



Parking
Services
Annual Report
2018/19



Contents

1	Introduction	3
2	Parking enforcement background	3
3	Aims and objectives	4
4	Operational activities	5
5	Customer engagement	13
6	Transparency and accountability	15
7	Penalty Charge Notice statistics	17
8	Financial summary	21
9	Contact details	22



1 Introduction

Welcome to Cumbria County Council's Parking Services Annual Report for 2018/19. This report provides information on the activities of the Service across Cumbria between 01 April 2018 and 31 March 2019.

The Council is required to publish this information in accordance with Part 6 of the Traffic Management Act 2004. In addition this report ensures that the Council complies with *The Secretary of State's Statutory Guidance to Local Authorities on the Civil Enforcement of Parking Contraventions* and the *Local Government Transparency Code 2015*.

2 Parking enforcement background

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 local authority.



3 Aims and objectives

Cumbria County Council is responsible for the enforcement of on-street parking across the county and selected off-street parking facilities. 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 parking contributes to achieving the aims of the Cumbria Local Transport Plan and specifically supports the delivery of the Council Plan 2018-22 priorities. The Council's vision is to be **“a Council that works with residents, businesses, communities and other organisations to deliver the best services possible within the available resources”**.

The outcomes describe what the Council wants to achieve for the people of Cumbria. These provide a clear focus for everything the Council does:

- People in Cumbria are healthy and safe.
- Places in Cumbria are well-connected and thriving.
- The economy in Cumbria is growing and benefits everyone.

In delivering its aims and objectives the Parking Services team supports the Council's new ways of working and **“putting customers at the heart of everything we do”**.

The new ways of working will entail:

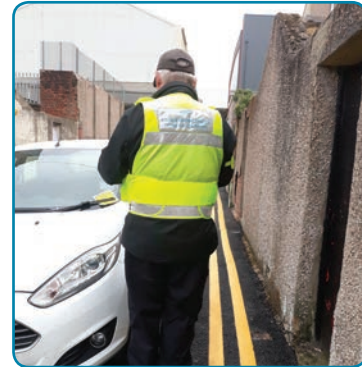
- Working with partner organisations and communities to achieve shared aspirations.



- Exploring new ways to deliver services and maximise our resources.
- Acting early to achieve better outcomes.
- Giving our customers choice and easy access to online services.

The Council's core principles when delivering the above are:

- Focusing on the most vulnerable.
- Managing demand.
- Supporting communities to thrive.



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 cumbria.gov.uk/parking

4 Operational activities

Background information

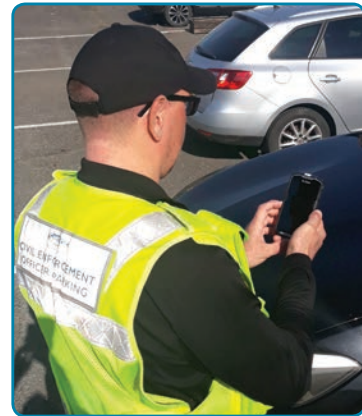
In May 2014 Cumbria County Council's Cabinet made the decision to return on-street parking enforcement duties to the authority from the various district councils who had previously delivered the service under the terms of an Agency Agreement. The majority of off-street parking enforcement in car parks 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 29 full-time equivalent Civil Enforcement Officers plus 3 mainly operational Parking Team Leaders. To support their work a team of 8 full-time equivalent office-based staff process Penalty Charge Notice appeals and payments, issue on-street parking permits and deal with parking related queries and complaints. The office-based team was reshaped in Summer 2018 to better define roles and responsibilities and recruit additional resources to enhance the customer experience. This included the appointment of a Parking Appeals Team Leader to manage the team who sits on the Service Management Team along with the 3 Parking Team Leaders and the Parking Manager. The Service is part of the Council's Economy and Infrastructure Directorate and 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 on page 23.



To address community concerns and to provide a more effective and responsive service 4 additional Civil Enforcement Officers joined the Service in Winter 2018. 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 as required 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

The Council operates 2 off-street pay and display car parks in Carlisle city centre. The Parking Services team are responsible for enforcing the Cecil Street car park and the facility at the rear of the Council's headquarters, Cumbria House on Botchergate, Carlisle. An *Off-street Public Car Parks Management Plan* details the operation of the facilities and is available on the Council's web-site at 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. In Winter 2018 a pay by phone service, hosted by Whoosh, was introduced for both sites. This provides car park users with an additional payment option and the facility to purchase extra parking time as required. The Council is planning to expand its car park offering during 2019 with sites identified in Carlisle and Kendal. These will offer competitively priced tariffs and a much needed resource for the local communities.



School parking initiatives

The Team 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 has established regular dialogue with the Council's school crossing patrol service provider, Orian Solutions, to share information relating to parking concerns. The Service supports the Schools Parking Protocol developed by the multi-agency Collision Reduction and Safer Highways (CRASH) Group. This includes the provision of education resources to schools by the Council's Active Travel team and a self-help kit of parking cones and education banners by the Parking Services team. This initiative has been very well received by schools across Cumbria with positive comments from the wider community. By encouraging responsible and legal parking this initiative helps to ensure a safe passage to and from school for the thousands of pupils across Cumbria.



Blue Badge abuse

The Team continues to issue Penalty Charge Notices relating to the misuse of Blue Badges and reports instances of abuse of the process to the Council's Blue Badge Team. Civil Enforcement Officers have identified some motorists using other individuals Blue Badges, using expired Badges or those 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.

Parking across dropped kerbs

In March 2019 the Service started to issue Penalty Charge Notices to vehicles identified as parking across dropped kerbs. The legislation applies to dropped kerbs which have been lowered to the level of the carriageway, for example pedestrian crossing points, with tactile slabs on the pavement. It also applies to crossing points denoted by white keep clear bars and others without additional

markings where the footway has been lowered to the level of the carriageway and to cycle tracks that have been lowered to the level of the carriageway or where the carriageway has been raised to the level of the footway, cycle track or verge. This does not apply to private driveways. Vehicles parking in this manner can impede access for the blind and partially sighted and other disabled people. They can also create significant inconvenience for those using wheelchairs, mobility scooters, prams and pushchairs.

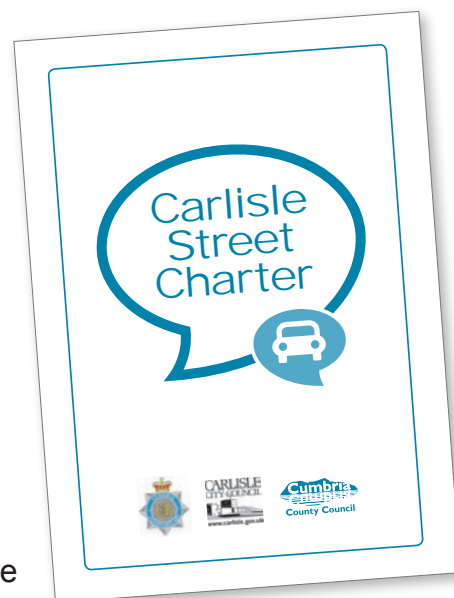
Pavement parking

Similar to parking across dropped kerbs vehicles positioned on the pavement can present a hazard for many pedestrians. Working in partnership with Carlisle City Council and Cumbria Constabulary the Service will shortly commence issuing warning notices to deter pavement parking. The documents, printed on water-proof paper, will act as a highly visible warning and hopefully educate motorists to park sensibly. If the short trial is successful it is envisaged that the initiative will be expanded across Cumbria.



Street Charter

Following a blind-fold walk organised by a group of blind and partially sighted people and local sight loss organisations the Service took the lead in producing and delivering a Street Charter for Carlisle. Disabled people can face challenges when negotiating roads and pavements with obstacles such as street furniture, advertising boards, tables and chairs outside food establishments, parked vehicles and refuse/recycling receptacles. The Street Charter consolidates the work of Cumbria County Council, Carlisle City Council and Cumbria Constabulary to assist the blind and partially sighted, other disabled people and the wider community. It is envisaged that the initiative will be launched in late 2019 and, if successful, will be expanded across the county.



Partnership working

Although the Service’s Civil Enforcement Officers issue Penalty Charge Notices they undertake many other tasks during the course of their working day. During their patrols Officers regularly identify vehicles which appear to be abandoned, untaxed or uninsured. These 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 basic open source checks on their return to base and, as appropriate, report the issue to the relevant enforcement agency. This initiative results in regular referrals being made district councils, Cumbria Constabulary and the Driver and Vehicle Licensing Agency.

During the year the Civil Enforcement Officers participated in a number of multi-agency initiatives to tackle untaxed, uninsured and/or abandoned vehicles. In partnership with Cumbria Constabulary, the DVLA and district council colleagues various locations across Cumbria were visited following previously submitted intelligence. A number of vehicles were either clamped, removed or issued with warning notices. The Service will continue to work with these organisations to improve parking availability and compliance.



The Service works closely with officers from Cumbria Constabulary to jointly address parking related issues. The Service’s Parking Team Leaders regularly attend the multi-agency hubs which have been established in each of Cumbria’s six district area to facilitate partnership working and problem solving. The Service works on a very frequent basis with Police Officers and Police Community Support Officers to jointly address community concerns.



The Service works in conjunction with Stagecoach North West, the major public transport operator across Cumbria. The Parking Manager attends regular meetings of the Punctuality Improvement Partnership with senior staff from Stagecoach North West and colleagues from the Council’s highways team. Irresponsible parking can impede bus access, disrupt routes and delay journeys for passengers and other road users. The quarterly meetings review areas of concern and agree how the Council is able to assist Stagecoach



North West. The Parking Services team have regular dialogue with Stagecoach North West and other public transport providers to address parking concerns as soon as they develop.

The Council's Parking Manager attends a number of multi-agency meetings hosted to improve the parking offer customers. These include the regular meetings of the Lake District Car Parking Strategy Group. This forum is comprised of representatives from the Lake District National Park Authority, Forestry Commission, National Trust, Cumbria County Council and the district councils who's area encompasses the Lake District National Park. The Parking Manager also attends the twice yearly meetings of the North West Parking Forum which comprises of local council parking enforcement representatives in the North West of England. The Council is a member of

the British Parking Association, the largest professional association representing parking and traffic management in Europe. The Association provides an extensive range of membership services to support parking professionals and organisations in their day-to-day work. The Parking Manager attends the twice yearly meetings of the Association's North West group in addition to benefiting from the comprehensive training courses and other professional expertise.

Ambassadorial work

The Council's Civil Enforcement Officers have a highly visible presence across Cumbria. During their shifts Officers will frequently provide directions to local services and places of interest, report crimes and assist other agencies including the emergency services. Officers carry a supply of free parking disc clocks, which the Service funds, to hand to customers if required. The Officers are trained to administer basic first aid and have received heart start training in the use of defibrillator machines.

On 06 and 07 September 2018 the Civil Enforcement Officers assisted colleagues in the Council's Highways and Transport teams with the Tour of Britain stages

Wow that was quick. Thank you very much. I appreciate your timely response. Very impressive.

I witnessed your Civil Enforcement Officer dealing with a matter in a pleasant, fair, supportive and wholly professional manner.

I didn't have a disc so had to put a dentist appointment slip on my dash, came back to my car and a disc was on my windscreen not a ticket. Top class service many thanks @CumbriaCC

which passed through various areas of Cumbria. Officers patrolled various towns and villages along the route to help ensure that spectators parked safely and responsibly. On 11 November 2018 the Service was in attendance, at the request of the organisers, to assist with parking provision at the Cumbria Remembrance Sunday service in Rickerby Park, Carlisle. The Service welcomes the opportunity to assist with events such as these.

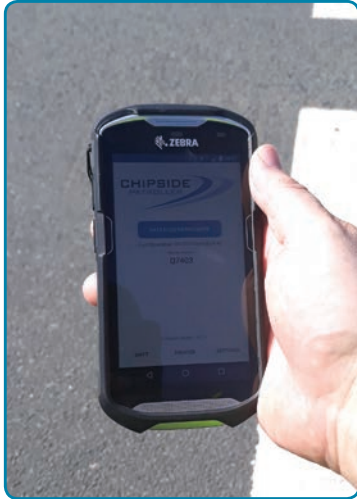
The Service frequently receives compliments and positive feedback regarding the work undertaken by its office-based and front line staff. In these instances the comments are relayed to the team member concerned and their manager. In addition the Parking Manager will contact the correspondent to acknowledge their sentiments.



Civil Enforcement Officer's operational equipment

The Service has embraced new technology to improve the offer to customers. All Civil Enforcement Officers are equipped with a Samsung smart phone enabling them to receive calls and e-mails while on patrol. This has assisted in improving the response time to complaints and queries as the office-based staff can e-mail photographs and details of complaints directly to the Officer. The phones also incorporate a Skyguard lone worker application for the user's health and safety and work on a variety of mobile phone service provider networks. This can be used to call for emergency assistance and escalate to a manager should a member of staff require any further help.

In Summer 2018 the Service trialled some new hand held devices which the Civil Enforcement Officers use to issue Penalty Charge Notices. Following comprehensive testing, evaluation and a procurement exercise the Service



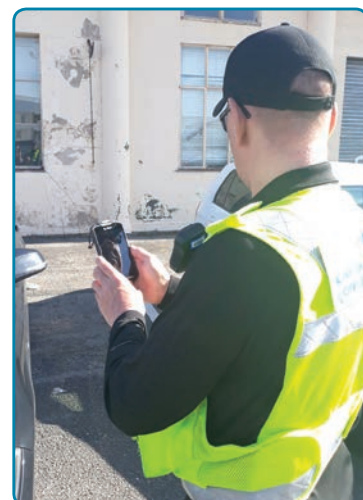
purchased 33 new devices to replace the existing equipment which is coming towards the end of its life span. The new Zebra TC56 devices and bluetooth printers are extremely robust and lightweight. The clarity of the photographs taken by the Officers has significantly improved, especially in the hours of darkness. In addition better quality images will increase the efficiency of the office-based staff when processing appeals and enable motorists to better understand the reason why a Penalty Charge Notice was issued when using the on-line appeals portal. The new devices also link to the on-street parking permits database which the Service administers, enabling virtual permits to be issued as required.

Training and development

A variety of internal and external training courses have been delivered to staff including information security and governance, safeguarding, conflict management, parking enforcement legislation, Penalty Charge Notice appeals and first aid. Training and development requirements for 2019/20 have been identified and are in the process of being procured. Front line and office based staff receive regular 1:1 meetings and supervision sessions with their respective line manager. In addition managers undertake monthly internal audits of front line and office-based staff activities which assists in delivering a transparent and consistent service.

Enforcement Agents

In 2017/18, following a procurement exercise, the Council signed a contract with enforcement agents to pursue payment of unpaid Penalty Charge Notices on behalf of the authority. Equita Limited were selected as the Council's enforcement agents and were awarded a 3 year contract with an optional 1 year extension and, since April 2018, have been recovering unpaid Penalty Charge Notice income for the organisation. As part of this activity a number of debtors have been signposted for assistance including health, welfare and finance related issues. Guidance on the roles and responsibilities of enforcement agents can be accessed at cumbria.gov.uk/parking



5 Customer engagement

Transactional activities

The Service delivers a high profile, public facing operation issuing approximately 35,000 Penalty Charge Notices and 35,000 free on-street parking permits each year. A number of changes were implemented in 2018/19 to enhance service provision.

Policies and procedures

The Service has a full suite of policies and procedures which are published on the Parking Services section of the Council's web-site at cumbria.gov.uk/parking

These comprise of the following which are reviewed on a regular basis:

- *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.*

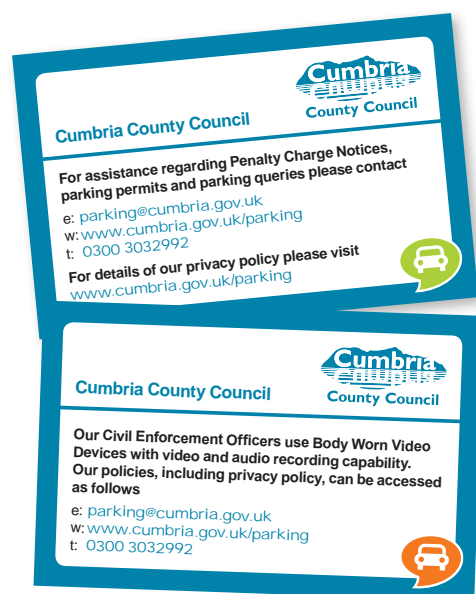
The Service also has a number of internal policies including an *Operations Manual for Civil Enforcement Officers*, *Data Protection Impact Assessments*, a *Records Retention and Disposal Schedule* and an *Internal Audit Plan*. The above documents, accompanied by regular internal monitoring, assist in ensuring that the Council delivers a fair, transparent and consistent Parking Service.

The Service also conducted a comprehensive review of its policies, procedures and operational practices in early 2018/19 to ensure full compliance with the requirements of the General Data Protection Regulation ahead of the implementation date on 25 May 2018.

Customer contact

During 2018/19 the Parking Services pages of the Council's web-site were reviewed and enhanced to improve navigation, readability and content. A new on-line application portal for on-street parking permits was developed in conjunction with the Council's ICT Service and will be launched on the Council's web-site during 2019/20. This new facility will enable customers to securely upload supporting documentation for their application direct to the portal and incorporates district based overviews of parking permit entitlement and a postcode based address lookup facility. By reducing the volume of postal parking permit applications it is envisaged that this new process will improve response times.

In May 2018 eligible customers in the Barrow locality started to be issued with new style visitors parking permits, which has greatly enhanced on-street parking access



for their visitors. In March 2018 the administration process for on-street parking permits in the Eden locality transferred to a new computerised database aligned to the rest of the county. A renewal exercise for each parking permit zone in Eden commenced with 80% now completed. These enhancements have significantly improved the on-street parking offer for residents in both districts.

All Service staff are issued with contact cards to distribute to customers which provide a signpost for parking related queries. The cards are 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.



On-street parking permits

The Service administers the on-street parking permit schemes for all six district areas in Cumbria. The permits are primarily issued to residential householders in the main city and town centre locations to assist occupants in parking close to their home address. In many locations the Council offers free of charge, time-limited on-street parking with exemptions for local resident permit holders. These schemes are proven to facilitate a regular turnover of on-street parking therefore enabling motorists to visit local shops, catering establishments and other services. This helps to support the local economy and encourage vibrant and sustainable high streets.

Residents living in eligible properties within the parking zones can apply for a limited number of vehicle specific and visitor’s parking permits on the proviso that they can submit the relevant proofs of eligibility. Details of the application process and parking permit entitlements can be accessed on the Parking Services section of the Council’s web-site at cumbria.gov.uk/parking

In 2018/19 the Service issued a total 35,928 on-street parking permits as shown in the table below compared to 30,930 in 2017/18. Schemes and the range of permits available differ across each of Cumbria’s six district areas.

Permit category	Issued 2017/18	Issued 2018/19
Resident’s permit	15,368	17,623
Visitor’s permit	11,629	12,240
Business permit	179	213
Guest house permit	86	128
Carer’s permit	186	184
Contractor’s waiver	3,482	5,540
Total	30,930	35,928

6 Transparency and accountability

Council committees

The Service reports to the Council's 6 area based local committees at least once per year. Local committees comprise of the Council's elected Members for each district area; namely Allerdale, Barrow, Carlisle, Copeland, Eden and South Lakeland. The reports provide Members with an update on the Service's activities in their respective locality including details of Penalty Charge Notices issued, 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 appraised of the activities in their respective electoral divisions which assists in providing an enhanced service and responsiveness to local communities.

Full details of committees, reports and minutes can be accessed via the Council's web-site at cumbria.gov.uk

Performance audits

In April and October 2018 the Service was audited by 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. On each occasion the overall audit rating was green, the highest possible attainable, and the reports commented that a "high level of compliance was demonstrated". The Service has been audited by the DVLA on four separate occasions since March 2017 and on each occasion a green rating has been achieved.

In addition to the regular, monthly audits within the team the Service was audited by the Council's Internal Audit Team during 2017 and 2018. The audit was conducted to provide assurance over management's arrangements for governance, risk management and internal control in relation to policies and procedures. The overall audit rating was a reasonable level of assurance which has been reported to the elected Members on the Council's Audit and Assurance Committee.

Transparency

In 2018/19 the Service received 29 separate requests for information under the Freedom of Information Act 2000 compared to 40 requests in 2017/18. 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. PATROL also host the PARC Awards (Parking Annual Report Awards by Councils).

These recognise local authorities which publish the best reports on their parking services, as part of their civil enforcement reporting. The Council has produced a Parking Services Annual Report every year since 2014/15, on returning the service in-house.

The Council was highly commended for best practice reporting in customer service at the 2018 PARC Awards. A total of eighty reports were submitted for the Awards and Cumbria County Council's was shortlisted in the last eight. Four awards were presented at a reception held at the House of Commons in London on 10 July 2018 including the one attained by the Council. The PARC Review Group commented: "Cumbria County Council is responsible for the enforcement of on-street parking places. The report highlights improvements brought to the customer experience through the council's website. On-street, Cumbria has introduced contact cards to signpost customers if they have parking queries. Mention is also made of working with the wider council customer service staff to improve awareness of parking services". The Service's success was widely featured by the national parking press and local media outlets. The Council's Parking Services Annual Report 2017/18 has been submitted for the 2019 PARC Awards.

In late 2018 the Service submitted its on-street parking permits database to the UK Government's Cabinet Office as part of the National Fraud Initiative exercise. This initiative is an exercise that matches electronic data within and between public and private sector bodies to prevent and detect fraud. The Council undertakes robust checks on entitlement prior to issuing its on-street parking permits and the results of the exercise will be a useful mechanism to test this effectiveness and deal with any individuals who may have submitted fraudulent applications.



7 Penalty Charge Notice statistics

Between 01 April 2018 and 31 March 2019 Cumbria County Council's Civil Enforcement Officers issued a total of 34,903 Penalty Charge Notices for on-street parking contraventions.

- 15,952 were issued in the higher band (£70 but reduced to £35 if paid with 14 days from the date of issue).
- 18,951 were issued in the lower band (£50 but reduced to £25 if paid within 14 days from date of issue).

Between 01 April 2018 and 31 March 2019 Cumbria County Council's Civil Enforcement Officers issued a total of 50 Penalty Charge Notices for off-street parking contraventions.

- 5 were issued in the higher band (£70 but reduced to £35 if paid with 14 days from the date of issue).
- 45 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 2017/18.

Standard Penalty Charge Notice Codes on-street – 2017/18 and 2018/19

Code	Description	Contravention Level	Issued 2017/18	Issued 2018/19
01	Parked in a restricted street during prescribed hours	Higher	9,355	8,666
02	Parked or loading / unloading in a restricted street where waiting and loading / unloading restrictions are in force	Higher	1,636	1,705
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	194	172
16	Parked in a permit space or zone without clearly displaying a valid permit	Higher	538	360
19	Parked in a residents' or shared use parking place or zone either displaying an invalid permit or voucher or pay and display ticket, or after the expiry of paid for time	Lower	47	17

Code	Description	Contravention Level	Issued 2017/18	Issued 2018/19
21	Parked wholly or partly in a suspended bay or space	Higher	1	0
22	Re-parked in the same parking place or zone within one hour after leaving	Lower	155	154
23	Parked in a parking place or area not designated for that class of vehicle	Higher	314	260
24	Not parked correctly within the markings of the bay or space	Lower	324	269
25	Parked in a loading place or bay during restricted hours without loading	Higher	2,577	2,736
27	Parked in a special enforcement area adjacent to a footway, cycle track or verge lowered to meet the level of the carriageway	Higher	175	153
30	Parked for longer than permitted	Lower	7,684	4,556
35	Parked in a disc parking place without clearly displaying a valid disc	Lower	12,198	13,955
40	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	Higher	1,310	1,160
42	Parked in a parking place designated for police vehicles	Higher	2	3
45	Stopped on a taxi rank	Higher	337	278
46	Stopped where prohibited (on a red route or clearway)	Higher	9	8
47	Stopped on a restricted bus stop or stand	Higher	186	200
48	Stopped in a restricted area outside a school, a hospital or a fire, police or ambulance station when prohibited	Higher	81	61
55	A commercial vehicle parked in a restricted street in contravention of an Overnight Waiting ban	Higher	120	97

Code	Description	Contravention Level	Issued 2017/18	Issued 2018/19
56	Parked in contravention of a commercial vehicle waiting restriction	Higher	0	5
61	A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways	Higher	1	1
62	Parked with one or more wheels on or over a footpath or any part of a road other than a carriageway	Higher	0	1
99	Stopped on a pedestrian crossing or crossing area marked by zigzags	Higher	80	86

Standard Penalty Charge Notice Codes off-street – 2017/18* and 2018/19

Code	Description	Contravention Level	Issued 2017/18	Issued 2018/19
70	Parked in a loading place or bay during restricted hours without loading	Higher	2	2
73	Parked without payment of the parking charge	Lower	1	1
81	Parked in a restricted area in a car park	Higher	0	2
82	Parked after the expiry of paid for time	Lower	10	2
83	Parked in a car park without clearly displaying a valid pay and display ticket or voucher or parking clock	Lower	57	25
86	Not parked correctly within the markings of a bay or space	Lower	24	17
87	Parked in a disabled person's parking space without clearly displaying a valid disabled person's badge	Higher	4	1

*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.

Penalty Charge Notice statistics on-street – 2017/18 and 2018/19

Code	On-street 2017/18	On-street 2018/19
Number of PCNs issued	37,324	34,903
Number of PCNs paid	29,337	27,566
Number of PCNs paid at discount rate	25,395	24,188
Number of PCNs against which an informal or formal representation was made	7,236	6,608
Number of PCNs cancelled following an informal or a formal representation	1,455	1,430
Number of PCNs written off for other reasons (e.g. CEO error or driver untraceable)	920	886
Number of vehicles immobilised	0	0
Number of vehicles removed	0	0
Number of appeals to Traffic Penalty Tribunal	66	53
Number of appeals to Traffic Penalty Tribunal allowed	19	31
Number of appeals to Traffic Penalty Tribunal refused	32	17
Number of appeals to Traffic Penalty Tribunal not contested	8	5
Number of appeals to Traffic Penalty Tribunal given consent order	7	0

Penalty Charge Notice statistics off-street – 2017/18* and 2018/19*

Code	Off-street 2017/18*	Off-street 2018/19*
Number of PCNs issued	100	50
Number of PCNs paid	62	42
Number of PCNs paid at discount rate	53	33
Number of PCNs against which an informal or formal representation was made	26	10
Number of PCNs cancelled following an informal or a formal representation	9	4
Number of PCNs written off for other reasons (e.g. CEO error or driver untraceable)	4	6
Number of vehicles immobilised	0	0
Number of vehicles removed	0	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.

8 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 – 2017/18 and 2018/19

	2017/18	2018/19
Income		
Contractor's waivers	£14,589	£27,932
Penalty Charge Notices	£1,007,539	£1,350,208
Other income	£10,933	£11,542
Total income	£1,033,115	£1,389,682
Gross expenditure		
Employees	£861,770	£1,009,405
Other	£236,164	£401,774
Total gross expenditure	£1,097,934	£1,411,179
Net expenditure	£64,819	£21,497

Off-street parking account for Cumbria County Council – 2017/18** and 2018/19**

	2017/18**	2018/19**
Income		
Pay and display	£103,143	£126,686
Penalty Charge Notices	£1,865	£1,878
Total income	£105,008	£128,564
Gross expenditure		
Employees	£2,333	£1,415
Other	£28,258	£8,329
Total gross expenditure	£30,591	£9,744
Net expenditure	(£74,417)	(£118,820)

**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.

In 2018/19 the on-street parking account outturn position showed a net expenditure of £21,497 compared to £64,819 in 2017/18. The on-street expenditure stated above includes the total cost of delivering the service including administration of the parking permit schemes. The final 2018/19 budget for Parking Services was a net expenditure of £160,182, therefore the service has come in under budget by £138,685.

Employees gross expenditure increased in 2018/19 compared to 2017/18, following the recruitment of additional Civil Enforcement Officers and Processing Team members. The increase in Penalty Charge Notice income in 2018/19 compared to 2017/18 reflects the use of enforcement agents to recover unpaid Penalty Charge Notices, which commenced April 2018.

In 2018/19 the off-street parking account outturn position showed net income of £118,820 compared to a net income of £74,417 in 2017/18. The pay and display income and the majority of the off-street parking expenditure comes within the Council's Property Team budget.

The service will continue to be reviewed with the aim to reduce expenditure further in 2019/20. The reshaping of the Service will continue exploring more cost effective ways to deliver parking enforcement and administer the various parking permit schemes.

9 Contact details

e: parking@cumbria.gov.uk

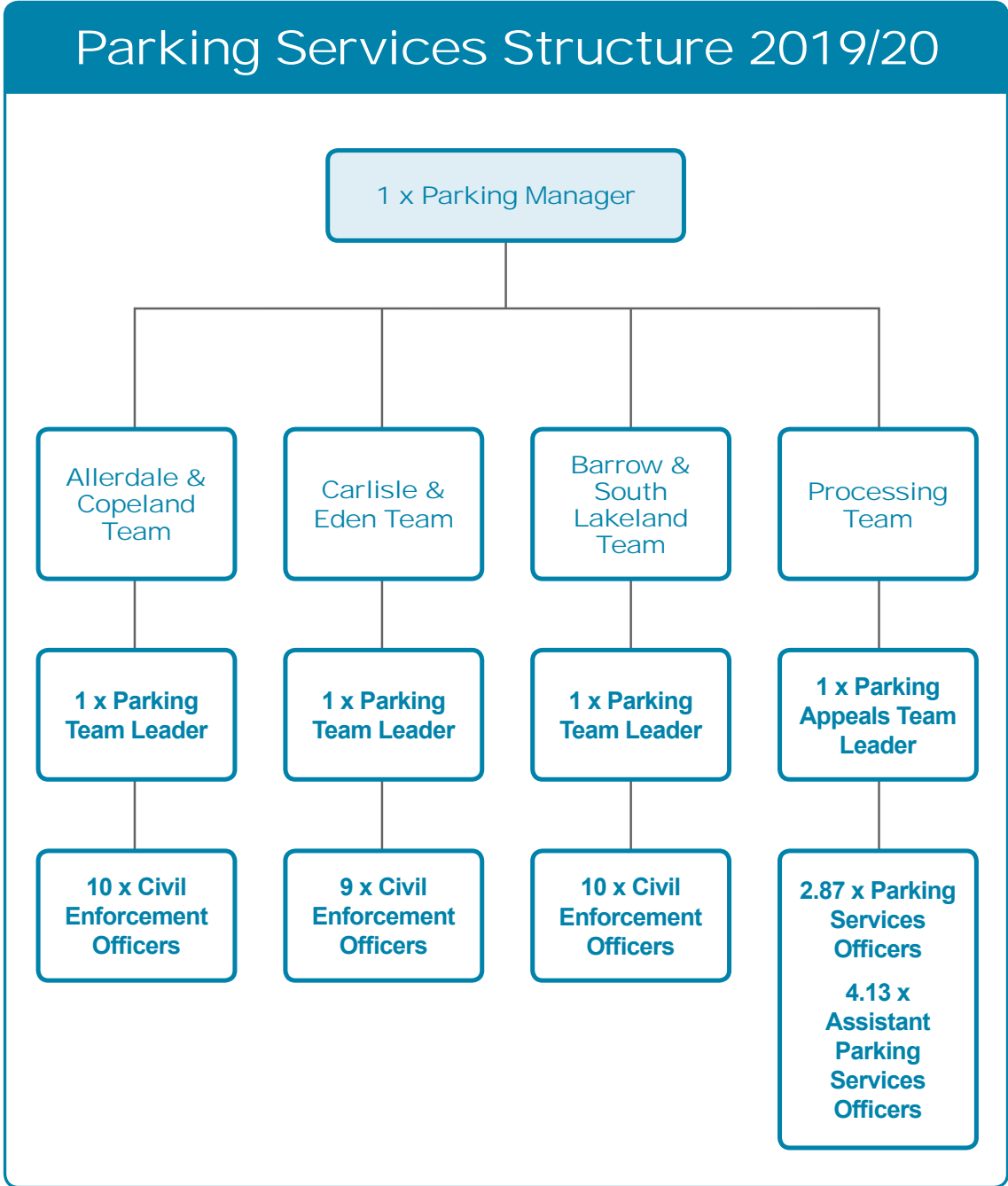
w: cumbria.gov.uk/parking

t: 0300 303 2992

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

Parking Services | Cumbria County Council
PO Box 415 | Carlisle | CA1 9GU





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 norétumėte 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