



**Parking  
Services  
Annual Report  
2016/17**



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## 1. Introduction

Welcome to Cumbria County Council's Parking Services Annual Report for 2016/17. This report provides information on the activities of the Service across the county between 01 April 2016 and 31 March 2017.

The Council is required to publish this information in accordance with Part 6 of the Traffic Management Act 2004.

## 2. Parking enforcement background

The Road Traffic Regulation Act 1984 first enabled councils to enforce certain parking acts. A considerable number of parking offences, primarily those concerning restricted (yellow line) parking remained the responsibility of the police and the police traffic warden service.

The Road Traffic Act 1991 brought about a number of key changes in the above arrangements. Parking "offences" enforced by councils were "decriminalised" and brought within the civil enforcement system. At the same time a number of additional enforcement responsibilities, such as restricted (yellow line) parking, were removed from the police and also given to Councils.

The legislative framework for local authorities to carry out parking enforcement changed on 31 March 2008 when Part 6 of the Traffic Management Act 2004, replaced parts of the Road Traffic Act 1991.

Parking restrictions are introduced through a legal order known as a 'Traffic Regulation Order'. Road markings and signs provide information to motorists of the restrictions. Where a vehicle is parked in breach of a restriction a 'Penalty Charge Notice' can be issued by a Civil Enforcement Officer, this officer is employed by the council.





### 3. Aims and objectives

Cumbria County Council is responsible for the enforcement of on-street parking across the county and selected off-street parking places. Enforcement is carried out by the Council’s in-house Parking Services team to ensure that the finite number of parking spaces are shared fairly between residents, businesses and visitors. The Council is also responsible for issuing a variety of parking restriction exemption permits or certificates in certain areas of the county. The Service fulfils an essential role in supporting and delivering *Moving Cumbria Forward: Cumbria Transport Plan Strategy 2011-2026*.

The aims of Cumbria County Council’s Parking Services team are to:

- Manage parking to improve road safety and traffic movement.
- Manage the available parking for the benefit of the local economy and community.
- Cover the costs of enforcement, including parking restriction signs and lines, from Penalty Charge Notice income.
- Provide a better understood Parking Service and improved public facing role for Civil Enforcement Officers who will act as ambassadors on behalf of the Council.

The management of on-street parking contributes to achieving the aims of the Cumbria Local Transport Plan and specifically supports the delivery of Community Strategy and Council Plan priorities:

- To safeguard children and support families and schools so that all children in Cumbria can grow up in a safe environment, and can fulfil their potential
- To support older, disabled and vulnerable people to live independent and healthy lives
- To enable communities to help shape their local services, promote health and wellbeing and support those in poverty
- To provide a safe and well managed highways network, secure infrastructure improvements and support local economic growth
- To be a modern and efficient council

In delivering these aims and objectives the Service works with Cumbria’s 6 district councils, the Lake District National Park Authority and other partners who manage the majority of off-street parking facilities around the county. The above organisations also work with Cumbria County Council in their capacities as planning authorities to consider new developments and associated parking provisions and travel options.

The Council’s parking policies are available at [www.cumbria.gov.uk/parking](http://www.cumbria.gov.uk/parking)





## 4. Operational activities

### Background information

In May 2014 Cumbria County Council's Cabinet made the decision to return on-street parking enforcement duties to the authority from the various district councils who had previously delivered the service under the terms of an Agency Agreement. The majority of off-street parking enforcement still rests with the district councils and other land owners. The decision to bring the on-street service back in-house was taken to ensure the delivery of a cost effective and consistent parking enforcement service across Cumbria. Civil Enforcement Officers enforce parking restrictions where Traffic Regulation Orders are in force. Elsewhere, where parking causes an obstruction of the highway, the police are responsible for enforcement as with moving traffic offences.

The management of traffic and parking sits within a dynamic and changing context, therefore constant adjustment and improvement is necessary to guarantee effective and responsive management. The Council will continually monitor the performance of the Parking Services team to assess the effectiveness and impact of the parking enforcement activity undertaken by Cumbria County Council.

### Working arrangements

The Service employs a team of 21 full-time equivalent Civil Enforcement Officers plus three mainly operational Parking Team Leaders. To support their work a team of 6.4 full-time equivalent office-based staff process Penalty Charge Notice challenges and payments, issue on-street parking permits and deal with parking related queries and complaints. The Service is managed by the Parking Manager who reports to the Senior Manager Regulatory Services. All Parking Services staff are employed directly by Cumbria County Council and the structure chart is provided at appendix 1.

During 2016/17 the Service completed a restructure of its front-line staff. Previously the Civil Enforcement Officers were operating under various district council terms and conditions and from 01 April 2016 all Civil Enforcement Officers and Parking Team Leaders have been under Cumbria County Council working arrangements. To address community concerns and to provide a more effective and responsive service it is proposed to recruit 4 additional Civil Enforcement Officers in early 2017/18. The Officers work as part of a 7 day per week shift system generally between the hours of 07:00 and 19:00 but outside these times if necessary to address parking related issues. The Officers work every day of the year, including public holidays, with the exception of Christmas Day, Boxing Day and New Year's Day.





### Car parks

On 06 January 2017 Cumbria County Council assumed responsibility for 2 off-street pay and display car parks in Carlisle city centre. The Parking Service team are responsible for enforcing the Cecil Street car park and the facility at the rear of the Council’s new headquarters, Cumbria House on Botchergate, Carlisle. The Council’s Civil Enforcement Officers patrol both car parks and issue Penalty Charge Notices as appropriate. The Service’s office based staff are responsible for processing the Penalty Charge Notice appeals and payments and dealing with any queries regarding the facilities. The Council developed a working group to deliver this project and an *Off-street Public Car Parks Management Plan* has been produced and is accessible on the Council’s web-site at [www.cumbria.gov.uk/parking](http://www.cumbria.gov.uk/parking)

The pay and display machines offer a variety of payment methods including cash coins, card chip and pin and card contactless. It is anticipated that a pay by phone option will be operational in early 2017/18.

### School parking initiatives

The Service regularly receives reports regarding inconsiderate parking outside schools which creates potential safety issues for children and other road users. Civil Enforcement Officers have visited a number of areas across the county to carry out enforcement and educational patrols which have been well received by schools, parents and the wider community. The Service aims to carry our regular visits to schools across the area, both proactively and reactively, throughout the academic year at both the start and finish of the school day.



### Blue Badge abuse

The Team continues to issue Penalty Charge Notices relating to the misuse of Blue Badges and report instances of abuse of the process to the Council’s Blue Badge Team. Civil Enforcement Officers have reported some motorists using another individual’s Blue Badge, using an expired Badge or one belonging to the deceased. The Service also works in partnership with a number of organisations representing the interests of disabled persons to assist in tackling this issue for the benefit of the wider community.

### Partnership working

Although the Service’s Civil Enforcement Officers issue Penalty Charge Notices for contraventions there are many parking related issues which do not fall within their remit. During their enforcement patrols officers regularly identify vehicles which appear to be abandoned, untaxed or uninsured. Such vehicles can cause frustration as they take up valuable parking spaces as well as presenting a potential danger to the local community. As part of their routine duties the Officers will note the details of any



vehicles presenting a cause for concern, carry out some open source searches on their return to base and as appropriate report the issue to the relevant enforcement agency. As a result of this work a number of referrals have been made to district councils, Cumbria Constabulary and the Driver and Vehicle Licensing Agency.

**Civil Enforcement Officer’s uniform**

During 2016/17 the Civil Enforcement Officers were consulted regarding a refresh of their uniform. A variety of options were explored and a final list of garments was agreed. The new uniform will be launched in early 2017/18 with the ultimate aim being to provide staff with more comfortable and practical clothing and footwear options, deliver a more modern look and increase the visible presence of the Officers when working in communities.

**Parking permit initiatives**

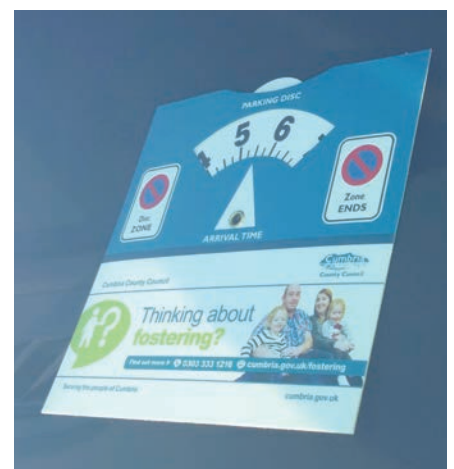
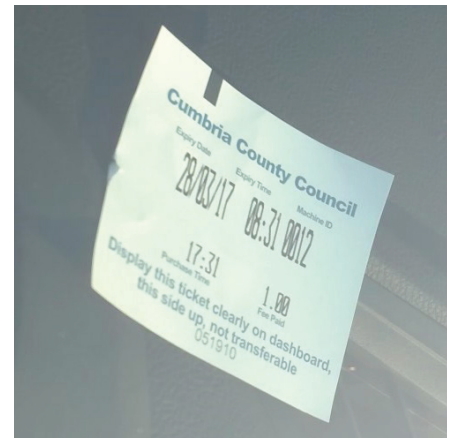
Following the floods in December 2015 the Service implemented a more flexible approach to issuing parking permits in order to assist individuals displaced from their home address. The floods resulted in a number of householders moving from one parking permit zone to another and the Service assisted these individuals by issuing temporary parking permits to cover the time away from their permanent address. In addition the Service relaxed the application process for contractor’s waivers which assisted those businesses working on flood affected properties. The Service received significant, positive feedback regarding these initiatives which are still in place as the flood recovery phase continues.

**Training and development**

A variety of internal and external courses have been delivered to staff including information security, safeguarding, conflict management, parking enforcement legislation, Penalty Charge Notice appeals and first aid.

**Enforcement Agents**

The Council undertook a procurement exercise during late 2016/17 to recruit enforcement agents who can pursue payment of unpaid Penalty Charge Notices on behalf of the authority. Following a comprehensive tender exercise Equita Limited were selected as the Council’s enforcement agents and have been awarded a 3 year contract, commencing in early 2017/18, with an optional 1 year extension.



## 5. Customer engagement

### Transactional activities

The Service delivers a high profile, public facing operation issuing approximately 31,000 Penalty Charge Notices and 25,000 free on-street parking permits each year. A number of changes were implemented in 2016/17 to enhance the service to customers.

### Policies and procedures

The Service has developed a full suite of policies and procedures which are published on the Parking Services section of the Council's web-site at [www.cumbria.gov.uk/parking](http://www.cumbria.gov.uk/parking)

These comprise of the following:

- *Parking Enforcement Policy*
- *Guidance policies for the enforcement and cancellation of Penalty Charge Notices*
- *Body Worn Video Device and Hand Held Unit Policy*
- *Off-street Public Car Parks Management Plan*

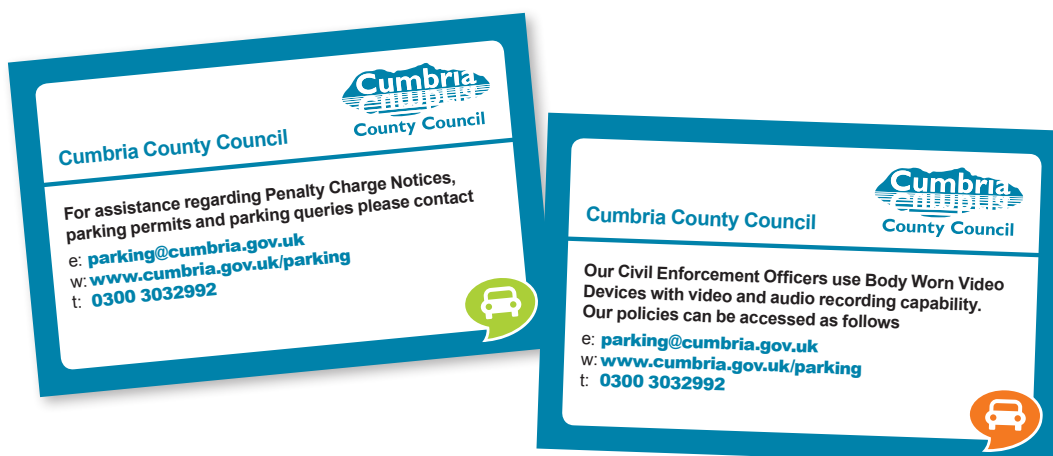
The Service has also introduced a number of internal policies including an *Operations Manual for Civil Enforcement Officers* and a *Records Retention and Disposal Schedule*.

The above documents, accompanied by regular internal monitoring, will assist in ensuring that the Council delivers a fair, transparent and consistent Parking Service.

### Customer contact

During 2016/17 the Parking Services pages of the Council's web-site were reviewed and refreshed to improve navigation, readability and content. A new on-line application portal for on-street parking permits has been developed in conjunction with the Council's ICT team and will be launched on the Council's web-site in early 2017/18. Training has been provided to the various colleagues who take telephone calls for the Service and also to the front of house staff at the Council's main office locations. Officers are now more aware of the roles of their colleagues in the wider Council and are encouraged to take ownership of queries which is improving the customer experience.

In late 2016/17 the Service introduced a contact card to distribute to customers by office based staff and Civil Enforcement Officers providing a signpost for parking related queries. The cards have been very well received and advise customers of the contact mechanisms should they have a query regarding a Penalty Charge Notice, parking permit or any other parking related issue. The cards also serve to advise customers that the Council's Civil Enforcement Officers use body worn video devices and how they can access further details regarding the policies and procedures.





## 6. Transparency and accountability

### Council committees

The Service reports to the Council's 6 area based local committees on a twice yearly basis. Local committees comprise of the Council's elected members for each district area; namely Allerdale, Barrow, Carlisle, Copeland, Eden and South Lakeland. During the course of the 2016/17 financial year two reports were presented to each local committee, one in late spring/early summer and one in late autumn/early winter. The reports provide Members with an update on the Service's activities in their respective locality including details of Penalty Charge Notices issues, initiatives, emerging trends and staffing developments. Members also receive a monthly update for their respective district providing a more localised breakdown of activities and developments. These updates ensure that Members are fully apprised of the activities in their respective electoral divisions which assists in providing an enhanced service to local communities.

The Service also presented reports to the Council's Scrutiny Advisory Board – Communities and Place, the Audit and Assurance Committee and the Local Committee Chairs and Leadership meetings.

Full details of committees, reports and minutes can be accessed via the Council's web-site at [www.cumbria.gov.uk](http://www.cumbria.gov.uk)

### Performance audits

On 01 March 2017 the Service was audited by the Government Internal Audit Agency on behalf of the Driver and Vehicle Licensing Agency. In instances where the recipient of a Penalty Charge Notice does not pay or challenge the Council applies to the DVLA for details of the registered keeper of the vehicle. These audits are conducted to ensure that authorities are accessing and using vehicle keeper details in a correct and lawful manner and have appropriate information security measures in place. The overall audit rating was green and the report highlighted that a "high level of compliance was demonstrated".

### Transparency

In 2016/17 the Service received 19 separate requests for information under the Freedom of Information Act 2000. A number of requests were also received from various media outlets for quotes to assist with articles and features. Consequently the Service's work was highlighted in various media outlets including local newspapers and radio stations. Each contact was responded to in a timely manner providing the information requested.

The Council submits annual performance statistics to the Parking and Traffic Regulations Outside London Joint Committee (PATROL). These reports indicate the number of Penalty Charge Notices issued, paid, challenged and cancelled. Cumbria County Council was the first United Kingdom council to submit their parking annual report and performance statistics to PATROL for 2015/16.

## 7. Penalty Charge Notice statistics

Between 01 April 2016 and 31 March 2017 Cumbria County Council's Civil Enforcement Officers issued a total of 31,295 Penalty Charge Notices for on-street parking contraventions.

- 13,309 were issued in the higher band (£70 but reduced to £35 if paid with 14 days from the date of issue).
- 17,986 were issued in the lower band (£50 but reduced to £25 if paid within 14 days from date of issue).

Between 06 January 2017 and 31 March 2017 Cumbria County Council's Civil Enforcement Officers issued a total of 89 Penalty Charge Notices for off-street parking contraventions.

- 16 were issued in the higher band (£70 but reduced to £35 if paid with 14 days from the date of issue).
- 73 were issued in the lower band (£50 but reduced to £25 if paid within 14 days from date of issue).

A breakdown of the issue and contravention codes of the Penalty Charge Notices issued by Cumbria County Council between the above dates is provided below. A comparison is also provided for 2015/16 with respect to the on-street Penalty Charge Notices.

### Standard Penalty Charge Notice Codes on-street – 2015/16 and 2016/17

Code	Description	Contravention Level	Issued 2015/16	Issued 2016/17
01	Parked in a restricted street during prescribed hours	Higher	6,550	6,964
02	Parked or loading / unloading in a restricted street where waiting and loading / unloading restrictions are in force	Higher	1,206	1,385
12	Parked in a residents' or shared use parking place or zone without either clearly displaying a valid permit or voucher or pay and display ticket issued for that place, or without payment of the parking charge	Higher	139	75
16	Parked in a permit space or zone without clearly displaying a valid permit	Higher	595	538
19	Parked in a resident's place	Lower	7	6
20	Parked in a loading gap	Higher	0	0
21	Parked wholly or partly in a suspended bay or space	Higher	4	0
22	Re-parked in the same parking place or zone within one hour after leaving	Lower	133	147
23	Parked in a parking place or area not designated for that class of vehicle	Higher	172	237
24	Not parked correctly within the markings of the bay or space	Lower	236	241

<b>25</b>	Parked in a loading place during restricted hours without loading	Higher	1,554	2,138
<b>26</b>	Parked in a special enforcement area more than 50cm from the edge of the carriageway and not within a designated parking place	Higher	12	3
<b>27</b>	Parked adjacent to a dropped footway	Higher	130	207
<b>30</b>	Parked for longer than permitted	Lower	5,321	7,805
<b>35</b>	Parked in a disc parking place without clearly displaying a valid disc	Lower	12,003	9,787
<b>40</b>	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	Higher	906	1,214
<b>42</b>	Parked in a parking place designated for police vehicles	Higher	2	1
<b>45</b>	Parked on a taxi rank	Higher	335	228
<b>47</b>	Stopped on a restricted bus stop or stand	Higher	158	153
<b>48</b>	Stopped in a restricted area outside a school, a hospital or a fire, police or ambulance station when prohibited	Higher	50	60
<b>55</b>	A commercial vehicle parked in a restricted street in contravention of an overnight waiting ban	Higher	103	39
<b>62</b>	Parked with one or more wheels on any part of an urban road other than a carriageway. (footway parking)	Higher	3	11
<b>99</b>	Stopped on a pedestrian crossing or crossing area marked by zigzags	Higher	51	56

## Standard Penalty Charge Notice Codes off-street – 2016/17\*

Code	Description	Contravention Level	Issued 2016/17*
70	Parked in a loading are during restricted hours without reasonable excuse	Higher	12
71	Parked in an electric vehicle charging place	Higher	0
73	Parked without payment of the parking charge	Lower	1
80	Parked for longer than the maximum time permitted	Lower	0
81	Parked in a restricted area in a car park	Higher	0
82	Parked after the expiry of paid for time	Lower	13
83	Parked in a car park without clearly displaying a valid pay and display ticket or voucher or parking clock	Lower	48
84	Parked with additional payment made to extend the stay beyond time first purchased	Lower	0
85	Parked in a permit bay without clearly displaying a valid permit	Higher	0
86	Parked beyond the bay markings	Lower	10
87	Parked in a disabled person's parking space without clearly displaying a valid disabled person's badge	Higher	4
89	Vehicle parked exceeds maximum weight and/or height and/or length permitted in the area	Higher	0
90	Re-parked within one hour of leaving a bay or space in the car park or the relevant no return time of the specific car park	Lower	0
91	Parked in a car park or area not designated for that class of vehicle	Lower	1
92	Parked causing an obstruction	Higher	0
93	Parked in car park when closed	Lower	0

\*These Penalty Charge Notices were issued to vehicles parked on the Cecil Street car park, Carlisle, CA1 1NT and Cumbria County Council's office car park, Carlisle, CA1 1SL. Cumbria County Council assumed responsibility for both the above car parks on 06 January 2017.



**Penalty Charge Notice statistics on-street – 2015/16 and 2016/17**

Code	On-street 2015/16	On-street 2016/17
Number of PCNs issued	29,670	31,295
Number of PCNs paid	24,297	24,915
Number of PCNs paid at discount rate	21,053	21,712
Number of PCNs against which an informal or formal representation was made	6,659	6,221
Number of PCNs cancelled following an informal or a formal representation	1,101	957
Number of PCNs written off for other reasons (e.g. CEO error or driver untraceable)	1,258	992
Number of vehicles immobilised	0	0
Number of vehicles removed	0	0

**Penalty Charge Notice statistics off-street – 2016/17\***

Code	Off-street 2016/17*
Number of PCNs issued	89
Number of PCNs paid	44
Number of PCNs paid at discount rate	41
Number of PCNs against which an informal or formal representation was made	26
Number of PCNs cancelled following an informal or a formal representation	10
Number of PCNs written off for other reasons (e.g. CEO error or driver untraceable)	12
Number of vehicles immobilised	0
Number of vehicles removed	0

\*These Penalty Charge Notices were issued to vehicles parked on the Cecil Street car park, Carlisle, CA1 1NT and Cumbria County Council's office car park, Carlisle, CA1 1SL. Cumbria County Council assumed responsibility for both the above car parks on 06 January 2017.

## 8. Traffic Penalty Tribunal statistics

If the Council elects not to accept representations for a Penalty Charge Notice the recipient may appeal to the Traffic Penalty Tribunal. The Tribunal comprises individually appointed independent adjudicators and a small team of administrative staff who work on their behalf. Adjudicators consider appeals against Penalty Charge Notices issued by the majority of councils in England and Wales. In cases where an appeal is submitted to the Tribunal the Council must place the case on-hold pending the decision of the adjudicator. The appeals service is free of charge and appeals can be made via post, telephone, on-line or in person and the council can elect to participate in the process. The Tribunal has the power to award costs, either to the appellant or the council, if either party has behaved in a vexatious or frivolous manner. The adjudicator's decision is final however in certain limited circumstances the decision can be reviewed in the High Court. Further details of the process can be found at [www.trafficpenaltytribunal.gov.uk](http://www.trafficpenaltytribunal.gov.uk)

In October 2016 the Council transferred to the Tribunal's new on-line portal, called FOAM (Fast Online Appeal Management). The new process has greatly enhanced the appeals process for both the appellant and the Council, eliminating postage costs, improving communications with all parties and resulting in faster decision outcomes. The Service's office based staff have been fully trained in the process and have highly commended the new system.

### Traffic Penalty Tribunal cases - 2016/17

<b>Total number of cases</b>	<b>67</b>
Won by Council	<b>25</b>
Lost by Council	<b>19</b>
Not contested	<b>18</b>
Consent order	<b>1</b>
Awaiting decision	<b>4</b>

## 9. Financial summary

The income and expenditure of local authorities in connection with their on-street charging and their on-street and off-street enforcement activities are governed by Section 55 (as amended) of the Road Traffic Regulation Act 1984. The management and enforcement of parking can generate a surplus income and the above Act states that local authorities can only spend parking income on traffic and transport measures.

The Cumbria County Council parking enforcement budget is comprised of income from Penalty Charge Notices, pay and display tickets and contractor's waivers less any expenditure on enforcement, processing and administration, parking enforcement infrastructure and delivery of the parking permit schemes. A summary of the expenditure and income is summarised in the tables below.

**On-street parking account for Cumbria County Council – 2015/16 and 2016/17**

	2015/16	2016/17
	£	£
<b>Income</b>		
Contractor's waivers	£13,165	£7,286
Penalty Charge Notices	£765,118	£841,728
Other income	£13,556	£12,142
<b>Total income</b>	<b>£791,839</b>	<b>£861,156</b>
<b>Gross expenditure</b>		
Employees	£741,428	£784,310
Other	£218,815	£166,522
<b>Total gross expenditure</b>	<b>£960,243</b>	<b>£950,832</b>
<b>Net expenditure</b>	<b>£168,404</b>	<b>£89,676</b>

**Off-street parking account for Cumbria County Council – 2016/17\*\***

	£
<b>Income</b>	
Pay and display	£26,819
Penalty Charge Notices	£1,265
<b>Total income</b>	<b>£28,084</b>
<b>Gross expenditure</b>	
Employees	£2,360
Other	£39,033
<b>Total gross expenditure</b>	<b>£41,393</b>
<b>Net expenditure</b>	<b>£13,310</b>

\*\*The income and gross expenditure relate to the Cecil Street car park, Carlisle, CA1 1NT and Cumbria County Council's office car park, Carlisle, CA1 1SL. Cumbria County Council assumed responsibility for both the above car parks on 06 January 2017. A significant proportion of the off-street parking account expenditure is for the set up costs of the car park including procurement of the pay and display machines .

In 2016/17 the on-street parking account outturn position showed a net expenditure of £89,676 compared to £168,404 in 2015/16. The on-street expenditure stated above includes the total cost of delivering the service including administration of the parking permit schemes. The current budget for Parking Services is a net expenditure of £113,105 therefore the service has come in under-budget by over £23,000.

In 2016/17 the off-street parking account outturn position showed a net expenditure of £13,310. The pay and display income and the majority of the off-street parking expenditure comes within the Council's Capital Programmes and Property Team budget.

The service will continue to be reviewed with the aim to reduce expenditure further in 2017/18. The reshaping of the Service will continue exploring more cost effective ways to deliver parking enforcement and administer the various parking permit schemes.

# 10. Contact details

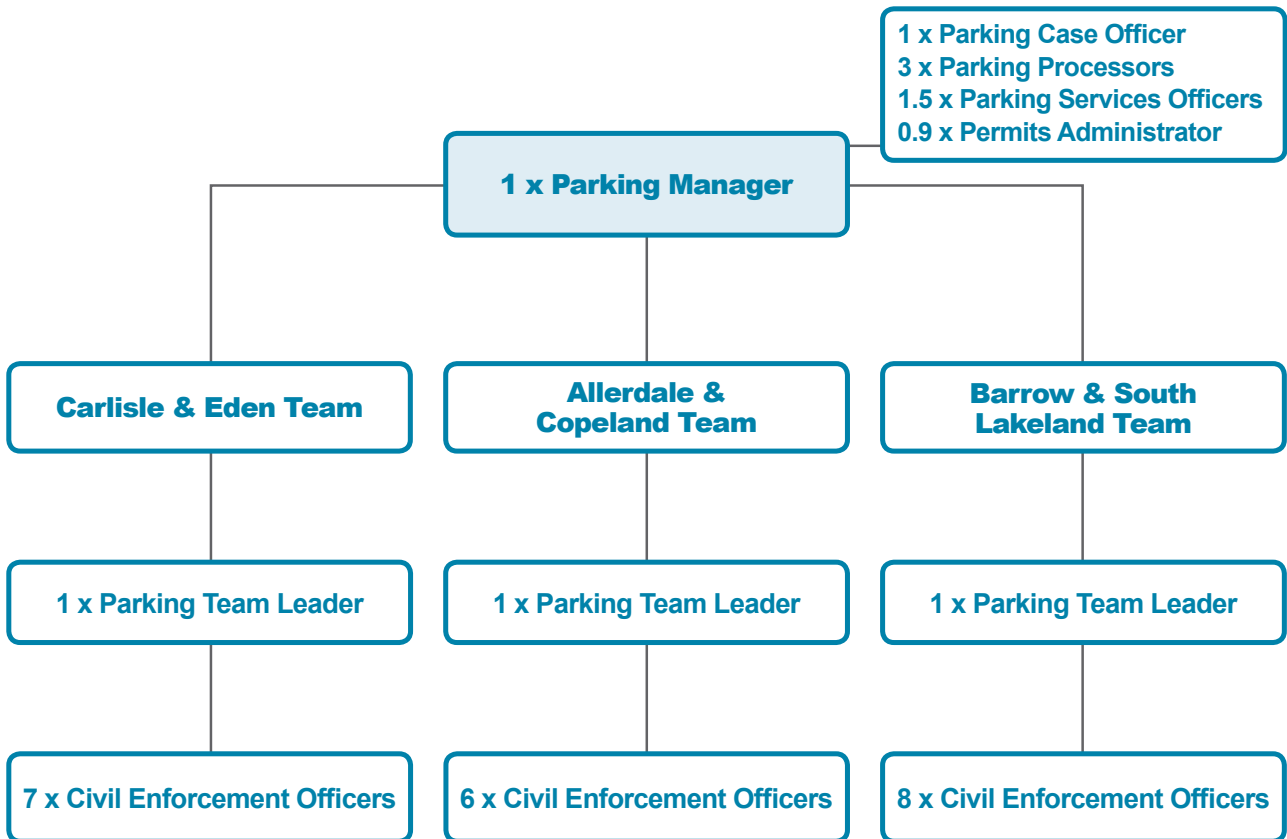


e: [parking@cumbria.gov.uk](mailto:parking@cumbria.gov.uk)  
w: [www.cumbria.gov.uk/parking](http://www.cumbria.gov.uk/parking)  
t: **0300 303 2992**

*Please note - cost of calls may vary depending on mobile provider*

**Cumbria County Council**  
Parking Services | Parkhouse Building | Baron Way  
Kingmoor Business Park | Carlisle | Cumbria CA6 4SJ

## Appendix 1 - Parking Services Structure







## **Translation Services**

If you require this document in another format (e.g. CD, audio cassette, Braille or large type) or in another language, please telephone **0300 3032992**.

আপনি যদি এই তথ্য আপনার নিজের ভাষায় পেতে চান তাহলে অনুগ্রহ করে **0300 3032992** নম্বরে টেলিফোন করুন।

如果您希望通过母语了解此信息，  
请致电 **0300 3032992**

**Jeigu norétumète gauti šią informaciją savo kalba,  
skambinkite telefonu 0300 3032992**

**W celu uzyskania informacji w Państwa języku proszę  
zatelefonować pod numer 0300 3032992**

**Se quiser aceder a esta informação na sua língua,  
telefone para o 0300 3032992**

**Bu bilgiyi kendi dilinizde görmek istiyorsanız lütfen  
0300 3032992 numaralı telefonu arayınız**