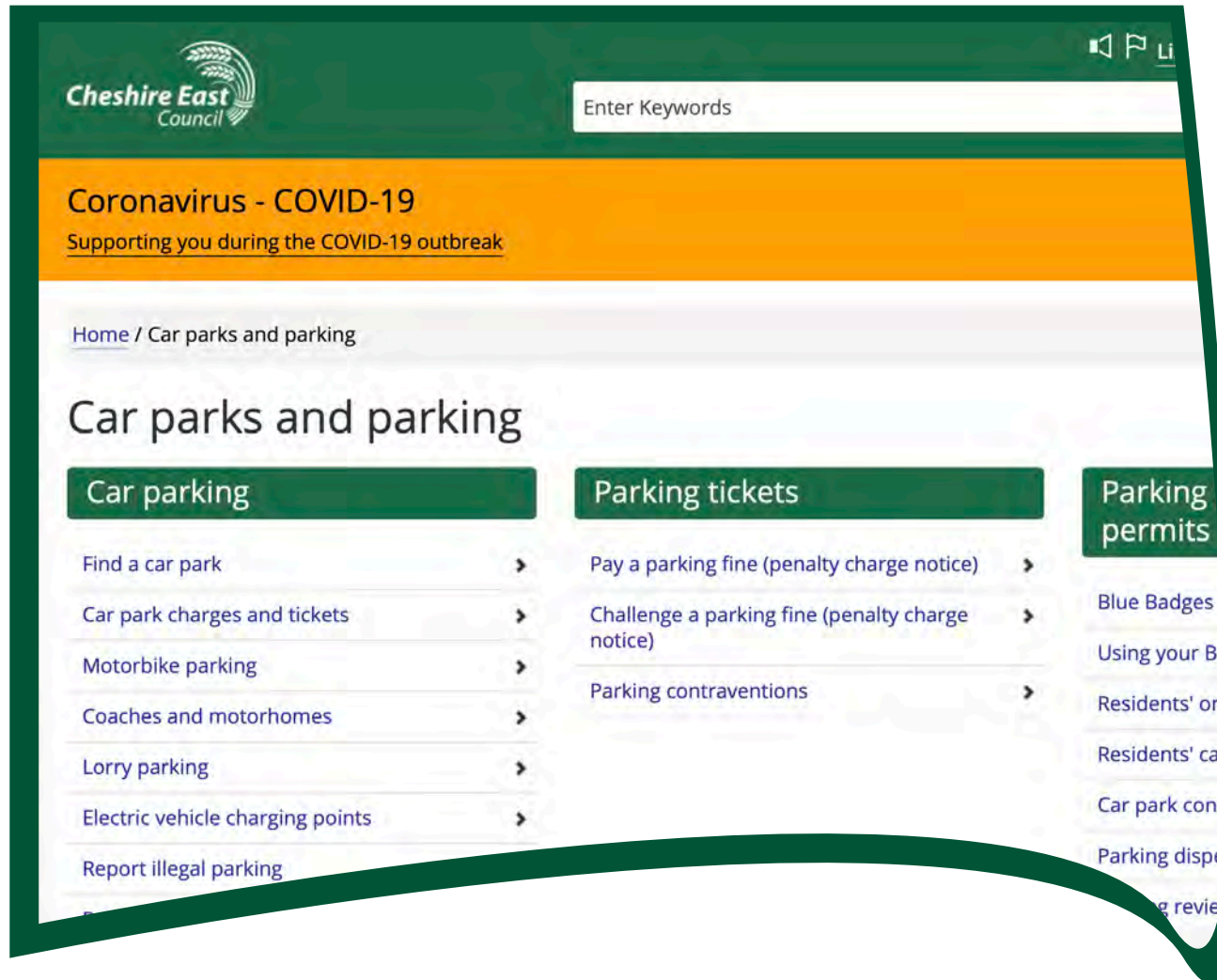
# AREAS OF FOCUS & DEVELOPMENT FOR 20/21

- Web page review
- Enforcement Policy revision to include Portfolio Holder priority enforcement suggestions and enforcement focus
- Our response to the Covid-19 pandemic
- Town Centre recovery
- Schools enforcement priorities
- Recruitment done virtually
- New starters during the pandemic
- New Mobile payment app – oct 2020
- New contract extensions and reviews including WSP, now TSL (Taranto Services Limited)



# WEBLINKS

Weblinks are an important but simple means of injecting a sense of interactivity into our report and as a lesson learnt from our previous 2 reports, rather than depict huge amounts of information onto a page or in a tabular format, we have decided to give a list of weblinks below and a bullet-pointed list of what information can be found by 'clicking' onto them.



[Parking Services Guidance](#)

[Car Parks information by Town, Tariff and length of stay](#)

[School Parking Advice](#)

[Blue Badge information](#)

[Parking Contraventions and Grace Periods](#)

[Reporting abandoned vehicles](#)

[Local Transport Plan info and Transport strategy](#)

[Road Safety Questions](#)

[Cycling](#)

[Travel Cheshire website](#)

[Highways, roads and pavements in Cheshire East](#)