



Gravesham Borough Council  
**Parking Services**  
**Annual Report 2017-18**



## Content

The Secretary of State’s Statutory Guidance to Local Authorities on the Civil Enforcement of Parking Contraventions states that local authorities should produce annual reports on their enforcement activities. It is also considered good practice to produce an annual report to offer the public information about the general parking provisions within the borough.

The 2017/18 Annual Parking report is structured as listed below:

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## 1. The Borough of Gravesham

Centrally located in the Thames Gateway, Gravesham Borough Council provides a range of services to over 95,000 people and 3,000 businesses.

The Borough of Gravesham, situated in the north west corner of Kent, covers 25,000 acres of the most varied countryside in south east England.

Bordered by the River Thames to the north, it is at the heart of Thames Gateway and has a significant role to play in the regeneration of a major government growth area.

Gravesend has a busy Town Centre and the parking provisions are mainly used by Commuters, Town Centre workers and shoppers/visitors. Gravesham is also made up of several villages the main ones being Meopham, Cobham, & Shorne. Our aim is to make driving and parking as trouble free as possible ensuring the free flow of traffic and aiding to congestion-free towns and villages.

We recognise the need to prioritise parking enforcement in areas where there is a potential danger or obstruction to road users and we also realise the importance of supplying 'fit for purpose' parking provisions together with the right restrictions is equally important to a viable enforcement strategy.

## 2. Introduction

Gravesham Borough Council has an in house parking services team who are responsible for the enforcement, and subsequent administration of parking restrictions across the Borough which is split in to two distinct areas:

- On-street (public highway)
- Off-street (council owned car parks)

Gravesham Borough Council (GBC) has been responsible for the on-street enforcement since January 2000, acting as agents for the Highway Authority, Kent County Council using the Traffic Management Act 2004 legislation.

Prior to January 2000, parking illegally was a criminal offence and therefore enforced by Traffic Wardens, employed by Kent Police. However, since the change in January 2000 parking offences become civil offences, known as decriminalisation. However the Police did retain responsibility for enforcing other parking offences (that do not fall under the Traffic Management Act 2004) the main offences are dangerous parking and obstructions. The Police are also responsible for a wide range of moving traffic offences.

New parking enforcement related legislation was introduced, within the Traffic Management Act 2004. The main changes this legislation brought were:

- Parking attendants became known as Civil Enforcement Officers (CEO's)
- Higher and lower bands of penalty charges were introduced. Higher charge for the more serious parking contraventions and a lower charge for the less serious contraventions (a list of contraventions and bands are detailed in section 5.3)
- introducing the ability to post a Penalty Charge Notice (PCN) to the registered owner or keeper of a vehicle if a CEO had been prevented from issuing it at the time, e.g. if the motorist had driven away before the CEO was able to serve the PCN to the vehicle.

More information on this legislation is available from our website at [www.gravesham.gov.uk](http://www.gravesham.gov.uk)

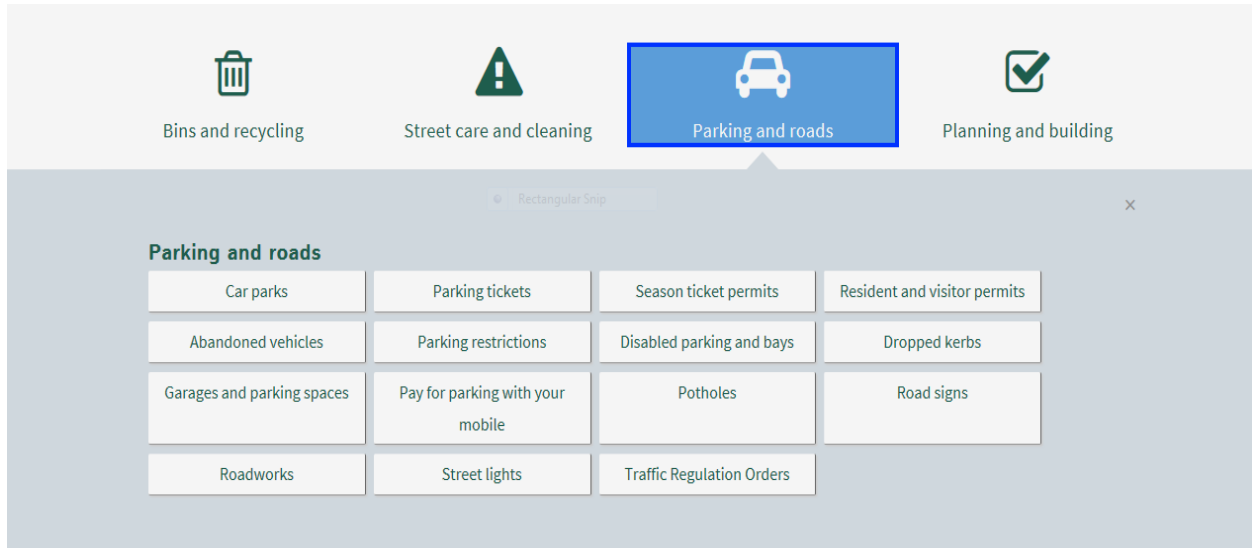
### 3. Parking Services Objectives

We aim to-

1. Maintain the free flow of traffic across the borough through enforcement of parking restrictions.
2. Effectively manage and maintain on-street and off-street parking spaces throughout the borough.
3. Ensure that there are sufficient accessible disabled bays to assist motorists that hold a blue badge.
4. Process Disabled Bay application forms efficiently and consistently so those persons with mobility issues can apply and if accepted have a disabled bay in the close proximity to their property.
5. Working with the Highway Authority (Kent County Council), ensure loading bays are effectively managed so vehicles are able to load and unload in the close proximity of where they are delivering to.
6. Working with the Highway Authority (Kent County Council), ensure that bus stops are located in the most convenient locations and are enforced efficiently.
7. Maintain the residents parking and controlled parking zone schemes, including the back office management of the permits.
8. Ensure all appeals are processed with a fair and consistent approach and responses are sent in a timely manner. Ensure every case is dealt with on its own merits whilst following the guidelines set out for cancellations.
9. Effectively manage the Notice processing function and ensure that all correspondence is sent as per the legislation time frames.
10. Regularly inspect our car parks to ensure that all signs & lines are in place and any potential defects that could cause injury are repaired immediately.
11. Maintain the on-street parking signs and lines and repaint or replace any missing signs/lines.
12. Ensure that pay & display machines are maintained and any faults are dealt with urgently.

## 4. www.gravesham.gov.uk

Gravesham Borough Council's dedicated parking website promotes self-service and is the easiest and quickest way for motorists to find out where they can park in the borough and what the tariffs are, apply for a permit or waiver, obtain general parking information, pay or appeal a Penalty Charge Notice and check the map based Traffic Regulation Order to see what restrictions are located in a certain street. The website also provides useful links to Kent County Councils website to report on street defects.

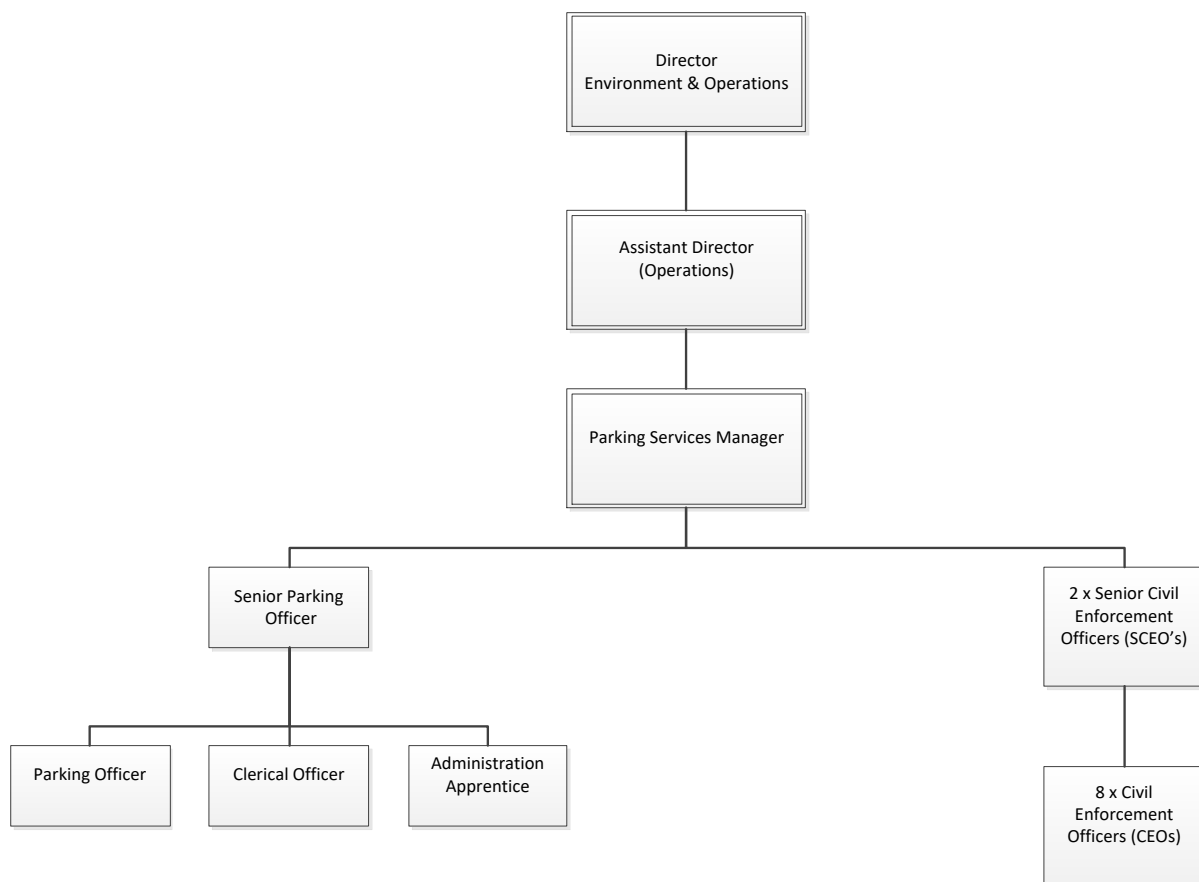


## 5. Parking Services

Parking Services is within the Environment & Operations directorate and is based between the Civic Centre and the Brookvale Depot. The service is split in to two teams; enforcement and administration and is made up of 15 full time posts.

The administration team operates Monday to Friday, 9am to 5pm, and manages all correspondence relating to a penalty charge notices (PCN's), on and off street parking permits and the debt recovery process. This team is managed by the Senior Parking Officer and has three members of staff; a Parking Officer, a Clerical Assistant and an Administration Apprentice.

Below is the current staffing structure of the service:



## 5.1 – Civil Enforcement Officers (CEO's)

Enforcement is conducted both on street and in council owned car parks by in-house members of staff. Civil Enforcement Officers (CEO's) are fully trained and either hold:

1. City and Guilds Roles and responsibilities of a Civil Enforcement officer
2. WAMITAB Level 2 Award for Parking enforcement Officers

Our CEO's are salaried and are not part of any incentive scheme on the number of tickets they issue, they are not paid any commission and are not paid based on the number of Penalty Charge Notices they issue. They are also not set targets on the number of tickets they are required to issue in a working day/week. CEO's are deployed with the aim of ensuring the free flow of traffic is maintained. CEO's act as ambassadors by providing help to the public and they often offer directions or assist the public with local knowledge of the area. They also act as the council's 'eyes and ears' and report on-street defects or issues such as faulty street lights, abandoned vehicles and graffiti.

Enforcement operates over seven days a week, including evenings, over various shifts. The Borough is split into five enforcement areas, including a mobile patrol for rural areas. GBC employs eight full time CEO's and two full time Senior Civil Enforcement Officers (SCEO's) who manage this part of the operation.

CEO's issue Penalty Charge Notices (PCN's) using smart phone technology to input all of the evidence necessary to issue a PCN including taking photographs of the vehicle. CEO's also wear body worn CCTV video cameras which assist in the evidence gathering but also to act as a deterrent against verbal and physical abuse against them.

## 5.2 – Penalty Charge Notices and Contravention Codes

Penalty Charge Notices (PCN's) are issued when a vehicle is parked whilst contravening a parking restriction. PCN's are either a higher level or lower level depending upon the seriousness of the contravention; which is set out by the Traffic Management Act 2004. Higher level PCN's for more serious breaches are £70 and are issued for more serious contraventions such as parking on double yellow lines. Lower level PCN's are £50 and are issued for less serious breaches such as parked with an expired pay & display ticket. Both levels can be paid at a 50% discount if the payment is received within 14 days of the PCN being issued.

Road markings and nearby signs will explain the parking restrictions within a road. Tariff boards located within the off street car parks will explain where and how you can park. If motorists park contravening the restrictions they may receive a PCN. Please ensure you check the signs and lines prior to leaving your vehicle. For on-street restrictions you can refer to our online map based Traffic Regulation Order

<https://www.gravesham.gov.uk/home/parking-and-roads/traffic-regulation-orders/overview>

Please see item 8 for more information on Map Based Traffic Regulation Order.

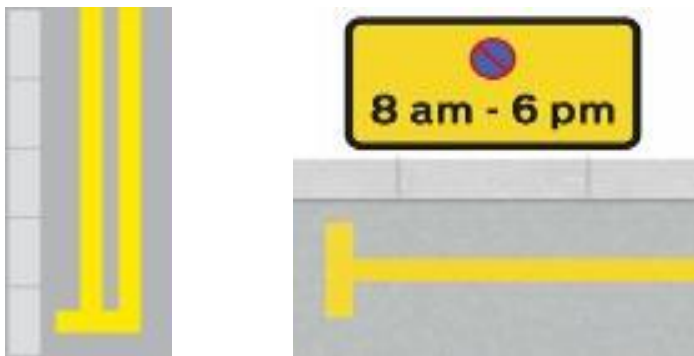


## 5.3 – On-Street Restrictions

Below are the various restrictions that Gravesham Borough Council’s Civil Enforcement Officers are responsible for enforcing, including the cost of a PCN (higher or lower charge) and what signs/lines you will see to indicate there is a restriction in place.

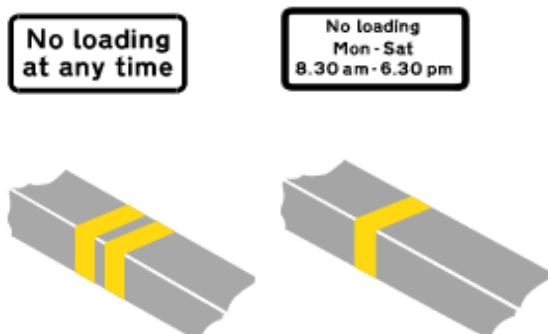
### 5.3.1 – Yellow line restrictions

A PCN may be issued if a vehicle is seen to be parked in a restricted street during prescribed hours. Single and double yellow lines are in place for safety reasons where parking would cause an obstruction and a disruption to traffic. Disabled badge holders are allowed to park on a single or double yellow line for 3 hours as long as the badge is displayed correctly. Double yellow lines are enforced 24/7 so do not need a sign. Single yellow lines are restricted at certain times and days and these are indicated on a nearby sign. **Higher Charge £70, £35 if paid within 14 days**



### 5.3.2 – Loading prohibition

Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force. The restriction is shown by yellow lines on the road and markings (blips) on the kerb. Disabled badge holders are not permitted to park on a loading ban restriction. Double kerb marking indicates no loading or unloading at any time. Single kerb markings indicate no loading or unloading at the times shown. Signs will be in place at the restrictions. **Higher charge £70, £35 if paid within 14 days**



### 5.3.3 – On-Street pay and display areas

We provide several on street pay and display areas in and around Gravesend Town Centre, some are shared use with residents permit areas (please see 5.3.5) and some are pay & display only. Signs will be on street to indicate the times of restriction and the pay and display machine will show the tariffs and conditions that apply. Disabled badge holders are exempt from the parking charge as long as the disabled badge is displayed and there are no time limits for badge holders. **Lower charge £50, £25 if paid within 14 days**



### 5.3.4 – Controlled Parking Zones (CPZ)

CPZ's are a short term parking control that is restricted for certain hours of the day only and are used in urban areas to prevent all day parking by commuters.

CPZ's are mainly in operation in Gravesend Town Centre but are also in place in Meopham, Northfleet and Higham. CPZs are marked by a single yellow line within the affected area and signs are in place at each entry to the zone informing motorists of the times the restriction applies, zone end signs are placed at the end of the CPZ area. Separate signs throughout the zone are not required.

The CPZ restriction times are different in each zone. Residents within CPZs are permitted to apply for waiver permits for themselves and visitors vehicles. Waiver permits are only valid on the CPZ restriction and are not valid on other restrictions within the zone, such as double yellow lines and timed bay restrictions.

Vehicles that are not displaying a valid waiver permit or visitor waiver permit and are parked in the CPZ during the restriction may receive a PCN. **Higher charge £70, £35 if paid within 14 days**

If you would like to know the times that a CPZ restriction applies, please use our street name search on our website <https://www.gravesham.gov.uk/home/parking-and-roads/resident-and-visitor-permits/overview>

Please note that the search will only show streets where a CPZ is in place.



### 5.3.5 – Resident Parking Schemes

Residents parking schemes provide a long term restriction to prioritise parking for residents. They are mainly based in and around town centres & visitor attractions to deter shoppers & visitors from parking all day in residential streets.

Gravesham Borough Council provides seven residents parking schemes in the borough. Zones A, B, C, D, F, G, and H. Restrictions vary from road to road during the day, for example pay & display parking or time limited free parking, although most share a similar resident permit holders only restriction between 6.30pm through to 8am, seven days a week.

Residents can apply for resident and visitor permits. Permits are only valid on the marked zone bays and are not valid on other restrictions in the zones, such as single and double yellow lines. If parked in a resident or shared use parking place without clearly displaying either a valid permit or visitor permit or a pay & display ticket (shared use only) a PCN may be issued. Signs on street will show when the restrictions are in force and the conditions of the parking restrictions.

If you would like to know the restrictions that apply in a particular street within our residents parking scheme, please use our street name search on the website - <https://www.gravesham.gov.uk/home/parking-and-roads/resident-and-visitor-permits/overview> Please note that the search will only show streets where a Residential Parking Scheme is in place. **Higher charge £70, £35 if paid within 14 days**



### 5.3.6 – Pedestrian Areas

A pedestrian area is in place throughout the main Town Centre in New Road, High Street, King Street and part of Windmill Street for the safety of pedestrians during the core hours. The restriction does not require any road markings and is signposted at each entry point to the zone and at intermittent points throughout the zone.

No parking is permitted at any time, and between 10am to 6pm no vehicles are permitted. During these times, the gates to the zone are closed. Between 6pm through to 10am, the gates are open and this is for drive through access only and no parking is permitted unless the vehicles are loading or unloading. Disabled badge holders are permitted to park for 3 hours between 6pm to 10am but not between 10am to 6pm. **Higher charge £70, £35 if paid within 14 days**

#### Repeater Sign



#### Entrance Signs



### 5.3.7 – Loading Bays

Shown by a white marked bay along with lettering on the road. There will also be a sign to indicate the times the loading bay applies. If a sign does not detail any timings, this indicates that the loading bay applies 24 hours a day, seven days a week.

Some of our loading bays become Taxi Ranks overnight. Signs next to the bay will show this.

Loading bays are for goods vehicles only. A 'goods vehicle' is a motor vehicle or trailer constructed for the carriage of goods or haulage. **Higher Charge £70, £35 if paid within 14 days**



### 5.3.8 – Disabled Bays

Disabled bays can be identified by the below sign and a white bay with 'Disabled' painted on the road. It is a requirement to display a valid blue badge at all times whilst parked in a disabled bay. There is no time constraint on how long a vehicle displaying a valid badge can park.

Please visit our website for more information on disabled parking bays

[www.gravesham.gov.uk/home/parking-and-roads/disabled-parking-and-bays/overview](http://www.gravesham.gov.uk/home/parking-and-roads/disabled-parking-and-bays/overview)

Any vehicle parked in the bay without a valid blue badge can be issued with a PCN. **Higher charge £70, £35 if paid within 14 days**



### 5.3.9 – Clearways

Clearways in the borough are a 24 hour restriction which means no stopping at any time, not even to drop off or pick up passengers. The 24 hour restriction does not need to have any road markings but the below signs are located at the entrance and exit to the Clearway and repeater signs are placed at intervals along the carriageway. No parking is permitted at any time in a clearway. The only Clearway restriction in the borough is on Thames Way. **Higher Charge £70, £35 if paid within 14 days**



### 5.3.10 – Pedestrian Dropped Kerbs

Gravesham Borough Council recognises the inconvenience caused to pedestrians when a vehicle is parked across a dropped kerb with tactile paving. Parking in this manner can cause dangers to all pedestrians but especially, wheel chair users, people pushing prams and the elderly. There are no exemptions from parking across a dropped kerb. There are no signs or lines needed to enforce this restriction. **Higher charge £70, £35 if paid within 14 days**



### 5.3.11 – Parked 50cm from the kerb

This contravention is designed to stop double parking by making it an offense to park 50cm or more from the kerb. Double parking in the road has implications to the free flow of traffic, can cause obstructions to other road users including the emergency services and it also makes it more difficult for pedestrians to cross the road. There are no signs or lines needed for this contravention. **Higher contravention £70, £35 if paid within 14 days**

### 5.3.12 – School Zig Zag Markings

Yellow School keep clear markings are provided outside schools to ensure that children and parents can see clearly when crossing the road. You should not stop on a zig zag, not even to drop off or pick up children. Adjacent to the zig zag markings there will be a sign informing motorists of the restricted times.

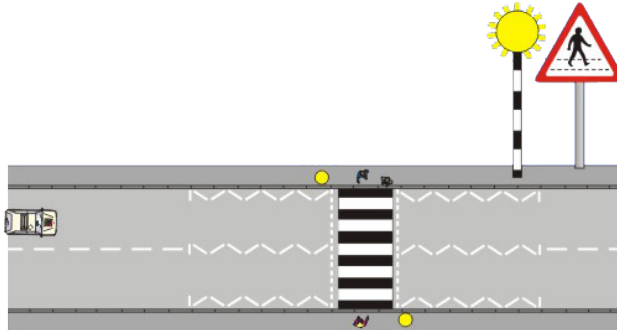
Gravesham Borough Council understands the importance of enforcing restrictions around schools to help keep the restrictions clear. We patrol various schools each day but due to staff resources and the amount of schools in the borough (many with parking related issues) it is not possible to have officers enforcing all schools daily. If vehicles are parked on a school 'keep clear' a PCN will be issued. **Higher Charge £70, £35 if paid within 14 days**



We also work with Kent County Council to promote safer schools campaigns and have produced an educational assembly where a Senior Civil Enforcement Officer attends schools to explain to the pupils the dangers it causes when parents park on the restrictions at schools. The assembly talk also offers advice and guidance on how to travel to and from school safely. It is a fun and interactive assembly presentation which has gained positive feedback from Teachers, school staff and pupils.

### 5.3.13 – Pedestrian Crossings

Are enforceable 24 hours a day, seven days a week. The restriction is marked by white zig-zag lines leading up to the crossing area. Parking on the footpath/verge behind the crossing is also prohibited, the restriction is in place to ensure clear view for pedestrians using the crossing, as well as motorists approaching the crossing. **Higher charge £75, £35 if paid within 14 days**



### 5.3.14 – Taxi Ranks

Are marked by a yellow bay with the word 'TAXI' written adjacent to the bay on the road. A sign will indicate the times the taxi rank applies. If a sign does not detail any times, this indicates that the taxi rank applies 24 hours a day, 7 days a week. Taxi Ranks are provided to enable hackney carriages to wait for customers. Non-Hackney Carriage vehicles should not park in the Taxi Rank and taxis should not be left unattended. **Higher Charge £70, £35 if paid within 14 days.**



### 5.3.15 – Bus Stops

Are for buses only and no other vehicles are permitted to park at any time. The bay will be marked on the road in yellow and a sign will be displayed showing the time the bus stop restrictions is in place. The sign will say 'No stopping at any time' if it is a 24 hour, 7 day a week restriction. **Higher Charge £70, £35 if paid within 14 days.**



### 5.3.16 – Footway or verge parking

This restriction does not require line markings, but signs are located within the affected area. Outside of London, parking on the verge / footway is only enforceable if a verge / footway restriction is in place.

It is important to think of the safety of not only drivers, but also pedestrians when parking. Whilst you may think you are doing vehicles a favour by parking on the footpath, you may be restricting access for pedestrians, and in particular wheelchair and push chair users.



We are also able to enforce pavement parking where there are single or double yellow lines located in the road as these restrictions cover the footway as well as the road. We cannot enforce footway or verge parking if there isn't a ban in place or yellow lines in the road. **Higher Charge £70, £35 if paid within 14 days.**



### 5.3.17 – Limited Waiting parking

Normally located outside business premises and shops to allow for customers to park and ensure the turnaround of free spaces. The Limited waiting bays have white markings and an adjacent sign show the maximum amount of time you can park. The sign will also include a No Return Time. **Lower Charge £50, £25 if paid within 14 days.**



### 5.4 Off street (car parks) restrictions

Code	Charge	Description – Off Street
80	£50/£25	To be used when a car is parked longer than permitted.
81	£70/£35	To be used if a vehicle is parked in a restricted area of a car park (this will be indicated by yellow hatched markings)
82	£50/£25	To be used when a vehicle is parked in a car park with an expired pay & display ticket on display
83	£50/£25	To be used when a vehicle is parked in a car park without displaying a valid pay & display ticket
86	£50/£25	To be used when a vehicle is parked in a car park but not fully within a marked bay
87	£70/£35	To be used when a vehicle is parked in a disabled bay in a car park without displaying valid disabled badges
91	£70/£35	To be used for when a vehicle is parked in a car park or area not designated for that class of vehicle
92	£70/£35	To be used if a vehicle is parked in a car park causing an obstruction e.g. in the middle of a road way

## 6. Penalty Charge Notice data and statistics

Each local authority has a duty to supply figures to various Government departments on the levels of PCN's that the authority has issued in a year. The Department for Transport requires a breakdown on the number of on and off street PCN's issued. Questions around PCN issue levels is a frequently asked Freedom of Information request. The below table shows, how many PCN's have been issued and the break down between on and off street as well as the split between higher and lower level PCN's.

PCN's Issued	On Street		Off Street		Total
	Higher Level	Lower Level	Higher Level	Lower Level	
2015/16	11,988	992	515	2,802	<b>16,297</b>
2016/17	11,168	893	603	1,716	<b>14,380</b>
2017/18	13,360	1,013	143	2,821	<b>17,337</b>

## 6.1 Appealing a PCN

If a motorist has been issued with a PCN which they feel they should not have received they have the right to appeal the ticket. Appeals can be made in writing to our postal address, via email [parking.office@gravesham.gov.uk](mailto:parking.office@gravesham.gov.uk) or online at <https://www.gravesham.gov.uk/home/parking-and-roads/parking-tickets/overview> the website also has useful information about the appeals process and you can view the evidence and photographs of the PCN. The website is also the quickest and easiest way to submit an appeal.

There are 3 stages to the appeals process:

1. Stage 1 – Challenge (informal appeal). GBC has a legal obligation to consider all informal challenges received. If an informal challenge is received within 14 days of the PCN being issued the ticket will go on hold until a decision letter is sent. If the challenge is accepted the PCN will be cancelled. If the challenge is rejected a letter explaining the decision will be sent, it will also offer a further 14 days (from the date of the letter) for the motorist to pay at the reduced amount. If the appeal was received after 14 days of the PCN being issued and the challenge is rejected the full charge of the PCN will still stand.
2. Stage 2 – Representation (formal appeal) – Under the Traffic Management Act 2004 representations can only be made upon receipt of a Notice to Owner. The Notice to Owner will be sent to the registered keeper 28 days after the PCN was issued. The registered keeper has 28 days from the date of the Notice to Owner to submit their representations. The council has a legal obligation to respond to respond within 56 days of receiving the representation (GBC aims to respond within 5 workings days). If the representation is accepted the fine will be cancelled and no payment will be outstanding. If the appeal is rejected a letter will be sent explaining our reasons and the registered keeper will be liable to pay the PCN at the full rate. The letter will also outline how the registered keeper can appeal to the Traffic Penalty Tribunal (see overleaf for more information on the Tribunal Service). The below table shows how many Challenges and Representation GBC has received and the outcome of these appeals.

Year	Number of Challenges Accepted	Number of Challenges Rejected	Total received	% accepted	% rejected	Number of Reps Accepted	Number of Reps Rejected	Total representations received	% Accepted	% Rejected
2015/16	1,251	1,216	2,467	51%	49%	250	246	496	50%	50%
2016/17	818	969	1,787	46%	54%	191	273	464	41%	59%
2017/18	1,016	1,007	2,023	50%	50%	144	193	337	43%	57%

3. Appealing to the Traffic Penalty Tribunal (TPT) – The Traffic Penalty Tribunal is an independent body. Adjudicators are individually appointed legal persons who review evidence for appeals against PCN’s. The decision of the adjudicator is binding on both the Council and the appellant. An appeal to the tribunal is the final stage in the challenge process. So you can appeal to TPT only when you have gone all the way through the challenge process (stages 1 & 2 above) and have had a formal Notice of Rejection of Representations. If a tribunal appeal is submitted the Council has a choice to contest the appeal (so the adjudicator makes the final decision) or to ‘No Contest’ the appeal which means the PCN is cancelled and the adjudicator will not have to make a decision.

The below table shows how many Traffic Penalty Appeals have been submitted by appellants and the outcome of the appeals:

Year	Number of PCN’s issued	Number of appeals received (percentage of PCN’s issued)	Number accepted by the adjudicator	Number rejected by the adjudicator	Number ‘Not Contested’ by the Council
2015/16	16,297	19 (0.12%)	6	5	8
2016/17	14,380	19 (0.13%)	7	5	7
2017/18	17,337	15 (0.09%)	3	10	2

Further information concerning the Traffic Penalty Tribunal can be found on the tribunals website: [www.trafficpenaltytribunal.gov.uk](http://www.trafficpenaltytribunal.gov.uk)

## 6.2 Paying a PCN

PCN’s can be paid either online, which is the quickest and easiest way to make payment, by phone, by post or in person at the Civic Centre, Gravesend. Once the payment has been made liability has been accepted by the motorist for the penalty charge and therefore the right to make a challenge or representation is lost. Therefore, we suggest you look at the evidence first and read our ‘Reasons we’ll reject an appeal’ page <https://www.gravesham.gov.uk/home/parking-and-roads/parking-tickets/overview> before deciding whether to appeal the PCN or pay the PCN.

## 7. Enforcement Agents

If a PCN remains unpaid after the Council has issued the necessary notices a Warrant may be issued to an Enforcement Agent (formally known as bailiff) to recover the debt. In April 2014 Parliament introduced new legislative arrangements for enforcement agents. One of the main changes was simplifying the fees payable and setting out the costs that are incurred at each stage of recovery. The below table specifies the stages and fees that will be added by the enforcement agent (in addition to the outstanding PCN debt)

Stage	Fee	Processes of stage
Compliance stage	£75	Writing to you about your debt
Enforcement Stage	£235	An enforcement Agent visiting your home
Sale/disposal stage	£110	Taking and selling your belongings

Passing the debt to an Enforcement Agent is always a last resort for GBC and we would advise that if you are struggling to pay the PCN please speak to an officer from the Parking Services Department who will offer advice and in some cases may put measures in place to assist with the payment i.e. setting up an instalment arrangement.

## 8. Traffic Regulation Orders (TRO's)

A Traffic Regulation Order (TRO) is a legal document that allows us to regulate the parking controls in the borough. A TRO includes a lot of information, including but not limited to, the type of restrictions that are in place, the times they apply, if any exemptions are available (for example, parking permits) and if so, who can apply.

GBC recently consolidated our on-street traffic regulations orders into one order. During this process we moved from a 'text based' TRO to a 'map based' TRO which makes it easier for the public to access and view online. The Map based TRO is very clear and straight forward to understand, whereas the text based TRO was a large document that was difficult to understand given the jargon and terminology.

Gravesham Traffweb is our new online service that allows you to view our map-based TRO so you can check exactly where parking restrictions are located and see what type of parking restrictions are in place in the borough.

Please view Traffweb on <http://www.graveshamtraffweb.co.uk/>

We also have an off-street Traffic Regulation Order. This is still a text based TRO and outline the tariffs and terms of conditions of usage within our off-street car parks. The on-street TRO and off-street TRO are best kept as separate Orders and the off-street Order is better suited to a text based Order so there are not currently plans to move the off-street Order to map-based..

## 9. Blue Badges & on street disabled bays

The Blue Badge Scheme is a national arrangement of parking concessions for people with disabilities who travel as drivers or passengers. The scheme allows badge holders to park nearer to their destination.

The national concessions only apply to on street parking but locally GBC allows blue badge holders to park free of charge without time limit in all of our off street car parks whether parked in a disabled bay or not.

For more information on the concessions of a blue badge please see <https://www.gov.uk/government/publications/the-blue-badge-scheme-rights-and-responsibilities-in-england/the-blue-badge-scheme-rights-and-responsibilities-in-england>

For information on applying for a blue badge please visit Kent County Councils website <https://www.kent.gov.uk/social-care-and-health/care-and-support/disability/apply-for-a-blue-badge#tab-1>

If you have difficulties walking and you need to park as close to your property as possible, you can apply to GBC for a residential Disabled Parking Bay to be marked on the road. Currently there is no charge for this service.

Each case is looked at on its own merits. Here are some things we will consider as part of your application:

- You have a disability which prevents you from walking between your house and the nearest available parking space unaided
- You are the driver, or you are driven by a person living at the same address as you
- You hold a current and valid Disabled Blue Badge
- You have no allocated or off road parking which you can readily access
- There are no physical constraints on safe parking in the road

You'll also need to provide us with a photocopy of your disabled badge and proof that you get the Higher Rate Disability Allowance.

Please see our website for more information <https://www.gravesham.gov.uk/home/parking-and-roads/disabled-parking-and-bays/apply-for-a-disabled-bay>

## 10. Residents Schemes and Controlled Parking Zones (CPZ)

### Resident Schemes

There are six residents' schemes in operation within Gravesham. Residents parking schemes provide a long term restriction to prioritise parking for residents. They are mainly based in and around town centres & visitor attractions to deter shoppers & visitors from parking all day in residential streets. Resident parking schemes have been introduced (after consultation with residents) to ensure preferential parking for residents but also allowing all users time limited or pay & display parking. This promotes a turnover of vehicles and frees up kerb space for residents so they are more likely able to find a space near their property. Residents can apply for a permit to exempt them from the time restriction or pay & display parking and providing they are eligible and submit the necessary proof of residency documents a permit will be issued at a cost of £40 per year.

### Controlled Parking Zone (CPZ)

There are seven CPZ areas in the borough:

- Town Centre
- Higham
- Meopham
- Northfleet
- Sole Street
- St James Avenue
- Wingfield Road

CPZ's are a short term parking control that is restricted for certain hours of the day only and are used in urban areas to prevent all day parking by commuters, workers and shoppers.

In Gravesham the CPZ control is between 30 minutes and 1 hour of no parking at various times (depending on which scheme). Residents are exempt from the restriction if they are displaying a valid waiver permit in their vehicle. Residents can apply for a waiver permit and providing they are eligible and submit the necessary proof of residency documents a permit will be issued at a cost of £15 per year.

### Resident Permits and CPZ Waiver Permits Issued

The below table shows the number of CPZ waiver Permits & Residents permits that are issued per annum by the Parking Services department.

Year	CPZ Waiver Permit	Residents Permits	Total
2015/16	1,106	1,480	2,586
2016/17	786	1,901	2,687
2017/18	1,166	1,784	2,950

For more information on CPZ's or residents schemes, please see <https://www.gravesham.gov.uk/home/parking-and-roads/resident-and-visitor-permits/overview>

## 11. On-Street Pay & Display areas

Gravesham Borough Council introduced on-street pay and display in and around the Gravesend Town Centre to provide alternative short term parking for shoppers and visitors to the town and to encourage motorists that require longer stays to use the off street car parks and therefore reducing road congestion and ensuring the turnover of vehicles.

The pay & display areas are a mixture of:

- Pay & display only – Monday to Saturday 8am – 6.30pm. Maximum stay is for 2 hours, with no return for 1 hour
- Shared Residents & pay & display – Monday to Saturday 8am – 6.30pm. Maximum stay is 2 hours, with no return for 1 hour. Residents displaying a valid permit would be exempt from payment.

The current tariffs for our on –street pay & display areas:

Time	Charge
15 minutes	20p
30 minutes	30p
45 minutes	40p
1 hour	50p
1 hour 15 minutes	60p
1 hour 30 minutes	80p
1 hour 45 minutes	90p
2 hours	£1

21 Pay and display machines are in operation for use in the on-street pay & display areas, which are cash only machines. The machines can take coins from 5p - £2, the machines do not take notes nor can you use a debit/credit card in the machine. Pay by Phone is in operation in all on street pay & display areas (for more information on pay by phone see item 13)



## 12. Pay & Display Car Parks

The council manages and maintains nine car parks in Gravesend. Eight of these car parks are pay & display, where charges apply Monday – Saturday 8am – 6pm (including bank holidays).

Lord Street car park is a permit holders only car park.

The car park tariffs are designed to promote longer stays than On-Street parking to help ease congestion in residential roads in the town. We have also introduced parking concessions to incentivise visitors to the town centre and shopping locally. Car park users can park for free on a Sunday and also get up to 2 hours free parking on Saturdays. Tariffs are reviewed annually and any changes would be advertised in the local paper and notices placed within the car park.

There are also several free car parks in the Borough including Echo Square, The Hill & May Avenue which we are responsible for.

For more information on the car parks <https://www.gravesham.gov.uk/home/parking-and-roads/car-parks/overview>

The below table shows pay & display car parks the council are responsible for and how many spaces are available.

Car Park	Number of Spaces	Number of disabled Spaces	Total	Long Stay/Short Stay
Parrock Street	648	16	664	Short Stay
Rathmore Road	58	6	64	Short Stay
Gurdwara	231	0	231	Long Stay
Ordnance Road	29	0	29	Long Stay
Milton Place	148	7	155	Long Stay
Market Square	123	6	129	Short Stay
Horn Yard	88	4	92	Short Stay
West Street	76	4	80	Short Stay

## 12.1 Tariffs

There are two tariff types in operation within the car parks:

<p><b>Long Stay</b></p> <p>Gurdwara Ordnance Road Milton Place*</p>	<p><b>Monday to Friday - 8am to 6pm (including Bank Holidays)</b>                  Up to 1 hour £1.10                  Up to 2 hours £1.60                  Up to 3 hours £2.30                  Up to 4 hours £3.30                  Over 4 hours (max 24 hours) £4.30  <b>Saturday - 8am to 6pm</b>                  First two hours (applies once per vehicle)                  FREE                  Additional 1 hour £1.10                  Additional 2 hours £1.60                  Over 4 hours (max 24 hours) £4.30  <b>Sunday – All Day FREE</b></p>
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<p><b>Short Stay</b></p> <p>Parrock Street* Rathmore Road* Market Square Horn Yard West Street</p>	<p><b>Monday to Friday - 8am to 6pm (including Bank Holidays)</b>                  Up to 1 hour £1.10                  Up to 2 hours £1.60                  Up to 3 hours £2.30                  Up to 4 hours £3.30                  Over 4 hours (max 24 hours) £6.80  <b>Saturday - 8am to 6pm</b>                  First two hours (applies once per vehicle)                  FREE                  Additional 1 hour £1.10                  Additional 2 hours £1.60                  Over 4 hours (max 24 hours) £6.80  <b>Sunday – All Day FREE</b></p>
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\* Park Mark award – see page 27, item 14

## 12.2 Season Permits & Town Centre Worker Permits

### Season Permits

If you use any of our car parks in Gravesend on a regular basis, you could save up to 20% by getting a season permit for that car park rather than purchasing daily pay & display tickets:

	Charge based on 230 days usage a year no discount	One month charge – 5% discount	Three month charge – 10% discount	Six month charge – 15% discount	1 Year charge – 20% discount
Long Stay	£989	£78	£223	£420	£791
Short Stay	£1,564	£124	£352	£665	£1,251

### Town Centre Worker Permits

If you work in Gravesend Town Centre, you can apply for a Town Centre Worker (TCW) Permit which allows you to park in Gravesend at a cheaper rate. Applications forms need to be submitted with proof of employment and vehicle ownership.

We have two schemes:

#### Scheme 1 - Milton Place, Ordnance Road and Gurdwara Car Parks

This is for use in Milton Place, Ordnance Road and Gurdwara Car Parks. In this scheme you apply for a free permit and you then purchase Pay and Display tickets from the machines every day you want to park. The Pay and Display tickets cost £1.15 for five hours parking and £2.15 for 10 hours. You then have to display both the permit and Pay and Display ticket in/on your windscreen or dashboard.

#### Scheme 2 - Lord Street Temporary Car Park

This is for use in the Lord Street Temporary Car Park. In this scheme you apply for a season permit, which is £40 per month. It's 50% off the standard fee of £80 per month. Permits must be paid for in advance and can be issued for up to six months. Lord Street car park has 220 spaces and is currently running at full capacity so there is a waiting list for new applicants.

### Total Permits Issued

The table below shows how many Season Permits, TCW permits & Lord Street permits have been issued per year:

Year	Season Permits	TCW Permits	Lord Street	Total
2015/16	288	577	1,025	1,890
2016/17	175	453	1,089	1,717
2017/18	347	434	995	1,776

For more information on season permits and TCW permits

<https://www.gravesham.gov.uk/home/parking-and-roads/season-ticket-permits/overview>

## 13. ParkMobile



All of the On Street pay & display areas and Off Street pay & display car parks have Parkmobile in operation.

The cashless service is provided by an external supplier, Parkmobile enables motorists to pay for parking on a debit or credit card on their smartphone, via the App, Online or by calling Parkmobile.

Signs are located in all of our pay & display areas with directions of use, telephone numbers and unique 4 digit 'location code' that needs to be entered when purchasing parking time.

The first time you use Parkmobile you need to register your vehicle registration and payment card details. Once registered Parkmobile is very convenient and an easy way to pay for parking especially when you do not have change for the pay & display machine.

## 14. Safer Parking Awards



This is an award scheme known as Park Mark® run by the British Parking Association (BPA) with the support of the Association of Chief Police Officers (ACPO). The award is given to those car parks that have a low crime rate and which demonstrate good management practices. Currently, Parrock Street, Rathmore Road and Milton Place are part of this scheme and were awarded the Park Mark Certificate in July 2018 for two years.

Independent assessors from the police and the BPA inspect the car parks and decide whether or not each car park meets the necessary criteria for the award. More information on the scheme and a list of all car parks that have been accredited with the Park Mark® are listed on their website <http://www.parkmark.co.uk/car-park-finder>

## 15. Financial Information

The purpose of Penalty Charge Notices is to assist the free flow of traffic by deterring motorists from contravening the parking restrictions. Raising revenue from parking related functions is not the objective of the Parking Department. Our CEO's are salaried and are not part of any incentive scheme on the number of tickets they issue, they are not paid any commission and are not paid based on the number of Penalty Charge Notices they issue. They are also not set targets on the number of tickets they are required to issue in a working day/week.

The Parking Service has various streams of income to fund and improve the service, and depending on how the money was generated, it will dictate as to what the money can be spent on.

Any money generated on public highway (on-street), which will include any money generated through PCN's, pay & display charges and parking permits is ring-fenced and is used to meet the cost of providing the service and maintaining the parking facilities and other transport-related projects, schemes and initiatives. Any surplus revenue must be set aside and used for transport and parking-related projects. The Council operates a dedicated account to allow for the ring-fenced income and expenditure to be accounted for in accordance with legislation.

Income that is generated through car park fees and charges, season permits & penalty charge notices issued in car parks (off-street) is not ring-fenced in the same way and any surplus made after management fees from the car parks goes in to the council's general fund, which finances various services across the Council and throughout the Borough.

A breakdown of the on and off street parking accounts for the 2017/18 financial year is available to view on our website using the following link:

<https://www.gravesham.gov.uk/home/about-the-council/policies-strategies-open-data/transparency-and-open-data/parking-account-information>

## 16. Completed Projects 2017/18

Highlighted below are some of the projects complete in 2017/18 that are standalone projects and not part of the standard day-to-day functions of running the Parking Services Department.

### 16.1 – Safer Schools Project

Many schools within the Borough of Gravesham suffer from parking related problems at school drop off and pick up times when parents or guardians park on the safety restrictions outside the school grounds. This creates a congestion issue as well as and more importantly safety concerns for pupils and parents when arriving/leaving the school.

Gravesham Borough Council receives a high number of reports of problem parking at schools and for this reason we assign Civil Enforcement Officers on daily basis to patrol school parking restrictions. Unfortunately, due to the high number of schools in the borough that experience parking problems it is not possible due to staffing resources to have officers at several schools each day. We realise that enforcement on its own does not completely prevent parents from parking on restrictions but does act as a deterrent and needs to be conducted in conjunction with driver education initiatives.

Many schools promote safer parking, with banners on school gates, letters to parents and articles in newsletters etc. which helps to educate drivers. To work alongside the initiatives that schools are running, Gravesham Borough Councils Parking Services have produced a Road Safety and Parking Awareness Assembly. This is an interactive assembly session delivered to pupils and teaching staff by a Senior Civil Enforcement Officer which is designed to highlight the risks and issues that parking on a restriction can cause. It also educates the children on road safety awareness and how to cross the road safely and what not to do when walking to and from school.

The assembly encourages pupils to make their parents/guardians aware of the parking restrictions and the dangers of ignoring the restrictions and hopefully this will not only educate drivers of the risks but also make them think twice before parking in restricted/dangerous locations.

The assembly is aimed at children in reception class and year 1 & 2 and centers on the following main themes:

1. What a CEO does
2. The reasons for the restrictions and what can happen if parents park on the lines
3. The implications of parking on the lines
4. General road safety when walking to and from school
5. How to cross the road safely and where it is best to do so

The project has been very popular with the schools and from January 2018 ten school assemblies have been delivered. The feedback has been very positive with comments such as:

*The children enjoyed the assembly and we have seen evidence of a child calling their parent back to walk with them across the zebra crossing on school site, holding their hand! The assembly had made an impression!*

*Thank you. I over-heard a child telling his grandad all about where to park and where he shouldn't on the way out of school. It was very informative...*

*Pupils really enjoyed Clive coming into school and learning about Road safety – would love to see him back again. Parents were aware that the assembly took place and we have noticed an impact already on parking outside of school – we are looking to do more work around this next term*

## **16.2 – Brookvale Car Park**

Brookvale Car Park is located off of Springhead Road and services Northfleet Cemetery, Gravesham Borough Councils Brookvale Depot, Springhead Recreation Park and Gravesend Royal Naval Association.

The car park was marked with individual bays and was free of charge to park without time limits. The Parking Services department was made aware that the current conditions of use with the car park was causing problems with vehicles, caravans and trailers being stored in the car park which in turn took up valuable parking space for visitors.

A review of the parking was undertaken and it was determined that a four-hour time restriction should be introduced.

Two Pay & Display machines were installed and users of the car park obtain a free of charge four hour ticket from a pay & display machine which covers the motorist for their parking stay. The implementation of the time restriction has ensured the turnaround of vehicles which has freed up parking spaces for visitors.

New tariff board signs were also installed to instruct motorists of the terms of use within the car park and the car park bays were re-marked to improve the appearance of the car park. Permits were also introduced for users of the car park that require all day parking.

### 16.3 – Rathmore Road Car Park

Kent County Council Highways and Transportation Department started the redevelopment and improvement works of Rathmore Road area in May 2016. The aim of the scheme was to:

- move the ring road traffic to the south of the railway station integrating the station with the Town Centre
- move the ring road traffic on Clive Road and Barrack Row that separates the station from the Town Centre and the bus stops
- move the ring road traffic from Stone Street that separates the Community Square from the Station and bus stops
- deliver an improved public realm on Clive Road and the old Rathmore Road to give improved streetscape and continuity with the earlier Community Square works.

As part of the scheme Rathmore Road car park was redeveloped. The car park has been reduced to 58 spaces plus 6 disabled space but offers prime parking for Commuters, Town Centre Workers and Shoppers. The car park re-opened in December 2017 and has since been inspected by the safer parking scheme and has received the Park Mark Safer Parking Award.

### 16.4 – Review and Change of Permit Fees

Gravesham Borough Council reviews the parking fees and charges on a regular basis to ensure the viability of the service and the service and its cost neutral position. This is important now more than ever with central government reducing the amount of funding given to each local authority throughout the UK.

Prior to 2017/18 the Parking Service has managed to be self-funding, and has not had to be subsidised by the council's general fund. However, with the ever-changing financial landscape, this may not always be the case and therefore the Cabinet agreed to the change the validity period of waiver permits and the fee of residents' permits to ensure that fees charged were set more realistically.

In April 2017 residents annual parking permits were changed from £30 per year to £40 per year and in January 2018 Controlled Parking Zone waiver permits were changed from £15 for 5 years to £15 per annum.

Whilst we realise that the increase in charges has an impact on household's disposable income we have tried to keep the increase to a minimum and in line with neighbouring council charges. Prior to the fees being increased GBC looks at many factors including usage figures, parking availability and parking behaviours. We also research charges across other similar authorities especially the neighbouring authorities in Kent. The permit fees set in GBC are some of the lowest in Kent and as such continue to provide good value for money. ,



## **16.5 – Consolidation of the On Street Traffic Regulation Order and introduction of the map-based order on Parkmap**

Since March 2017 Parking Services have been working with Buchanan Order Management to conduct a review of all of the borough's parking restrictions and to then consolidate the text-based Traffic Regulation Orders (TRO's) into a single map-based TRO.

This was a large project and initially on street surveys were conducted to ensure that the data contained within the new TRO was accurate. The process involved cross referencing all of the text based TRO information with an on street audit.

Once we were satisfied that the on street order was accurate, the on street restrictions were plotted on the map based TRO. The Map based TRO is very clear and straight forward to understand, whereas the text based TRO was a large document that was difficult to understand given the jargon and terminology.

Members of the public can view the map based TRO online at <http://www.graveshamtraffweb.co.uk/> to see exactly what parking restrictions are located in a road and where the restrictions are in place in the borough.

GBC was the first authority in Kent to move to a map based TRO which is a positive move and one that will benefit residents and visitors to the borough as well as making the parking services department transparent in the way it advertises the enforceable restrictions within Gravesham.

The TRO was sealed by Kent County Council's legal department on 31 October 2017 and the Order went live the same date.

## 17. Projects 2018/19

Highlighted below are some of the projects identified 2018/19. They are standalone projects and not part of the standard day-to-day functions for running the Parking Services Department.

### 17.1 – Town Centre Controlled Parking Zone review (TC CPZ)

In 2010, Gravesham Borough Council introduced seven new Controlled Parking Zones (CPZs) around the southern perimeter of Gravesend Town Centre. These schemes were intended to protect residents from an expected increase in commuter parking following the implementation of the high-speed train services to London from Gravesend station.

Prior to implementation of the CPZ's, it was difficult to predict the impact of the change so the Council stated that it would later review these measures in order to determine whether:

1. A CPZ is still considered necessary;
2. A CPZ area or the start/finish times of control should be changed; or
3. A CPZ should be removed and replaced with resident permit parking

In February 2018 residents of the Town Centre CPZ were sent surveys asking for their views on how they would like to proceed with parking controls.

In addition to the Town Centre CPZ review a number of residents highlighted roads/areas that would benefit from having a parking control. The majority of these roads fall just outside the boundaries of the current CPZ schemes. Therefore, letters and surveys were sent to the residents of these roads to ask for their feedback to see if they wished to be included within a parking control scheme.

Following consultation, the surveys and comments received have been reviewed to determine the majority view from each area and the recommendations based on the majority responses were advertised in June 2018 as part of an informal consultation.

We have asked residents to complete feedback forms to support or object to the proposals and to offer any additional comments. It is anticipated that following the surveys and informal consultation we will have a very good understanding of the parking behaviours affecting the residents which in turn will direct the proposals advertised in the formal consultation and order making process.

The formal consultation will commence in August 2018.

Following the completion of the Town Centre CPZ scheme we will commence a project to undertake similar reviews of the 5 other CPZ schemes in operation – Higham, Meopham, Northfleet, Sole Street & St James Avenue.

## 17.2 – Introduction of Regulation 10 Penalty Charge Notices

Under the Traffic Management Act 2004 penalty charge notices can now be served by the enforcement authority by post in certain circumstances as shown below:

1. Prevented from issue – If the CEO has been prevented by force, threats of force, obstruction or violence from serving the PCN by affixing it to the vehicle or by handing it to the driver.
2. Vehicle driven away – If the CEO started to issue the PCN but did not have enough time to finish or serve it before the vehicle was driven away and would otherwise have to cancel the PCN issuing process.

We have seen a rise in the number of instances that CEO's have been prevented from issuing a PCN or the vehicle has driven away and therefore we will be introducing postal PCN's to give the CEO's additional tools to serve a PCN.

If a regulation 10 PCN is issued, the keeper details are obtained from DVLA by the parking administration team and the PCN, which also serves as the Notice to Owner is sent to the registered keeper by post.

## 17.3 – Direct Debits / Re-occurring Card Payments for Car Park Season Permits

As detailed in section 12.2 GBC offers motorists the chance to purchase car park permits, to be used in our off street car parks.

The permits offer a discounted rate of up to 20% on the daily charge of a pay & display ticket but we appreciate that it is a large financial outlay to purchase a permit.

Therefore, Parking Services are looking into the possibility of permits being purchased on a monthly basis and payment made by direct debit.

Not only will this assist the customer in removing the one off large payment but will also make it easier to cancel a permit when/if it is no longer needed.

We will still provide permits on a one off payment basis so the introduction of direct debit payments will be an additional payment method that could provide customers with a more affordable option where a one off payment was not an option financially.

## 18. Freedom of Information Requests

The Freedom of Information Act 2000 provides public access to information held by public authorities.

It does this in two ways:

- Public authorities are obliged to publish certain information about their activities; and;
- Members of the public are entitled to request information from public authorities.

The Freedom of Information Act requires Gravesham Borough Council respond to requests within 20 working days. However if a request requires work that exceeds £450 (which represents 18 hours of staff time) to find and extract the information, this may make the request exempt.

Many of the requests we receive centre around financial information, number and locations of PCN's issued and how many have been paid or cancelled.

The below table shows how many Freedom of Information requests the Parking Services Department have received in the last three financial years:

Year	Number of FOI requests
2015/16	13
2016/17	19
2017/18	17

The Parking Services Annual Report will be published online and may help reduce the number of FOI requests we receive as information will be easily accessible. We will also be able to direct FOI requests to the Annual Report in future if applicable.