

Herefordshire Council

Civil Parking Enforcement Annual Report

April 2011 - March 2012



**Herefordshire
Council**

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Introduction

Herefordshire Council is responsible for the enforcement of the on-street parking restrictions throughout Herefordshire and also the enforcement of all off-street car parks controlled or managed by them.

Parking is an emotive subject which often receives adverse publicity in the media and although parking restrictions are rarely popular with motorists, without them there would be more congestion and even gridlock. The majority of motorists comply with the parking restrictions and park sensibly but unfortunately some pay little heed and park wherever they like because it is convenient for them. This can then cause inconvenience to others such as a delivery vehicles and disabled motorists.

No one likes to receive a Penalty Charge Notice (PCN) but there has to be some kind of deterrent to encourage people to comply with the parking restrictions, and a sanction when people do not. Some drivers who receive a PCN will have just taken a chance, but others may not have intended to park illegally or may have misunderstood the signs and lines. A few extra seconds to check the signs and lines before leaving the vehicle will in most cases reduce the risk of getting a parking ticket. Additionally most people have a mobile phone which could be set to sound a warning before their limited waiting or pay and display ticket is about to expire.

The council's overall parking policy supports the council's aim to encourage the use of alternative forms of transport to the private car. However, it is recognised that in a predominantly rural county like Herefordshire, many journeys will continue to be undertaken by car and as such the overall supply of parking needs to be sufficient to support the economic vitality of Hereford and the market towns.

Herefordshire Council carries out its Civil Parking Enforcement under powers contained in part 6 of the Traffic Management Act 2004 which came into effect on 31st March 2008. The operational guidance of TMA

2004 which encourages greater transparency and accountability in parking operations advises that all enforcement authorities should produce and publish an annual report of their enforcement activities within six months of the end of each financial year.

This report is Herefordshire Council's third annual parking report and it is hoped that having read the report you will have a clearer picture of what we are trying to achieve and the way that we carry out our parking enforcement activities, something we aim to do in a fair and consistent manner in accordance with the relevant legislation.

The report contains a link to the council's parking enforcement protocols so that the motorist can avoid parking inappropriately and thereby reduce the likelihood of receiving a Penalty Charge Notice. All road users should also be aware of the meaning of the various on-street signs and lines and can check or refresh their memory by reading the latest Highway Code guide.

There is also a link to a page on the council's website where people can go to for advice on what to do if they have received a Penalty Charge Notice such as how to challenge or how to pay it. It is a requirement of the Traffic Management Act that the council follows a strict but fair and consistent enforcement procedure for issuing, handling challenges, appeals and the recovery of unpaid PCN's.

The report also details the council's statistical and financial performance with regards to its parking enforcement activities over the 12 month period to 31st March 2012.

Parking Policies

Parking policy can play a major role in supporting the development of a sustainable and integrated transport policy. The availability of a parking space is known to be a key factor in determining people's choice of mode of transport for a particular journey. Together with improvements in alternative modes of transport to provide the "carrot", strategies for parking supply and control offer an important tool to manage demand.

The important role that parking policy needs to play in addressing Herefordshire's transport issues is recognised and the Countywide Car Parking Strategy seeks to manage both on and off street parking in order to maximise the benefits both for residents of the county and visitors. This strategy can be viewed on page 137 of the Herefordshire local transport plan 2006/7-2010/11 which is currently in the process of being renewed.
www.herefordshire.gov.uk/docs/LTP_2006_Section_9.pdf

The policy aims to minimise the disruption caused by traffic congestion by ensuring highways and foot paths are kept clear from obstruction and to ensure a sufficient number of parking spaces are available for residents and visitors to Herefordshire.

The aim of the parking policy is not to increase income to the council. There are no targets with regard to income generated through Civil Parking Enforcement and, similarly, Civil Enforcement Officers are not given targets for the number of Penalty Charge Notices they issue.

The Parking policy is supported by a Parking Enforcement Protocols policy and an Appeals and Representations policy www.herefordshire.gov.uk/transport/vehicles_roads_parking/6309.asp which are written for the purpose of clarification so that the motorist can avoid parking inappropriately and being likely to receive a Penalty Charge Notice. Should a motorist receive a Penalty Charge Notice which they do not agree with, the Parking Enforcement Protocols should help to explain why it was issued.

Appeals and Representations Protocols are written to ensure that the motorist understands the rules, policies and procedures used by the council in administering the parking policy. Should the motorist decide to challenge the issue of a PCN how they are treated in making any objection or representation is important, and this document sets out how appeals and representations against the issue of a Penalty Charge Notice are dealt with.

By publishing the policy and protocols we hope that the motorist will see that Herefordshire Council is committed to dealing with parking enforcement in an open, fair and consistent manner.

Civil Enforcement Officers

The main objectives of a Civil Enforcement Officer (CEO) are to ensure that parking restrictions are observed and enforced in a fair, accurate and consistent manner.

Herefordshire Council's fifteen CEO's, six of whom work part time, are employed directly by the council and are paid a monthly salary. They do not receive any performance related bonuses or other performance related incentives. Although the Council will monitor their performance at work, as with any other council employee, it does not set any targets in regard to the number of PCN's issued. Herefordshire Council has a very low turnover of CEO's and the experience that this brings helps deliver a consistency to enforcement activity.

Each new CEO is given on the job training by going out and working alongside an experienced CEO until they are competent to work alone. In January 2010 all CEO's, and some of the back office staff, passed the City and Guilds level 2 qualification for CEO's which is a formal qualification recognised by the British Parking Association.

CEO's are unfortunately often subject to verbal abuse and occasionally physical assault whilst carrying out their duty. This is totally unacceptable and Herefordshire Council will always support officers in reporting such incidents to the police, and any subsequent court proceedings. To try and help protect CEO's they are instructed to give their ID number to members of the public if requested but not their names.

PCN's are issued to vehicles that are parked in contravention of the restrictions. This is done by inputting relevant information into a handheld computer and then attaching the printed PCN to a vehicle or by giving it to whoever appears to be in charge of it. Any relevant information is recorded in a handbook and photographs are taken with a digital camera. The information and photographs may be needed when considering representations and appeals.

Once a PCN has been issued a CEO is unable to cancel or withdraw it. This is to protect them from allegations of inconsistency, favouritism or suspicion of bribery. If a motorist wishes to dispute a PCN they must follow the appeals process which is detailed on the information leaflet in the PCN carrier.

CEO's have the authority to allow a driver to park in a place that they would not normally be allowed to park in, for example if they believe that a vehicle is essential for work being carried out and if there is no practical alternative, or if a vehicle has broken down etc. If permission is granted it applies to that day only.

Certain vehicles have exemptions from the on-street parking restrictions, for example Statutory Undertakers if their visible work is being carried out within a reasonable proximity of the highway, emergency service vehicles, cleansing and refuse vehicles collecting rubbish. More information can be found in the Parking Enforcement Protocols <http://beta.herefordshire.gov.uk/transport-and-highways/parking/roads-street-parking-enforcement/>

CEO's are instructed to ignore notes left in vehicles such as "working at number 20" or "broken down" (unless obvious damage), as they cannot be sure about the validity of the note. The details of the note will be recorded if a PCN is issued and any mitigating circumstances will be taken into account during the appeals process.

CEO's also enforce the regulations in respect of off street parking in the council's car parks (see page 10).

As well as enforcing the on and off-street parking restrictions CEO's also:

- Act as the first point of contact with the public giving help and any appropriate advice such as directions, advice on parking queries and enforcement matters.
- Checking and carrying out minor repairs to pay and display machines.
- Checking and reporting defective traffic signs and road markings.
- Reporting any car park defects
- Reporting suspected abandoned vehicles
- Reporting vehicles that have no valid road tax disc.
- Inspecting blue badges and reporting any that may be fraudulent or being used fraudulently.
- Report incidences of environmental crimes such as littering fly posting, fly tipping and stray dogs/dog fouling to the council's Community Protection team.

Penalty Charges

The Secretary of State agreed that authorities must set 2 levels of Penalty Charges as from 31st March 2008 with the higher level for more serious offences. Parking in a place that it is always prohibited (such as double yellow lines or in a disabled bay without a valid blue badge) is considered more serious than overstaying where parking is permitted (e.g. in a parking place). There is a perceived unfairness of receiving the same penalty regardless of the seriousness of the contravention. Previously all contraventions received the same penalty (£60 reduced to £30 if paid within the 14 days).

Herefordshire Council parking contraventions will be dealt with by the issue of either a £70 PCN for a higher level offence or £50 PCN for a lower level offence. A reduced amount of £35 or £25 respectively will be accepted in full and final settlement, if payment is received within 14 days of the date the PCN was issued. Further advice on what to do if you receive a PCN can be found at www.herefordshire.gov.uk/transport/vehicles_roads_parking/3130.asp

Appeals Process

The process of considering PCN challenges is a legal process. Herefordshire Council has prepared an appeals and representations guidance (link above) in respect of Civil Parking Enforcement which is intended to inform the public and provide guidance to council employees working in the enforcement of parking regulations.

This is consistent with best practice and aims to provide clarity, consistency and transparency within the enforcement process and comply with the Traffic Penalty Tribunal and Local Government Ombudsman.

When a Penalty Charge Notice (PCN) is issued the motorist can make an informal challenge at any time within the first 28 days after the PCN has been issued. If a challenge is to be made we advise that it is made within the 14 day discount payment period. This means that if the challenge is rejected the PCN can still be paid at the 50% discounted rate. If the challenge is successful, the PCN will be cancelled and no further action will be necessary.

If a motorist chooses not to pay or challenge a PCN within the first 28 days after it has been issued then the council will send a 'Notice to Owner' (NtO) to the registered keeper of the vehicle. This notice will advise there is a further 28 days to either:

1. Pay the full penalty charge (at the full rate); or
2. Make a formal written representation to the council.

On receipt of the representation, the council will carefully consider all the relevant facts. If the representation is accepted the PCN will be cancelled and the case closed. If the representation is rejected a formal 'Notice of Rejection' together with an appeal form will be sent out. The PCN can either be paid at the full rate or make an appeal to an independent adjudicator at the Traffic Penalty Tribunal.

On-street parking

There are over 1600 on-street parking spaces available in the main centres of the County, all of which are currently free and generally controlled by means of limited waiting restrictions. Within Hereford there are over 400 spaces, representing 15% of publicly available parking provision for the City centre. The approach to the management of on-street parking across the county seeks:

- To ensure the safe and free flow of traffic that is essential to economic vitality and business growth
- To provide access for serving businesses
- To provide residents parking in appropriate locations
- To ensure effective and sensitive enforcement of restrictions
- To provide suitable parking including disabled bays for disabled people and effective enforcement to prevent obstructions that can impact upon disabled people, bus services and effective loading/unloading by business; and
- To ensure that on-street parking enforcement supports economic activity by ensuring effective turnover of short stay parking for shoppers and visitors in the centres of towns.

Resident Parking Scheme

Near town centres and employment areas it is not always possible for residents to find a parking space due to use of limited on street parking by commuters and shoppers. The availability of such spaces for commuters and shoppers can also undermine the overall Parking Strategy that seeks to manage the supply and cost of parking to make best use of available space and promote a shift to more sustainable forms of transport.

To overcome these problems, Residents Parking Schemes have been introduced in a number of areas, particularly in Hereford, in consultation with residents.

http://www.herefordshire.gov.uk/transport/vehicles_roads_parking/3112.asp

It is however necessary to allow for visitors, deliveries, carers in addition to residents. The simplest way of achieving this is restrict waiting to a short duration with an exemption to the time limit for Residents Permit Holders.

In some locations pressure on space is so great that this arrangement does not reserve sufficient space for residents so a 24 hour restriction to resident permit holders only can be introduced.

Where space allows two permits will be available, one marked for the resident's vehicle and one for visitors at a cost of around £25 each per year. Visitor permits should only be used by people visiting a property and should not be sold or given to people to use for commuting purposes. Due to some complaints in 2012 the parking section carried out a check in one zone which resulted in several PCN's were being issued to vehicles where a visitor's permit was being misused. Warning letters were also handed out to some of the residents and one permit was seized due to repeated misuse.

Blue Badge Scheme

The Blue Badge scheme is designed to promote mobility and inclusion for the most severely disabled individuals, both on the UK and the wider European Union.

<http://www.herefordshire.gov.uk/health/disabilities/2343.asp>

Concessions for the disabled people wishing to park on-street are set nationally, exempting those displaying a valid blue badge from the time limits in limited waiting places and allowing a stop of up to three hours on double yellow lines providing it does not cause a danger/obstruction to other road users and there is not a loading restriction in operation.

The council is keen to ensure that appropriate car parking is provided for disabled people. Therefore all council car parks allow up to three hours free parking for blue badge holders whether it be in a standard bay or in one of the wider bays specifically for disabled people.

From an enforcement point of view blue badge holders need to ensure that the badge and clock are displayed correctly as shown in the Department of Transport booklet. The badge must be in date and displayed face up showing the wheelchair symbol or the hologram in the new badge design. The clock must be set for the time of arrival when there is a restriction on time.

The council's CEO's are allowed to inspect blue badges and they should produce an identification badge with their photograph on it to prove who they say they are. If an enforcement officer asks to inspect a blue badge, you must show it to them. If you do not, you will be breaking the law and could be fined up to £1000.

Although most people use their blue badges correctly Herefordshire Council has had some occasions where a badge is being misused by someone other than the badge holder. In such instances warning letters have been sent out to the badge owner and in a few cases a badge has been seized. Enforcement officers are not allowed to take away a blue badge unless accompanied by a police officer.

Local on-street issues

Herefordshire like many other authorities has problems with motorists who ignore the parking restrictions in the vicinity of a school during dropping off and picking up times. They may only stop for a minute or two but it only takes a second for a child to step out from behind a parked vehicle. In areas where the council has received requests from schools, parents and local residents for higher levels of enforcement outside their respective schools the council has initially carried out a program of education by handing out letters close to the schools and by talking to parents followed up by enforcement action.

Some shared parking bays provide for limited waiting for any vehicle in the day time but become taxi ranks in the evening to enable taxis to drop off and pick up customers from the pubs and nightclubs. The council therefore carries out evening patrols in these areas to enforce vehicles parked in contravention of the evening restrictions. Many motorists don't appear to check the signs and assume that as they can park there in the day time they can also park there in the evening. As mentioned elsewhere in the report those few extra seconds to understand the signs may avoid a PCN.

The parking office also receives many calls from residents complaining about vehicles (often their neighbours) parked in contravention of the parking restrictions. One of the biggest areas of frustration for residents, and one which generates many calls to the council, is the growing number of vehicles per household and the often very limited residential parking available. This can lead to neighbourhood disputes. Often there are no parking restrictions in these locations and we can only advise the resident to contact the police if they feel as though an obstruction is being caused.

Off-Street parking

The council operates most of the off-street car parks within Herefordshire with a few run privately some by NCP and local retailers running their own car parks. Details of all of the council car parks which include parking fees and spaces are shown on the council's website http://www.herefordshire.gov.uk/transport/vehicles_roads_parking/3109.asp

Herefordshire Council has forty two car parks of which thirty two are pay and display, three of which are Saturday only car parks, one pay on foot car park, three are private rented spaces and six are free of charge. Season tickets are available at selected car parks and offer a considerable saving for daily users.

The price of annual car park season tickets are currently based on a 50% discount of someone paying the daily car park fee five days a week, forty six weeks a year and rounded up to the nearest £5.00. This level of discount is considered unsustainable so it is likely that it will gradually be reduced to a discount compared to parking daily five days a week fifty weeks a year with a discount of no more than 20% of the equivalent daily price.

All of the car parks are patrolled by the council's civil enforcement officers.

The council increased its car park charges on 1st November 2011 and also introduced Sunday car park charges.

The pay and display machines were programmed to allow motorists to purchase a P+D ticket that covered their parking into the following day which was of use to people who wished to leave their vehicles overnight and not have to rush back in the morning.

The concessionary parking scheme in which people aged over 65 years could purchase an annual disc for £10.00 allowing them to park for up to two hours free each day in the council's car parks was withdrawn as from 1st

November 2011 due to the current economic situation and the councils revised charging principles where any concessionary scheme should be based on ability to pay.

Car park charges were introduced onto Broad Street car park in Leominster, a car park that was previously free of charge. The proposal to introduce car park charges onto High Street car park in Kington was suspended after further consideration of the potential economic impact that this might have had.

Across the county there are approximately 5000 public off-street spaces available in Hereford and the five Market Towns of Bromyard, Kington, Ledbury, Leominster and Ross-on-Wye. Hereford has the largest number of spaces (approximately 3000) all of which are covered by a charging regime. Outside Hereford charges are made in certain car parks in all of the five Market Towns.

The approach to the provision and management of off-street car parking seeks:

- To support the economic vitality of Hereford City and market towns by providing land close to commercial centres where those who wish to access shops and services can park their cars
- To ensure parking of vehicles does not obstruct the public highway
- To support the overall transport strategy for the county and
- To help relieve Hereford City and market towns of traffic congestion.

We manage off-street parking as follows:

- Zonal charging structures for Council controlled car parks in Hereford. Three charging zones (central, middle and outer) with charges close to the centre set to encourage short stay parking (maximum stay of 4 hours apart from Maylord Orchard where charges are set to encourage shorter stays but where longer is allowed at a premium tariff) for shoppers and deter long stay commuter parking.
- Charges in selected public car parks in all five market towns
- Provision of some free parking in market towns to support the local economy although this is currently under review.
- Blue badge holders are entitled to three hours free car parking in all of the council's car parks in order to encourage parking off-street. Where possible, off-street car parks also include designated wide spaces to assist wheelchair users.

New developments

The Hereford City centre regeneration project will bring about the majority, but not all of the changes in future parking provision and in increased demand for parking in the City. The strategy on car parking provision is being revised to take account of the proposed changes in Hereford City centre, with emphasis on providing car parking spaces according to need rather than just where land is available.

The Cattle Market A and B car parks were finally closed and the land handed over to the developers towards the end of 2011. A new cinema and supermarket are likely to be just two of the new facilities to be built on this land along with some new parking provision. Part of Garrick Surface car park has also been sectioned off by hoardings with the loss of 56 spaces as part of the redevelopment work.

There may also be a need to find alternative parking in the next few years when Hereford's largest commuter car park (Merton Meadow) is reduced in size due to a new link road which is planned to run across the car park.

The council is committed to reducing congestion and there is the need to reduce emissions of greenhouse gases. Some of the congestion could arguably be due to motorists driving round and round looking for free on-street parking which is controlled by the use of limited waiting restrictions. The council will consider whether it should introduce some on-street parking charges in Hereford City Centre to try and reduce congestion but will have to consider the potential impact this may have on local retailers especially considering the current difficult economic climate.

The council's policy on providing some free off-street parking in the market towns may also come under scrutiny in the future as this may be seen as no longer affordable and does not encourage people to use alternative means of transport.

The multi-storey car park in Hereford will undergo a one million pound refurbishment in 2012/13 and will include structural work, rewiring, replacement lifts and improving the stairwells.

A trial of paying for car parking by phone in the council's car parks will also be considered in 2012/13. This has several advantages for motorists who would not have to search for change but have the option of using a credit or debit card. There would be less chance of a driver receiving a penalty charge notice if they choose to have a text message reminding them that their parking time is close to expiring and have the option of increasing the length of their stay without having to return back to the vehicle.

The council faces financial challenges on an unprecedented scale and to balance its budget it needs to cut costs and maximise income. All service areas will be subject of review that will undoubtedly result in significant changes to the way services are delivered in the future and by whom.

Statistical performance

Penalty Charge Notices Issued

The tables below show different statistics relating to the Penalty Charge Notices issued by the councils CEO's during the 12 month period 1st April 2011 to 31st March 2012 and the totals for the previous two years.

Description	Total PCN's 2011/12	On-Street	Off-Street	Total PCN's 2010/11	Total PCN's 2009/10
Number of Higher Level (£70) PCNs issued	5137	4601	536	5471	4543
Number of Lower Level (£50) PCNs issued	16204	6300	9904	14149	11803
Total number issued	21341	10901	10440	19620	16346
Number of PCNs paid	15846	8901	6945	14869	12019
Number of PCNs paid at discounted rate (50% if paid within 14 days)	13400	7552	5848	12637	10371
Number of PCNs against which an informal or formal representation was made	7781	3093	4688	10696	6886
Number of PCNs cancelled as a result of formal or informal representation	3979	1126	2853	3341	2865
Number of PCNs cancelled for other reasons (e.g. CEO error or driver untraceable)	1043	609	434	811	932
Number of PCNs outstanding due to various reasons such as with the bailiffs, at Order for Recovery stage	750	449	301	688	530

Description	2011/12	2010/11	2009/10
Percentage of Higher Level PCNs issued	24%	28%	28%
Percentage of Lower Level PCNs issued	76%	72%	72%
Percentage of PCNs paid	74%	76%	73%
Percentage of PCNs paid at discounted rate	63%	64%	63%
Percentage of PCNs against which formal or informal representation were made	49%	55%	42%
Percentage of PCNs cancelled as a result of formal or informal representation	19%	17%	18%
Percentage of PCNs cancelled for other reasons (e. g. CEO error)	5%	4%	6%
Percentage of PCNs written off for other reasons (e. g. keeper untraceable)	4%	3%	3%

Parking PCN's – reasons for cancellation

The table below shows how many PCNs were cancelled in the 12 month period and the reason for cancellation.

Reason for Cancellation	Number Cancelled	Reason for Cancellation	Number Cancelled
Permit holder	206	Breakdown evidence	20
Valid P + D Ticket	1849	Mitigating circumstances	890
Disabled badge	865	General cancellation	58
CEO error	106	Machine fault	11
Loading/Delivery/collection	34	Traffic Penalty Tribunal decision	1
Unmarked police cars on duty	3	Other reasons (e.g. keeper untraceable, yellow lines, taxi bay)	979
		Total cancellations	5022

PCNs Issued by Contravention

There is a national list of the parking contraventions for which all CEO's throughout the country are empowered to issue PCN's. Each parking contravention is given a code number such as 01 for being parked in a restricted street during prescribed hours. The table below shows a detailed breakdown of the number of PCN's issued by the councils CEO's in respect of each contravention during 2011/12 and also the previous two years for comparison. They are separated into on-street and off-street (car parks) and by higher and lower level contraventions.

Higher Level Contraventions Issued (£70 PCN)

On-Street				
Code	Description	2011/12	2010/11	2009/10
01	Parked in a restricted street during prescribed hours	1058	1342	1065
02	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	398	430	335
05	Parked after payment expired (Incorrect code)	0	0	1
12	Parked in a resident's or shared use parking place or zone without clearly displaying either a permit or a voucher or pay and display ticket issued for that place	107	62	9
16	Parked in a permit space without displaying a valid permit	10	26	91
17	Reserved for congestion charge (Incorrect code)	0	0	1
23	Parked in a parking place or area not designated for that class of vehicle.	1629	1483	1526
25	Parked in a loading place during restricted hours without loading	35	20	20
26	Parking in a special enforcement area more than 50 cm from the edge of the carriageway and not within a designated parking place	0	1	0
27	Parked in a special enforcement area adjacent to a dropped footway	0	1	0
40	Parked in a designated disabled persons parking place without displaying a valid disabled person's badge in the prescribed manner.	1035	1203	810
45	Parked on a taxi rank	224	247	134
47	Stopped on a restricted bus stop or stand	81	105	72
49	Stopped wholly or partly on a cycle track or lane	2	1	1
62	Parked with one or more wheels on or over a footpath or any part of a road other than a carriageway. (Wrong code)	1	0	0
99	Stopped on a pedestrian crossing or crossing area marked by zigzags	21	25	14
Total		4601	4946	4079

Higher Level Contraventions Issued (continued)

Off-Street				
Code	Description	2011/12	2010/11	2009/10
70	Parked in a loading area (Incorrect – code)	1	1	0
81	Parked in a restricted area of a car park	14	2	0
85	Parked in a permit bay without clearly displaying a valid permit	36	51	40
87	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in a prescribed manner	404	440	411
89	Vehicle parked exceeds the maximum weight or height or length permitted in the area (Wrong code)	1	0	0
91	Parked in a car park or area not designated for that class of vehicle	70	20	6
92	Parked causing an obstruction	10	11	7
Total		536	525	464

Lower Level Contraventions Issued (£50 PCN)

On-Street				
Code	Description	2011/12	2010/11	2009/10
19	Parked in a resident's or shared use parking place or zone displaying an invalid permit, an invalid voucher or an invalid pay & display ticket	4	0	4
22	Re-parked in the same parking place or zone within one hour (or other specified time) of leaving	168	221	97
24	Not parked correctly within the markings of the bay or space	82	79	37
30	Parking for longer than permitted	6046	5836	4221
Total		6300	6136	4359

Lower Level Contraventions Issued (continued)

Off-Street				
Code	Description	2011/12	2010/11	2009/10
80	Parked for longer than the maximum period permitted	298	148	116
82	Parked after the expiry of paid for time	3402	3129	3277
83	Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock	5725	4345	3708
86	Parked beyond the bay markings	440	387	339
90	Re-parked within one hour (or other specified time) of leaving a bay or space in a car park	39	4	4
Total		9904	8013	7444

Progression of PCNs

The following table details the ways in which PCN cases had progressed by the 31st March 2011 subsequent to the end of the respective reporting year and also the previous twelve month totals.

Off-Street			
Progression of cases	2011/12	2010/11	2009/10
Total Number of PCNs issued	21341	19620	16346
Number of PCNs paid at the discount rate (within 14 days)	13400	12637	10371
Number of PCNs paid after 14 days but before issue of charge certificate	1342	1373	1185
Number of PCNs paid after issue of charge certificate	217	672	463
Total number of PCNs paid	14959	14862	12019
Number of PCNs against which informal or formal representations (appeals) were made	7781	10696	6886
Number of Notice to Owners issued	3730	3728	3289
Number of Charge Certificates issued	2013	1834	1659
Number of PCNs registered at the Traffic Enforcement Centre	1334	1255	1093
Number of Warrant of Executions issued	1172	812	1188

Financial Information

As a local authority which operates Civil Parking Enforcement the council is required to keep an account of all of its income and expenditure in connection with its on-street charging (such as resident permits) and its on-street and off-street (car parks) enforcement activities.

The income and expenditure for Parking Services for the financial year 2011/2012 with the previous two years for comparison was as follows:

Description	2011/12 Value (£)	2010/11 Value (£)	2009/10 Value (£)
Income			
PCN income off street (car parks)	204,000	176,000	166,000
PCN income on-street	329,000	317,000	258,000
Resident parking permits	35,000	35,000	36,000
Total Income	568,000	528,000	460,000
Expenditure			
Employee costs	486,518	514,000	504,000
Premises costs	21,087	7,500	6,000
Transport	16,579	14,305	12,000
Supplies and services	62,113	71,000	76,000
Support services	137,640	131,000	116,000
Total expenditure	723,937	737,805	714,000
Net deficit	155,937	209,805	254,000

Civil Parking Enforcement should ideally to be self-financing; many people believe that the council uses its enforcement activities as a way of raising revenue. Most authorities outside of London do not have a surplus on their account, most have a deficit. Herefordshire Council's deficit is met through the council's overall budget.

Although there is a deficit the financial information that has to be provided for this report does not include the car park income which totalled £2,475,000 in 2011/12. If the CEO's did not patrol the car parks and carry out basic front line repairs to the pay and display machines, income would be much lower as there would be no incentive to pay the car park charges.

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