



Cheshire East  
Council

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**Parking  
Services  
Annual  
Report**

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**2016/17.**

# Foreword

by Frank Jordan  
& Cllr D Stockton

**Welcome to Cheshire East Council's Parking Services Team's second annual report. 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 our local economic vitality.**

The Council's work on climate change and green travel promotes better use of the car and healthier more environmentally friendly alternatives, such as walking, cycling, motorcycles and the use of public transport.

Travel Plans for schools and businesses are also seen as a key element in reducing car usage by tackling different aspects of businesses transport.

Cheshire East will encourage alternative travel choices through availability and appropriate pricing of town centre parking. All parking income is ploughed directly back

into our road and infrastructure maintenance which connects us as a place and road safety projects which protect us and helps us thrive as a community.

Cheshire East Council will also continue to work to ensure that there is adequate parking for cycles, motorcycles and that the special needs of disabled people are met and that parking for parents/carers with children is considered.

The Council needs to meet ever more complex challenges and exceptional levels of pressure to provide a modern, well-informed and fair parking service for all residents,



 **Frank Jordan**  
Executive Director PLACE  
& interim deputy Chief Executive



 **Cllr Don Stockton**  
Portfolio Holder Environment

businesses, visitors, shoppers, commuters and workers to and across the borough.

Over the coming years, the Council will need to find ways to cover its costs, invest in additional parking provision, improve the quality of its parking places, manage traffic flow and reduce congestion, whilst at the same time, protecting the environment and public health.

The Council will aim to provide parking to high standards of safety, security and cleanliness, following, where it is able, national guidelines and benchmarks. This will include improved parking facilities, at an appropriate charge to actual service users.

With a pro-active and sensible approach 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 and above all, in contravention.

Our personal 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.

With important partnership working in conjunction with our Highways, Legal, Countryside, Alternative Service Delivery Vehicles (ASDV's – ESAR & ANSA), Environmental Health & Blue Badge administration teams, the Parking Services team play an important role in trying to keep our roads and highway areas safe and with free flowing traffic.

**“In order for Cheshire East to continue to be a fantastic place to live, work and visit it is vital that the Parking Services Team sustainably contribute to help and support our people, residents and businesses.”**

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# 01.

## Introduction

Cheshire East is an amazing place to live, work, visit and invest. We are proud to be one of the biggest employers in the area, employing around 4000 staff based in offices and other workplaces across the Borough.

We are the third largest Authority in the North West.

As a unitary council, we provide many different services and we offer a wide range of opportunities to employees from all backgrounds, ages, skills and interests.

Our staff are our number one asset and our aim is to have a diverse workforce that understands and represents the unique and individual communities they serve.

Local councils are a critical part of the local government infrastructure and have a significant range of powers and duties, giving them an exclusive and specific role within the community. Local councils undertake some of these duties and powers to varying levels and degrees and many raise local precepts for the services they deliver.

Town and parish councils have a key role in representing communities, empowering localities and helping to deliver local services. There are 11 town councils, 97 parish councils and 7 parish meetings and there is a vast difference in size and profile for each.

We work hard to deliver on our promise to 'Put Residents First' by asking our staff to live and breathe our values and culture of being open, honest and transparent and which we believe underpin our success. To us **'Putting Residents First'** is about really listening and understanding what residents and businesses need and responding appropriately to provide the best possible service.

Cheshire East covers an area of 1,116km<sup>2</sup> making it the third largest unitary authority enforcement area in the North West with a population of 370,700.



**FACT.**

All parking restrictions must be complied with for the safety of pedestrians, children and other road users.

**It is not ok to drop your children off at the school gates!**

# 02.

## Parking Services Overview

Parking and waiting restrictions and enforcement are a vital part of keeping the roads safe, traffic moving and allowing fair access for all amenities, shops and services. Of equal importance is keeping the highway clear to give unobstructed access for emergency vehicles.

### Our Staff

In 2016/17, the numbers of full time equivalent Civil Enforcement Officers (CEOs) varied between 12.49 and 14.4 (by 31/3/17) to issue Penalty Charge Notices (PCNs) under the Traffic Management Act 2004, where it is legal and lawful to do so.

Three other officers (Senior CEOs) who are trained CEOs but have supervisory/training roles support these officers by undertaking additional patrols where necessary.

Approval was given in January 2017 to significantly increase the number of CEOs following various retirements and requests for part-time hours.

11 FTE posts have been advertised and it is anticipated that these will be filled (all subject to satisfactorily passing a six months probationary period) by 31/3/18. Updates on progress will be given in the 17/18 annual report.

**Irrelevant excuse given upon receiving a PCN**

“I had to stop here as my pet dog wanted to pee.”





A Parking Services Supervisor, two Senior CEOs and 2 of our initial first wave new 'probies'

# Penalty Charge Notices

Penalty Charge Notices are issued for contraventions of the parking restrictions. Despite myths that Council's set their own levels, it is true to say that under government legislation there are only two levels of contravention, higher (£70) and lower (£50) dependent upon the seriousness of the contravention.

If paid within 14 days, the penalty charge is reduced by 50%. These levels are set not by the local authority but by the Secretary of State for Transport and we can neither decrease nor increase them.

Cheshire East Council's Civil Enforcement Officers operate enforcing parking and waiting restrictions, to ensure maximum space availability and turnaround for customers and business visitors, using the following guiding principles:

- Where unlawful, irresponsible or inconsiderate parking stops traffic (or the free flowing movement of traffic)
- Where cars parked on pavements block the walkway for pedestrians who then have to go into the road to pass the cars (particularly in school keep clear areas)
- Where the unlawful or inconsiderate parking is dangerous and may put child safety in jeopardy
- Where emergency vehicles are prevented or obstructed from travelling down the highway with ease
- Where parking spaces are taken up by motorists which are meant to be reserved for Blue Badge Holders
- Allowing for exceptional events and circumstances and engaging with the community at such events by handing out leaflets and conducting surveys rather than giving out Penalty Charge Notices
- Presenting and promoting safer parking presentations and leaflets with partners such as Cheshire Fire and Rescue service, the Police and local schools

Cheshire East Council as a Resident and Business First Council is keen to look at how we can support our local town and village centres. The Civil Enforcement Officers have a dual role to play in becoming what is now recognised as front line ambassadors for the Council. Traditionally called 'Traffic Wardens' or 'Parking Attendants', the CEOs are split over two sites – Crewe (based in the Municipal Buildings) and Macclesfield (based in the Town Hall).

We want to be able to make sure that our limited but essentially and appropriately increasing resources are used to best effect. The cultural shift has changed around enforcement and we have strived over the last 12 months to work on a new ethos, promoting key messages of 'penalising those that are selfish to others, i.e. parking in disabled bays with no right to and those that are a danger to other road users and pedestrians – especially children

around school areas and those that block access on roads'.

The team also cover enforcement on the numerous car parks across the borough which are either owned, leased or run by CEC to ensure that cars are parked within marked bays and do not outstay the period of time for which they have purchased a pay and display ticket, thus ensuring an appropriate turnaround of spaces for shoppers, visitors, commuters, business users, workers and residents.

The principle that 'policing' car parks as a main focus has changed.

**“We are making sensible decisions based on the needs of the community and those that we serve.”**



**Quote.**

“Please pass on my thanks to the enforcement team who sometimes have a challenging time up here.”

# 03.

## Successes 2016/17

### Macclesfield Forest

Sensible enforcement action has continued to be a priority in the beautiful area of Macclesfield Forest. Some of our partners\* who work in this area, sent us the following comments for our report:

“Please add my thanks to those of Martin, onto you guys and the CEOs for visiting and dealing with the parking enforcement issues.”

“As far as parking I have seen in the week, most people seem to be keeping to the designated bays, save for:

- a) the odd person who seems to have not noticed the restriction signs
- b) the “I have been coming here for ‘x’ years and I will park where I like” brigade. Mainly here to walk dogs early morning.

The former would maybe benefit from maintained/increased signage and education from Martin and team, the latter would benefit from an early morning week-day visit from the Civil Enforcement Officers.”



“Parking issues depend on the time of year and the weather conditions. So the busy times are mainly at weekends around Easter, August bank holiday, Autumn, Boxing Day and the New Year period.

some are put off by flying insects which can be quite irritable. No easy solution, there will always be the ones that think they can get away with it and the ones that don't notice the signs.”

**\*Partners**

1. Martin Winder the Ranger at Macclesfield Forest
2. Rob Hudson the Woodland Officer from United Utilities and
3. Richard Doran the Countryside Service Development Manager for Cheshire East Council

**“No easy solution, there will always be the ones that think they can get away with it and the ones that don't notice the signs.”**

At all of these we have experienced parking out of the bays, on some occasions parking is back at what it was before the restrictions were put in place. Some of the signage has been interfered with (turned around); I have attended to these on at least five occasions.

I have noticed cars parked out of the bays when there is space in the car park. My volunteers and I have advised car drivers about the restrictions (when we see them parking out of the bays) however this does not seem to solve the problem.

So any weekend when the weather is good we can expect parking issues the exception is usually August when people are away and

**Irrelevant excuse given upon receiving a PCN**

“I was delayed back to my vehicle because I am a good Samaritan who was helping an old lady who had fallen”



**Spreading the Word**

**Louise (Parking Enforcement Supervisor) and Emma (Senior Civil Enforcement Officer) volunteered to attend the Bollington Town Council, evening Assembly Meeting in March 2017, representing Cheshire East Council's Parking Services Team and delivering an informative talk that 'debunked' some myths regarding parking enforcement.**

**They explained their jobs and how they wanted to work with the local residents and businesses rather than against them.**

Joining Louise and Emma from Parking (CEC) there were over 60 people in attendance including, local PCs and a Sergeant from Cheshire Constabulary, Councillors, Town Mayor, Residents and local Businesses.

**In Louise and Emma's own words...**

“Sitting at the front of this audience, we would be lying if we said we were not feeling nervous, looking at the faces in the crowd feeling like lambs to the slaughter! I (Louise) stood up introduced 'Emma' as having more experience than me.

I then decided on an ice-breaker, joking at the start regarding my

previous role as a benefit fraud investigator and that I didn't recognise anyone's face so we should get on!

I started off the talk about how many officers we have and the geographical areas covered, and that our primary role is to keep traffic flowing.

I explained about dropped footways, school enforcement across 154 schools and with just 13 CEOs. Why we enforce schools and the benefits of doing so; then I dealt with a difficult conversation from a senior member of the assembly (who wanted school keep clears to be enforceable 24/7).



I stressed that our joint working relationship with the Police, tackling inconsiderate parking, problematic areas and how we go about dealing with such, is successful. I explained our patrol of the limited waiting bays which ensured on-street parking isn't abused and allows out of town/business users to free up space and come and shop in the village.

Pool Bank Car Park – enforcement issues (vehicles parking in disabled bays without a valid badge). If we are going to enforce one area of the car park then we need to enforce the whole area which means as part of the terms and conditions that you must park within a marked bay.

I promoted the patrol report for those that wanted further information on what we did enforcement wise and confirmed that we were not on commission.

I explained how the audience could report illegal parking (through website, telephone number, email: parkingenforcement@cheshireeast.gov.uk). I explained we are not a fast response service but will endeavour to assist where possible and appropriate.

There were many questions which I answered honestly before the assembly broke up for a tea break.

However Emma and I didn't get a tea break due to the queue of people wanting to talk about parking concerns and issues and how we can help them.

Every resident who approached us with a valid parking concern and a very worried expression on their face left us with a smile. We answered all questions sincerely with the reassurance of action where possible.

We didn't finish till 10.30pm having started at 7.30pm. All in all we promoted the service and Civil Enforcement in a good light. Overall the talk was well received and a success.

Our Manager (Lorraine) nominated us for employees of the month for this out of work activity."

### Irrelevant excuse given upon receiving a PCN

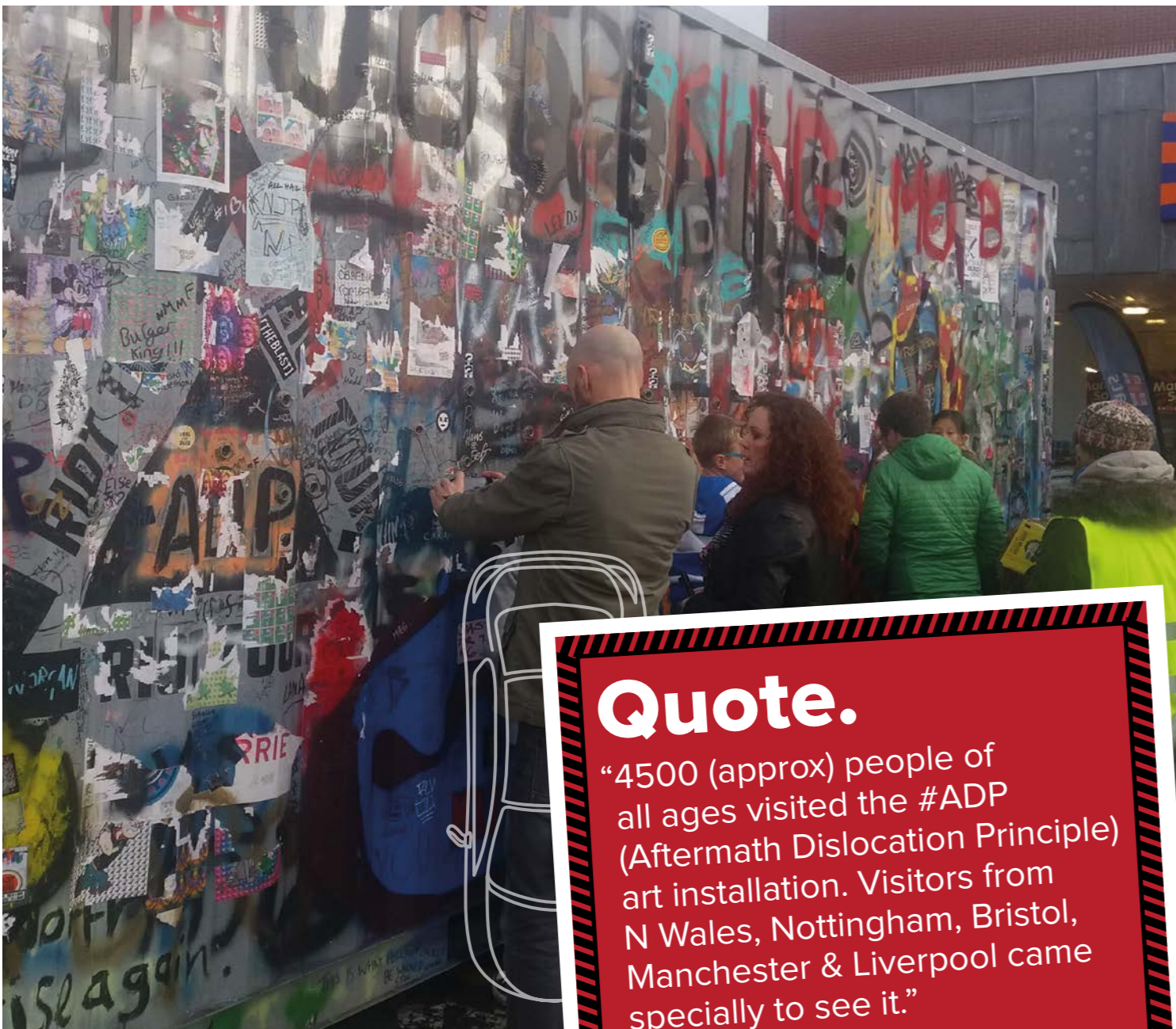
"A lady in Wilmslow parked in a restricted area near the supermarket. I had just started printing the PCN when she came out of the shop dropped her shopping bags on the ground and started clutching her stomach stating she had been ill and needed to use the toilet ASAP. I advised her that I had already printed the PCN and that I would put this in my notes and she would have to appeal it.

I asked her if she managed to get her shopping done in the process, the lady picked up her shopping, took the ticket and drove off."



### Quote.

"I should be pleased if you could pass on my thanks and comments to your colleagues in car parks also. Having stood in that car park for most of the week I can appreciate that 'thank yous' are not free flowing in 'parking' circles."



## Quote.

“4500 (approx) people of all ages visited the #ADP (Aftermath Dislocation Principle) art installation. Visitors from N Wales, Nottingham, Bristol, Manchester & Liverpool came specially to see it.”

## #ADP Riot Tour

#ADP (Aftermath Dislocation Principle) is an art installation in a shipping container, depicting a dystopian cityscape, by artist Jimmy Cauty.

#ADP was first shown at Banksy’s Dismaland before touring to select locations including Macclesfield’s Exchange Street car park in November 2016.

The #ADP had a hugely successful visit with approx. 4500 appreciative visitors including school children and several who had come from far afield specially.

The event was opened by the Mayor of Macclesfield and attended by the artist Jimmy Cauty himself (ex KLF) & Mike Suarez Chief Executive of Cheshire East Council.

**The car park location was perfect and ensured many accidental visits also.**

### Irrelevant excuse given upon receiving a PCN

“I couldn’t see the machine keyboard as I have cataracts” (how can they be driving?)



## Community Collaboration

**The event was crowdfunded with contributions of 97 individuals from Macclesfield who pledged £2,051.00 to see the work come to Macclesfield.**

CEC Highways and Car Parks worked with many volunteers and community organisations to make this event happen, including:

This event was able to happen due to the helpful cooperation of Community Artspace, The Print Mill, Barnaby Festival, Heritage & Culture, Macclesfield Museums, Treacle Market, Amuse Café, B & M Bargains, Age Uk Cheshire East Events, Macclesfield Town Council and the generous people of Macclesfield.

Throughout the time in the car park a volunteer patrolled in a hi-vis vest ensuring disabled drivers were aware of the new spaces if they had missed the signs and ensured only Blue Badge holders used them. Staff returned trolleys for disabled drivers, unloaded their boots for the charity shop and did our utmost to ensure they were not too put out by the shipping container.

**The event organisers said...**

**“A huge thank you for ensuring the #ADP container had a home for a week in Exchange St Car Park. I realise it was an unorthodox request that generated extra work for you but your positive attitude ensured that the project could happen.”**



## Joint Working Operations

### School Patrols

In February 2017, we teamed up with Cheshire Constabulary to assist in their 'Operation Roadside' 'A week of Speed'.

Two of our Civil Enforcement Officers (one Senior and one brand new recruit) spent a few days jointly patrolling in the Sandbach and Middlewich area including St Mary's Primary School and Rode Heath School.

The officers were thanked for their participation...

"Each and every person has given 100% effort and I'm sure the results really reflect how hard everyone has worked. Officers have worked later than their allotted shift to ensure everything is completed, there have been some heroic efforts using the Tru-Cam and everyone has participated with full commitment."

The final results were as follows:

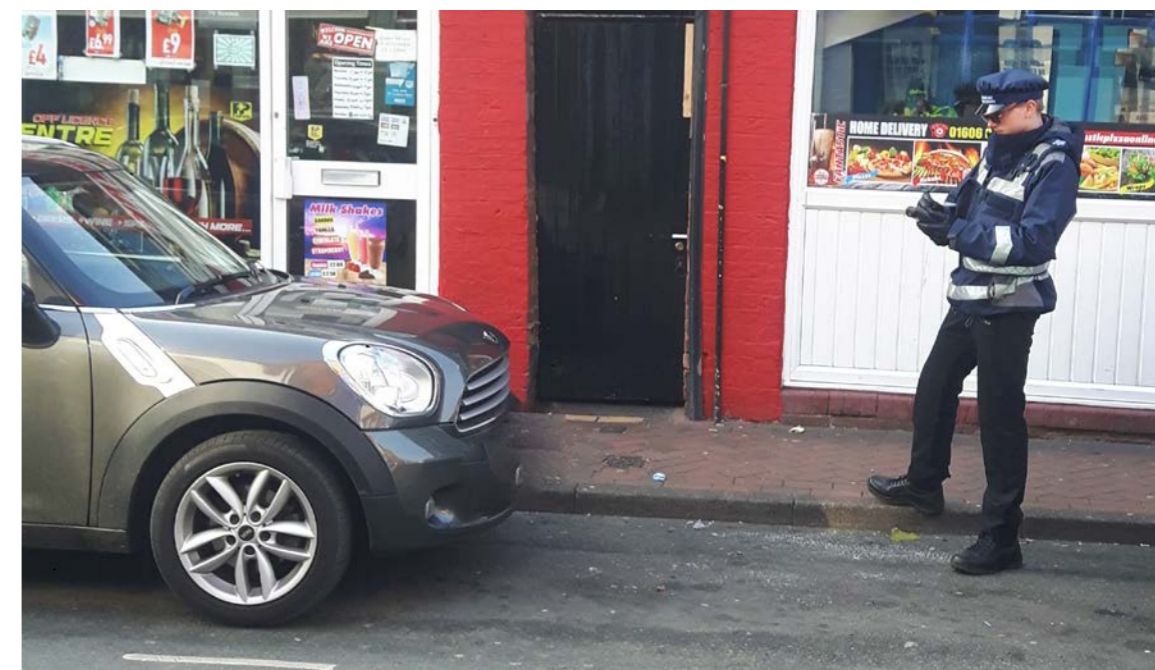
Type	Offence	Number
Tru-Cam		300
TORS	Mobile Phone	10
TORS	Weight Restriction	4
TORS	Excess Speed	3
TORS	Seatbelt	1
TORS	Not in proper control	3
Arrests		7
Vehicles Seized		4
Obstruction	Outside St Mary's Primary School	2
Obstruction	Outside Rode Heath School	2

In March 2017, the Civil Enforcement Officers worked with the Cheshire Constabulary Crewe Local Policing Unit on a High Vis school operation in the Crewe area.

PCSO's were in attendance at school drop offs and pick up times and the presence of our CEOs was very effective in deterring irresponsible, inconsiderate and illegal parking by parents/carers/guardians.

Feedback from the Police was very positive and staff were commended as being helpful and supportive throughout.

The only negative comments from the public were that they wanted every school to be patrolled every day which is nigh on impossible as we have over 160 schools across the borough.



We also worked in partnership with the Beat Management Team in the

Sandbach area and the Crewe Local Policing unit, they said:

**"Some great work with your Enforcement Officers for the last 2 days – we may not have issued many Penalty Charge Notices but the visibility and exposure around the towns and villages has been great."**



## FACT.

The 'Making a Difference' scheme celebrates people and/or teams who exemplify the Council's **FIRST** values - Flexibility, Innovation, Responsibility, Service and Teamwork.

## Staff Recognition

The 'Making a Difference' recognition scheme celebrates and recognises those people and/or teams who exemplify the Council's corporate values and have had a positive impact on their team, colleagues or wider community.

The monthly recognition recognises and celebrates the best examples of employees and teams who have role modelled Our Values (FIRST) and gone above and beyond in their job making a real difference to someone and are worthy of recognition.

This can be giving great service to customers, working in innovative ways or going the extra mile for others.

Nominations are reviewed by an internal recognition panel ideally on which there should be a pool of panel members consisting of employees and Members with representatives from each of the corporate areas.

Each month there should be a minimum of five panel members to review the nominations. The chair of the panel is a member of HR Organisational Development.

In March 2016, two staff won Employee of the month as they went 'over and above' by attending a local Town Council meeting in the evening, out of works time to talk about parking and the restrictions in the local area. The audience was quite hostile to begin with but was soon turned around by the great and informed delivery of the information by the team members.

The whole team was nominated in the annual awards alongside the Notice Processing Supervisor who was nominated for Manager of the Year.

The picture below is just a representation of the Civil Enforcement Officers and Notice Processing Team.



# 04.

## Contract Parking Permits

Contract parking permits are available for the following car parks in Cheshire East. For more information on terms, conditions, charges and an application form please see the council's web pages.

Contract permits are quarterly or annual permits that when correctly displayed in the windscreen of the car purchased for, negate the need for purchasing daily pay and display tickets.

They do not however guarantee a parking space.

CONTRACT PARKING LOCATIONS		
PLACE	STREET	
Alderley Edge	South Street	
Congleton	West Street	Back Park Street
	Chapel Street	
Crewe	Oak Street	Wrexham Terrace
	Gatefield Street	Wood Street East
Knutsford	Silk Mill Street	King Street
	Princess Street	Tatton-street
Macclesfield	Christchurch	Commercial Road
	Duke Street	Gas Road
	Old Library/Parsonage Street	Jordangate
	Park Green	Waters Green
Nantwich	Whalley Hayes	Sunderland Street
	Love Lane	First Wood Street
Wilmslow	Snow Hill	
	Broadway Meadow	Rex/Hoopers
	Spring Street	South Drive (Long Stay Only)



### FACT.

Contract holders may use the car park's specified hours of operation.



**Irrelevant excuse given upon receiving a PCN**  
 “I had to carry a pork pie from the bakers”



TOWN	CAR PARK		LIMIT	ISSUED	WAITING LIST
Macclesfield	Christchurch		40	32	
	Churchill Way	Residents only		41	
	Commercial Road		32	10	
	Duke Street		150	29	
	Gas Road		6	6	
	Jordangate MSCP		100	63	
	Library/Parsonage		20	8	
	Park Green		4	2	
	Sunderland Street		15	4	
	Waters Green		8	4	
	Whalley Hayes		106	106	2
Pickford Street	Residents only	30	5		
Wilmslow	Broadway Meadow		20	20	45
	Rex/Hoopers		20	19	
	Spring Street		100	100	15
	South Drive	Permit on LS only	25	25	3
Knutsford	Tatton-street		90	90	2
	Princess Street		10	10	
	Silkmill Street		10	10	
	King Street		20	16	
Alderly Edge	South Street		20	10	
Crewe	Gatefield Street		25	1	
	Oak Street		45	0	
	Wood Street East		15	0	
	Wrexham Terrace		35	0	
Congleton	Back Park Street		46	12	
	Chapel Street		16	0	
	West Street		100	16	
Nanwich	Love Lane		29	25	
	Snow Hill		30	3	
	First Wood Street		10	0	
	Bowling Green	Residents Only	20	5	
	Church Lane	Renewals Only		6	



**Please note!**

Before submitting your application please **Tel: 0300 123 5020** to check availability as there are waiting lists for some car parks.

You can download an application form from our website for a contract parking permit. Please print this off and return to the following address:

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

**Terms and conditions of use are important and need to be read.**

If you currently hold a parking permit and have changed your vehicle, then please print out or complete the form available on our website, and return to us via email to [car\\_parks@cheshireeast.gov.uk](mailto:car_parks@cheshireeast.gov.uk) or by post to the address above.

The form is not accessible to visitors using assistive technology - please email us if you require assistance in changing your registration.

Please continue to display your current permit in the new vehicle until your amended permit is processed. On receipt of the new permit, the old one must be surrendered to the Council.

If your vehicle is temporarily off the road and you are using a courtesy car then please display your current permit in the courtesy vehicle but contact us at [car\\_parks@cheshireeast.gov.uk](mailto:car_parks@cheshireeast.gov.uk) to advise of the situation (i.e. courtesy vehicle details and how long you will be using the vehicle.)

**Designated Motorcycle Bay/Spaces in Cheshire East Car Parks**

Place	Car Parks	Motorcycle Spaces
Crewe	Delamere Street	2
	Pedley Street	3
	Victoria Centre	2
	Hope Street	1
	Holly Bank	2
	Oak Street	4
	Edleston Road	1
Macclesfield	Exchange Street	2
	Churchill Way	8
Nantwich	Bowling Green	2
	Snow Hill	1
	Civic Hall	2
	Bowers Row	1



# 05.

## Residents Parking Schemes

In many areas it is difficult for residents to park, due to long term parking by commuters, workers, shoppers and visitors. The purpose of any scheme is to stop this and allow the spaces to be used mainly for the benefit of residents.

There is some set criteria which is detailed in the Residents' Parking Permit Policy and further useful information in our Residents parking guidance document which are both available from the web site.

If you wish your area to be considered for a scheme, you should read the policy carefully and, if you think your area is suitable, get in touch with the council and request consideration.

Support will need to be obtained not only from all the local residents and businesses affected by your proposal but also from the wider community and your local Ward Councillor.

### Visitors' parking permit scratch cards

Visitors' scratch cards are available to any household in the relevant Residents Parking zone even if they have not applied for a permit or do not own a vehicle. All the details on these are on the website.

### Fact.

All schemes are designed to allow longer term visitors either by the use of passes or scratch cards.

### Irrelevant excuse given upon receiving a PCN

“I issued a PCN to a car parked in a rather small motor cycle bay on Snow Hill car park. The bay is marked m/c only. The driver returned and when I pointed the sign out to him he said I thought it meant motor car”



### Change of vehicle registration number on a current permit

If you hold a current resident permit and are permanently changing your vehicle then you will need to have your current permit amended.

Please Tel: **0300 123 5020** to obtain a unique reference number as this number is required to be displayed in your new vehicle alongside your current permit, failure to display this reference number may result in the issue of a Penalty Charge Notice.

This unique reference number will be valid for 2 weeks and gives you time to submit a change of vehicle form.

On receipt of this form we will then issue you with a green temporary permit which will be valid for 6 weeks to allow time for you to submit copies of the logbook and insurance documentation will then be issued.

On receipt of this documentation a full permit will be then be issued. On receipt of your new permit, the old permit must be returned to us as failure to do so may incur a £10.00 cost.

### Courtesy car

- If you hold a current resident permit but have to use a courtesy car then please telephone **0300 123 5020** to obtain a unique reference number to display alongside your current permit, failure to display this reference number may result in the issue of a Penalty Charge Notice. This unique reference number will be valid for 2 weeks. If you need to extend this then please call us back.
- All listed street names are eligible for permits, for use within the defined Scheme as shown in the Working Drawing for the individual zone.

- All listed street names are eligible for permits unless they have off-street parking spaces (including garages).
- If off-street parking is available for 2 vehicles then no permits will be issued but the applicant will still be eligible for scratch cards.
- If off-street parking is available for 1 vehicle then only 1 permit will be issued, scratch cards will also be available.
- If no off-street parking is available then 2 permits may be issued along with any requests for scratch cards.



Resident on-street permits issued between 1st April 2016 to 31st March 2017

Area	Town	Zone	Number of Permits Issued
North	Wilmslow	A	13
		B	19
		C	6
		L	36
		S	29
	Knutsford	D	3
		E	23
	Macclesfield	F	28
		H	100
		V	6
W		5	
Alderley Edge		N	40
	P	19	
South	Congleton	G	3
		J	11
	Willaston	K	13
		M	7
		R	26
Holmes Chapel	T	2	





# 06.

## Partnership Working

**The Council continues to work in partnership to ensure safe, legal and responsible parking in the Macclesfield Forest area.**

Macclesfield Forest is situated in the rural parish of Macclesfield Forest and Wildboarclough around 3 miles (5 km) south east of Macclesfield. Most of the Forest lies in the south western part of the Peak District National Park and is owned by United Utilities.

The Macclesfield Forest Working Group is made up of representatives of Cheshire East Council, the local Parish Councils, Police, United Utilities, Peak District National Park, Natural England, and local residents and landowners.

The Group has been in place for many years and meets regularly to discuss the working of the Forest and the recreational opportunities and impacts of visitors on the landscape, wildlife and local residents.

The Group acts in an advisory capacity, and has no legal authority but aspires, through partnership working and understanding, to try to solve the delicate issues associated with a rural working environment,

with the recreational pressures and impacts of visitors, to what is a relatively compact area of the Peak District.

The popularity of the forest has continued to increase. The issue of inconsiderate, illegal and irresponsible parking on the narrow lanes leading to and from the forest has over more recent years become of great concern to residents, visitors and to those who work in and around the forest.

On many days, particularly at weekends, bank holidays, during school holidays and on the run up to the Christmas period when the Forest is visited by Christmas tree purchasers, it was not uncommon for the local lanes to be completely blocked and inaccessible to vehicles.

Residents expressed a concern that the emergency services could not get to them if needed, and many local residents could not get to, or from their properties.

### Fact.

Working in partnership with the Countryside Rangers and United Utilities, our parking services team have undertaken a very sensible enforcement approach of these new parking restrictions.



the Cheshire East Council Ward Member, Sutton Parish Council, United Utilities, the Peak District National Park, and the Macclesfield Forest Working Group.

Working in partnership with the Countryside Rangers and United Utilities, our parking services team have undertaken a very sensible enforcement approach of these new parking restrictions.

Usually acting upon requests from Residents, the Police and the Rangers, one or two Civil Enforcement Officers will attend in more of an advisory/ educational capacity – moving on drivers and directing them to where it was safer and legal to park, however officers do have a duty to enforce the parking regulations and will, where it is legal and appropriate to do so, issue Penalty Charge Notices to those vehicles who are clearly parking in contravention of the regulations.

The management and essential enforcement of the Order does rely on the partnership working relationships between members of the working group and the Parking Services Team which does enable a targeted use of CEO resources.

Feedback to date would suggest that the narrow lanes are not as obstructed as prior to the Order being implemented and the residents are grateful to the action being taken so far.

**“This is a long term commitment but there is an acceptance that influencing drivers to change their long-term habits may take some time.”**

Equally visitors were finding that there was nowhere to park when they arrived.

The Working Group accept that the Forest is “at capacity” at busy times, which frequently resulted in parking issues and highway obstruction. The local authority and Police frequently received complaints from both visitors and residents about the highway parking situation, highway obstruction and altercations between residents and visitors.

A new Traffic Regulation Order (TRO) was introduced in the forest area in December 2015 to address several road safety issues, particularly vehicles parked indiscriminately in unsuitable locations throughout the forest area which restrict access for emergency vehicles and larger vehicles required to service the timber and water concerns.

Cheshire East Council was aware of the need to protect the aesthetics of the area and developed a scheme where the restrictions formed a parking zone with appropriate entry signs.

This negated the need for yellow lines and the locations where parking did not obstruct the free movement of the aforementioned larger vehicles have been marked and signed as parking bays with no restriction on the length of time that a motorist can remain in those bays.

This was done in full consultation with and the support of Cheshire Police,



## Crewe Lifestyle and Nantwich Pool

As Nantwich Pool and Crewe Lifestyle Centre, which are operated by ESAR (Everybody Sport and Recreation), do not have their own customer car parks, the Council installs parking pay and display meters which facilitate the refund of £1.00 to users of the Leisure Centres.

A special voucher is printed in addition to the pay and display ticket which can be exchanged in the Centres for £1.00 towards their parking fees.

We have to account for VAT, so only 83.30p of the £1 is car park income.

Gross Total	
2016/2017	
£	
28,721.80	Snow Hill, Nantwich
27,505.60	Crewe Lifestyle Centre
<b>56,227.40</b>	



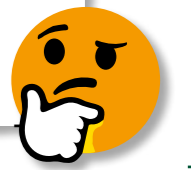
**Fact.**  
 Tariff plates on parking pay and display ticket machines advise when charges apply. Some car parks attract Sunday charging so it is important to read the signs properly.

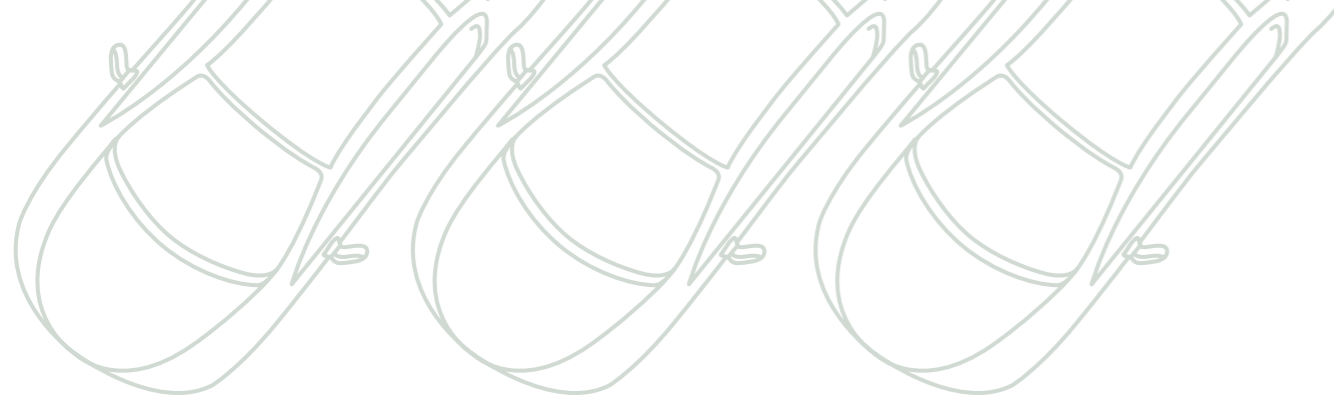
# 07.

## Parking Provision

The following tables show the car parks across the borough on a Town by Town basis. The information also shows the charges for 16/17 by tariff and the maximum stay on each car park.

Irrelevant excuse given upon receiving a PCN  
 "I could not leave the salon mid-way through my treatment"





### MACCLESFIELD (Controlled hours 8am to 6pm unless stated otherwise)

Car Park	No. Spaces	Disabled Spaces	Machine Number (M)	0-1 hr £	1-2 hrs £	2-3 hrs £	3-4 hrs £	4-6 hrs £	Over 6 hrs £	Permit Quarter £	Permit Annual £
Town Hall (1/2 Max)	15	2	1	0.30 (1/2 hr)							
Town Hall (Sat/B.Hol)	80	5	1	0.70	1.10	2.30	3.40	4.30	5.50		
Exchange Street	107	10	4, 5	0.70	1.10	2.30	3.40	4.30	5.50		
Churchill Way	276		12, 13, 22, 25	0.70	1.10	2.30	3.40	4.30	5.50		RESIDENTS ONLY
*Grosvenor MSCP (8:30am to 6:00pm)	289	20	42 - 48	0.70	1.10	2.30	3.40	4.30	5.50	300.00 Mrkt Trader Only	1130.00 Mrkt Trader Only
Pickford Street	110	5	18, 21	0.70	1.10	2.30	3.40	4.30	5.50		RESIDENTS ONLY
Waters Green	42		2	0.60	1.00	2.10	3.10	3.90	4.30	230.00	875.00
Park Green	23	1	6	0.60	1.00	2.10	3.10	3.90	4.30	230.00	875.00
Old Library	28	1	7	0.60	1.00	2.10	3.10	3.90	4.30	230.00	875.00
Parsonage Street	25		23	0.60	1.00	2.10	3.10	3.90	4.30	230.00	875.00
Station	57	6	9	0.60	1.00	2.10	3.10	3.90	4.30		
Station 2 - 3 Days					2 Days £	3 Days £					
					8.60	12.90					
Sunderland Street	40	2	27	0.60	1.00	2.10	3.10	3.90	4.30	230.00	875.00
Duke Street	261	5	14, 15, 16	0.60	1.00	2.10	3.10	3.90	4.30	230.00	875.00
Duke Street (Coach)				5.00	Up to 10 hours						
Whalley Hayes	258	3	19, 20	0.50	1.00	1.70	2.50	3.10	3.30	180.00	655.00
Christ Church	82	4	11, 17	0.60	1.00	2.10	3.10	3.90	4.30	230.00	875.00
Gas Road	45		10	0.50	1.00	1.70	2.50	3.10	3.30	180.00	655.00
Commercial Road	64	2	24	0.50	1.00	1.70	2.50	3.10	3.30	180.00	655.00
Commercial Road (2-5 Days)					2 Days £	3 Days £	4 Days £	5 Days £			
					6.60	9.90	13.20	16.50			
*Jordangate MSCP (6:45am - 8:00pm)	317	11	30 - 39	0.50	1.00	1.70	2.50	3.10	3.30	180.00	655.00

### WILMSLOW (Controlled hours 8am to 6pm unless stated otherwise\*)

Car Park	No. Spaces	Disabled Spaces	Machine Number (W)	0-1 hr £	1-2 hrs £	2-3 hrs £	3-4 hrs £	4-6 hrs £	Over 6 hrs £	Permit Quarter £	Permit Annual £
South Drive (Short Stay Area)	330	10	1, 2, 3, 4	0.60	1.00	2.10	3.10				
South Drive (Long Stay Area)	45	0	5 only	0.60	1.00	2.10	3.10	3.90	4.30	230.00	875.00
Hoopers	40	1	6	0.60	1.00	2.10	3.10			300.00	1130.00
Rex	92	0	11	0.60	1.00	2.10	3.10			300.00	1130.00
Broadway Meadow	272	10	12, 14	0.50	1.00	1.70	2.50	3.10	3.30	180.00	655.00
Broadway Meadow (2 - 5 Days)					2 Days £	3 Days £	4 Days £	5 Days £			
					6.60	9.90	13.20	16.50			
	No. Spaces	Disabled Spaces	Machine Number (W)	0-1 hr £	1-2 hrs £	2-3 hrs £	3-4 hrs £	4-15 hrs £		Permit Quarter £	Permit Annual £
*Spring Street (7:00am - 10:00pm)	308	22	16 -20, 23, 24	0.70	1.10	2.30	3.40	4.30		230.00	875.00
	No. Spaces	Disabled Spaces	Machine Number (L)	0-3hr £			Permit Quarter £		Permit Annual £		
Leisure Centre	100		1, 2	1.00							
	No. Spaces	Disabled Spaces	Machine Number (W)	0-2hr £	2-3 hrs £	3-5 hrs (Sat/B.Hol) £		Over 5 hrs (Sat/B.Hol) £	Permit Quarter £	Permit Annual £	
The Carrs	60	0	8	0.20	0.50	0.80		1.00			

### KNUTSFORD (Controlled hours 8am to 6pm unless stated otherwise\*)

Car Park	No. Spaces	Disabled Spaces	Machine Number (K)	0-1 hr £	1-2 hrs £	2-3 hrs £	3-4 hrs £	4-6 hrs £	Over 6 hrs £	Permit Quarter £	Permit Annual £
King Street	131	3	1, 2	0.60	1.00	2.10	3.10			300.00	1130.00
Old Market Place	12		3	0.60	1.00	2.10	3.10	3.90	4.30		
Tatton-street	144		4, 8	0.50	1.00	1.70	2.50	3.10	3.30	180.00	655.00
Silk Mill Street	30		5	0.60	1.00	2.10	3.10			300.00	1130.00
Princess Street	54	1	7	0.60	1.00	2.10	3.10	3.90	4.30	230.00	875.00
	No. Spaces	Disabled Spaces	Machine Number (B)	0-1 hr £	1-2 hrs £					Permit Quarter £	Permit Annual £
Booths (Short Stay)	264	6	1, 2, 3, 4	0.40	0.80						

**CONGLETON (Controlled hours 9am to 5pm unless stated otherwise\*)**

Car Park	No. Spaces	Disabled Spaces	Machine Number (C)	0-1 hr £	1-2 hrs £	2-3 hrs £	3-4 hrs £	4-8 hrs £	Over 6 hrs £	Permit Quarter £	Permit Annual £
Antrobus Street	84	2	1	0.30	0.50	1.00					
Fairground	97	6	4, 5	0.30	0.50	1.00					
	No. Spaces	Disabled Spaces	Machine Number (C)	0-2 hr £	2-4 hrs £	4-8 hrs £	Permit Quarter £		Permit Annual £		
Back Park Street	98	3	6, 7	0.50	1.00	1.50	80.00		300.00		
Chapel Street	52		8	0.50	1.00	1.50	80.00		300.00		
West Street	216	4	9, 10, 11	0.50	1.00	1.50	80.00		300.00		
	No. Spaces	Disabled Spaces	Machine Number	0-1 hr £	1-2 hrs £	2-4 hrs £	4-8 hrs £	Permit Quarter £	Permit Annual £		
Princess Street	90	2	2, 3	0.30	0.50	1.00	1.50				
Car Park	No. Spaces	Disabled Spaces	Machine Number (BH)	0-1 hrs £	1-3 hrs £	3-10hrs £	Season Ticket £		Season Ticket for Approved Clubs		
*Brereton Heath (All Hours & Days)			0003	0.80	2.00	2.60	42.00		23.00		
Car Park	No. Spaces	Disabled Spaces	Machine Number (TN)	Up to 1/2 hr £	0-1 hrs £	1-3hrs £	3-10 hrs £	Annual Regular Visitors Permit			
*Teggs Nose (10am - 10pm)			0004	FREE	0.80	2.00	2.50	30.00			
Car Park	No. Spaces	Disabled Spaces	Machine Number (PO)	0-1 hrs £	0-1 hrs £	3-10hrs £	Annual Permit which covers Nelson Pit, Teggs Nose & Brereton Heath				
*Nelson Pit (9am - 9pm)			0001	0.80	2.00	2.50	55.00				

**NANTWICH (Controlled Hours 8am to 6pm unless stated otherwise\*)**

Car Park	No. Spaces	Disabled Spaces	Machine Number	0-1 hr £	1-2 hrs £	2-4 hrs £	4-5 hrs £	Up to 10 hrs £	Permit Quarter £	Permit Annual £
Bowers Row	32	2	2066	0.70	1.10					
Bowling Green	53	2	2051	0.60	1.00	2.10	2.60			
Church Lane	33		2050	0.60	1.00					
Civic Hall	151	12	2061, 2062	0.60	1.00	2.10	2.60			
Dysart Buildings	25	2	2065	0.60	1.00	2.10	2.60			
First Wood Street	50	3	2068	0.60	1.00	2.10		2.90	150.00	555.00
Love Lane	124	4	2053 - 2055	0.60	1.00	2.10		2.90	150.00	555.00
Market Area (Closed - Tue/Thurs/Sat)	16	1	2052	0.60	1.00					
Snow Hill	247	8	2056 - 2058 & 2060	0.60	1.00	2.10		2.90	150.00	555.00

**CREWE (Controlled hours 8am to 6pm unless stated otherwise\*)**

	No. Spaces	Disabled Spaces	Machine Number	0-1 hr £	1-2 hrs £	2-4 hrs £	4-5 hrs £		Permit Quarter £	Permit Annual £
Victoria Centre (ASDA)	482	23	1011, 1012, 1013, 1015, 1016, 1017, 1018	0.70	1.10	2.10	2.60			
	No. Spaces	Disabled Spaces	Machine Number	0-1 hr £	1-2 hrs £	2-4 hrs £	4-10 hrs £		Permit Quarter £	Permit Annual £
Chester Street	118	9	1008, 1009	0.70	1.10	2.10	2.90			
Civic Centre (Library)	89	1	1004, 1024	0.70	1.00	2.10				
Delamere Street	99	13	1001, 1002	0.70	1.10					
Edleston Road	36	2	1042	0.70	1.10	2.10	2.90			
Gatefield Street	63	1	1003	0.70	1.10	2.10	2.90		175.00	460.00
Wrexham Terrace	102		1040, 1041	0.70	1.10	2.10	2.90		175.00	460.00
Holly Bank	45	2	1030	0.70	1.10					
Hope Street	30	5	1019	0.70	1.10	2.10	2.90			
Oak Street	127	2	1037 - 1038	0.70	1.00	2.10	2.90		175.00	460.00
Wood Street East	45		1036	0.70	1.10	2.10	2.90		175.00	460.00
	No. Spaces	Disabled Spaces	Machine Number	0-1 hr £	1-2 hrs £	2-10 hrs £	Permit Quarter £	Permit Annual £		
Pedley Street	81	3	1005, 1006	0.70	1.10	4.50				
Cotterill Street East	22		1020	0.70	1.10					
Railway Street	64		1007	4.50 All Day Up to 5 days available						
Prince Albert Street	9	9		Disabled Parking Only						
Market Square	6	6		Disabled Parking Only						
Victoria Square	5	5		Disabled Parking Only						
	No. Spaces	Disabled Spaces	Machine Number	0-1 hr £	1-2 hrs £	2-3 hrs £	Permit Quarter £	Permit Annual £		
*Lyceum Square	60		1023	0.70	1.10	2.10	*Charges apply Monday to Saturday 8am - 6pm			

**ALDERLEY EDGE (Controlled hours 8am to 6pm unless stated otherwise\*)**

Car Park	No. Spaces	Disabled Spaces	Machine Number (A)	0-1 hr £	1-2 hrs £	2-3 hrs £	3-4 hrs £	4-6 hrs £	Over 6 hrs £	Permit Quarter £	Permit Annual £
South Street (No Return within 2 hrs)	62	2	2	0.40	0.80	1.80	2.10			155.00	570.00

## Free Car Parks

### MACCLESFIELD (All days and all hours)

Kennedy Avenue	28 Spaces
Princes Way	12 Spaces
Broken Cross	10 Spaces
Hibel Road	20 Spaces 1 Disabled

### BOLLINGTON (All days and all hours)

Pool Bank	71 Spaces 3 Disabled
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### POYNTON (All days and all hours)

Civic Hall	204 Spaces
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### PRESTBURY (All days and all hours)

Shirleys	61 Spaces
Springfields	61 Spaces

### ALDERLEY EDGE (All days and all hours)

Ryleys Lane	34 Spaces
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### CONGLETON (All days and all hours)

Blake Street/Egerton-street	35 Spaces
Park Street	37 Spaces
Rope Walk	29 Spaces
Roe Street	24 Spaces
Rood Hill	8 Spaces
Royle Street	28 Spaces
Thomas Street	46 Spaces
Leisure Centre	82 Spaces

### CREWE (All days and all hours)

Cotterill Street West	10 Spaces (20 mins Max Stay)
Browning Street	77 Spaces 2 Disabled
Edward Street	9 Spaces
South Street	25 Spaces
Lord Street	17 Spaces
Thomas Street	131 Spaces
Union-street	15 Spaces
West Street	15 Spaces
Wood Street West	10 Spaces
Wellington Square	15 Spaces

### HANDFORTH (All days and all hours)

School Road	48 Spaces
Wilmslow Road	60 Spaces

### ALSAGER (All days and all hours)

Fanny's Croft	37 Spaces
Fairview	288 Spaces
Station Road	60 Spaces
Well Lane	18 Spaces

### DISLEY (All days and all hours)

Station Approach	20 Spaces
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### HOLMES CHAPEL (All days and all hours)

London Road	32 Spaces
Parkway	15 Spaces

### MIDDLEWICH (All days and all hours)

Civic Way	84 Spaces
Seabank	23 Spaces
Southway	26 Spaces

### SANDBACH (All days and all hours)

Brookehouse Road	147 Spaces
Chapel Street	100 Spaces
Crown Bank	11 Spaces
Hawk Street	11 Spaces
Little Common	28 Spaces
Scotch Common	140 Spaces (2hrs Max)
Well Bank	14 Spaces
Westfields	95 Spaces

### FREE RURAL CAR PARKS (All days and all hours)

Chester Road, Acton	10 Spaces
Cheshire Street, Audlem	59 Spaces 11 Disabled
Waterloo Road, Haslington	15 Spaces
Queen Street, Shavington	10 Spaces

### FREE AFTER 3

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

### CAR PARKS WITH HEIGHT RESTRICTIONS

Chester Road, Acton	2.0 metres
South Street, Crewe	2.0 metres
Civic Centre (Library), Crewe	1.98 metres
Wrexham Terrace, Crewe	
Bowers Row, Nantwich	2 metres
Church Lane, Nantwich	2 metres
Spring Street, Wilmslow	2.10 metres
Tatton-street, Knutsford	2.10 metres
Broadway Meadow	Barrier after 10pm
Jordangate MSCP	1.80 metres (6ft)
Grosvenor MSCP	1.80 metres (6ft)
Whalley Hayes, Macclesfield	
Westminster Street entrance	2.10 metres
Grosvenor Street entrance	2.0 metres

### CAR PARKS WITH MOTORCYCLE BAYS

<b>Crewe</b>	
Delamere Street	2 Spaces
Pedley Street	3 Spaces
Victoria Centre	2 Spaces
Hope Street	1 Space
Holly Bank	2 Spaces
Oak Street	4 Spaces
Edleston Road	1 Space
<b>Macclesfield</b>	
Exchange Street	2 Spaces
Churchill Way	8 Spaces
<b>Nantwich</b>	
Bowling Green	2 Spaces
Snow Hill	1 Space
Civic Hall	2 Spaces
Bowers Row	1 Space



## Fact.

With RingGo, no ticket is needed. If you pay in advance, it DOES NOT guarantee you a space and you can not overstay the maximum stay on that car park. A small charge may be made on transactions above 40p.

# 08.

## RingGo

Since April 2015, the cashless parking solution RingGo has been in place on the majority of the Council's car parks.

RingGo is a quick, easy to use mobile phone service, which lets you pay for your parking with a credit or debit card, rather than using cash or card at a machine.

When you park your car in an area featuring the RingGo service, you simply contact RingGo by smartphone app, calling, SMS or on-line, and pay for your parking by phone.

It is important to stress that paying in advance of finding a parking space is not supported as it does not guarantee you a space.

### With RingGo:

- you no longer need to carry change
- you don't have to visit a parking machine unless you need the car park code

- you don't need to walk back with a parking ticket – Civil Enforcement Officers check which vehicles are parked with RingGo via their handheld units.

The RingGo scheme was extended to incorporate the majority of our pay and display car parks.

If your phone is not set to receive automatic updates then you must do a location update on the RingGo App, this will update you to the current version which details all the new locations.

If you pay twice in error, please contact Cheshire East and we will arrange a refund if applicable.

**Tel: 0300 123 5020 or email [car\\_parks@cheshireeast.gov.uk](mailto:car_parks@cheshireeast.gov.uk)**

Date	Quantity	Parking Fee
April 2016	20,404	£55,695.00
May 2016	20,210	£56,388.70
June 2016	20,711	£58,072.40
July 2016	19,699	£53,999.90
August 2016	18,887	£53,554.20
September 2016	21,196	£59,306.20
October 2016	22,118	£63,266.10
November 2016	23,537	£68,243.00
December 2016	22,821	£58,189.80
January 2017	23,701	£67,006.70
February 2017	22,941	£63,045.90
March 2017	27,714	£75,312.40
	263,939	£732,080.03



### How does RingGo Work?

Civil Enforcement Officers will look up your number plate on their handheld computer to see if you have made a payment to RingGo.

### Registering with RingGo

You can pre-register with RingGo online or by using the RingGo apps for iPhone and Android handsets (downloadable either through your handset or from the Apple store or Android marketplace).

If you pre-register for the service you will be asked to provide

- the number plate, colour and make of your vehicle
- your payment card details

Alternatively you can register at the same time you want to park, either by using the RingGo apps or by calling RingGo via the number shown on the machine.

The national RingGo number, which will work at any RingGo site, is **Tel: 020 3046 0010**.

### Irrelevant excuse given upon receiving a PCN

“I’m 88 and fought in World War II”



RingGo Car Parks & Codes			
Knutsford	Code	Congleton	Code
King Street	5730	Brereton Heath Local Nature Reserve	5750
Old Market Place	5731	Antrobus Street	5752
Princess Street	5744	Princess Street	5753
Silk Mill Street	5733	Fairground	5754
Tatton Street	5734	Back Park Street	5755
Booths	5771	Chapel Street	5756
		West Street	5757
Macclesfield	Code		
Exchange Street	5735	Nantwich	Code
Gas Road	5736	Bowers Row	5782
Macclesfield Railway Station	5737	Church Lane	5783
Waters Green	5738	Bowling Green	5785
Jordangate MSCP	5739	Civic Hall	5786
Commercial Road	5740	Dysart Buildings	5787
Teggs Nose Country Park	5741	Snow Hill	5788
Pickford Street	5774	Market Area	5789
Grosvenor MSCP	5775	Love Lane	5790
Christchurch	5776	First Wood Street	5791
Old Library	5777		
Parsonage Street	5778	Crewe	Code
Park Green	5779	Pedley Street/Arthur Street	5747
Sunderland Street	5780	Railway Street	5748
Whalley Hayes	5781	Delamere Street	5758
Duke Street	5795	Edleston Road	5759
Churchill Way	5796	Gatefield Street	5760
		Holly Bank	5761
Alderley Edge	Code	Hope Street	5762
South Street	5751	Cotterill Street East	5763
		Civic Centre/Library	5764
Wilmslow	Code	Chester Street	5765
Broadway Meadow	5742	Lyceum Square	5766
South Drive (Long Stay)	5732	Oak Street	5767
South Drive (Short Stay)	5743	Victoria Centre	5768
Spring Street MSCP	5745	Wood Street East	5769
Rex/Hoopers	5792	Wrexham Terrace	5770
The Carrs	5794		
Poynton	Code		
Nelson Pit	5797		



## 09.

## On & Off-Street Parking Contraventions

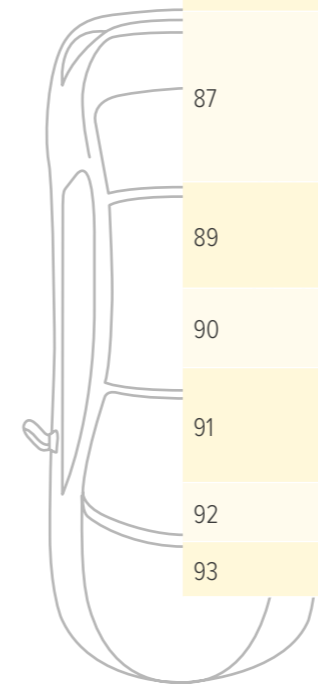
CONTRAVENTION CODE	DESCRIPTION	OBSERVATIONS	TIME	PENALTY
01	Parked in a restricted street during prescribed hours.	Check for loading or unloading activity except when vehicle parked within a pedestrian zone	5 mins except when vehicle is parked within a pedestrian zone	£70
02	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	None required	Instant ticket	£70
16	Parked in a permit space without displaying a valid permit	Check for loading or unloading activity	5 mins	£70
18	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited	To confirm commercial activity	5 mins	£70
20	Parked in a loading gap marked by a yellow line	Check for loading or unloading activity	5 mins	£70
21	Parked in a suspended bay / space / part of bay / space	None required	Instant ticket	£70
22	Re-parked in same parking place within one hour of leaving	Check for loading or unloading activity	5 mins	£50
23	Parked in a parking place or area not designated for that class of vehicle	Check for loading or unloading activity	Instant ticket	£70
24	Not parked correctly within the markings of a bay or space	None required. At least one wheel should be outside bay or space	Instant ticket	£50
25	Parked in a loading place during restricted hours without loading	Check for loading or unloading activity	5 mins	£70

### Fact.

Parking tickets and permits must be visible and correctly displayed.

CONTRAVENTION CODE	DESCRIPTION	OBSERVATIONS	TIME	PENALTY
26	Vehicle parked more than 50 centimetres from the edge of the carriageway and not within a designated space	None required	Instant ticket	£70
27	Parked adjacent to a dropped footway (non-residential)	None required	Instant ticket	£70
30	Parked for longer than permitted	Check for loading or unloading activity	10 mins	£50
40	Parked in a designated disabled person's parking place without clearly displaying a valid disabled person's badge	Blue Badge must be visible and correctly displayed	Instant ticket	£70
42	Parked in a parking place designated for police vehicles	Check vehicle to see if police vehicle	Instant ticket	£70
45	Parked on a taxi rank	Check for Hackney carriage plate and presence of driver	Instant ticket	£70
46	Stopped where prohibited (on a red route or clearway)	None required	Instant ticket	£70
47	Parked on a restricted bus stop or stand	None required	Instant ticket	£70
48	Stopped in a restricted area outside a school	None required	Instant ticket	£70
49	Parked wholly or partly on a cycle track	None required	Instant ticket	£70
61	A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways	Evidence of vehicle weight (unladen weight over 7.5 tonnes)	5 mins to check for loading/unloading if no alternative is available, otherwise instant ticket	£70
99	Stopped on a pedestrian crossing and/or crossing area marked by zig-zags	None required	Instant ticket	£70
70	Parked in a loading area during restricted hours without reasonable excuse	Check for loading or unloading activity	5 mins	£70
74	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited	To confirm commercial activity	5 mins	£70
80	Parked for longer than the maximum period permitted	Parked for longer than the maximum period permitted	10 mins grace	£50
81	Parked in a restricted area of a car park.	None required	Instant Ticket	£70

CONTRAVENTION CODE	DESCRIPTION	OBSERVATIONS	TIME	PENALTY
82	Parked after the expiry of time	Check time on ticket	10 mins grace	£50
83	Parked in a car park without clearly displaying a valid pay and display ticket or voucher or parking clock	Check for ticket	5 mins grace to purchase ticket. Note - no allowance for going for change	£50
84	Parked with additional payment made to extend the stay beyond initial time	Details of both tickets	Instant ticket	£50
85	Parked in a permit bay without clearly displaying a valid permit	Check for permit	Instant ticket	£70
86	Not parked correctly within the markings of a bay or space	None required. At least one wheel should be outside bay or space	Instant ticket	£50
87	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	Blue Badge must be visible and correctly displayed and the Blue Badge holder should be travelling in the vehicle	Instant ticket	£70
89	Vehicle parked exceeds maximum weight or height or length permitted in the area	Check for weight and height	Instant ticket	£70
90	Re-parked in the same car park within one hour after leaving	Details of both tickets	Instant ticket	£50
91	Parked in an car park or area not designated for that class of vehicle	None required	Instant ticket	£70
92	Parked causing an obstruction	None required	Instant ticket	£70
93	Parked in a car park when closed	None required	Instant ticket	£70



### Useful Definitions

**Contravention Code and Description** - The contravention code and description is the National standard form to be adopted by all Local Authorities assuming Civil Enforcement powers under TMA 2004.

**Observations and Time** - Periods of observations to be undertaken and time allowed by the Civil Enforcement Officer before a Penalty Charge may be issued.

**Penalty** - The level of initial penalty charge for each contravention.

# 10.

## Reporting Problems



### Car Park Defects

If you have noticed any defects on the authority's car parks, such as potholes, lights out, glass, overgrown hedges etc., please report the problem to our customer contact centre via telephone - **0300 123 5020** or e-mail [parkingenforcement@cheshireeast.gov.uk](mailto:parkingenforcement@cheshireeast.gov.uk).

### Faulty Ticket Machines

Virtually all ticket machines are now more modern and reliable machines which have a computer link that reports all faults to us immediately.

If, however, you have noticed a faulty ticket machine and wish to report it then please contact our customer contact centre via telephone **0300 123 5020** or e-mail [parkingenforcement@cheshireeast.gov.uk](mailto:parkingenforcement@cheshireeast.gov.uk).



If you have lost money in a ticket machine and wish to apply for a refund, you will need to provide a copy of the ticket which you subsequently purchased to indicate that you had paid for your period of parking. If you provide a copy of this requested ticket and we can verify a machine fault then you will qualify for a refund of the money you have lost in the machine.

Please note that a refund is only applicable where there have been audited faults on the ticket machine; refunds are not applicable on unused tickets.

# 11.

## Civil Enforcement & Parking Restrictions Explained

**With the introduction of Civil Parking Enforcement under the Traffic Management Act 2004, Cheshire East Council took over the responsibility for enforcing parking, loading and waiting, and other restrictions at various locations.**

Illegal parking on the street is no longer classed as a criminal offence and is a civil contravention. Civil Enforcement Officers (CEO) will issue Penalty Charge Notices (PCNs) to any vehicle parking illegally and will enforce on-street parking as well as in car parks.

CEOs will visit the busiest central zone car parks most often to ensure that customers comply with the rules on each site. Fines (known as Penalty Charge Notices or PCNs) will be given to those who do not comply.

There are also many privately run off-street car parks – these are not the responsibility of this Council. If you have a query concerning these, please contact the company directly. Rules of parking on private land are different to that of Council run car

parks – you enter onto the private land by invitation and by doing so, enter into a private contract – if you stay (park), you are accepting the contract.

Most but not all Private enforcement companies are part of the accredited trade association with either the British Parking Association (BPA) or the International Parking Community (IPC) – the private company then becomes an accredited operator scheme and have (or should have) well laid out codes of practice for operating their private parking sites.

Their enforcement staff issue Parking Charge Notices (Not the Council's Penalty Charge Notices) and challenges/appeals are escalated to POPLA (Parking on Private Land Appeals).

### Fact.

There is no parking at any time on double yellows unless you display a Blue Badge for up to a maximum of 3 hours and providing you abide by the other Highway Code requirements.

### Waiting restrictions – yellow Lines

Waiting restrictions indicated by yellow lines apply to the carriageway, pavement and verge. You may stop to load or unload (unless there are also loading restrictions as described below) or while passengers board or alight.

Double yellow lines mean no waiting at any time; unless there are signs that specifically indicate seasonal restrictions.

The times at which the restrictions apply for other road markings are shown on nearby plates or on entry signs to controlled parking zones. If no days are shown on the signs, the restrictions are in force every day including Sundays and Bank Holidays. White bay markings and upright signs indicate where parking is allowed.

#### Irrelevant excuse given upon receiving a PCN

“I’m waiting for someone I don’t need a ticket.”



### Loading restrictions on roads

Yellow marks on the kerb or at the edge of the carriageway indicate that loading or unloading is prohibited at the times shown on the nearby black and white plates.

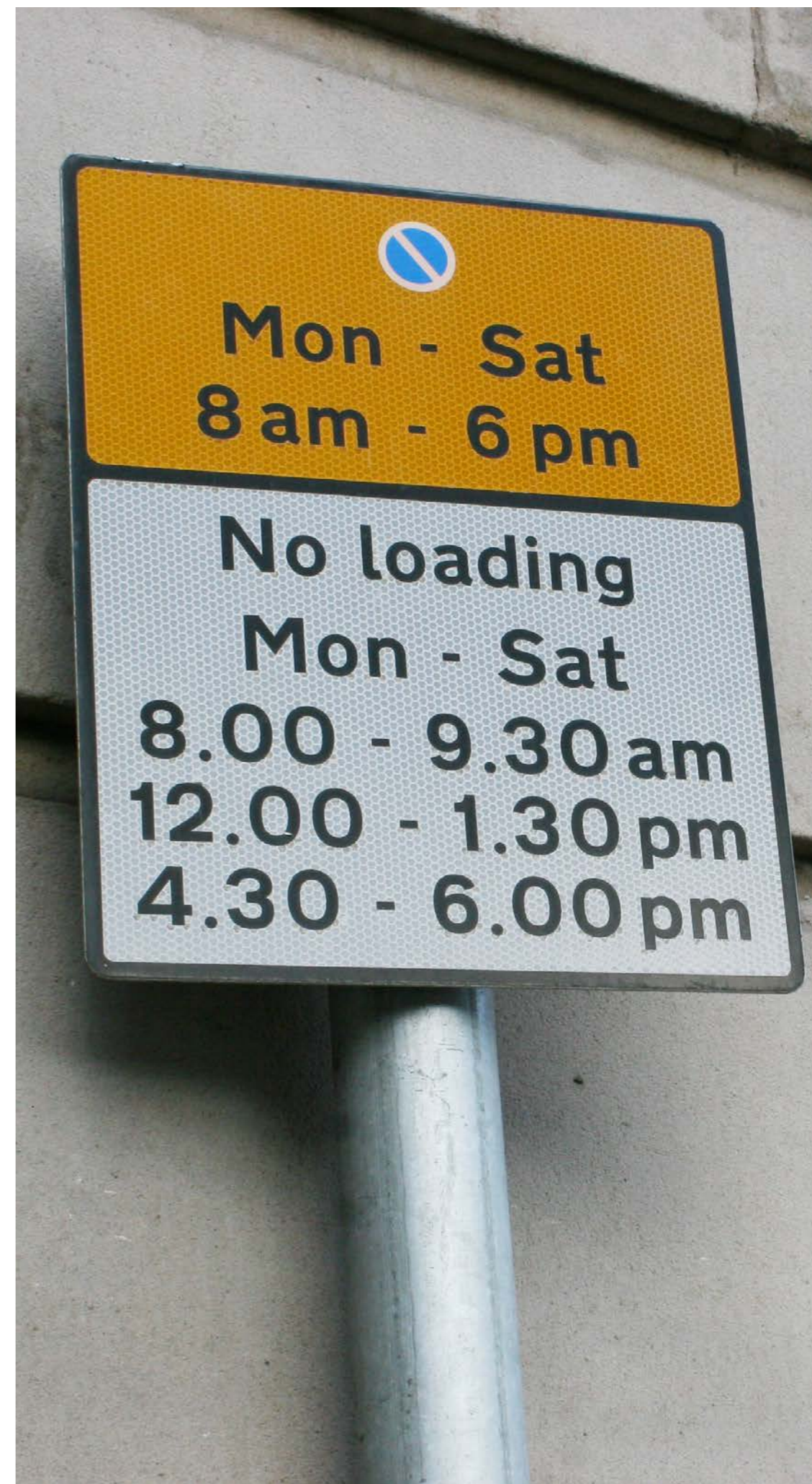
You may stop while passengers board or alight. If no days are indicated on the signs the restrictions are in force every day including Sundays and Bank Holidays.

#### ALWAYS CHECK THE TIMES SHOWN ON THE PLATES.

Lengths of road reserved for vehicles loading and unloading are indicated by a white ‘bay’ marking with the words ‘Loading Only’ and a sign with the white on blue ‘trolley’ symbol.

This sign also shows whether loading and unloading is restricted to goods vehicles and the times at which the bay can be used. If no times or days are shown it may be used at any time.

Vehicles may not park here if they are not loading or unloading.





## Fact.

You should not obstruct a dropped kerb/footway unless you are parking on a dropped kerb/footway outside a house with the permission of the owner.

# 12.

## Enforcement of Parking Restrictions

### Pavement Parking

The Council recognises the impact that pavement parking has on pedestrians and is continually responding to service requests, MP's enquiries and complaints in relation to this very important matter.

Pavement parking not only impacts on general pedestrians but also on our most vulnerable in society including the elderly, parents/carers/guardians with pushchairs and prams, the visually impaired and wheelchair users.

Parking on the pavement or grass verges also damages the aesthetics and structure of footways, increasing maintenance costs.

Unfortunately we only have a limited scope to act due to the current legislation.

Unless we potentially sign every location which would be very costly and visually an eyesore, the Department for Transport does now permit the making of a traffic order and erection of signage to prohibit pavement parking in the neediest areas.

Cheshire East Council encourages and supports the progression of the Pavement Parking Bill and currently deploys officers to areas to act as a deterrent where more serious reports of pavement parking persist.

**Irrelevant excuse given upon receiving a PCN**  
 “I am a disabled badge holder, I can park anywhere”



**Dropped kerb or footway - parking**

There are two types of dropped kerb/footway, those outside driveways allowing access to residents of individual houses and those used for pedestrian crossovers.

You should not obstruct a dropped kerb/footway unless you are parking on a dropped kerb/footway outside a house with the permission of the owner.

Of course, obstructing any dropped kerb/footway will cause inconvenience either to the owner of the property who cannot obtain access to or from their property, or in respect of dropped kerb/footway at a pedestrian crossover point which can cause danger to pedestrians, particularly the elderly, disabled and mothers with pushchairs.

**Parking adjacent to a dropped kerb/footway of a residential building**

Where the dropped kerb/footway permits access to residential premises, contravention 27 is only enforced in response to a complaint.

This is to ensure that only a genuine complaint (from the resident) about obstruction of the dropped kerb/footway is dealt with.

If you are a householder and are having problems then please telephone us on Tel: **0300 123 5020** or e-mail [parkingenforcement@cheshireeast.gov.uk](mailto:parkingenforcement@cheshireeast.gov.uk).

An adviser will take a note of your name, address, telephone number and will pass your details onto Parking Services who will arrange for an Enforcement Supervisor to give you a call and discuss your problems.



**Parking adjacent to a dropped kerb/footway of a pedestrian crossover**

These will be enforced at any time by a Civil Enforcement Officer in the course of their duties.

# 13.

## Access Protection Markings - H-Bars

The Parking Services Team can respond directly to reports of vehicles obstructing driveways providing they are reported by the resident at the time of occurrence.

The calls are directed to one of our Senior Civil Enforcement Officers who will contact the complainant, visit where necessary and potentially issue a Penalty Charge Notice.

They can also offer advice and guidance as to further actions that can be taken so as to deter these irresponsible parkers.

These actions are undertaken in this way so as to avoid issuing Notices to actual relatives or other visitors to the resident's home and so we are able to direct our very limited resources to genuine situations.

The phone number to ring is Tel: **0300 123 5020** or e-mail: [parkingenforcement@cheshireeast.gov.uk](mailto:parkingenforcement@cheshireeast.gov.uk)

Consideration of an H bar should be a last resort and will only be installed

if it meets the criteria of our policy. These are also known as 'access protection markings' and the current charge for one is in the region of £162.00 which has to be met by the applicant.

Anyone wishing to make an application should in the first instance request that a site inspection be made by one of our Senior Civil Enforcement Officers.

If the Officer agrees that the request is relevant, necessary, and appropriate and complies with the policy, they will progress the request to our Highways Team who will programme the works once a remittance has been received.

Each resident would need to make their own application and provide the necessary payment.

### Fact.

Consideration of an H bar should be a last resort and will only be installed if it meets the criteria of our policy. These are also known as 'access protection markings' and the current charge for one is in the region of £162.00



# 14.

## Dealing with Challenges & Appeals

### Appeals Procedure: How to Challenge a Penalty Charge Notice (PCN)

**Important - Policies set out in this document provide guidance only.**

Each case must be considered on its own merits, taking into account all of the evidence available and the exceptionality of the circumstances

Please read the Penalty Charge Notice (PCN) carefully.

Review the contravention to ascertain why the PCN was issued.

Consult the mitigating circumstances bearing in mind that Parking Services will require accurate and supporting evidence to substantiate your challenge.

Once your challenge is received Parking Services will endeavour to issue a response within 28 working days, letting you know their decision:

- If the challenge is accepted the PCN is cancelled with immediate effect.
- If you challenge the PCN within 28 days and the challenge is rejected this Council will generally extend the period within which

the reduced Penalty Charge amount may be paid. We will send a letter explaining the reason for our decision not to accept the challenge.

- If you make a challenge after 14 days and it is rejected, we will not normally allow the reduced amount to be paid.

If the rejected challenge is not accepted then a second challenge will be only be considered if further mitigating evidence is produced.

However should this second challenge fail the full penalty charge will be payable.

Once a Penalty Charge Notice has been issued, the Civil Enforcement Officers themselves cannot withdraw it for any reason.

### Fact.

Once a Penalty Charge Notice has been issued, the Civil Enforcement Officers themselves cannot withdraw it for any reason.

Once your challenge is received, Parking Services will endeavour to issue a response within 28 working days, letting you know their decision.

### Challenge a PCN Online

You can challenge your PCN using the online PCN challenge form.

### Challenge a PCN by post

To challenge a PCN by post please send to:

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

**Please quote the Penalty Charge Notice (PCN) number, postal address, and registration number shown on the PCN in all correspondence.**

#### Irrelevant excuse given upon receiving a PCN

“I did not read the signs but I’m registered blind.”



### If the Penalty Charge Notice is not Paid or Challenged

If the Penalty Charge Notice (PCN) is not paid on or before the end of the 28 day period as specified on the Notice, or the PCN is not successfully challenged, the Council may serve a Notice to Owner (NTO) on the owner of the vehicle requiring full payment of the Penalty Charge.

The owner can then make representation to the Council and may appeal to an Independent Adjudicator if these representations are rejected. The NTO will contain instructions for doing this. If you challenge the PCN and the Council issues an NTO, the owner must follow the instructions on the NTO.

Any subsequently rejected challenges that result in an unpaid penalty charge will be registered as a debt at the County Court.

Further information about Civil Parking Enforcement is available on the PATROL (Parking and Traffic Regulations outside London) website.



#### Period 01/04/2016 - 31/03/17 - For On-street Parking Offences

Issued Month	Number Issued	Cancelled	Value of PCNs (£)	Payments Received (£)
April 16	1,108	108	45,648.00	40,610.48
May 16	1,003	98	42,926.00	39,034.16
June 16	785	66	33,873.00	30,707.43
July 16	735	70	32,491.00	28,511.33
August 16	756	60	31,938.00	29,141.58
September 16	708	57	30,984.00	26,798.83
October 16	800	56	33,238.00	29,175.54
November 16	1,081	57	46,304.00	40,755.10
December 16	747	38	31,779.00	28,596.18
January 17	977	44	40,657.00	36,031.92
February 17	718	39	30,568.00	25,249.00
March 17	1,083	52	45,266.00	35,721.00



## Fact.

Blue Badge holders may be eligible to have a disabled parking bay outside their house.

# 15.

## The Cheshire East Blue Badge Scheme

Blue Badge holders are able to park closer to their destination either as the driver or passenger. Blue Badge is a national scheme that is open to individuals who qualify and organisations that care for those individuals.

There is a £10 fee for a new, renewal or replacement Blue Badge. You can get your Blue Badge photo for free at the library.

We strongly recommend that you only apply for a Blue Badge from here or another .gov.uk website. Other sources may cost more and may be fraudulent.

### Qualifying for a Blue Badge in Cheshire East

You may qualify for a Blue Badge if you live in Cheshire East and:

- you are registered blind or severely sight impaired
- you are in receipt of higher rate mobility component of Disability Living Allowance (DLA) or you meet the moving around descriptor for the mobility component of Personal Independence Payment (PIP) 'that you cannot stand or can stand but cannot walk more than 50 metres (this equates to 8 points or more)'
- you are in receipt of War Pensioners' Mobility Supplement
- you have been awarded benefit under the Armed forces Compensation scheme and have



been assessed and certified by the Service Personnel and Veterans Agency (SPVA) as having a permanent and substantial disability which causes inability to walk or very considerable difficulty in walking

- you have a permanent and substantial disability (for example a condition that is likely to last for the duration of a person's life) that means you cannot walk, or means you have very considerable difficulty walking
- you have very severe disabilities in both arms and regularly drive a vehicle but cannot operate or have considerable difficulty in operating all or some types of parking meter
- your child under 3 years of age has a condition that requires bulky or heavy medical equipment or requires immediate access to a vehicle for treatment.

Attendance Allowance is not a qualifying criterion for a Blue Badge. You may need to have a further assessment if you do not appear to meet the qualification criteria.

Organisations that care for and transport people who meet the Blue Badge qualifying criteria may apply for one or more Organisational Blue Badges.

To apply for, renew and for further information about a Blue Badge please visit our website [www.cheshireeast.gov.uk/bluebadge](http://www.cheshireeast.gov.uk/bluebadge)

You can apply for a Blue Badge as an individual or as an organisation. You can use the same form to apply on behalf of someone else with their permission.

You can renew your Blue Badge up to 8 weeks before your existing badge expires.

Please allow up to 5 weeks from making a successful application to receiving your Blue Badge.

**“You can get your Blue Badge photo for free at the library.”**

## Parking Bays

Blue Badge holders may be eligible to have a disabled parking bay outside their house.

If you would like to be assessed for eligibility for this service please contact Adult Social Care on **Tel: 0300 123 5010**

### Blue Badge Issue - Monthly Statistics for 2016/17

	Individual Badges on issue	Organisation Badges on Issue	New Badges Issued in Month	Renewals Issued in Month
April	19,638	145	203	378
May	19,876	148	312	539
June	19,836	145	229	376
July	19,886	138	263	400
Aug	19,908	141	272	485
Sept	19,972	151	275	418
Oct	19,880	151	193	397
Nov	19,860	148	227	435
Dec	19,949	150	213	342
Jan	19,958	147	246	408
Feb	19,900	145	211	335
Mar	19,903	145	268	440

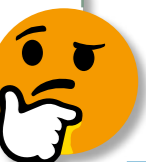
**If in doubt about any parking regulations or restrictions, either consult the Highway Code or contact our team of advisors on Tel: 0300 123 5020**

More information on the use of a Blue Badge is available in the Department for Transport booklet - <https://www.gov.uk/government/publications/the-blue-badge-scheme-rights-and-responsibilities-in-england>

### Irrelevant excuse given upon receiving a PCN

“I had a gentleman sat in a disabled bay with his engine running (huge Bentley). I asked the gentleman if he had a Blue Badge to which he said no.

I advised him that he couldn't park in the disabled bay without a valid Blue Badge. He went on to say that his wife had nipped into the supermarket and taken his car keys so he couldn't move his car! I was quite perplexed by this since his engine was running and advised I would have to issue a PCN. Just as I was about to do this, his wife came running back where upon he smiled and drove off.”





## Quote.

“Parking Services staff live and breathe the Council’s **FIRST** values (Flexibility, Innovation, Responsibility, Service and Teamwork)”

# 16.

## Future Focus

Lorraine Martin, Parking Services Manager had the following to say about the future of the department:

It is important that we instil the Council’s **FIRST** behaviours and values in our new recruits who have been employed (subject to at least 6 months probation) within Parking Services.

I believe that these values and expected behaviours clearly demonstrate our wish to progress the team into the 21st Century and change the public perception of them from being thought of as ‘horrible parking attendants’ or ‘heartless back office staff who won’t cancel my ticket’ to welcomed, appreciated and positively recognised staff who

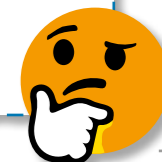
whilst they do have very difficult, contentious and confrontational jobs to do – be given the respect and admiration they deserve.

The CEOs have a very difficult job to do which is not helped by the miscommunications and myths that surround the world of parking.

The officers are human beings and even during regular confrontational situations, they are expected to remain professional, polite, calm, assertive and have the ability to walk away without taking verbal abuse personally.

**Irrelevant excuse given upon receiving a PCN**

“I’m colour blind and I can’t read!”



## Areas for development

- We will finalise a parking services restructure in order to provide the best service we can to our Residents, Businesses, Shoppers, Visitors, Commuters and Workers.
- We will be monitoring efficiencies and cost effectiveness as a direct result of the implementation of our new software solution provided by WSP - Taranto during 2017/18 and beyond for both the Notice Processing Team, Civil Enforcement Officers, Management and Customer Services Team.
- We will be implementing the use of body worn cameras to promote and improve the health and safety of our officers and deter some of the confrontation they are subjected to.
- We will be implementing the new SkyGuard devices so as to further improve the safety of our officers who are out and about in all weathers across the borough.
- We will enhance our parking provision by implementing new machines on car parks, ensuring 100% compliance with the introduction of the new £1 coin. The new machines will offer a number of new payment options for service users.
- The council will commence work on a parking strategy enabling a review of its parking provision on a town by town basis, addressing such issues as space availability, pricing and quality.
- The team will 'up' its presence at local schools that are identified as having particular parking/ road safety issues and work with Cheshire Fire and Rescue Service and the local police.
- We will be building on the performance management and appraisal tools for all staff using our new Taranto system.
- We will continue working with Alpha Parking to provide the very relevant City and Guilds level 2 and 3 qualifications and other training courses as identified during One2One's and PDP's.
- We will continue to promote the parking services team within the council and build on the 'back to the floor' visit that took place in 2016. Articles will be written for Team Voice with regards to important parking reminders and project work undertaken.
- We will continue to work with our new software provider (WSP – Taranto) to improve our online information which will include 'virtual' permits.



**“All of our staff are expected to undertake professional City and Guilds qualifications”**

- We will continue to build on and improve our synergies and inter-departmental links, including those with our ASDV's allowing quicker delivery of fault identification, remedial works and maintenance improvements.
- We will be investing in our new recruits and adding to the in-house and on-the-ground mentoring and on-site support.
- CEO beats will be redesigned so that areas requiring more frequent enforcement attendance can be grouped with areas (rural) and smaller communities that demand less attendance.

This will allow for a more economic, cost effective, visible and efficient use of our finite resource and whilst facilitating fewer CEO attendances

to some areas, it will still retain a high-level of services to every town or parish with a parking management need.

- A review of all free car parks will be undertaken so as to incorporate them into the off-street Order which will enable lawful enforcement for such contraventions as overstays, returning within the prohibited time and parking out of bay.
- We will embrace the national Digital by Design initiative and once the new software solution has been embedded, further look to ensure our customers get the right information at the first point of contact, improving our web pages, self service facilities and the processing of physical correspondence.

### **Irrelevant excuse given upon receiving a PCN**

“Now that I have moved into the property, no yellow lines are needed so please remove them!”





## Quote.

“With the help and support of my supervisor and manager, I feel I am capable of rising to any new task and challenge put before me and there have been plenty of these in both of these new roles.”

# 17.

## Staff Stories

### Lorna Hopkins - Interim Senior CEO and then Interim Senior Notice Processing Officer.

“After being part of the Notice Processing team for 9 years, an opportunity arose to become an Interim Senior CEO.

Whilst my NP colleagues thought I was slightly mad; I am a typical office lady who doesn't like walking further than the car park to work, I decided to go for it and was lucky enough to get the position in August 2016.

However, even though the Senior NP role (which I then got) requires a more in-depth knowledge and understanding of the regulations

and legislation, and has at times taken me to the end of my tether, I couldn't imagine going back to an enforcement role – I am being honest and let's just say I enjoy a challenge and the opportunity to experience doing other roles and tasks.

With the help and support of my supervisor and manager, I feel I am capable of rising to any new task and challenge put before me and there have been plenty of these in both of these new roles.”

### Irrelevant excuse given upon receiving a PCN

“I couldn't see any signs for the double yellows that I parked on”



## Selwyn Rowley Acting Senior Civil Enforcement Role

“The last 10 months has flown by, the new role is certainly challenging but with the support of my Supervisor and the rest of the team I have really enjoyed the new situation.

With new equipment, new p and d machines and new starters it is a period of great change for the parking department.

Working with the Police on patrols was also a very interesting experience, it gives an insight into how they work and for them to see how we work.

**“Together we can help each other out, I look forward to more joint patrols.”**



## Lee Foulkes Interim Acting Senior Civil Enforcement Officer

“First off I would like to thank Lorraine for making me do this, and after kicking and screaming with reluctance as this is pushing me right out of my comfort zone,

I’ve decided to put a little bit about my experience as a senior civil enforcement officer.

After 2 failed attempts at applying for the position I finally got the job! “Yay” And started my role on the 2nd of January 2017.

I must say this job for however long it will last has been a big challenge with both highs and lows from personal development and self growth and the opportunity to work with a diverse team which has given me a new outlook on life as a senior ceo.

I have grown into the responsibility of being a team leader.”

**Irrelevant excuse given upon receiving a PCN**

“I’m not from the area”



## Emma Steers Acting Senior CEO

“I got the job of CEO with Macclesfield Council in late 2008, and started work in the New Year 2009.

I was no stranger to Civil Enforcement as I had been working as a CEO for NCP down south. I’ve always had a passion for this job.

Since stepping into this role it’s been very much like a rollercoaster, there have been so many ups, with exhilarating moments and a few downs (not many).

My duties and work days are varied, not one day being the same. Some days I can work so many hours, and other days actually finish on time, regardless, I’m satisfied.

I know that this is just an interim job but it has given me the confidence and opened my eyes, to a lot more than just the inner workings of a Council.

I now have the ability to walk forward with an even bigger smile on my face.”

**“I’ve been accused of living and breathing my job. Yes I am dedicated, almost passionate, priding myself in a job well done.”**



## Julie Clifford

### Life as a 'Probie'

"The first month of my probation didn't start well.

I joined Cheshire East Council on the 3rd January 2017, it was a cold & wet January morning and I had already started with a cold.

However, like the trooper I am, I continued to work with Lorna and Emma (the Seniors), learning the tricks of the trade, when my cough and cold took a turn for the worse.

I ended up getting pneumonia (and not just once!) 'Well' I thought, 'this isn't a good start, two weeks into my new job and I'm off sick'.

I was panicking thinking that I needed to get back to work to prove myself, especially as it was during my probationary period.

Lorraine and Louise did say to get myself right before I came back. Did I listen? Did I Eck! I came back to work too early and ended up with recurring pneumonia. As you can guess, I thought 'that's me down the road', but to my surprise Lorraine, Louise and Emma supported me through it.

I work with a great team, love my visits to the notice processing team especially Carolyn Noonan - and I guess I can say I LOVE MY JOB!"

Julie successfully passed her probation in September 2017.



## Julie Clifford & Aaron Watson Probationists

"I first met Aaron on the 3rd January 2017 at Macclesfield town hall, as that is when we both started our training to become Civil Enforcement Officers for Cheshire East Council.

We were both introduced to the team of CEOs and Notice Processing Team and were made to feel welcome, not having any experience in traffic management myself; I was looking forward to a new challenge.

I enjoy my job; a majority of the public understand why we as a team are needed.

You do have a minority that will call you names, shout at you and even ask how you sleep at night – then tell you to get a proper job, but I can tell you this, if we as a team were not out there patrolling the streets and car parks, there would be chaos."

### Irrelevant excuse given upon receiving a PCN

"The traffic warden told me I could park there, then pounced as soon as I was out of sight."



## Aaron Watson

### Civil Enforcement Officer

"On the 3rd January 2017 I joined Cheshire East Council as a Civil Enforcement Officer (CEO).

On my first day I was introduced to the Parking Services Team, from the ground up to management. Starting on the same day my colleague Julie Clifford, is based in the North of the county in Macclesfield.

Together we completed our first week's induction covering areas from Macclesfield to Wilmslow, after the first week we would only work together during training sessions and the City and Guilds qualification.

What I like most about my role as a Civil Enforcement Officer is the fact

that everyone works well as a team, both in Macclesfield and Crewe.

I have participated in various training sessions, providing positive input and gaining a recognised qualification and experience.

As I like to focus on training and development I would often challenge myself, aiming to patrol schools effectively and resolve confrontation safely."

### Irrelevant excuse given upon receiving a PCN

"Where does it say I need to buy a ticket?"



# 18.

## Income & Expenditure

### Quote.

“We are looking at introducing more EV charging points as the take up of these types of vehicles increases.”

#### CHESHIRE EAST CAR PARKS

	2013 - 2014	2014 - 2015	2015 - 2016	2016 - 2017
INCOME	£	£	£	£
Penalty Charge Notices	689,723	622,978	570,566	620,073
Pay and Display	4,588,342	4,345,729	4,612,517	4,651,686
Permits (Residents & Staff)	26,701	33,406	44,948	44,160

<b>Total Income</b>	<b>5,304,766</b>	<b>5,002,113</b>	<b>5,228,031</b>	<b>5,315,919</b>
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EXPENDITURE	£	£	£	£
Enforcement	505,333	504,963	457,450	482,008
Pay & Display	1,745,496	1,630,889	1,716,893	1,955,406
Residents Parking	42,080	50,836	36,310	3,657
Parking Services	442,608	268,180	282,683	313,190
Parking Overheads	377,519	521,224	741,866	695,071

<b>Total Expenditure</b>	<b>3,113,036</b>	<b>2,976,092</b>	<b>3,235,202</b>	<b>3,449,332</b>
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<b>Total Surplus</b>	<b>2,191,730</b>	<b>2,026,021</b>	<b>1,992,829</b>	<b>1,866,587</b>
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## In 2016-17, the council spent £13,320,000 on Highways and £16,192,000 on Transport.

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 by other services to ensure that the authority can put the needs of its Residents First.

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 under cover.

### Statistics on the number of Freedom of Information Act Requests dealt with by the Parking Services Team 2016/17

Period	Number of FOIA Requests
1/4/16 - 31/3/17	52
The majority were income/expenditure related or PCN number related.	

### Statistics on the number and types of complaints to Parking Services

Top 3 Complaints			
	Faulty Ticket Machines	Allegations regarding the behaviour of the Enforcement Officers	Perceived lack of action against cars parked on double yellow lines
<b>Number of Complaints 2016/17</b>			
April	3	Oct	3
May	4	Nov	3
June	1	Dec	1
July	3	Jan	3
Aug	4	Feb	1
Sept	5	Mar	5

# 19.

## Statistical Information

It is important for Cheshire East that the Enforcement Officers focus on issuing “Quality” penalty charge notices, to reduce the number of tickets which are challenged.

Summary of Penalty Charge Notices Issued 2016/17					
Notice Type	Off-Street higher level (£70)	Off-Street lower level (£50)	On-Street higher level (£70)	On-Street lower level (£50)	Total
PCNs issued	575	7073	8507	1994	18,149
%	3.17%	38.97%	46.87%	10.99%	

Off-Street Higher Level of Penalty Charge Notices Issued 2016/17						
	No/Invalid Blue Badge	Restricted area of car park	Prohibited Class	Permit Bay	Loading Area	Total
PCNs issued	546	1	26	1	1	575
%	94.96%	0.17%	4.52%	0.17%	0.17%	

Off-Street Lower Level of Penalty Charge Notices Issued 2016/17						
	Exceeded Max Stay	Ticket Expires	No Valid P&D Ticket	Meter Feeding	Out of Marked Bay	Total
PCNs issued	108	1457	4014	1	1493	7073
%	1.53%	20.60%	56.75%	0.01%	21.11%	

On-Street Higher Level Penalty Charge Notices Issued 2016/17		
Offence	PCNs issued	%
Waiting Prohibited	6123	71.98%
Loading Restricted	120	1.41%
No Permit	1032	12.13%
Suspended Bay	4	0.05%
Loading Area	66	0.78%
Double Parked	15	0.18%
Dropped Footway	340	4.00%
No/Invalid Blue Badge	461	5.42%
Not Designated Class of Vehicle	18	0.21%
Taxi Rank	189	2.22%
Bus Stop Clearway	74	0.87%
Outside School	20	0.24%
HGV on Footway	3	0.04%
Pedestrian Crossing	42	0.49%
<b>Total</b>	<b>8507</b>	

On-Street Lower Level Penalty Charge Notices Issued 2016/17				
	Out of Marked Bay	Overstay	No Return	Total
PCNs Issued	6	1971	17	1994
%	0.30%	98.85%	0.85%	

## Notices Issued by Contravention Code (On-Street)

The report below identifies the number of PCNs issued by which contravention code and the description attributed to that code. This is for on-street parking contraventions.

Code	Description	PCNs	% Issued on Street	% Issued all PCNs	Charge Level
1	Waiting Prohibited	6123	58.31%	33.74%	Higher
2	Loading Restricted	120	1.14%	0.66%	Higher
16	No Permit	1032	9.83%	5.69%	Higher
21	Suspended Bay	4	0.04%	0.02%	Higher
22	No Return	17	0.16%	0.09%	Lower
23	Prohibited Vehicle Class	18	0.17%	0.10%	Higher
24	Out of Marked Bay	6	0.06%	0.03%	Lower
25	Loading Area	66	0.63%	0.36%	Higher
26	Double Parked	15	0.14%	0.08%	Higher
27	Dropped Footway	340	3.24%	1.87%	Higher
30	Overstay	1971	18.77%	10.86%	Lower
40	No/Invalid Blue Badge	461	4.39%	2.54%	Higher
45	Taxi Rank	189	1.80%	1.04%	Higher
46	Clearway	1	0.01%	0.01%	Higher
47	Bus Stop Clearway	73	0.70%	0.40%	Higher
48	Outside School	20	0.19%	0.11%	Higher
61	HGV On Footway	3	0.03%	0.02%	Higher
99	Pedestrian	42	0.40%	0.23%	Higher
<b>Total On-Street</b>		<b>10,501</b>	<b>100.00%</b>	<b>57.86%</b>	
<b>Total Off and On-Street</b>		<b>18,149</b>			

## On-Street Contraventions by Town

Shown below is a report which specifies by Town, the number of PCNs by contravention number with the related contravention.

Town	Higher Level	Lower Level	Total
Alderley Edge	899	497	1396
Alsager	11	3	14
Audlem	3	14	17
Bollington	61	4	65
Brereton	29	0	29
Chelford	73	0	73
Congleton	447	131	578
Crewe	2135	72	2207
Disley	14	1	15
Elworth	3	0	3
Handforth	35	4	39
Haslington	1	0	1
Holmes Chapel	11	0	11
Knutsford	751	384	1135
Macclesfield	2182	148	2330
Middlewich	52	21	73
Nantwich	397	104	501
Poynton	22	0	22
Prestbury	6	1	7
Sandbach	182	165	347
Shavington	1	0	1
Styal	2	0	2
Willaston	16	445	461
Wilmslow	1174	0	1174
<b>Total</b>	<b>8507</b>	<b>1994</b>	<b>10501</b>

# Off-Street Contraventions by Town

Town	Higher Level	Lower Level	Total
Alderley Edge	13	141	154
Alsager	12	11	23
Audlem	0	1	1
Bollington	6	33	39
Brereton	2	36	38
Congleton	11	357	368
Crewe	210	1611	1821
Disley	0	6	6
Holmes Chapel	1	0	1
Knutsford	101	865	966
Macclesfield	53	902	955
Middlewich	0	0	0
Nantwich	66	1093	1159
Prestbury	0	2	2
Sandbach	2	107	109
Wilmslow	98	1901	1999
Teggs Nose	0	7	
<b>Total</b>	<b>575</b>	<b>7073</b>	<b>7648</b>

# PCN Challenges, Representations & Appeals

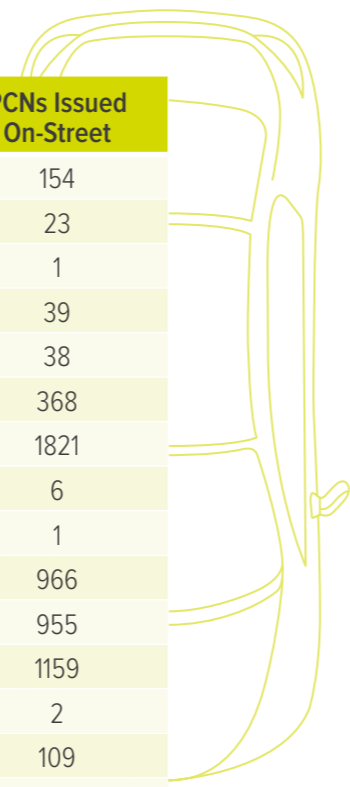
Contravention	Received
Challenges	2915
Representations	1015
TPT Appeals	68
Debt Registration	1780
Cases to Bailiff	1288
<b>TPT Cases</b>	
Won	21
Lost	47
Outstanding	0
<b>Total</b>	<b>68</b>

# Contravention 01 PCNs Issued

Town	Contravention	Street/Roads	PCNs
Alderley Edge	01 Waiting Prohibited	29	338
Alsager	01 Waiting Prohibited	5	2
Audlem	01 Waiting Prohibited	1	2
Bollington	01 Waiting Prohibited	11	51
Brereton	01 Waiting Prohibited	2	29
Chelford	01 Waiting Prohibited	4	71
Congleton	01 Waiting Prohibited	43	277
Crewe	01 Waiting Prohibited	123	1832
Disley	01 Waiting Prohibited	6	14
Elworth	01 Waiting Prohibited	1	3
Handforth	01 Waiting Prohibited	5	30
Haslington	01 Waiting Prohibited	1	1
Holmes Chapel	01 Waiting Prohibited	1	2
Knutsford	01 Waiting Prohibited	31	493
Macclesfield	01 Waiting Prohibited	121	1712
Middlewich	01 Waiting Prohibited	11	44
Nantwich	01 Waiting Prohibited	34	346
Poynton	01 Waiting Prohibited	6	12
Prestbury	01 Waiting Prohibited	4	5
Sandbach	01 Waiting Prohibited	23	157
Shavington	01 Waiting Prohibited	1	1
Styal	01 Waiting Prohibited	1	2
Willaston	01 Waiting Prohibited	2	9
Wilmslow	01 Waiting Prohibited	48	684
<b>Total</b>		<b>514</b>	<b>6123</b>

# PCNs for Blue Badge Contraventions

Code	Contravention	Town	PCNs Issued On-Street
40	No/Invalid Blue Badge	Alderley Edge	154
40	No/Invalid Blue Badge	Alsager	23
40	No/Invalid Blue Badge	Audlem	1
40	No/Invalid Blue Badge	Bollington	39
40	No/Invalid Blue Badge	Brereton	38
40	No/Invalid Blue Badge	Congleton	368
40	No/Invalid Blue Badge	Crewe	1821
40	No/Invalid Blue Badge	Disley	6
40	No/Invalid Blue Badge	Holmes Chapel	1
40	No/Invalid Blue Badge	Knutsford	966
40	No/Invalid Blue Badge	Macclesfield	955
40	No/Invalid Blue Badge	Nantwich	1159
40	No/Invalid Blue Badge	Prestbury	2
40	No/Invalid Blue Badge	Sandbach	109
40	No/Invalid Blue Badge	Wilmslow	102
<b>40</b>	<b>No/Invalid Blue Badge</b>	<b>All Places</b>	<b>461</b>



Code	Contravention	Town	PCNs Issued Off-Street
87	No/Invalid Blue Badge	Alderley Edge	13
87	No/Invalid Blue Badge	Alsager	12
87	No/Invalid Blue Badge	Bollington	6
87	No/Invalid Blue Badge	Brereton	2
87	No/Invalid Blue Badge	Congleton	11
87	No/Invalid Blue Badge	Crewe	209
87	No/Invalid Blue Badge	Holmes Chapel	1
87	No/Invalid Blue Badge	Knutsford	76
87	No/Invalid Blue Badge	Macclesfield	53
87	No/Invalid Blue Badge	Nantwich	64
87	No/Invalid Blue Badge	Sandbach	2
87	No/Invalid Blue Badge	Wilmslow	97
87	<b>No/Invalid Blue Badge</b>	<b>All Places</b>	<b>546</b>



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Infrastructure and Highways  
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