



## Civil Parking Enforcement Annual Report April 2018 to March 2019



**Feethams**  
**Pay on Foot Car Park** **P**  
24 hour CCTV Surveillance

Park wholly within a marked bay  
Do not use disabled bays without displaying a blue badge (charges apply)  
Do not use electric vehicle bays without charging the vehicle (max 3 hrs per day)  
Cars must not use specific motor cycle bays.  
Do not park in restricted areas or cause an obstruction  
Do not leave engine running when parked  
Use of car park restricted to the purpose of parking only.  
Car Park is open 24 hours and is a No Smoking area.

**KEEP ENTRY TICKET WITH YOU TO VALIDATE AT THE PAY STATION  
BEFORE LEAVING CAR PARK (EVEN WHEN NO CHARGE INCURRED)  
ONLY THE VALIDATED TICKET WILL OPERATE THE EXIT BARRIER.**

LOST TICKET (charge below): Use HELP button at the pay station and follow instructions.

**CHARGES APPLY TO ALL VEHICLES AS FOLLOWS:**

Monday - Saturday (inc bank holidays) 8am - 6pm					
Up to 1 hour	£1	Up to 5 hours	£5	Up to 9 hours	£8
Up to 2 hours	£2	Up to 6 hours	£6	Up to 10 hours	£9
Up to 3 hours	£3	Up to 7 hours	£7		
Up to 4 hours	£4				
Sunday 8am - 6pm					
Daily Ticket: £1					
Evenings 6pm - 8am					
No Charge					

## **Introduction**

1. Welcome to Darlington Borough Council's annual report on Civil Parking Enforcement (CPE) for the year 2018/19.
2. The Council understands that different groups and individuals have different parking needs and expectations, and that parking facilities must be best managed to meet those needs. Civil Parking Enforcement is a key part of the Council's approach to managing parking facilities. This report provides information about how Darlington Borough Council delivers Civil Parking Enforcement within the borough. It sets out the policy context, resources, activities and performance for the year April 2018 to March 2019 including finance (income and expenditure).

## **Civil Parking Enforcement in Darlington**

3. The Council has been operating decriminalised parking enforcement (CPE) since 31<sup>st</sup> December 2010. Our objectives for CPE are compatible with our Local Transport Plan as follows:-
  - To reduce congestion and ensure expeditious movement of all road traffic
  - To improve air quality and the local environment
  - To maximise safety and reduce accidents
  - To support economic regeneration
  - To comply with the council's Parking Management Strategy
4. CPE is a key component of effective traffic management and improving traffic flow. The integration of enforcement and parking policy provides more effective parking management, and parking provision is made more responsive to the public's needs.
5. CPE activity not only ensures the proper use of parking facilities but also addresses poor, dangerous, and obstructive parking which can pose a danger to pedestrians by blocking pavements and forcing them onto the roads, reducing visibility for other motorists and impeding traffic flow. Through CPE all residents, visitors, schools and businesses benefit from well-managed parking facilities and the control of inconsiderate and dangerous on-street parking.
6. When penalties are issued differential penalty charge levels (set nationally) are applied. A higher level of £70.00 (reduced to £35.00 if paid within 14 days) is levied for more serious parking contraventions such as no waiting/loading areas, bus stop clearways etc. A lower level of £50.00 (reduced to £25.00 if paid within 14 days) is levied for lesser contraventions such as parked after ticket expired, not displaying a valid ticket etc.
7. Some of the income from PCNs is used to finance the enforcement and adjudication systems. Any on-street surpluses (including ticket sales) are used only for the purposes set out in Section 55 (as amended) of the Road Traffic Regulations Act 1984. The Council is required to keep separate accounts of parking income from on-street and off street parking bays.

Any surplus from off street ticket sales can be used for investment in the Council's transport and environmental policies and to promote Local Transport Plan objectives.

### **Parking Initiatives, projects and Improvements**

8. The following initiatives, projects and improvements have either been started/completed or have been ongoing from the previous year:
  - Opening of Morton Palms permit car park
  - Introduction of 2hr free parking offer in council long stay car parks
  - Introduction of reduced daily parking fee at East Street Multi Storey car park from £4 to £2
  - Implementation of QE College coach parking scheme

### **Delivery Of Civil Parking Enforcement**

9. In October 2018 the in house team responsible for Civil Parking Enforcement (CPE) amalgamated with the community safety department. The new Civic Enforcement Team merged three, previously separate functions; parking, environmental crime and anti-social behavior services. Staff from these teams are now responsible for enforcing a wide range of duties which includes but not limited to parking enforcement, fly tipping, littering, dog fouling, and nuisance behavior.
10. Our Civic Enforcement Officers (CEO's) work within a stringent set of guidelines governed by the Traffic Management Act. CEOs will at the time of issuing a Penalty Charge Notice (PCN) make notes and take photographic evidence to substantiate the reason for the issue. Photographic evidence is available to both the motorist and the Council to help to determine challenges to penalties. CEOs can also wear body cameras on their person to record live footage. These cameras contribute to the CEOs health and safety wellbeing when on patrol, the footage may also be viewed by the appeal processing team in respect of representations against PCNs.
10. The CEOs who patrol and may issue parking penalties (PCNs) are deliberately placed in a separate team to the appeal processing section whose role is to objectively assess all appeals in accordance with published procedures.
11. The Council does not set PCN issue targets for our CEOs and they do not receive any financial gain based on the number of PCNs issued.
12. Members of both teams are trained in their roles and operate to a published framework which provides guidance so that each representation is considered on its own merits. These procedures are published on the Council website and can be viewed at

**<http://www.darlington.gov.uk/Transport/carparking/carparking.htm>**

## **Locations and Spaces**

13. During the year the council operated and regulated 18 pay and display off-street car parks. Car Park spaces and locations can be viewed at

**<http://www.darlington.gov.uk/Transport/carparking/carparking.htm>**

14. There are 310 on-street pay and display spaces which are restricted to a maximum stay of 2 hours with no return within an hour (with the exception of Grange Road & Northumberland Street which are 3 hours no return within an hour and the Market Area which is 30 minutes no return within an hour). These limited waiting sections are in place to support turnover for the businesses located in and around the area. The on-street pay and display areas are listed in **Appendix 1**.

15. The Council also provides six permit holder contract car parks :

- Beaumont Street West located on Beaumont Street
- Four Riggs located off Bondgate
- Winston Street West located on Winston Street
- Silver Place car park located at Central Park
- Feethams Multi Storey located on Beaumont Street
- Morton Palms located at Morton Palms Business Park

Beaumont Street West and Four Riggs are dedicated to local businesses to serve operation parking needs. Winston Street West, Silver Place & Morton Palms are rented solely to specific businesses. Feethams Multi Storey is a public car park with limited contract parking availability.

16. For all contract parking enquires contact Carolyn Pistellato, Parking Processing and Appeals Co-Ordinator 01325 405977 or email **[carparks@darlington.gov.uk](mailto:carparks@darlington.gov.uk)**

## **Crime**

17. **Appendix 2** shows the recorded levels of car crime within Darlington car parks for 2011 to 2018. There has been a significant reduction with just four reported incidents compared to 32 the previous year.

## **Disabled Parking**

18. The Council provides designated disabled spaces within 90% our car parks. Pay and display charges for disabled badge holders in council car parks were introduced January 2018. Badge holders are allowed to transfer pay and display tickets between car parks listed at the same tariff.

An equality impact assessment was carried out and measures were introduced to reduce the potential negative effects. Further information can be found at

**<https://www.darlington.gov.uk/transport-and-streets/car-parking/>**

Pay and display charges have always applied to badge holders at Feethams Multi Storey pay on exit car park from its opening date in 2016.

## **Residents Parking**

19. There are 16 Resident Permit Zones within the Borough of Darlington. Parking is restricted to permit holders 8am to 6pm Monday to Sunday. Out of the 16 zones, 12 require payment for a residents permit and 4 are designated free zones due to parking congestion being created after the construction of the college and football stadium. Permit charges are currently 12 Months £40, 6 Months £24 and 3 month (temporary permit) £12. In 18/19 the total number of resident permit spaces increased from 1586 to 1780 due to an expansion of several permit zones.
20. Trader permits were introduced in July 2014. Charges for permits are currently 12 months £150, 6 Months £90 and £50 13 week permit (for long term jobs on a single property). This year we have issued 59 permits. The permit enables tradesmen to park in some restricted parking areas when carrying out work i.e. resident permit bays. The permit does not allow parking in taxi ranks, bus stops no waiting/ loading bans and car parks.
21. Tradesmen can also purchase 24hr parking waivers if they need to park in a restricted area, the charge is £5 per 24hrs.

## **Performance**

Between 1<sup>st</sup> April 2017 and 31<sup>st</sup> March 2018 Civil Enforcement Officers issued 5504 Penalty Charge notices. This is the lowest annual issue figure since civil parking enforcement began in Darlington in 2010. The significant reduction is due to recruitment of new staff and the present CEOs who were dedicated solely to parking enforcement transitioning to a new multi-function civic enforcement officer role.

22. **Appendix 3** shows the number of penalty charge notices issued and appeals received between 1<sup>st</sup> April 2018 and 31<sup>st</sup> March 2019. This has been broken down into appeals which were allowed (cancelled, no payment) rejected (payment required) cases at TPT (Traffic Penalty Tribunal) (drivers have the option to have their appeal heard by an independent adjudicator) and penalty notices referred to a bailiff. The previous year's information is also provided as a comparison.
23. **Appendix 4** shows the income received from penalty charge notices between 1<sup>st</sup> April 2018 and 31<sup>st</sup> March 2019 which has significantly reduced from the previous year as a result of fewer penalties being issued.
24. The Traffic Management Act 2004 (part 6) requires that all income from Civil Parking Enforcement (CPE) (including Resident Permit Zones) should not exceed the cost of running the service. **Appendix 5** shows the breakdown of the Council's total expenditure on Civil Parking. **Appendix 6** shows income received. In both appendices data is provided for 2018/19 and the previous year.
25. The following parking offers were implemented on the 09/07/2018
- 2hour free parking in all long stay car parks (one ticket per vehicle per day)

The offer has increased tickets printed in the car parks by 49%. Between 17/18 we issued 127,315 (paid) tickets. In 18/19 we issued 91389 (paid) tickets and 99,503 free tickets, total 190,892.

- East Street Multi Storey car park daily ticket reduced from £4 to £2

The offer has increased occupancy by 18%. Between 17/18 we issued 51,223 tickets. In 18/19 we have issued 60,509 tickets.

### **Improving the Service**

26. We continue to learn from customer feedback, listening to local businesses and from the outcome of appeals from the Traffic Penalty Tribunal (TPT). Where the TPT has ruled against us we apply this learning to future cases e.g. where a TPT decision noted that our signage was confusing and inadequate this information was forwarded onto our transport policy team to investigate and resolve.

The newly created civic enforcement officers will continue to be trained and will work towards obtaining police accreditation which will bestow certain police powers which will enable them to deal with parking issues that currently can only be dealt with by the police i.e. obstructive parking.

### **Next Year: April 2019 to March 2020**

27. Further parking offers will be considered by the newly elected conservative cabinet in line with their manifesto pledge.
28. New pay and display machines will be installed in all council car parks (except Feethams Multi Storey)

### **All report enquires contact:**

Carolyn Pistellato, Parking Processing Co-Ordinator

Email: [carolyn.pistellato@darlington.gov.uk](mailto:carolyn.pistellato@darlington.gov.uk) Tel: 01325 405977

### **Appendix 1 – Council On Street Spaces**

<b>On Street</b>	<b>Spaces</b>	<b>On Street</b>	<b>Spaces</b>
Beaumont Street	10	Raby Street	2
Grange Road	38	Primrose St	5
East Raby Street	13	Powlett St	12
Northumberland St	14	Larchfield St	10
South Arden St	4	West Powlett St	2
Winston Street	25	Gladstone St	37
Barnard Street	11	North Lodge Tce	6
Duke Street	34	Victoria Embank	9
Napier Street	8	Victoria Road	7
Kendrew Street	7	Swan Street	5
Park Place	24	Market	14
Hargreave Terrace	13	<b>Total</b>	<b>310</b>



**Appendix 2 – Recorded Car Crime Levels**

<b>Car Park</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>
Abbotts Yard	0	0	1	0	0	0	3	1
Archer Street	0	0	1	0	2	0	1	0
Barnard Street	0	1	1	1	0	0	1	0
Beaumont Street (Feethams MSCP from 2016)	1	1	2	1	1	3	7	2
Commercial Street	2	1	0	1	0	1	4	0
Crown Street	0	0	0	0	0	0	0	0
East Street	1	0	0	1	0	0	9	0
Garden Street	1	0	0	0	0	0	0	0
Kendrew/Gladstone Street	1	2	2	1	0	1	2	1
Market Place	0	0	4	0	1	2	0	0
Park Place	0	1	5	0	0	1	3	0
St Hildas	0	0	0	0	0	0	0	0
Town Hall	0	0	0	0	0	3	2	0
<b>Total</b>	<b>6</b>	<b>6</b>	<b>16</b>	<b>5</b>	<b>4</b>	<b>11</b>	<b>32</b>	<b>4</b>

### **Appendix 3 – Penalty Charge Notices Appeals, Tribunal and Bailiff**

**Motorists have 2 opportunities' to lodge a written appeal against a PCN. Each appeal received is recorded against the PCN.**

<b>Month</b>	<b>Apr 18</b>	<b>May 18</b>	<b>Jun 18</b>	<b>Jul 18</b>	<b>Aug 18</b>	<b>Sep 18</b>	<b>Oct 18</b>	<b>Nov 18</b>	<b>Dec 18</b>	<b>Jan 19</b>	<b>Feb 19</b>	<b>Mar 19</b>	<b>Total 18/19</b>
PCNs Issued	893	626	627	584	497	376	394	319	342	225	280	341	5504
Appeals Received	305	206	182	182	154	122	155	99	68	56	61	58	1648 (29.4%)
Appeals Allowed	169	138	143	111	92	43	59	34	28	16	37	42	912 (55.34%)
Appeals Rejected	14	7	9	8	7	11	13	5	4	3	5	5	91 (5.52%)
Successful TPT Cases							1						1 (1.09%)
Unsuccessful TPT Cases								2	1				3 (3.29%)

<b>Month</b>	<b>Apr 17</b>	<b>May 17</b>	<b>Jun 17</b>	<b>Jul 17</b>	<b>Aug 17</b>	<b>Sep 17</b>	<b>Oct 17</b>	<b>Nov 17</b>	<b>Dec 17</b>	<b>Jan 18</b>	<b>Feb 18</b>	<b>Mar 18</b>	<b>Total 17/18</b>
PCNs Issued	1056	1025	902	902	901	872	867	1041	828	894	840	1092	11220
Appeals Received	394	371	328	290	310	308	333	400	281	399	316	452	4182 (37.34%)
Appeals Allowed	149	117	128	96	134	85	107	134	112	126	106	242	1410 (33.72%)
Appeals Rejected	40	30	43	14	26	36	35	30	29	43	25	41	392 (9.37%)
Successful TPT Cases							1					2	3 (0.77%)
Unsuccessful TPT Cases			1	2		1		1					5 (1.27%)

**Appendix 4 PCN Income Levels – 2017/18 and Previous Year Totals**

<b>Month</b>	<b>Income</b>
Apr 18	£22,276
May 18	£18,708
Jun 18	£17,978
Jul 18	£16,870
Aug 18	£14,783
Sep 18	£14,700
Oct 18	£16,000
Nov 18	£11,529
Dec 18	£12,387
Jan 19	£9,753
Feb 19	£10,480
Mar 19	£9,245
<b>Total</b>	<b>£175,519</b>

<b>Month</b>	<b>Income</b>
Apr 17	£22,366
May 17	£28,589
Jun 17	£25,318
Jul 17	£20,705
Aug 17	£23,761
Sep 17	£21,595
Oct 17	£23,904
Nov 17	£23,263
Dec 17	£23,143
Jan 18	£23,847
Feb 18	£22,966
Mar 18	£23,330
<b>Total</b>	<b>£282,787</b>

**Appendix 5 Expenditure – 2017/18 and Previous Year Totals**

<b>Description</b>	<b>2018/2019</b>	<b>2017/2018</b>
Car Parks Repairs/Maintenance, Highway Maintenance, Road Lighting Maintenance, Traffic Management, Bridge Maintenance	£4,331,055	£4,329,677
Salaries & other officer costs - Parking Enforcement, Parking Processing & Transport Policy (including overhead costs)	£335,242	£367,591
Legal Fees – Publications (including Traffic Regulation Orders	£25,738	£23,553
Civil Parking Enforcement – prudential borrowing	£40,600 (A)	£11,534
Feethams Multi Storey Car Park Running Costs, Building, Rates, Principal Repayments	622,894	£597,517
Other Supplies & Services e.g. telephone costs/printing/clothing machine collections / machine maintenance/equipment/stationary subscriptions/advertising, multi storey car park costs & Business car park operational costs	£121,045 (B)	£173,211
Appeal Processing Costs (DVLA, PATROL & HMCTS)	17,255	£17,829
Transport (Van Leasing/Mileage/Fuel etc)	£1,886	£5257
ICT Hardware, Software & Training, Maintenance, Equipment	£40,314	£35,788
Employee Training & Security Check	£2,895	N/A
Support Services from other departments	£106,583	£116,963
Building Costs & Security	£13,047	£14,113
Other (Provision for Bad Debt/Capital Charges, court costs recovered)	£373,370	£380,939
<b>Total</b>	<b>£6,031,924</b>	<b>£6,073,972</b>

(A) Prudential borrowing charge relates to Business car park Silver Place. Increase due to the fact not all costs had been incurred at the time of processing the first years charge

(B) Large reduction for 18/19 due in main part to a reduction in costs for equipment and equipment repair & maintenance, £41,447 less than 17/18

**Appendix 6 Income – 2017/18 and Previous Year Totals**

<b>Description</b>	<b>2018/2019</b>	<b>2017/2018</b>
Penalty Notice Payments	£175,519	£282,787
Resident Permit Payments	£55,981	£49,834
Income from Off street car parks	£1,766,182	£1,692,122
Income from On Street pay and display areas	£355,985	£387,759
Income from Contract Parking and Staff Permits	£211,494 <b>(A)</b>	£185,043
Daily/Weekly Parking Waivers for Tradesman	£9,154	£10,533
Parking Permits for Tradesman i.e. 12/6/3 months	£8,590	£5350
PCN debt recovered by bailiff enforcement	£24,695	£32,618
<b>Total</b>	<b>£2,607,600</b>	<b>£2,646,046</b>

(A) Increase due to opening of contract car park Morton Palms