



2018/2019

**PARKING  
SERVICES**  
Annual Report

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



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

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Last year's winners, Brighton & Hove City Council scooped the Overall Winner award, with Highly Commended for Reporting awards going to Cheshire East Council; Devon County Council; Durham County Council; North Essex Parking Partnership and South Lakeland District Council. Newcastle City Council was presented with a newly established award for Outstanding Digital Format. Sunderland City Council and Sedgemoor District Council were also shortlisted.

The PARC Awards form part of PATROL's commitment to promoting best practice from its local authority members in communicating effectively the vital context of traffic management objectives that underpin civil enforcement, which is ultimately in place to better meet the needs and improve the lives of residents, businesses and visitors within a community. Councillor Stuart Hughes (Devon County Council) and the recently appointed Chair of PATROL, introduced the PARC Awards.

'Those authorities Highly Commended for Reporting made great strides in presenting reports that inform and engage, with a rich variety of content that goes far beyond the basic requirements of reporting on facts and figures.

Also addressing the delegates, Caroline Sheppard OBE, Chief Adjudicator of the Traffic Penalty Tribunal, said: 'As adjudicators, we often never see the good work that you all do because people only come to us when they have experienced a problem. Today allows us to really highlight the positive side of things for a change.'

# SETTING THE SCENE

by Frank Jordan & Cllr Brian Roberts

Welcome to Cheshire East Borough Council's fourth annual parking report for the period 1/4/2018 to 31/3/2019.



Frank Jordan  
Executive Director  
PLACE & Deputy  
Chief Executive

The council was delighted and honoured to have been highly commended and to receive a certificate of excellence for last year's report which was shortlisted by the independent Review Group for PATROL (Parking and Traffic Regulations Outside London) PARC (Parking Annual Reports by Councils) Awards.

Demonstrating transparency, openness and consistency of approach in our objective setting, decision making, priorities and actions are the main reasons why the annual report is produced. The report facilitates a coordinated methodology with our partners and stakeholders whether they are outside of the council or internal.

Parking is an every day but vital issue for individuals, families and communities. Good parking management contributes significantly to the accessibility of our villages, towns, parishes and cities and helps to support sustainable economic growth. We believe that our annual report is one of the best ways in which to change the public perception of our Civil Enforcement Officers and Notice Processing personnel as it enables our community to understand why enforcement is both necessary and vital in the successful management of the road network.

This year's report contains a lot of financial information and management statistics which we hope will save

time and resources that would otherwise be spent on responding to service requests, complaints, frequently asked questions or Freedom of Information Act requests from the media, stakeholders and the public.

The report encompasses the advice in the PATROL Toolkit, by providing a well-structured account that is underpinned by a strong narrative and a persuasive message.

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

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

Cheshire East Council will continue to work to ensure that there is adequate parking for cycles and motorcycles and that the special parking



Cllr Brian Roberts  
Portfolio Holder  
Highways &  
Waste



Lorraine Martin  
Parking Services Manager,  
Author of Report

requirements of disabled people are met and that parking for parents/carers with young children is considered.

Currently, there are 21,129 Blue Badge holders within Cheshire East (123 of these are for organisations – as at 11/9/19). These levels may increase after August 2019 when the qualifying criteria was extended to include other health conditions. Blue Badge holders want to park close to their destination and the majority of physical cases need the wider spaces. One of our priority enforcement aims is to ensure that they are not inconvenienced by unauthorised users of Blue Badges or by motorists who abuse the designated spaces specifically allocated for people with disabilities.

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

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

Using an 'evidence-based asset management' approach, the service is very mindful of the importance of 'managing the customer's expectations' and the customers for parking services do not just include residents.

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

Our collective aspiration is to use enforcement as a tool to achieve 100% compliance with parking restrictions thus eventually resulting in there being

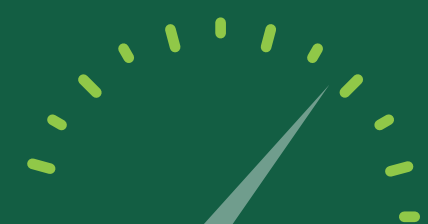
no need to issue any Penalty Charge Notices. We direct our resources to where compliance is low and there is a need to ensure the safe and expeditious movement of traffic along the highway facilitating emergency vehicles where they are needed and not to locations where a resident is unhappy that motorists are parking outside of their home. We do not use civil enforcement to be punitive and we are genuinely committed to trying to educate the motorist to achieve a safe and efficient network without the need for continual enforcement.

It is important to continue our work in changing the public opinion of the officers from being thought of as 'cash cows/horrible parking attendants' or 'heartless back-office staff who won't cancel my ticket' to 'invited', welcomed, appreciated and positively recognised staff who whilst they do have a very difficult, contentious and confrontational job to do – be given the respect and support they deserve. This important view has influenced our recruitment process and one of the questions we ask of potential candidates is how they can help us to influence public opinion and change it for the better.

Unfortunately, there has been an increase in physical assaults on our officers which is just not acceptable and will not be tolerated – body-worn video is now utilised which has assisted the Police in bringing matters to a successful conclusion in court.

The CEO's have a very tough job to do which is not helped by the 'miscommunications and myths that surround the world of parking' – many of which are dispelled in this year's report.

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





# Why Report?



Demonstrate transparency in our objectives, decision making and actions

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Allow co-ordinated communication with stakeholders

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Enable the community of Cheshire East to understand why Civil Enforcement is essential in the successful management of the road network

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Save time and resources that would otherwise be spent on responding to frequently asked questions or Freedom of Information requests from the media, stakeholders and the public

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Monitor trends



# THE BENEFITS OF THE PARKING TEAM AS A SERVICE

Everyone has a parking story, and it is normal human nature to feel aggrieved at being on the receiving end of a Penalty Charge Notice. The customer experience is often concentrated on the enforcement side, but this annual report is our unique opportunity to explain that enforcement is only 'one' aspect of our work - the true nature of our service, in reality, is far-reaching and we will be highlighting as many elements of the service we provide as we can.

The continual press and public attention, (including TV programmes) focused on 'nuisance' parking and various other parking 'issues' alongside enforcement and collection issues needs to change and this report intends to build upon what we started last year - to continue making

brave steps forward in transforming the public perception, awareness and understanding of the role of civil enforcement in the broader context of traffic management. Cheshire East does articulate, engage and communicate with all of its partners and stakeholders and the important information in this report is presented in a compelling, clear, well structured and transparent way which we feel conveys our messages clearly and effectively, while reflecting our true local situation.

The report sets out to demonstrate the benefits and objectives of the whole breadth of parking management and the services undertakings for the local community as a whole.



***The team as a service for our service users – the 'can do approach'***



## **DEDICATED EMAIL ADDRESS**

We actively promote and encourage our residents, businesses, shoppers, commuters and workers to engage with our service by reporting 'street furniture' and 'pay and display machine' defects to a dedicated and monitored e-mail address to ensure a prompt response is given where one is requested or more simply, the defect is rectified.

*Service users are asked to e-mail  
[parkingenforcement@cheshireeast.gov.uk](mailto:parkingenforcement@cheshireeast.gov.uk)*

Termed now to be 'service requests', this email address also receives notifications and reports of illegal and unsafe parking and requests for an enforcement presence where parking in a particular area is becoming a nuisance. Special event requests come through where perhaps due to some car park closures or parking bay suspensions, there is a concern that vehicles will spill out onto the surrounding streets causing issues for local residents and businesses. As the in-box is constantly monitored, a text message, phone call or even the email itself can be sent to the Civil Enforcement Officer in the necessary area for immediate action. The service can be both reactive and pro-active simply because there is a dedicated Single Point of Contact (SPOC) monitoring this e-mail address.

## **ABANDONED VEHICLES**

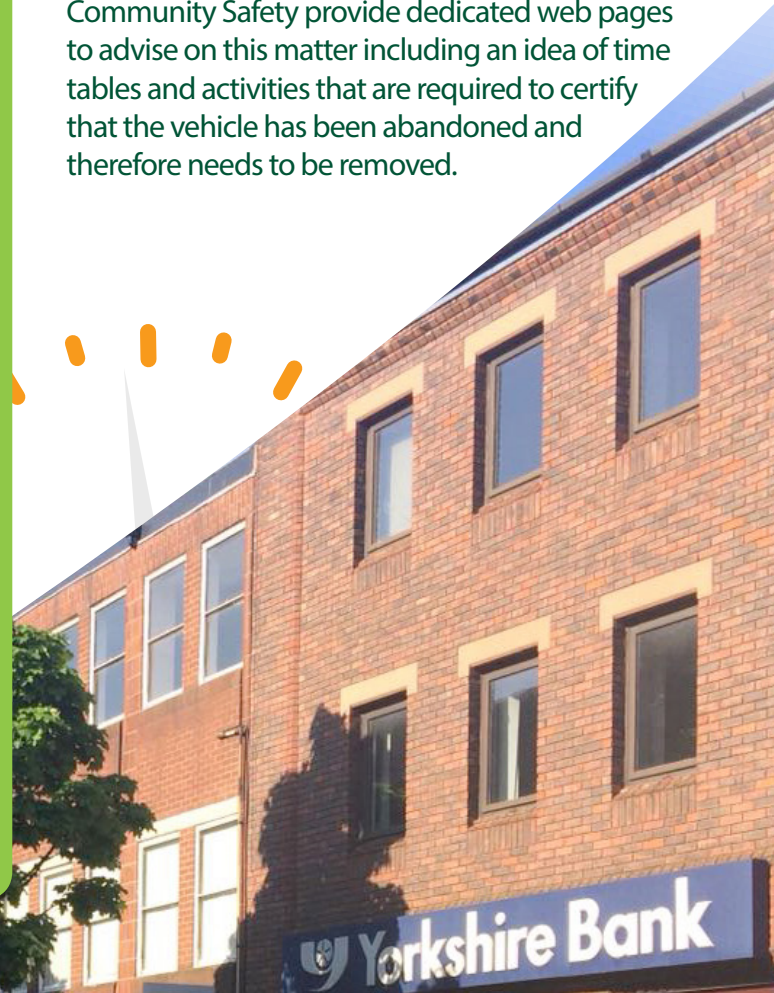
Other service requests received in abundance have been concerning the perception that a vehicle has been abandoned – both on and off-street and there is nothing more annoying than seeing a vehicle remaining in place day in and day out, taking up valuable parking space and in the extreme, even having foliage growing around it.

Whilst there may be genuine reasons for it to sometimes be unavoidable (the driver being taken poorly and hospitalised), our internal colleagues in Community Safety provide dedicated web pages to advise on this matter including an idea of time tables and activities that are required to certify that the vehicle has been abandoned and therefore needs to be removed.

## **NUISANCE PARKING**

Monitoring of the in-box has highlighted the anxiety caused to our residents when inconsiderate and irresponsible motorists obstruct their egress from a driveway – often causing dangerous situations on the highway.

Guidance and advice are clearly set out on our website for residents and business owners who are facing nuisance and obstructive parking. If that parking is reported immediately, an officer can attend to talk to the resident or business owner and a Penalty Charge issued if the vehicle is not a visitor.





## **THE COMPASSIONATE SIDE OF THE PARKING TEAM OUR SERVICE DURING TERMINAL ILLNESS**

In June 2018, we were approached by a close friend of a lady whose husband had been given only weeks to live. His dying wish was to spend the last few weeks of his life in his own home where he could be with his family and friends, retaining as much of his dignity as he could being offered palliative care by his GP and cancer nurses. The lady, who has to remain anonymous so that we don't breach GDPR, was in an anxious state of mind as there were parking restrictions right outside their home and no available off road parking for the carers and medical staff visiting his house before the inevitable happened. This was a genuine compassionate plea for the temporary suspension of parking restrictions to facilitate someone's dignified end of their life.

## **OUR RESPONSE THE 'CAN DO APPROACH'**

Dear .....

*In view of the very unfortunate and exceptional circumstances you have conveyed in your two e-mails, I am going to authorise parking for up to 3 vehicles on the road for doctors, nurses, carers and other visitors.*

*I will ask one of my Senior Staff to devise 3 cards on CEBC paper authorising the vehicle to park to visit number ... No registration will be necessary and all Mrs ..... needs to do, is to ask the motorist to put the card in their window at the time of the visit and then give it her back afterwards.*

*I will put an expiry on them of 1/10/18 – and if they are required beyond this point, please get back in touch.*

*Emma Thompson will devise something and notify the CEO's of these special cards for .... and I will ask Emma to hand deliver them to Mrs ....*

*I would kindly request that the bearer parks sensibly and ensures that emergency vehicles can get down the road as well as the refuse collectors.*

*I really hope that this eases the worries and stresses for both Mr and Mrs ..... at this very difficult time.*





**WE ARE  
MACMILLAN.  
CANCER SUPPORT**

# MACMILLAN MOBILE INFORMATION BUS

*Our Service supporting Macmillan Cancer Support (and written directly by their logistics Co-ordinator).*



"Over the last year, I have worked closely with the Cheshire East Council Parking team to help the local community access free cancer information and support for people affected by cancer. Macmillan Cancer Support run a dedicated mobile service of highly-qualified Macmillan professionals who travel across the UK on a fleet of six big green Macmillan buses: Basil, Bertie, Beryl, Betty, Bronwen and Dougie. The buses park up at lots of public places, from markets to outside shopping centres and libraries.

Basil is our North-West dedicated service and the Cheshire East Parking Team, headed by Lorraine Rushton have been an integral part of ensuring the local communities within East Cheshire have been able to access our service. The team have used innovative ways in helping us access central sites within Cheshire such as Macclesfield, Nantwich and Wilmslow. For example,

when we have been unable to park in a pedestrianised area, the car parking team have helped source alternative suitable locations with high footfall such as local car parks and council owned supermarket car parks.

I have found the team extremely friendly, helpful and always willing to go the extra mile for our service. Which in turn has directly helped people affected by cancer in Cheshire. For example, ensuring we were able to bring our bus back to Macclesfield (outside the old Town Hall) where our specialists were able to support over 50 people.

I am looking forward to continuing working with the team, to source new locations and further help people in the Cheshire area who have been affected by cancer."





# SAFER PARKING AROUND SCHOOLS THE 'EDUCATIONAL' SERVICE

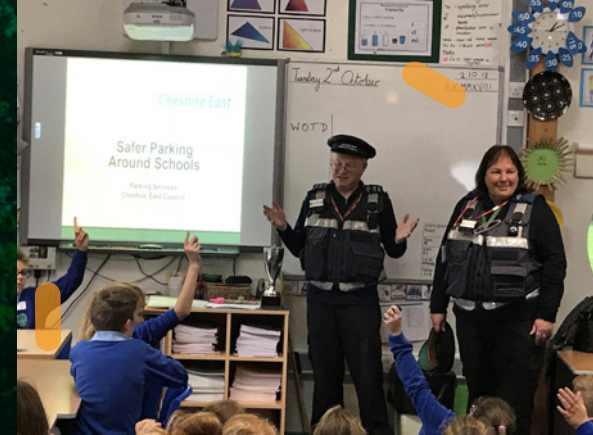
2018 saw the continuation, development and extension of our 'safer parking around schools' initiative. As an alternative to just issuing tickets to parents/carers who park illegally (and more importantly in ways which significantly impact upon the safety of the children and other pedestrians) at school drop off and pick up times, the team wanted to promote the idea that motorists can, where needed, park safely in and around the school area and who better to start the 'education process' with – but the children themselves.

Using our 'evidence based approach' we have a list of high priority schools where unsafe parking is systemic and/or accidents or near misses had previously been recorded and where the schools themselves were trying to do as much as possible to highlight the importance of parking sensibly, safely and responsibly. The interactive presentation has been delivered in a number of schools either in the full school or class assemblies. Children

were able to try on parts of the CEO uniform and learn the basics of parking signs and restrictions in and around their school area. The presentation ends with a very catchy song which embeds the important learning outcomes from the session. Each presentation is made more relevant to the school it is being delivered within.

Emphasis is made about parking safely, responsibly, considerately and legally. Ensuring that children are not just pushed out of doors on the highway, school keep clears are kept clear and as motorists no longer park on the restrictions, the highway traffic can move freely facilitating easy access for emergency vehicles.

The initiative has been very well received by the 10+ schools it was delivered to in 2018 and moving on, our partners in Cheshire Fire and Rescue Service and Cheshire Constabulary have remained involved.



“

I was given the task of delivering a school presentation along side my colleague to school children of different ages. The presentation is based on educating the children about lines and signs around the school area and also when travelling to school.

The presentation consists of an introduction of ourselves asking the children if they know what our uniform represents and who we are. This is important to them as they will see us patrolling around their school and this would assure them of who we are.

We then move to our presentation showing signs and lines, where to cross the road safely and different scenarios which can occur on the highway. The children are asked questions and are all given a chance to answer what they think the lines and signs mean.

I was overwhelmed at the response and the amount of hands that went up; they were so engaged with the presentation. At the end there is a very 'sing a long' video about parking in contravention around the school area.

After we have finished, the children have a chance to try our patrol vest and hat on holding our handheld device for some photos for their school taken by the teachers.

At the end of the session we do a patrol outside the school with our little lollipop people with the children and parents who come and ask questions and have a look at the little lollipop people.

Diane, GA09

”





# PARKING AS A SERVICE TO SUPPORT JOINT OPERATIONS WITH THE POLICE

Working with our partners and stakeholders is so important and helps to demonstrate why civil enforcement is essential in the successful management of the road network.

As the team have become more visible carrying out other duties than simply issuing PCN's and being seen as the 'cash cow', the public perception of them seems to be changing as we are receiving more and more thank you's from members of the public, school teachers, parents/carers and colleagues from the Police and Fire and Rescue Services; we hope that these visible appearances as something other than a 'Traffic Warden' will certainly increase the trust and understanding from motorists and pedestrians and other service users alike.







## **Operation 'Connecting'** **Monday 23<sup>rd</sup> July & Tuesday 24<sup>th</sup> July 2018**



Operation 'Connecting' organised by PCSO Amie Gillett was based on the four wards covered in and around Congleton – West, East, Odd Rode and Gawsworth & Chelford. The Operation was on the back of the Summer drink/drive campaign, Operation 'Roadster'. The purpose was following a sharp rise of fatal RTC's in the area, we wanted to concentrate on what the communities are telling us where the issues are and also what incidents/demand we have on our system relating to parking, speeding, weight restrictions and intelligence.

The communities often raise the issues but feel like they are not listened to so the purpose was to educate road users and encourage positive attitudes and engagement, increase awareness of vulnerabilities on the road, promote how to stay safe and encourage multi agency work in tackling community concerns.

The operation involved Congleton Beat team, Taskforce (traffic, crime car and the bikes), ANPR Van, Safety camera van, Cheshire East enforcement officers and community speed watch groups to enforce and educate on both days, working together.

Enforcement included – speeding tickets, verbal warnings, Traffic offence reports, vehicle seizures, enforcement tickets and fixed penalty notices.

There was a high amount of positive feedback received from residents regarding the high visibility presence and also feedback to assist us in future enforcement on the selected roads.



## Operation 'Connecting' Results July 2018

<b>Odd Rode</b>	<b>Concern</b>	<b>Outcome</b>
A50 Liverpool Road West	Speed/Fatal 4	1 vehicle in excess speed
A34 Newcastle Road, Astbury	Speed/Fatal 4 (social media request)	5 vehicles in excess speed
A34 Congleton Road North	Speed	Safety camera van deployed both days
Peel Lane, Astbury	Weight restrictions (social media request)	Verbal warning



<b>Congleton West</b>	<b>Concern</b>	<b>Outcome</b>
Location	Speed/traffic issues (social media request)	No speeding however spoken to local residents about concerns/times it is occurring.
Back Lane	Speed (councilor request)	Checked twice – No speeding
A54 Holmes Chapel Road	Speed (social media request)	Checked twice – 4 vehicles excess speed
Padgbury Lane	Speed/fatal 4 (social media request)	12 vehicles excess speed.
A34 Newcastle Road near to The Mount	Parking	Community Speed Watch – 21 vehicles excess speed.
Bridge Street/Town centre surrounding roads	Parking (social media request)	CE Enforcement support- 5 enforcement tickets issued
Astbury Mere/Ennerdale Drive	Parking	CE Enforcement support -Seatbelt advisory
Paddling Pool/Park Road	Parking/ Speed (social media request)	CE Enforcement support- No issues
Giantswood Lane/Lower Heath	Fatal 4	CE Enforcement support- No excess Speed. 1 vehicle issued TOR parking on controlled area crossing. Advisory for parking on footpath. Positive feedback from local residents
Rood Lane	Fatal 4	2 x TORs – Driving otherwise in accordance with a license and vehicle seizure.
A34 Clayton Bypass	Speed/Fatal 4	Motorcycle seizure for no insurance.
West Road	Speed/ Fatal 4	No insurance & No licence seizure.
A34 Manchester Road	Speed/ Fatal 4/ Weight Restrictions (social media request)	2 X TORs to HGV's – using mobile phone and not in proper control of motor vehicle.
Waggs Road/ Fol Hollow	Fatal 4	Community Speed Watch – 24 vehicles excess speed
Park Lane		Weight restriction signage needs looking at





<b>Congleton East</b>	<b>Concern</b>	<b>Outcome</b>
Congleton Rail Station	ANPR Van	Vehicles stopped/seized. Positive feedback from public
Ayrshire Way	Parking (social media request)	CE Enforcement support – 1 Fixed Penalty notice issued for obstruction, 1 advisory notice issued and positive feedback from residents.
Fenton Close	Parking	CE Enforcement support – no issues.
Old Buxton Road	Parking	CE Enforcement support – 2 Advisories issued.
A527 Biddulph Road	Speed/ Fatal 4 (social media request)	Checked twice – 3 vehicles excess speed. 6 x TORs issued for no seatbelt, improper use of horn, not in proper control of motor vehicle.
Reades Lane	Speed (social media request)	Checked twice – No speeding
Moss Road	Speed/ Fatal 4 (social media request)	Community Speed Watch – 19 vehicles excess speed.
Buxton Road, Buglawton	Speed/ Fatal 4	No Insurance Seizure and excess speed. 6 x TORs for no seatbelts/mobile phones/ not in proper control of motor vehicle.

<b>Gawsworth &amp; Chelford</b>	<b>Concern</b>	<b>Outcome</b>
A34 Marton	Speed/ Fatal 4	ANPR Van – Seizures and stops.
A536 Eaton	Speed/ Fatal 4	1 vehicle excess speed. Positive engagement with local residents.
Cockmoss Lane, Marton	Fatal 4	TOR issued for driver not in proper control
A537 Chelford Road, Chelford	Speed/ Fatal 4	2 x TORs issued for drivers not in proper control of motor vehicle. Checked twice – No speeding.
Maggotty Lane, Gawsworth	Fatal 4	TOR for No Insurance
Salters Lane, Lower Withington	Fatal 4/ Speed	5 vehicles excess speed.
A537 Chelford Road, Henbury	Fatal 4/ Speed	19 vehicles excess speed.
A523 Bosley Dark Lane/ Church Lane Gawsworth Plumley Moor Road, Plumley Stocks Lane, Peover Superior Middlewich Road, Lower Peover	Fatal 4/ Speed	All patrolled – no speeding/TOR's.



# A DAY IN THE LIFE OF A NOTICE PROCESSING OFFICER

For many being a Notice Processing Officer might seem like a dull office job, pushing paperwork from here to there, making things “somebody else’s problem”, sending pre-prepared responses according to the policy, basically waiting for technology and A.I. to take over decisions that people are currently taking.

I am more than pleased to say that this is not the case. You will start the day usually at around 7 o’clock, being accompanied by a big mug of coffee and bacon butty (helps with the neural synapses). You would sort out the previous day’s payments and oddities that might have occurred as the system is not yet flawless, and that’s where people come in and double and triple-check that everything is in order.

You will then process and print and send all the NTO’s and CC’s, making sure that all figures and addresses are as they should be; we do not want a formal letter going to the wrong recipient.

You will then process all the postal PCN’s

scrutinising every little detail, looking for errors that might have been made during issuing. Don’t take it wrong, we will empathise, sympathise and support every one of our CEO’s that deal with members of the public that may believe they are above the TMA (Traffic Management Act – the Law) and who give the CEO’s abuse and harsh words (even physical assault) just for doing their jobs, but in order to succeed in complying with the law, our PCN’s have to be valid and lawfully issued, in accordance with the current regulations.

Well look at that, it is already 10 o’clock, how has time passed by? You are only one quarter there. You go on the Official mailbox (we are living in a digital world after all), dozens of e-mails either for appeals, permits, dispensations and all the way through to someone’s car being “injured” in one of our car parks. You will start sorting them out, sending them to the relevant departments (with a giggle sometimes) making sure that everything is in its place, they are our customers after all.

All of a sudden the phone rings, someone wants a permit within a scheme, you go through their application, check the paperwork, reassure them that it will be processed as soon as possible, and yes the turn round days are there only to give us a breathing time, anything from permits right through to post Charge Certificate letters will be processed as soon as we can.

You will start processing the appeals, might be a grandma that forgot to properly or fully

display her blue badge, might be someone that parked irresponsibly on the school zig-zags, you will deal with them case by case and issue a response. It is not an automatic or prewritten letter; we issue the responses taking into account evidence and mitigation provided, after careful consideration and in accordance with the current laws.

Mail comes in, you would check, date stamp, and scan/process every letter that is received, and sometimes it can be an unwanted “gift” from a disgruntled person that has received a PCN. You would open that regardless and make a note of it. You will receive cheques and sometimes actual cash from people paying their PCN’s and you would process that in accordance with the GDPR regulations. If you have got a permit scheme and you receive calls/letters regarding that, it is a whole new story.

By that time it is 5 o’clock you would wind down and you would be thinking “I will be going home now to my family and my crazy cat”, but then as you get up and say your farewells to everybody in the office, the phone rings again, you are thinking these are still our customers/residents (even though you are off the clock), you pick it up say “parking services, how may I help you” and try and do your best to solve their predicament.

For me, that is a day in a Notice Processing team.

**PAUL GIOTOIU**  
**(SUBSTANTIVE POST – CEO)**



# ***PARKING AS A SERVICE TO BOOST THE VISITOR ECONOMY***

2018/19 saw a rather large increase in the number of requests for assistance with parking for film and TV crews. Companies such as Creative England, Drama Republic – ‘Wanderlust’, Tiger Aspect Drama (Curfew) Ltd, ITV plc & IMDb became familiar names with our Visitor Economy Manager and Parking Services when they required either short term parking, bay suspensions or even full location parking for their filming crews and film stars.

Many towns and villages across Cheshire East were temporarily transformed into apocalyptic lands or historic venues or just used for programme & product adverts.

Facilitating these types of events and working out the finer details became second nature to our team so that the crews were accommodated and welcomed into the area to which they were generally unfamiliar but in turn, local businesses benefited from the influx of staff, film extras and the general public wanting to catch a glimpse of their favourite stars, stay overnight or purchase local food and drinks.





***THE SERVICE HELPING TO SUPPORT  
ECONOMIC GROWTH AND COMMUNITY  
EVENTS TO INCREASE FOOTFALL  
IT'S A CAN DO APPROACH THAT WORKS!***

Community events are so important in bringing all elements of our demographics together. Liaison and dialogue has continued to improve with our Town and Parish Councils and a decision was made to again support these occasions by offering 4 free days of parking on a rolling annual basis throughout the year.

The Town and Parish Councils and their stakeholders decide which days they would like to have designated for free parking and liaise directly with the parking services manager who ensures that the customer Contact Centre, Enforcement team and Events team are notified.

Parking is free after 10am so that principally, shoppers and visitors to the town centre events benefit from this 'offering' and the car parks are predominantly those that serve the town centre too.

Generally the days are chosen to support the run up to Christmas and Christmas Light Switch on Events.



# ***RESIDENTS PARKING SCHEMES 2018/2019***

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 prevent this and allow the spaces to be used mainly for the benefit of residents. The schemes are progressed via local ward members and highways groups.

Parking Services works closely with our Highways Team from the initial request stage, when a scheme is considered, through to a scheme going live. Residents are consulted at an early stage to gather opinion and gauge the level of support. Insufficient support, including non-responses, at this early stage, would mean a scheme would not progress. Further consultation with residents: usually in the form of a meeting, will take place once a proposed design is established, giving residents an opportunity to discuss the design and for our officers in Parking Services and Highways to answer any questions relating to the proposed scheme.

Several areas in our towns across the borough have been surveyed with regards to suitability. In some cases informal consultations with the local residents have been undertaken to establish the level of support and whether to proceed or not based on these informal consultations. The following is by no means an exhaustive list, rather a cross-section in summary form of areas assessed/surveyed for suitability over the last year.





Macclesfield: Cottage Street Area experimental is nearing its end date and as such an Objection Officer Decision Record is being drafted so that the Head of Service and the newly appointed Portfolio Holder can consider the ODR and then decide to make the order permanent as originally proposed and approve said order or abandon the proposal in its entirety. We have recently conducted an informal consultation with residents of the Booth Street area in Congleton, the findings of which will be included within the next Parking Services Annual Report for 2019/2020 along with any other schemes that might be considered.

**JAN 2018:**

**Crewe:** Following a request from the local ward councillor a survey was conducted of Gresty Terrace, Hungerford Road, Buxton Avenue and Bulkeley Street to establish suitability and qualifying criteria prior to informal consultation with residents. Contrary to expectations responses from residents throughout the area, as a whole, were disappointing with only 32% responding of which 18% expressed a positive interest in seeing a scheme progressed. No further action was taken at the time due to the insufficient support.

**Congleton:** Antrobus Street area including Holford Street, South Street, North Street and River Street. Residents of the area were consulted in 2012 however support from residents at the time was very low. Councillors requested that we consider the area again as they had received complaints from several residents of Antrobus Street who were having difficulty with parking near to their properties. Despite the time lapse the informal consultation with residents proved that the position of support had not significantly changed, with only 29% of residents supporting the proposal. Due to the lack of support no further action was taken.

**MARCH 2018:**

**Bollington:** Water Street area including High Street, Oldham Street, John Street and Foundry Street. Survey concluded that residents utilise the majority of kerbside space often competing for this space with each other as opposed to residents being displaced by commuters, shoppers or visitors during the day time hours.

**Crewe:** Union Street and Lord Street were surveyed as to their suitability for a scheme following a request from ward councillors. Whilst both streets, in theory, would support formalised parking by way of a Residents Parking Scheme, in practice, this would reduce the available kerbside space currently enjoyed by residents by 50%, as it would require double yellow lines to one side of the street, for its whole length, to maintain a running lane of 3.5 meters.

**MAY 2018:**

**Crewe:** Grasmere Ave (cul de sac) Local ward councillor requested a survey of Grasmere Ave on the back of complaints from residents with regards to vehicles parking on the avenue. Properties have drives offering off street parking for 3 vehicles per property, as a result a scheme would not be considered. The survey revealed vehicles are parking within 10 meters of the junction causing obstruction. Information was passed to the Road Safety Team for consideration of junction protection by way of installing double yellow lines.

**NOV 2018:**

# Areas for future development/improvement considerations 2019/20

- We will finalise a parking services structure to provide the best service we can to our Residents, Businesses, Shoppers, Visitors, Commuters and Workers.

- We will continue to work on the development of a high level parking strategy enabling a review of its parking 'offer' on a town by town basis, addressing such issues as availability, pricing and quality as part of the Local Transport Plan.

- We will develop an Electric Vehicle 'charging' strategy on the back of the finalisation of the Local Transport Plan.

- 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 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.

- CEO beats will be constantly fluid 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.

- We will continue to review our contracts with suppliers to ensure the absolute best value for money for our Council Tax payers. This includes looking at our winter maintenance programme (Gritting), cash collection and mobile cashless payment app.

- We will be honest about what is 'realistically' achievable whilst delivering the very best service we can to our customers, colleagues and our partners, constantly, responsibly and reliably, managing levels of expectation where these are just too high and beyond what we can deliver.

- We will promote the 'can do' & 'I will' approach by seeking out innovative solutions to problems and service requests – where the law permits.

- We will increase our delivery of safer parking around schools' presentations and our joint partner agency presence at high priority schools



## EDUCATION, ENFORCEMENT & APPEALS

Parking and waiting restrictions serve a variety of purposes, ranging from facilitating the free flowing movement of traffic, enhancing/improving road safety through to allowing loading and unloading. The restrictions enable improved traffic flows, reduce congestion and allow the public and businesses to gain access to services, business and retail areas. Enforcement is 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.

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, 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 2 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 (evidence based asset management). The cultural shift has changed around enforcement and we have strived over the last 12/24 months to work on a new ethos, promoting key messages of 'fining 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 managed by CEBC to ensure that cars are parked within marked bays and do not outstay the 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 evidence and the needs of the community and those that we serve.*





A close-up photograph of a dark-colored car's front end, showing the grille, headlight, and bumper. The image is used as a background for the text.

## Cheshire East Council's Civil Enforcement Officers operate using the following guiding principles:-

- Enforcing parking and waiting restrictions to ensure maximum space availability and turnaround for customers and business visitors.
- Where unlawful, irresponsible or inconsiderate parking stops traffic (or the free flowing movement of traffic)
- Where cars parked on pavements block the walk way for pedestrians who then have to go into the road to pass the cars (particularly in school keep clear areas) – where the law permits enforcement
- Where the unlawful or inconsiderate parking is dangerous and may put child safety in jeopardy in particular
- Where emergency vehicles are prevented or obstructed from travelling
- down the highway with ease
- Where spaces are taken up which should be used 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 fines
- Presenting and promoting safer parking presentations and leaflets with partners such as Cheshire Fire and Rescue service, the Police and local schools

Myth	
You can park on a School Keep Clear zig-zags out of term time.	FALSE – you need to observe and adhere to ALL parking restrictions at the times/days stated on the time plate – schools may have out of schools clubs/play schemes & events on out of term time.
It is free to park on a Bank Holiday – the signs don't mention Bank Holidays.	FALSE – the only day on which we do not Charge (as per our legal Order) is Christmas Day. The tariff plates on the machines advise when charges apply and if it states, for example Mon-Sat, and the Bank Holiday is a Monday, and then charges DO apply. Some car parks attract Sunday charging so it is important to read the signs properly.
You can actually park anywhere for 10 minutes before a ticket is issued.	FALSE – you need to abide by ALL parking restrictions and this may include No Parking At Anytime!
I can park on a double yellow line if there are no signs.	FALSE - you must not park on double yellow lines and they do not need any signs – the only exception to this is for blue badge holders (see below).
Civil Enforcement Officers have PCN issuance targets they have to meet and they are on commission	FALSE – It is against government advice to give targets on PCN issuance levels and is unethical. They are not on commission. CEOs are given an objective to ensure that their PCN's are issued correctly and lawfully.
CEOs 'target' certain people's cars and businesses	FALSE – CEOs do not discriminate and will work to a set roster, enforcing the parking regulations whilst on their daily patrol. PCN's will be issued where it is legal and appropriate to do so. They do not have direct access to the DVLA and do not know who owns a vehicle.
The PCN will go away if you ignore it.	FALSE – it must be paid or challenged within the correct time limits
You get 20 minutes for loading/unloading.	FALSE – there is no set time limit providing there is visual evidence of the actual activity taking place – if however there is no activity observed for 3 minutes or more, a PCN may be issued.

**PARKING MYTHS BUSTED.**



Myth	
It's okay to drop your child off at the school gates.	FALSE – if there are any parking restrictions, then these must be complied with. They are in place for a reason and that is to protect our school children.
It's okay to park on a single yellow line for 15 minutes whilst you drop your child off at school or dance class.	FALSE – all parking restrictions must be complied with for the safety of pedestrians, children and other road users.
I live here so I can park here, even on the yellow lines!	FALSE – if there are parking restrictions outside your home, these MUST be complied with unless you have the appropriate permit.
I can have a disabled bay removed outside my house which I have just moved into as I am not disabled.	FALSE – the bay may not necessarily be restricted solely for your use
I can have parking restrictions put in place to suit me.	FALSE– any application for parking restrictions will be considered on its own merits and needs the support of local Ward Members, neighbours, businesses and the wider community. They are also subject to statutory consultation and may not attract enough support to be implemented. They may also not be in the best interests of other road users and may not be safe or appropriate to implement.
This street's a goldmine.	FALSE– there are no PCN targets and patrol beats are based on areas of priority enforcement need to keep the roads clear of irresponsible and illegal parkers.
I can miss off some of my registration number (VRM) and it will be okay.	FALSE – the VRM input has been introduced so as to prevent the fraudulent transference of parking tickets from one vehicle to another and to secure the revenue of the Council and its Council Tax payers – you MUST input the correct and full VRM.
You use the VRM I input to trace my personal details for other matters.	FALSE – it is unlawful for us to trace your personal details in this way. See above.
Yellow lines are okay on a Sunday, even double yellows.	FALSE– there are some parking restrictions on Sundays which must be adhered to and 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.
I wasn't the driver so its not my problem.	FALSE – if you are the registered owner/keeper of the vehicle the PCN is your responsibility.

## Myth

I can use the Blue Badge because I'm fetching their shopping.	FALSE – the Blue Badge holder has to be present.
I have a Blue Badge so I can park anywhere I like for as long as I like.	FALSE – Do not obstruct junctions, ensure you abide by the Highway Code and the Blue Badge holder instructions which are specified in the booklet that accompanies your badge – some areas have parking completely prohibited – look for the signs.
Blue Badge holders from outside of the UK can use them straight away.	FALSE– ones issued within the EU can use them straight away but those from further afield have to notify the local authority of the Blue Badge details.
I have moved into the area and there are yellow lines outside my house so you can now remove them.	FALSE – this is a common misconception.
The boards say 'hours of operation/controlled hours' Monday – Sunday so I paid for a Sunday and I want a refund.	FALSE – to understand the charging days and applicable tariffs, you need to look at the tariff plate on the actual machine.
I can load/unload on a council car park without permission or a dispensation.	FALSE – there is no exemption for loading or unloading and public safety is paramount.
There is a new restriction in my area and you will 'ticket' me straight away.	FALSE – where new restrictions or schemes are put in place, WARNING notices are given for between 7 and 10 days.
I can set my Blue Badge clock time to 9am on a double yellow line but then come back and set it at 10am so I get extra time.	FALSE – this is abuse of the Blue Badge scheme and a PCN may be issued.
I have left my parking dispensation in the office but I do have one.	FALSE – the dispensation MUST be displayed in the vehicle or a PCN may be issued.
I can park my motorbike in a cycle bay.	FALSE – if the Traffic Regulation Order states it is for bicycles only, then a PCN may be issued.
I am working on the construction site and so long as I am not causing an issue, can park my vehicle in your car park without a dispensation or a pay and display ticket.	FALSE – a PCN may be issued if you have not obtained a dispensation or are parked in a marked bay without a pay and display ticket. A PCN may also be issued if you park anywhere else in the car park without express permission from the council.

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






## **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 parents / carers with pushchairs.

### ***Parking adjacent to 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.



The Council recognises the impact that pavement parking has on pedestrians and is continually responding to service requests, MP's enquiries and complaints regarding this very important matter. Pavement parking not only impacts on general pedestrians but also 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. We currently 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.



If you are a householder and are having problems then please telephone us on 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 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





## ***DISABLED 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 0300 123 5010



## ***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.

Alderley Edge - South Street

Congleton - West Street & Park Street

Crewe - Oak Street, Wrexham Terrace, Gatefield Street & Wood Street East

Knutsford - Silk Mill Street, King Street, Princess Street & Tatton Street

Macclesfield - Christ Church, Commercial Road & Duke Street



***The table shows car parks where contract permits are available, the number available and the number actually issued.***

<b>Car Park</b>	<b>Restrictions</b>	<b>Issued</b>	<b>Limited</b>
Christchurch		39	40
Churchill Way	Residents Only	44	
Commercial Road		22	32
Duke Street		20	150
Gas Road		3	6
Jordangate Mscp		60	100
Library/Parsonage		8	20
Park Green		4	4
Sunderland Street		5	15
Waters Green		7	8
Whalley Hayes		104	106
Pickford Street	Residents Only	6	30
Broadway Meadow		20	20
Rex/Hoopers		22	20
Spring Street		99	100
South Drive	Permits On Long Stay Area Only	25	25
Tatton Street		91	90
Princess Street		12	10
Silkmill Street		10	10
King Street		18	20
South Street	West Street Closed	12	20
Gatefield Street		0	25
Oak Street		5	45
Wrexham Terrace		0	35
Wood Street East		1	20
Back Park Street		12	46
Chapel Street		6	16
West Street		11	100
Love Lane		30	30
Snow Hill		4	30
First Wood Street		1	10
Bowling Green	Resident Only	5	20
Church Lane	Renewals Only	1	



## **THE FINER DETAILS**

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 and complete the form available on our web site (the form is not accessible to visitors using assistive technology - please email us if you require assistance in changing your registration) and return by email to [carparks@cheshireeast.gov.uk](mailto:carparks@cheshireeast.gov.uk) or by post to **Cheshire East Council, Parking Services, 2nd Floor Macclesfield Town Hall, C/O Municipal Buildings, Earle Street, Crewe CW1 2BJ.**

## **Please note!**

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

You can download an application form for a contract parking permit from our web site.

Please print this off and return to the following address:

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

## **DON'T FORGET...**

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 [carparks@cheshireeast.gov.uk](mailto:carparks@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 on Cheshire East Car Parks*

<i>Crewe car parks</i>	<i>Motorcycle spaces</i>
Delamere Street	2
Pedley Street	3
Victoria Centre	2
Hope Street	1
Holly Bank	2
Oak Street	4
Edleston Road	1

<i>Nantwich car parks</i>	<i>Motorcycle spaces</i>
Bowling Green	2
Snow Hill	1
Civic Hall	2

<i>Macclesfield car parks</i>	<i>Motorcycle spaces</i>
Exchange Street	2
Churchill Way	8

# CASHLESS MOBILE PAYMENT APP

## RINGGO CAR PARKS & CODES

### Alderley Edge Codes

South Street	5751
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### Congleton Codes

Brereton Heath Local Nature Reserve	5750
Antrobus Street	5752
Princess Street	5753
Fairground	5754
Back Park Street	5755
Chapel Street	5756

### Nantwich Codes

Bowers Row	5782
Church Lane	5783
Bowling Green	5785
Civic Hall	5786
Dysart Buildings	5787
Snow Hill	5788
Market Area	5789
Love Lane	5790
First Wood Street	5791

### Poynton Codes

Nelson Pit	5797
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### Wilmslow Codes

Broadway Meadow	5742
South Drive (long stay)	5732
South Drive (short stay)	5743
Spring Street MSCP	5745

### Macclesfield Codes

Exchange Street	5735
Gas Road	5736
Macclesfield Railway Station	5737
Waters Green	5738
Jordangate MSCP	5739
Commercial Road	5740
Teggs Nose Country Park	5741
Pickford Street	5774
Grosvenor MSCP	5775
Christchurch	5776
Old Library	5777
Parsonage Street	5778
Park Green	5779
Sunderland Street	5780
Whalley Hayes	5781
Duke Street	5795
Churchill Way	5796
Hibel Road	88700

### Crewe Codes

Pedley Street/Arthur Street	5747
Railway Street	5748
Delamere Street	5758
Edleston Road	5759
Gatefield Street	5760
Holly Bank	5761
Hope Street	5762
Cotterill Street East	5763
Civic Centre/Library	5764
Chester Street	5765
Lyceum Square	5766
Oak Street	5767
Victoria Centre	5768
Wood Street East	5769
Wrexham Terrace	5770
Thomas Street	88701

### Knutsford Codes

King Street	5730
Old Market Place	5731
Princess Street	5744
Silk Mill Street	5733
Tatton Street	5734
Booths	5771







# ENFORCEMENT

Cheshire East Council is very keen to support the national desire to alter the public's perception of Civil Enforcement Officers. It is still amazing to find so many references made about them still being Parking Attendants or Traffic Wardens and even where they have not issued a PCN, the unwarranted confrontational situations they find themselves in through no fault of their own.

Whilst we recognise that it is important to utilise them across the whole Borough whether this is in rural areas, countryside car parks or in urban towns – both on and off-street, we have been able to ensure that what we have evidenced as 'hotspot' areas – and no, not 'money spinners' or 'over-zealous enforcement' but where adherence to the parking restrictions is very low and is problematic, gets extra attention. Our new software system can be used to track these hotspots and the senior staff can then ensure that these areas are patrolled more often until compliance improves.

You can visit [https://www.cheshireeast.gov.uk/car\\_parks\\_and\\_parking/penalty\\_charges/parking\\_contraventions/parking\\_contraventions.aspx](https://www.cheshireeast.gov.uk/car_parks_and_parking/penalty_charges/parking_contraventions/parking_contraventions.aspx) for more information.

# Management Information/Statistics

No.	Contravention	Total PCNs
01	Parked in a restricted street during prescribed hours	9410
02	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	232
16	Parked in a permit space without displaying a valid permit	1187
21	Parked in a suspended bay / space / part of bay / space	14
22	Re-parked in the same parking place after leaving	28
23	Parked in a parking place or area not designated for that class of vehicle	122
24	Not parked correctly within the markings of a bay or space	9
25	Parked in a loading place during restricted hours without loading	100
26	Vehicle parked more than 50 centimetres from the edge of the carriageway and not within a designated space	58
27	Parked adjacent to a dropped footway	339
30	Parked for longer than permitted	4001
40	Parked in a designated disabled person`s parking place without clearly displaying a valid disabled person`s badge (on-street)	977
45	Parked on a taxi rank	475
47	Parked on a restricted bus stop or stand	234
48	Stopped in a restricted area outside a school	147
61	A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways	1
62	Parked with one or more wheels on or over a footpath or any part of a road other than a carriageway	2
80	Parked for longer than the maximum period permitted	359
81	Parked in a restricted area of a car park	90
82	Parked after the expiry of time	2641
83	Parked in a car park without clearly displaying a valid pay and display ticket or voucher or parking clock	7820
84	Parked with additional payment made to extend the stay beyond initial time	7
85	Parked in a permit bay without clearly displaying a valid permit	3
86	Not parked correctly within the markings of a bay or space	1,761
87	Parked in a designated disabled person`s parking place without displaying a valid disabled person`s badge in the prescribed manner	697
89	Vehicle parked exceeds maximum weight or height or length permitted in the area	3
91	Parked in an car park or area not designated for that class of vehicle	15
99	Stopped on a pedestrian crossing and/or crossing area marked by zig-zags	141

*Statistics play an important part in monitoring both staff and team performance. Our ability to produce informative management information has significantly increased with our new software system. This has subsequently boosted staff confidence in providing extensive responses to Freedom of Information Act requests. To perhaps negate some of these requests, we have provided some of the more requested statistics and general tabular information.*



# CIVIL ENFORCEMENT BY CHESHIRE EAST COUNCIL AND 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 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 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).

## **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 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 (see below) indicate where parking is allowed.

## **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 and days 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.

# The Number of PCNs issued by contravention code and town

01 - Parked in a restricted street during prescribed hours	
Town	PCNs Issued
Alderley Edge	376
Alsager	32
Audlem	2
Bollington	75
Brereton	1
Bridgemere	3
Congleton	336
Crewe	2612
Disley	25
Elworth	30
Handforth	8
Haslington	6
Holmes Chapel	14
Knutsford	467
Langley	253
Macclesfield	2378
Middlewich	79
Nantwich	407
Poynton	51
Prestbury	23
Rode Heath	1
Sandbach	331
Scholar Green	1
Shavington	34
Willaston	17
Wilmslow	1847
Wistaston	1
<b>Total</b>	<b>9410</b>

02 - Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	
Town	PCNs Issued
Alderley Edge	6
Alsager	2
Congleton	3
Crewe	34
Knutsford	29
Macclesfield	121
Nantwich	1
Poynton	28
Sandbach	1
Wilmslow	7
<b>Total</b>	<b>232</b>
16 - Parked in a permit space without displaying a valid permit	
Town	Issued
Alderley Edge	261
Congleton	85
Crewe	40
Holmes Chapel	5
Knutsford	53
Langley	4
Macclesfield	566
Nantwich	1
Willaston	11
Wilmslow	161
<b>Total</b>	<b>1187</b>

21 - Parked in a suspended bay / space / part of bay / space	
Town	PCNs Issued
Alsager	1
Sandbach	12
Wilmslow	1
<b>Total</b>	<b>14</b>
22 - Re-parked in the same parking place after leaving	
Town	PCNs Issued
Alderley Edge	11
Bollington	1
Congleton	2
Crewe	1
Knutsford	5
Macclesfield	2
Middlewich	2
Nantwich	1
Wilmslow	3
<b>Total</b>	<b>28</b>
23 - Parked in a parking place or area not designated for that class of vehicle	
Town	PCNs Issued
Holmes Chapel	8
Crewe	45
Macclesfield	69
<b>Total</b>	<b>122</b>

24 - Not parked correctly within the markings of a bay or space	
Town	PCNs Issued
Wilmslow	1
Crewe	8
<b>Total</b>	<b>9</b>
25 - Parked in a loading place during restricted hours without loading	
Town	PCNs Issued
Alderley Edge	57
Crewe	3
Macclesfield	40
<b>Total</b>	<b>100</b>
26 - Vehicle parked more than 50 centimetres from the edge of the carriageway and not within a designated space	
Town	PCNs Issued
Alderley Edge	4
Bollington	1
Congleton	2
Crewe	17
Knutsford	1
Macclesfield	13
Nantwich	3
Prestbury	1
Sandbach	6
Wilmslow	10
<b>Total</b>	<b>58</b>

27 - Parked adjacent to a dropped footway	
Town	PCNs Issued
Alderley Edge	5
Alsager	1
Audlem	2
Bollington	39
Congleton	17
Crewe	98
Disley	1
Knutsford	3
Macclesfield	76
Middlewich	2
Nantwich	27
Poynton	2
Sandbach	29
Shavington	1
Willaston	1
Wilmslow	35
<b>Total</b>	<b>339</b>





<b>30 - Parked for longer than permitted</b>	
<b>Town</b>	<b>PCNs Issued</b>
Alderley Edge	701
Alsager	11
Audlem	7
Bollington	37
Congleton	281
Crewe	101
Disley	6
Knutsford	644
Macclesfield	650
Middlewich	44
Nantwich	135
Poynton	13
Prestbury	11
Sandbach	180
Wilmslow	1180
<b>Total</b>	<b>4001</b>
<b>40 - Parked in a designated disabled person's parking place without clearly displaying a valid disabled person's badge</b>	
<b>Town</b>	<b>PCNS Issued</b>
Alderley Edge	32
Alsager	1
Congleton	33
Crewe	301
Knutsford	25

Macclesfield	238
Middlewich	11
Poynton	46
Sandbach	27
Wilmslow	262
Wistaston	1
<b>Total</b>	<b>977</b>
<b>45 - Parked on a taxi rank</b>	
<b>Town</b>	<b>PCNs Issued</b>
Crewe	19
Knutsford	43
Macclesfield	56
Wilmslow	357
<b>Total</b>	<b>475</b>
<b>47 - Parked on a restricted bus stop or stand</b>	
<b>Town</b>	<b>PCNs Issued</b>
Alderley Edge	42
Brereton	1
Congleton	36
Crewe	73
Disley	2
Handforth	1
Knutsford	26
Macclesfield	39
Nantwich	2
Poynton	1
Presbury	4

Prestbury	1
Wilmslow	6
<b>Total</b>	<b>234</b>
<b>48 - Stopped in a restricted area outside a school</b>	
<b>Town</b>	<b>PCNs Issued</b>
Alderley Edge	2
Alsager	1
Bollington	1
Brereton	7
Congleton	4
Crewe	92
Knutsford	4
Macclesfield	12
Middlewich	2
Nantwich	1
Poynton	1
Sandbach	7
Wilmslow	13
<b>Total</b>	<b>147</b>
<b>61 - A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways</b>	
<b>Town</b>	<b>PCNs Issued</b>
Crewe	1
<b>Total</b>	<b>1</b>

<b>62 - Parked with one or more wheels on or over a footpath or any part of a road other than a carriageway</b>	
<b>Town</b>	<b>PCNs Issued</b>
Crewe	2
<b>Total</b>	<b>2</b>
<b>80 - Parked for longer than the maximum period permitted</b>	
<b>Town</b>	<b>PCNs Issued</b>
Alderley Edge	25
Audlem	1
Congleton	10
Crewe	86
Disley	17
Knutsford	24
Macclesfield	60
Nantwich	23
Wilmslow	112
Nelson Pit	1
<b>Total</b>	<b>359</b>

81 - Parked in a restricted area of a car park	
Town	PCNs Issued
Alderley Edge	2
Alsager	4
Audlem	3
Congleton	3
Crewe	9
Knutsford	11
Macclesfield	13
Nantwich	4
Nelson Pit	1
Sandbach	2
Wilmslow	38
<b>Total</b>	<b>90</b>
82 - Parked after the expiry of time	
Town	PCNs Issued
Alderley Edge	128
Brereton Heath	7
Congleton	249
Crewe	612
Knutsford	205
Macclesfield	481
Nantwich	402
Wilmslow	557
<b>Total</b>	<b>2641</b>

83 - Parked in a car park without clearly displaying a valid pay and display ticket or voucher or parking clock	
Town	PCNs Issued
Alderley Edge	210
Brereton Heath	52
Congleton	653
Crewe	1596
Knutsford	611
Macclesfield	1879
Nantwich	856
Nelson Pit	54
Sandbach	1
Wilmslow	1908
<b>Total</b>	<b>7820</b>

84 - Parked with additional payment made to extend the stay beyond initial time	
Town	PCNs Issued
Macclesfield	2
Alderley Edge	5
<b>Total</b>	<b>7</b>

85 - Parked in a permit bay without clearly displaying a valid permit	
Town	PCNs Issued
Alsager	1
Nantwich	2
<b>Total</b>	<b>3</b>

86 - Not parked correctly within the markings of a bay or space	
Town	PCNs Issued
Alderley Edge	16
Alsager	20
Bollington	149
Brereton Heath	3
Congleton	79
Crewe	368
Knutsford	114
Macclesfield	309
Nantwich	115
Nelson Pit	4
Prestbury	21
Sandbach	49
Wilmslow	514
<b>Total</b>	<b>1761</b>

87 - Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	
Town	PCNs Issued
Alderley Edge	8
Alsager	16
Bollington	12
Brereton Heath	1
Congleton	17
Crewe	327
Knutsford	32

Macclesfield	78
Nantwich	78
Nelson Pit	1
Prestbury	2
Sandbach	2
Wilmslow	123
<b>Total</b>	<b>697</b>
89 - Vehicle parked exceeds maximum weight or height or length permitted in the area	
Town	Issued
Wilmslow	1
Nantwich	1
Crewe	1
<b>Total</b>	<b>3</b>
91 - Parked in an car park or area not designated for that class of vehicle	
Town	Issued
Nantwich	15
<b>Total</b>	<b>15</b>

99 - Stopped on a pedestrian crossing and/or crossing area marked by zig-zags	
Town	Issued
Alderley Edge	39
Congleton	3
Crewe	33
Disley	4
Elworth	1
Knutsford	1
Macclesfield	18
Poynton	4
Sandbach	3
Wilmslow	35
<b>Total</b>	<b>141</b>



# Appeals

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

Important - Policies set out here 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.

### How to Appeal or Challenge a Penalty Charge Notice (Parking Ticket)

1. Please read the Penalty Charge Notice (PCN) carefully.
2. Review the contravention to ascertain why the PCN was issued.
3. Consult the mitigating circumstances bearing in mind that Parking Services will require accurate and supporting evidence to substantiate your challenge.
4. Make your Penalty Charge Notice challenge online or you can challenge by post.
5. Once your challenge is received Parking Services will endeavour to issue a response within at least 14 working days, letting you know their decision:
6. If the challenge is accepted the PCN is cancelled with immediate effect.
7. If you challenge the PCN within 14 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.
8. 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 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.

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

Additional information on Challenges and Appeals can be found using the following link:-

[https://www.cheshireeast.gov.uk/car\\_parks\\_and\\_parking/penalty\\_charges/how\\_to\\_appeal\\_against\\_a\\_pcn/how\\_to\\_appeal\\_against\\_a\\_pcn.aspx](https://www.cheshireeast.gov.uk/car_parks_and_parking/penalty_charges/how_to_appeal_against_a_pcn/how_to_appeal_against_a_pcn.aspx)

### Lessons learnt from TPT cases:-

- The importance of relevant & accurate evidence collated by the CEO (accurate notes and clear photos)
- The use of the correct contravention code – if 2 are similar contraventions then always use the lower-priced one
- We have amended our TRO's and off-street consolidated Order to stipulate that anything outside of a marked bay in a car park is classed as a restricted area
- We have re-lined some car parks and removed very faded historic lines
- We have added in extra signs in some areas to make it blatantly clear to motorists that they are parking a restricted area (despite the TSRGD indicating they were not legally necessary)

# PCNs Issued, Challenged, Cancelled and Appealed Monthly

<i>Date</i>	<i>Issued</i>	<i>Cases Challenged</i>	<i>Representations</i>	<i>Total</i>	<i>%Received</i>	<i>Cancelled</i>	<i>% of issue</i>	<i>% appealed</i>	<i>CEO error</i>	<i>% of issue</i>
Apr-18	2479	524	175	699	28.20%	186	7.50%	26.61%	43	1.73%
May-18	2563	521	156	677	26.41%	205	8.00%	30.28%	32	1.25%
Jun-18	2589	549	187	736	28.43%	203	7.84%	27.58%	32	1.24%
Jul-18	2642	547	146	693	26.23%	202	7.65%	29.15%	23	0.87%
Aug-18	2876	479	221	700	24.34%	219	7.61%	31.29%	27	0.94%
Sep-18	2410	506	190	696	28.88%	177	7.34%	25.43%	23	0.95%
Oct-18	2831	507	165	672	23.74%	191	6.75%	28.42%	20	0.71%
Nov-18	2828	471	219	690	24.40%	166	5.87%	24.06%	52	1.84%
Dec-18	2458	446	150	596	24.25%	148	6.02%	24.83%	23	0.94%
Jan-19	2386	515	267	782	32.77%	201	8.42%	25.70%	23	0.96%
Feb-19	2437	480	210	690	28.31%	207	8.49%	30.00%	21	0.86%
Mar-19	2345	470	168	638	27.21%	175	7.46%	27.43%	18	0.77%

\*Test tickets are not included in these figures



# APPEALS AND TPT

<i>PCN Challenges, Representations &amp; Appeals</i>	
Correspondence	Received
Challenges	6015
Representations	2254
TPT Appeals	76
Witness Statements	91
Out of Time Witness Statements	260
Debt Registration	2731
Cases to Bailiff	2344

<i>Date</i>	<i>TPT cases</i>	<i>Won</i>	<i>Lost</i>	<i>Outstanding</i>
Apr-18	2	1	1	0
May-18	7	4	3	0
Jun-18	6	2	4	0
Jul-18	6	2	4	0
Aug-18	6	4	2	0
Sep-18	7	4	3	0
Oct-18	8	3	5	0
Nov-18	8	5	3	0
Dec-18	5	1	4	0
Jan-19	8	3	5	0
Feb-19	6	2	4	0
Mar-19	7	1	5	1
<b>Total</b>	<b>76</b>	<b>32</b>	<b>43</b>	<b>1</b>

## Extras

### *Top 5 on and off street areas that PCN's are issued to for 2018/2019*

On Street	PCNs	Off Street	PCNs
Church Street, Wilmslow	1116	Leisure Centre Car Park, Wilmslow	731
King Street, Knutsford	501	Broadway Meadow Car Park, Wilmslow	682
Alderley Road, Wilmslow	442	Civic Library Car Park, Crewe	626
London Road Alderley Edge	399	Rex Car Park, Wilmslow	480
Green Lane, Wilmslow	352	King Street Car Park, Knutsford	418



# *Transparency in Finance*

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 undercover.





# Cheshire East Car Parks

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19
<b>Income</b>	£	£	£	£	£	£
Penalty Charge Notices	689,723	622,978	570,566	620,073	719,609	1,018,562
Pay and Display	4,588,342	4,345,729	4,612,517	4,651,686	4,658,544	4,762,787
Permits (Residents & Staff)	26,701	33,406	44,948	44,160	59,253	70,089
<b>Total Income</b>	<b>5,304,766</b>	<b>5,002,113</b>	<b>5,228,031</b>	<b>5,315,919</b>	<b>5,437,406</b>	<b>5,851,438</b>
<b>Expenditure</b>						
Enforcement	505,333	504,963	457,450	482,008	677,293	736,745
Pay and Display	1,745,496	1,630,889	1,716,893	1,955,406	1,723,206	2,072,109
Residents Parking	42,080	50,836	36,310	3,657	1,154	2,410
Parking Services	442,608	268,180	282,683	313,190	359,576	416,504
Parking Overheads	377,519	521,224	741,866	695,071	507,479	1,009,219
<b>Total Expenditure</b>	<b>3,113,036</b>	<b>2,976,092</b>	<b>3,235,202</b>	<b>3,449,332</b>	<b>3,268,708</b>	<b>4,236,988</b>
<b>Total Surplus</b>	<b>2,191,730</b>	<b>2,026,021</b>	<b>1,992,829</b>	<b>1,866,587</b>	<b>2,168,698</b>	<b>1,614,450</b>

The surplus is used to fund the council's budget for Highways and Transport. In 2018-19, the council spent £13,193,496 on Highways and £13,999,694 on Transport.

**RINGGO MONTHLY  
TRANSACTIONS AND  
INCOME APRIL 2018  
TO MARCH 2019**

<b>Month</b>	<b>Transactions</b>	<b>Income</b>
April 2018	29,544	£71,875.00
May 2018	31,262	£73,405.40
June 2018	31,049	£71,626.60
July 2018	31,326	£74,536.20
August 2018	30,267	£68,586.70
September 2018	31,117	£70,469.50
October 2018	36,177	£84,748.70
November 2018	35,692	£82,678.90
December 2018	34,149	£68,896.40
January 2019	36,377	£82,104.80
February 2019	34,229	£76,205.10
March 2019	38,793	£94,388.60
Totals	399,982	£919,521.90



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

1. **PCN disputes where they are not happy with their rejections**
2. **Allegations regarding the behaviour of the Enforcement Officer(s) or Enforcement Agents**
3. **Machine issues**

Case ID	Date received	Service	Primary classification ID	Stage 1 Outcome	Stage 2 Outcome	Days overdue	Stage 1 Date Due	Stage 1 Response in Target
2653833	09/04/2018	Parking Services	Recovery Action / Bailiff Action	Not upheld		0	23/04/2018	Yes
2661833	04/04/2018	Parking Services	Staff	Not upheld		0	18/04/2018	Yes
2758736	26/04/2018	Parking Services	Staff	Not upheld		0	11/05/2018	Yes
2768537	26/04/2018	Parking Services	Recovery Action / Bailiff Action	Partly upheld		0	11/05/2018	Yes
2823633	04/05/2018	Parking Services	Action	Not upheld		0	21/05/2018	Yes
2878735	21/05/2018	Parking Services	Service	Not upheld		0	05/06/2018	Yes
2885333	22/05/2018	Parking Services	Staff	Not upheld		0	06/06/2018	Yes
2963433	04/06/2018	Parking Services	Staff	Not upheld		0	18/06/2018	Yes
3007333	12/06/2018	Parking Services	Service	Upheld		0	26/06/2018	Yes
3011033	12/06/2018	Parking Services	Staff	Not upheld		0	26/06/2018	Yes
3047233	19/06/2018	Parking Services	Advice and Information	Partly upheld		0	03/07/2018	Yes
3053533	19/06/2018	Parking Services	Service	Not upheld	Not upheld	0	03/07/2018	Yes
3057234	20/06/2018	Parking Services	Other	Upheld		0	04/07/2018	Yes
3084233	25/06/2018	Parking Services	Staff	Not upheld		0	09/07/2018	Yes
3095333	26/06/2018	Parking Services	Other	Not upheld		0	10/07/2018	Yes
3107333	28/06/2018	Parking Services	Other	Partly upheld		0	12/07/2018	Yes

3128233	03/07/2018	Parking Services	Staff	Not upheld		0	17/07/2018	Yes
3164733	09/07/2018	Parking Services	Service	Resolved at first point of contact		0	23/07/2018	Yes
3165033	09/07/2018	Parking Services	Bailiff Complaints - Bristow & Sutor	Not upheld		0	23/07/2018	Yes
3186533	11/07/2018	Parking Services	Staff	Partly upheld		0	25/07/2018	Yes
3199233	13/07/2018	Parking Services	Staff	Not upheld		0	27/07/2018	Yes
3207037	16/07/2018	Parking Services	Action	Partly upheld		0	30/07/2018	Yes
3250633	19/07/2018	Parking Services	Advice and Information	Not upheld	Not upheld	0	02/08/2018	Yes
3289633	25/07/2018	Parking Services	Service	Not upheld		0	08/08/2018	Yes
3323533	30/07/2018	Parking Services	Staff	Not upheld		0	13/08/2018	Yes
3335233	01/08/2018	Parking Services	Action	Not upheld		0	15/08/2018	Yes
3346937	02/08/2018	Parking Services	Staff	Not upheld		0	16/08/2018	Yes
3349933	02/08/2018	Parking Services	Staff	Partly upheld		0	16/08/2018	Yes
3450333	17/08/2018	Parking Services	Staff	Not upheld		0	03/09/2018	Yes
3502533	24/08/2018	Parking Services	Bailiff Complaints - Bristow & Sutor	Not upheld		0	10/09/2018	Yes
3515233	28/08/2018	Parking Services	Other	Not upheld		0	11/09/2018	Yes
3574033	06/09/2018	Parking Services	Advice and Information	Not upheld		0	20/09/2018	Yes
3594234	11/09/2018	Parking Services	Service	Not upheld		0	25/09/2018	Yes
3595433	11/09/2018	Parking Services	Service	Not upheld		0	25/09/2018	Yes
3636665	14/09/2018	Parking Services	Lack of Enforcement Action	Not upheld		0	28/09/2018	Yes
3646065	18/09/2018	Parking Services	Lack of Enforcement Action	Not upheld		0	02/10/2018	Yes
3648365	18/09/2018	Parking Services	Staff	Not upheld		0	02/10/2018	Yes
3691465	25/09/2018	Parking Services	Advice and Information	Not upheld		0	09/10/2018	Yes
3706265	26/09/2018	Parking Services	Other	Upheld		0	10/10/2018	Yes
3734665	02/10/2018	Parking Services	Service	Partly upheld		0	16/10/2018	Yes
3741865	03/10/2018	Parking Services	Communication	Not upheld	Not upheld	0	17/10/2018	Yes
3750565	04/10/2018	Parking Services	Communication	Not upheld		0	18/10/2018	Yes
3783565	09/10/2018	Parking Services	Staff	Partly upheld		0	23/10/2018	Yes
3841466	16/10/2018	Parking Services	PCN Dispute	Not upheld		0	30/10/2018	Yes
3848465	19/10/2018	Parking Services	Other	Not upheld		0	02/11/2018	Yes
3866668	25/10/2018	Parking Services	Staff	Not upheld		0	08/11/2018	Yes
3892665	01/11/2018	Parking Services	Parking Permit Issue	Not upheld		0	15/11/2018	Yes
3912765	07/11/2018	Parking Services	Staff	Not upheld		0	21/11/2018	Yes
4001565	21/11/2018	Parking Services	Ticket Machine Fault	Partly upheld		0	05/12/2018	Yes
4007065	23/11/2018	Parking Services	Parking Permit Issue	Not upheld	Stage bypassed	0	07/12/2018	Yes
4023465	28/11/2018	Parking Services	Staff	Not upheld		0	12/12/2018	Yes
4047366	03/12/2018	Parking Services	Staff	Not upheld		0	17/12/2018	Yes



4060465	04/12/2018	Parking Services	Staff	Not pursued		0	27/12/2018	Yes
4071665	06/12/2018	Parking Services	Parking Permit Issue	Not upheld		0	20/12/2018	Yes
4077565	07/12/2018	Parking Services	Other	Not upheld		0	21/12/2018	Yes
4087265	10/12/2018	Parking Services	Staff	Upheld		0	24/12/2018	Yes
4116365	14/12/2018	Parking Services	Staff	Upheld		0	09/01/2019	Yes
4150765	20/12/2018	Parking Services	Communication	Upheld		0	08/01/2019	Yes
4164765	21/12/2018	Parking Services	Staff	Not upheld	Not upheld	0	10/01/2019	Yes
4207465	07/01/2019	Parking Services	PCN Dispute	Not upheld		26	21/01/2019	No
4215265	08/01/2019	Parking Services	Staff	Not upheld		0	22/01/2019	Yes
4219165	09/01/2019	Parking Services	Staff	Not upheld		0	23/01/2019	Yes
4222566	09/01/2019	Parking Services	PCN Dispute	Not upheld		0	23/01/2019	Yes
4270465	17/01/2019	Parking Services	Ticket Machine Fault	Partly upheld		0	31/01/2019	Yes
4320366	25/01/2019	Parking Services	Other	Not upheld		0	08/02/2019	Yes
4323965	25/01/2019	Parking Services	Staff	Not upheld		0	08/02/2019	Yes
4325665	25/01/2019	Parking Services	PCN Dispute	Not upheld	Not upheld	0	08/02/2019	Yes
4325966	25/01/2019	Parking Services	Ticket Machine Fault	Not upheld		0	08/02/2019	Yes
4329365	25/01/2019	Parking Services	Staff	Partly upheld		0	08/02/2019	Yes
4338665	28/01/2019	Parking Services	PCN Dispute	Not upheld		0	11/02/2019	Yes
4363165	31/01/2019	Parking Services	Parking Permit Issue	Not upheld		0	14/02/2019	Yes
4364465	31/01/2019	Parking Services	Recovery Action	Upheld		0	14/02/2019	Yes
4370166	31/01/2019	Parking Services	Lack of Enforcement Action	Not upheld		0	14/02/2019	Yes
4498166	18/02/2019	Parking Services	Staff	Not upheld	Upheld	0	04/03/2019	Yes
4569565	26/02/2019	Parking Services	Staff	Partly upheld		0	12/03/2019	Yes
4586265	28/02/2019	Parking Services	Recovery Action	Not upheld		0	14/03/2019	Yes
4589265	28/02/2019	Parking Services	Staff	Not upheld		0	14/03/2019	Yes
4619265	05/03/2019	Parking Services	Staff	Partly upheld	Not upheld	0	19/03/2019	Yes
4655365	11/03/2019	Parking Services	Staff	Not upheld		0	25/03/2019	Yes
4662268	11/03/2019	Parking Services	Service	Not upheld		0	25/03/2019	Yes
4670665	12/03/2019	Parking Services	Bailiff Complaints - Bristow & Sutor	Not upheld		0	09/04/2019	Yes
4681365	14/03/2019	Parking Services	Other	Not upheld		0	28/03/2019	Yes
4712165	18/03/2019	Parking Services	Staff	Partly upheld		0	01/04/2019	Yes
4733766	21/03/2019	Parking Services	Staff	Not upheld		0	04/04/2019	Yes
4738565	21/03/2019	Parking Services	Staff	Not pursued		0	01/05/2019	Yes
4742165	22/03/2019	Parking Services	Staff	Partly upheld		0	05/04/2019	Yes
4745865	24/03/2019	Parking Services	Lack of Enforcement Action	Not upheld		3	05/04/2019	No
4760465	26/03/2019	Parking Services	Other	Not upheld		0	09/04/2019	Yes
4769169	19/03/2019	Parking Services	Advice and Information	Stage bypassed	Not upheld	0	02/04/2019	Yes

# Freedom of Information Act Requests

## Statistics on the number of Freedom of Information Act Requests dealt with by the Parking Services Team 2018/19

All departments receive Freedom of Information Act (FoIA) requests and it is recognised that parking services are no different.

Having this annual report can help to reduce the administrative burden of responding to these enquiries and allow a swifter response time.

Within this report, we detail some of the common themes of the requests and by producing the information in this report; we are being pro-active by putting the information 'out there' in advance of typical and sometimes duplicate requests coming in.

The majority this year were with regards to PCN issuance numbers and income/expenditure related. The ICO target for response times is 90% so we are well in excess of this. Sometimes, a request has more than 1 classification if it asks for different types of data.

FOIA Outcome	Total	%
All information sent	29	48%
Information not held	3	5%
No information sent - all held but exempt	1	2%
Request lapsed - requested information not provided	9	15%
Some information sent and exceeds appropriate limit	1	2%
Some information sent but not all held	15	25%
Some information sent but part exempt	1	2%
Some information sent, part exempt and exceeds limit	1	2%
<b>Total Number of cases received</b>	<b>60</b>	<b>100%</b>
<b>Responded to within statutory time-scale</b>	<b>Total</b>	<b>%</b>
No	1	2%
Yes	59	98%
<b>Total Number of cases received</b>	<b>60</b>	<b>100%</b>
<b>Classification</b>	<b>Total</b>	<b>%</b>
Car Park Maintenance	5	8%
Contracts and Procurement	2	3%
Finance - Accounts and Budget	20	30%
ICT	1	2%
Internal and External Communications	1	2%
PCN	25	38%
Policies and Procedures	10	15%
Road Safety	1	2%
Salary and Expenses	1	2%
<b>Total</b>	<b>66</b>	<b>100%</b>



# Using Weblinks

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

- [Parking Services Guidance](#)
- [Car Parks information by Town, Tariff and length of stay](#)
- [Blue Badge information](#)
- [School parking info](#)
- [Reporting abandoned vehicles](#)
- [Local Transport Plan info and Transport strategy](#)
- [The Traffic Penalty Tribunal](#)
- [Road Safety Questions](#)
- [Cycling](#)
- [Travel Cheshire website](#)
- [Highways, roads and pavements in Cheshire East](#)
- [Parking contraventions, observations and grace periods](#)

