

Lincolnshire County Council Civil Parking Enforcement Annual Report 2019 / 20



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1. Setting the scene

I. Introduction from Councillor Richard Davies



The aim of this report is to highlight and demonstrate that we undertake enforcement duties efficiently and in a transparent style. In addition to the detail, statistics and information within this report we also publish a wealth of data on the Councils website which allows a user to gather information in a more user friendly, beneficial manner.

We pride ourselves on taking a pro-active, logical and sensible approach when carrying out our enforcement duties throughout the County. Carrying out enforcement in a fair manner resonates through the parking services team, whether it is when undertaking on street enforcement duties or when handling correspondence received in relation to a Penalty Charge Notice.

We carry out a well-structured and effective enforcement practice which helps to improve road safety whilst assisting in managing traffic flow throughout the County. Parking plays a key part in supporting events within the County.

We continue to provide a service that is well respected. Working together with our partners and members of the public who utilise our parking service helps assist this. We hope that you find this annual report informative, detailed and useful.



II. About Lincolnshire



In November 2012 the contract for on-street enforcement was awarded to APCOA Parking Ltd. After a successful tendering process, the contract was extended in November 2016 for a further 5 years with the possibility of a 3 year extension. The structure of the enforcement workforce is 1 manager, 1 data analyst, 3 supervisors and approximately 20 Civil Enforcement Officers (CEO's).

Lincolnshire has 9000km of road network within an area of 5921km², making our enforcement area amongst the largest in the country. To cover this area with such a small team requires a proactive approach to patrol requirements, customer requests and the efficient use of transport. For the purposes of enforcement, the County is split into 3 categories, A, B and C. Category A covers town and city centres, along with other high traffic density routes and locations – these locations are patrolled daily. Category B areas are for smaller towns and are patrolled approximately once a week. Category C areas are all other

areas, subject to parking restrictions, not covered by category A or B and are patrolled on an ad hoc basis and when resources are available.

CEO's are allocated to a patrol location to meet the councils requirements, however category C areas are also patrolled using cars and scooters. These routes are planned so that the most efficient use of the CEO's time is made, along with lower transport and fuel costs.

In August 2019, APCOA took control of the Notice Processing element of the contract and employed 4 new employees to carry out this function. The structure of the notice processing workforce is 1 Supervisor and 3 Notice Processors.



III. Partnership working



The Council's parking enforcement contractor APCOA continues to work in partnership with Lincolnshire County Council to supervise, manage and coordinate the deployment of CEO's throughout the County.

In addition to the enforcement contract, APCOA have also taken on the management of the Notice Processing element of the contract in 2018.



Providing a valuable service to the community is at the forefront of the Council's mind-set and this has been replicated when continuing to conduct a number of successful joint patrols involving Civil Enforcement Officers, Police Constables and Police Community Support Officers throughout Lincolnshire.

The Council and APCOA work in conjunction with Chipside who provide the specialist back office system in regards to Penalty Charge Notice case management and progressions.



As part of the Council's enforcement contract with APCOA, a CCTV vehicle is utilised to monitor school keep clear markings. TES has provided the Council with a specialised mobile CCTV solution since 2017. Working in tandem with both APCOA and TES has enabled the Council to deliver this solution as part of an on-going trial monitoring parking outside of selected schools in the County.



IV. Comments and compliments

"Good Morning, Firstly thank you for your continued support and it's great to see a warden in Alford this morning your support is so greatly appreciated and make a real difference. Many thanks"

"Although it (Walden Gardens, Boston) isn't perfect it is a lot better than it used to be thanks to the presence of your CEO's, keep up the good work."

"I would just like to thank the warden who was patrolling the Bath Row car park, Stamford ... He was very helpful and patient with me as I got very confused as to which part was for 2 hours and which was pay and display. I know wardens are continually ridiculed and moaned about. However, they have a job to do, like most of us, and we should appreciate that fact."

"Many thanks for your quick and extremely helpful reply."

"Well done and many thanks for your help with this, I am sure it will be greatly appreciated by all. Excellent service."

"My sincere thanks for the help and promptness you have shown in dealing with this matter"

"Parking in the bays opposite our shop has been much improved since you have been regularly patrolling, we can't thank you enough."



V. How and why we issue PCNs

The enforcement of parking restrictions is a key component of effective traffic management and assists to improve traffic flow. Poor, dangerous and obstructive parking can pose a danger to pedestrians by blocking pavements and forcing them onto the streets; it also reduces visibility for other motorists and impedes traffic flow. All residents, visitors and businesses benefit from better enforcement of parking regulations and the reduction of incorrectly parked vehicles.

The Councils approach to parking enforcement is to be fair but firm and our procedures manual outlines how we intend to deliver the best possible service to motorists. This document can be found via www.lincolnshire.gov.uk/parking/parking-enforcement.

What do we mean by a fair but firm approach?

Fair

We will explain and communicate the parking rules.

Where possible we will photograph parking contraventions to support the issue of a Penalty Charge Notice. We will regularly monitor traffic signs and road markings to help motorists parking throughout the County.

Firm

We will review the provision of parking services regularly to see how they can be improved.

We will take consistent enforcement action to deter inconsiderate parking.

We will pursue people who try and evade penalty charges to recover debt owed to the Council.

We will work with our partners and the police to help prevent crime and anti-social behaviour and to protect parking staff against abuse and violence.

We intend to seek prosecution of any attempt to threaten or assault any employee involved with parking enforcement.



2. Parking as a service

1. Residential parking permits

There are four areas within Lincolnshire that have resident permit schemes in operation – Lincoln, Sleaford, Stamford and Louth.

Lincoln

The largest resident permit zone in the County rests in the City of Lincoln. There are currently 19 residential zones within the City with parking restrictions in place. Enforcement Officers carry out patrolling duties in a proactive manner when enforcing residential areas and monitor bay usage on a daily basis. Additional information regarding each zone can be found via <https://www.lincoln.gov.uk/resident/parking-transport-and-travel/parking-permits/>



Louth

There is currently one zone in the market town of Louth with restrictions in place Monday to Saturday. Information relating to this scheme can be obtained by contacting the County Council directly via the e-mail address waiverpermits@lincolnshire.gov.uk.

Stamford

A thriving resident permit zone was introduced to Stamford shortly after the introduction of Civil Parking Enforcement to Lincolnshire. South Kesteven District Council administer the resident permit scheme, whilst on street enforcement is carried out by Lincolnshire County Council. Information regarding the scheme itself can be found via <http://www.southkesteven.gov.uk/index.aspx?articleid=8369>

Sleaford

There is currently one resident parking scheme in operation in the North Kesteven District area which covers three roads in Sleaford. North Kesteven District Council administer the resident permit scheme, whilst on street enforcement is carried out by Lincolnshire County Council. Information regarding the scheme itself can be found via <https://www.n-kesteven.gov.uk/residents/living-in-your-area/travel-transport-and-roads/car-parks/residents-parking-schemes-faqs/>



II. Suspensions

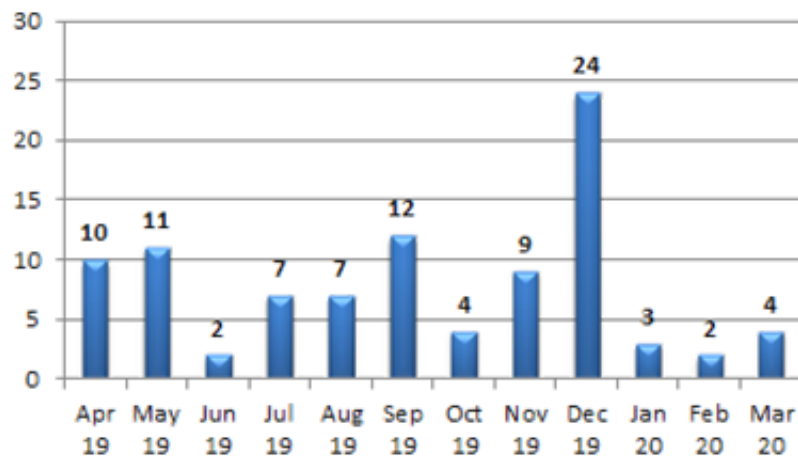
Lincolnshire County Council has the power to suspend parking within a designated parking bay to allow events to take place or access by a specific vehicle for highway/bay maintenance to be carried out. In such cases, advance notice is placed alongside the bay and is distributed to nearby properties giving the date, times and length of the suspension.

Essential maintenance is often difficult due to parked vehicles. The use of suspensions, whilst inconveniencing residents and displacing parking temporarily, is an effective way to ensure essential maintenance is undertaken. For instance, if the Council can improve access to service gullies and drains, the Council can help to minimise the risk of flooding.

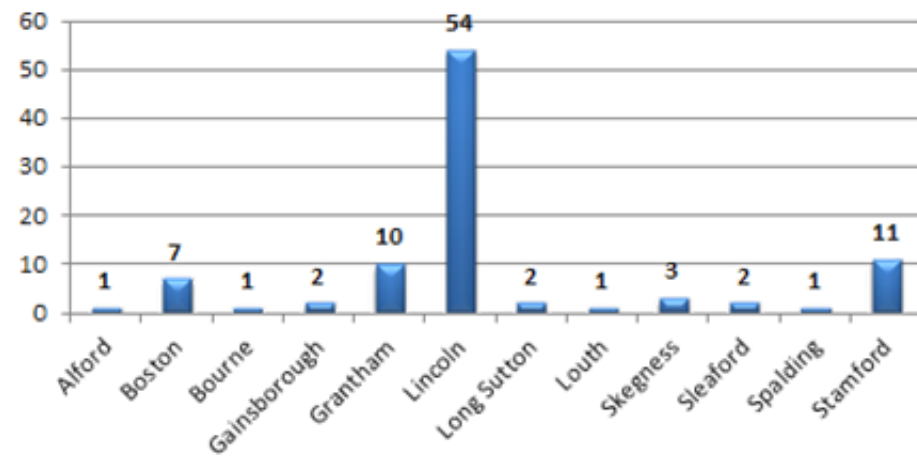
Temporary parking restrictions and parking bay suspensions have also been implemented to help accommodate special events. The below shows the number of parking suspensions implemented and which areas of the County they have occurred.



Suspended Bays by Month



Suspended Bays by Area



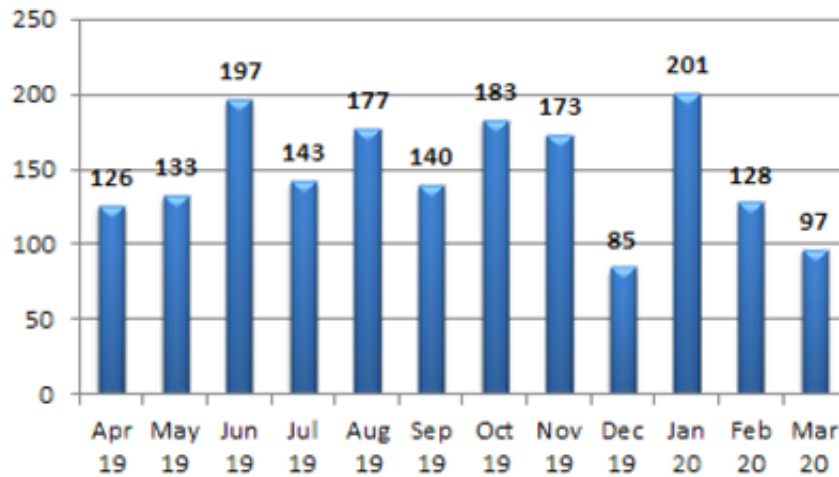
III. Waiver permits

Lincolnshire County Council understands that sometimes it is necessary for a vehicle to be parked in contravention of parking restrictions to undertake works at adjacent or nearby properties. A waiver permit will only be granted when it is essential that the vehicle is parked close to the property and the impact on other road users, businesses or pedestrians is kept to a minimum.

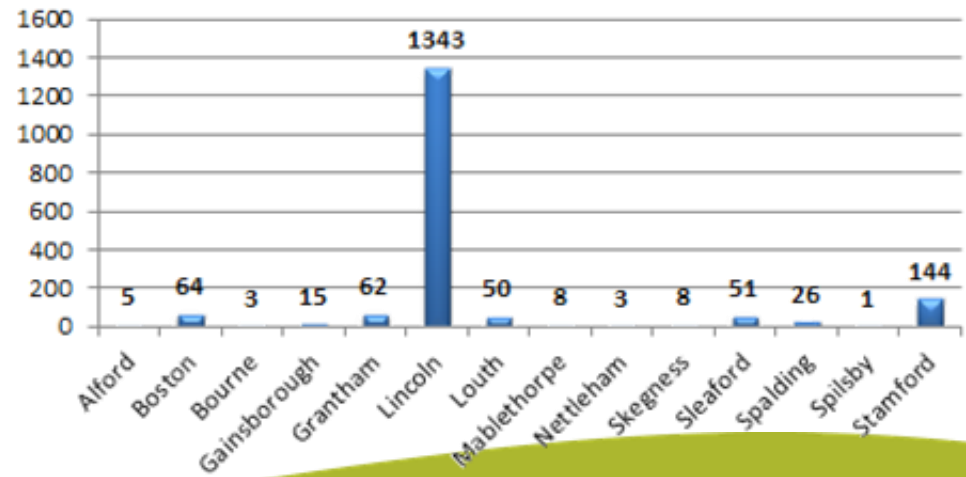
A permit will allow for extended parking in permit holder bays and limited waiting bays. In extenuating circumstances a permit may be granted to allow parking on single yellow lines, loading bays or in restricted zones such as pedestrianised areas but only if there are no other suitable parking alternatives. The below shows the number of parking suspensions implemented and which areas of the County they have occurred.



Waivers Issued by Month



Waivers Issued by Area



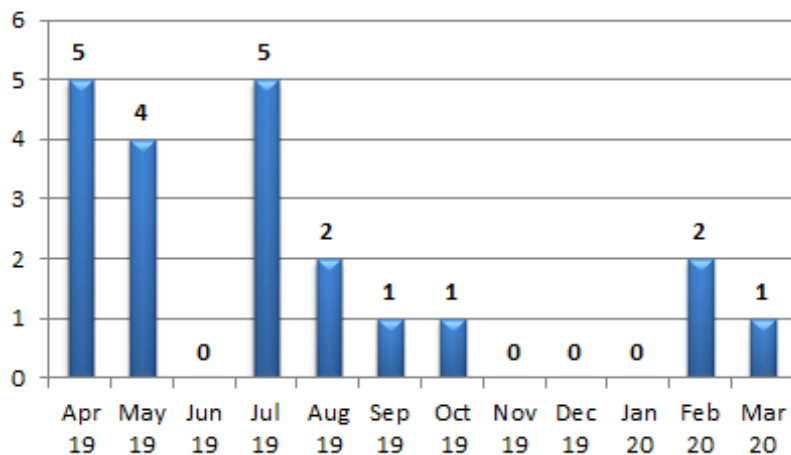
IV. Disabled blue badge scheme

The Disabled Blue Badge scheme helps a badge holder park closer to their required destination. The Council provides a large number of allocated disabled bays at various locations within town centres and effective enforcement helps to ensure that the bays themselves are utilised in the correct manner. Any vehicles seen parked within a disabled bay without a valid blue badge on display could be issued with a Penalty Charge Notice. Further information relating to the enforcement of these bays can be found in Section 4 below.

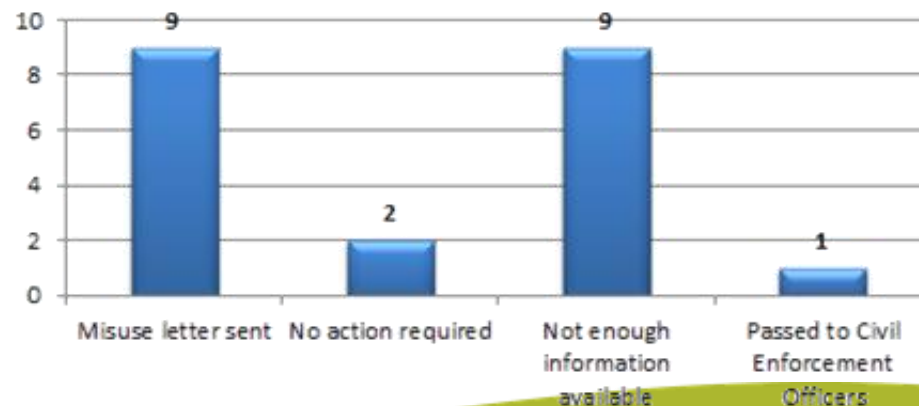
Blue badges can be applied for by visiting the webpage - <https://www.gov.uk/apply-blue-badge> and if a member of the public wishes to report an incident of abuse or alleged misuse of a Blue Badge, this can be reported online via the following web link - <https://www.lincolnshire.gov.uk/parking/apply-renew-blue-badge/5?documentId=48&categoryId=20025>



Disabled Blue Badge Misuse

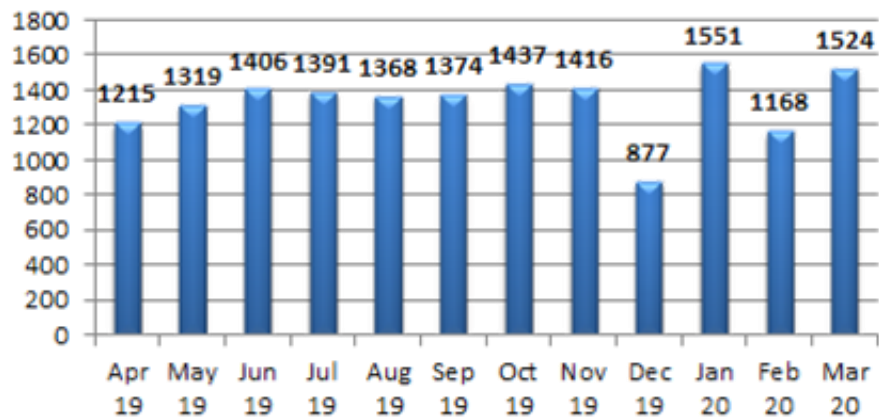


Disabled Blue Badge Misuse Outcome 2019/20



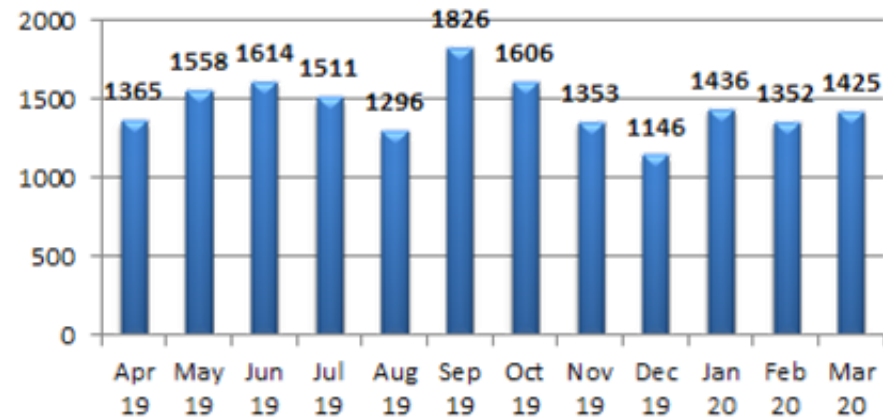
The tables below show the number of blue badges issued within Lincolnshire over the course of the past two financial years.

Disabled Blue Badges Issued in 2018/19



Total badges issued - 16,046

Disabled Blue Badges Issued in 2019/20

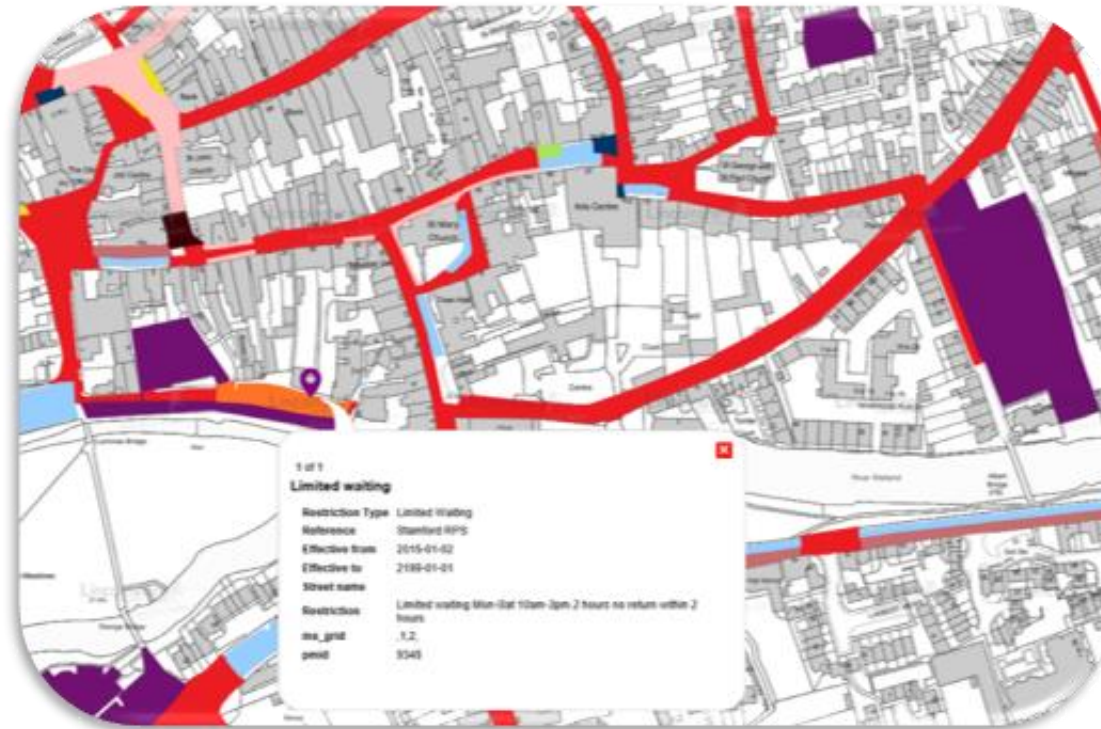


Total badges issued - 17,488



V. Where can people park / parking restrictions

All on street parking restrictions located within Lincolnshire are published on our online interactive mapping tool <https://lincs.locationcentre.co.uk/internet/internet.aspx?articleid=YfmDQ6wYrkU~&preview=true>. This system is commonly used by residents and visitors to the County looking to investigate where parking availability is located. The map enables the user to search via a street location and manoeuvre around the map. We have also highlighted on the maps the locations of District Car Parks should a motorist wish to park on a long stay basis.



VI. Bike hire scheme



For tourists visiting Lincoln City for a short period, or residents who just want to use the scheme occasionally; cycling is a great way to get around. The distinctive orange bikes are available to hire 24 hours a day, 7 days a week from on-street docking stations. There are several membership options available and a range of e-bikes and regular bikes available to meet the needs of the customer.

Pedal or e-bike, casual or annual, there's a membership for you. Please note if you would like to use both the e-bikes and pedal bikes, you will need to take out more than one membership. If you are already a pedal bike member, you will need to purchase an additional e-bike subscription, (membership or casual). Simply log in to your pedal account, and purchase an additional e-bike subscription. This way, when you enter your membership number and PIN at the console, you will be offered both pedal and e-bikes to rent. You will be charged the appropriate amount depending on the bike you choose. More information can be found on our website - <https://www.hirebikelincoln.co.uk/>



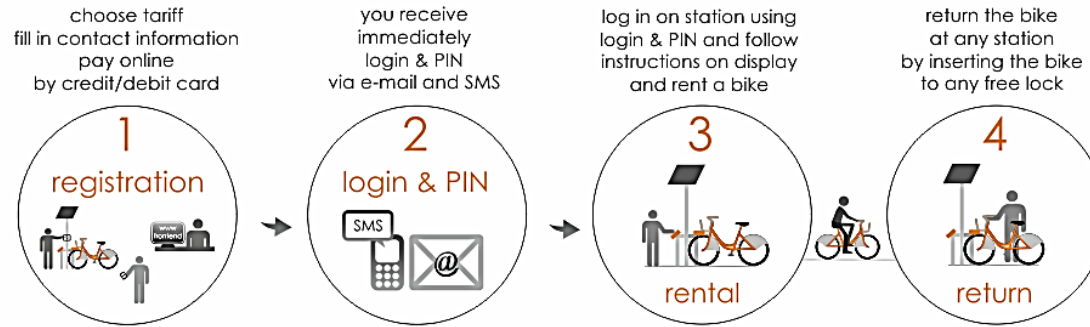
Park and Bike (or "Last Leg") offers a staging post, providing convenient locations for people to break their journey, park their car and continue by bike, making the most of traffic-free routes. There are two official Park and Bike schemes available in Lincoln, encouraging commuters to park on the outskirts of Lincoln city centre and cycle to work. Commuters can park their cars for free at Skellingthorpe or Burton Waters before using their own bike, or rent a hire bike to cycle into the city centre in less than 20 minutes.



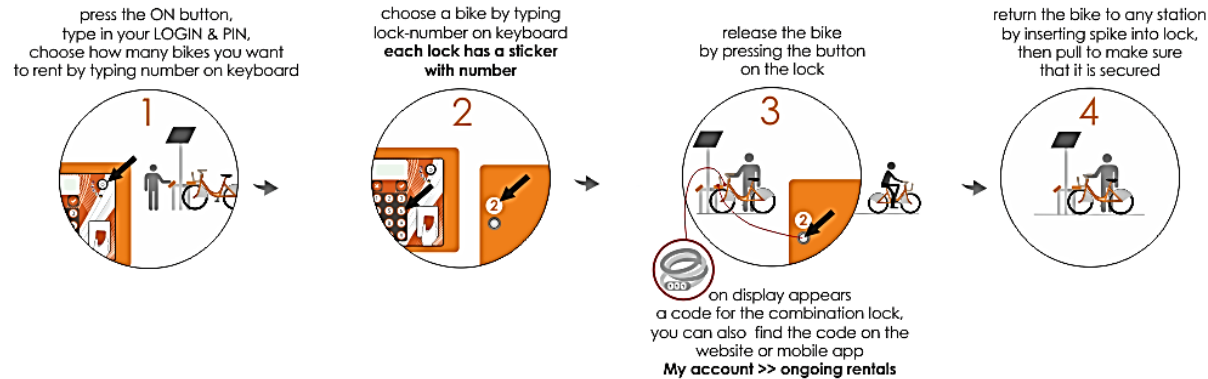
The park and bike site in Skellingthorpe is at Skellingthorpe Community Centre on Lincoln Road. Parking is free of charge. Further information is available by contacting Skellingthorpe Parish Council on 01522 683 061 or email skellingthorpe@north-kesteven.gov.uk.

The park and bike site at Burton Waters is located in the visitor car park. Parking is free, but drivers must obtain a permit from the security office on their first visit. Further information is available by contacting Burton Waters security office on 01522 589 111.

HOW LINCOLN HIREBIKE WORKS



HOW TO RENT & RETURN A BIKE



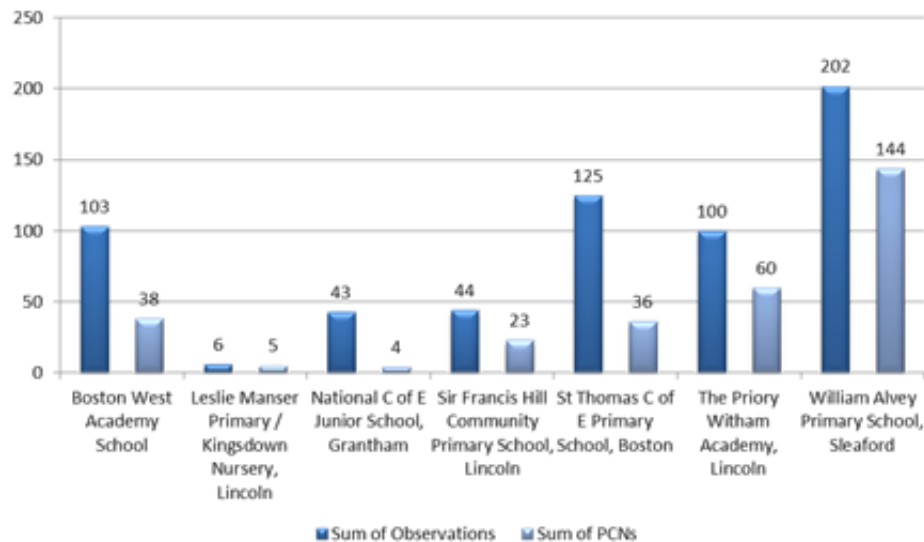
VII. CCTV

Lincolnshire County Council continues to conduct a trial scheme involving a CCTV enforcement vehicle. This trial was implemented to monitor motorists parking habits on school keep clear markings outside the following eight schools within the County.

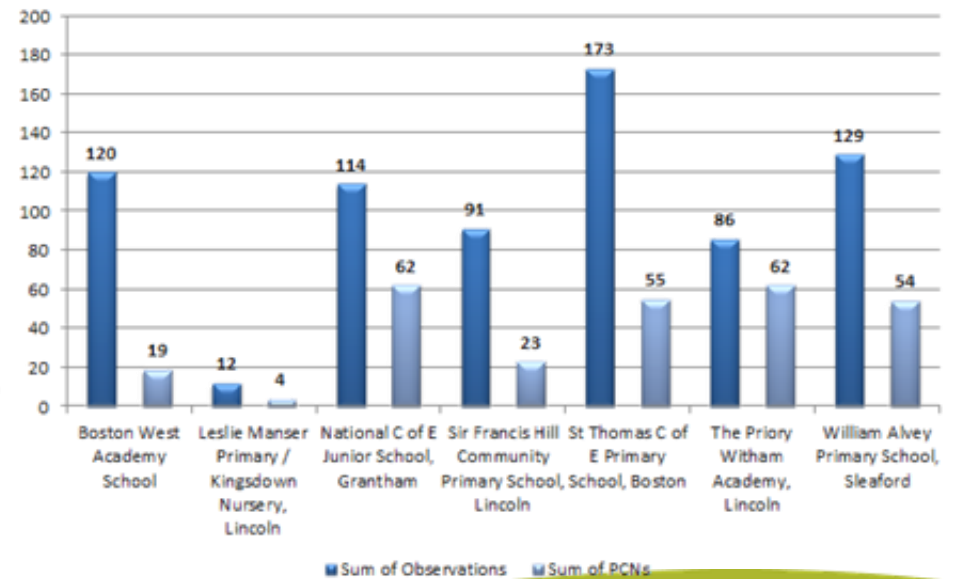
- William Alvey Primary School, Eastgate, Sleaford
- St Thomas' School, Wyberton Low Road, Boston
- Boston West Academy, Sussex Avenue, Boston
- National Junior School, Castlegate, Grantham
- Sir Francis Hill School, Bristol Drive, Lincoln
- The Priory Witham Academy, Shannon Avenue, Lincoln
- Leslie Manser Primary School, Kingsdown Road, Lincoln
- Kingsdown Nursery School, Kingsdown Road, Lincoln



PCNs issued by the CCTV car in 2018/19



PCNs issued by the CCTV car in 2019/20

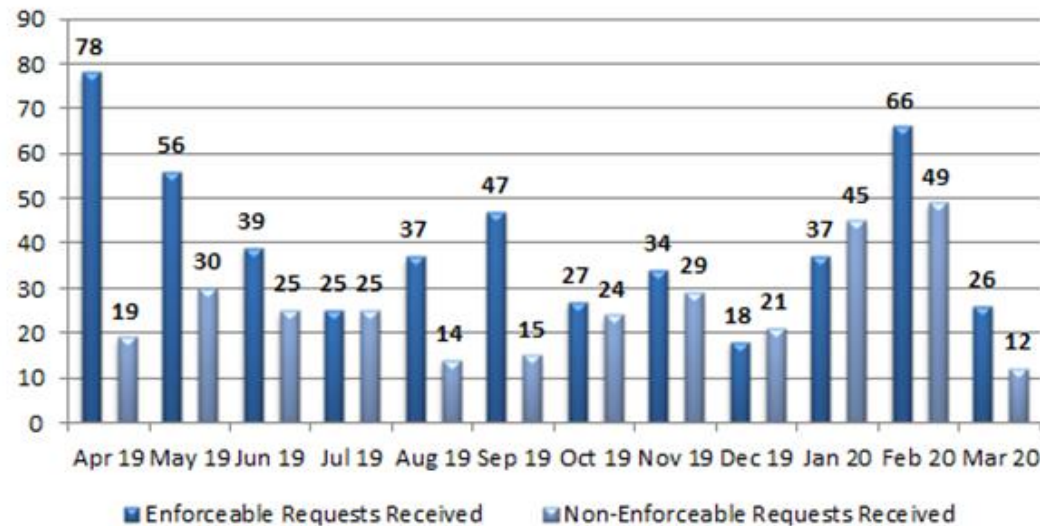


VIII. How to report nuisance parking

Any vehicles seen to be parked in breach of parking restrictions could be issued with a Penalty Charge Notice. A designated hotspot reporting line and e-mail address is in operation for members of the public to utilise. These contact details are linked directly through to the Enforcement Team who endeavours to action the request if possible. A new online reporting tool is being developed to replace this system; further information can be found in the Innovation and New Developments section of this report.

Our Enforcement Officers provide us with detailed reviews of patrols and the information received from residents, business owners and visitors to the County allows us to learn and develop innovative methods of responding to customer requests. This can be dependent upon the resources available to us; however, it has proved beneficial to act upon customer feedback in order to aid parking compliance within Lincolnshire. Of the 798 enforcement requests received in 2019/20, we were able to carry out enforcement action to 490 of these requests. The remaining 308 requests were either matters for Highways Officers to rectify non enforceable restrictions (i.e. damaged lines and signs) or obstruction matters for the Police (i.e. pavement parking).

Enforcement Requests received 2019/20



IX. Events

There are a wide variety of events that take place across Lincolnshire that may require road closures and temporary parking restrictions. Where possible, the Civil Enforcement Officers will enforce these restrictions. Here are a few examples of the events we enforced in 2019 to enable the safety of participants and spectators:

Gainsborough Garden and Food Festival:



The Gainsborough Garden and Food Festival took place with a packed programme of demonstrations and a range of traders from the popular Continental Street Market event, as well as a host of local and regional producers.

Special celebrity guests throughout the three day event included the Michelin Star Chef Jean-Christophe Novelli and the CBeebies presenter Katy Ashworth. Madame Zucchini, from Britain's Got Talent, also ran some fun children's workshops.



Summer Solstice Race:

This was the tenth year of this midsummer evening 10km road race organised by Grantham Running Club in the quiet lanes around Long Bennington.

The accurately measured course whilst not pancake flat has delivered many 'seasons best' and a few elusive PB's. This is also an ideal course to attempt your first 10k race.



Lincoln Christmas Market:



Lincoln Christmas Market is one of the oldest and most popular markets around, scooping award after award. Over 250 market stalls line the streets around the city’s stunning gothic Cathedral, whilst twinkling lights lead you through Castle Square to Victorian themed traders selling a wide range of festive food and drinks alongside handmade crafts and stocking fillers; all of which is wrapped up in a friendly welcome. The Christmas Market gives visitors and residents a truly festive experience, with a traditional, high quality event for all the family.



Bourne CiCLE Festival Sportive:

The Bourne CiCLE Festival took place over a 55, 69 or 90 mile ride from Bourne and through Lincolnshire and Leicestershire countryside. Including the highlight of riding through private roads of Grimsthorpe Estate, taking in four and half miles of traffic free,



historic parkland with spectacular views of the lake and the castle. The ride culminated in Bourne town centre, passing under the race finish gantry where the elite riders raced later that day!



3. Innovation and new developments

We are committed at Lincolnshire County Council to continuously develop and review the services we offer; this includes the regular review of patrols across the county and CEOs performance. We ensure our local communities, business users, visitors and the adjudicators feel listened to and this feedback helps to shape how we manage or meet those expectations. In doing so, this will allow for a more economic, cost effective, visible and efficient use of our finite resource. The work with our inter-departmental links also ensures we remain open and transparent making parking data readily accessible to all members of the public in a friendly and accessible manner.

I. CEO quality checks update

Random spot checks of PCNs were completed for each day patrols were carried out in 2019/20. The system designed in 2017 has been further developed to improve the time spent processing the data and increase the amount of reports it produces. The image to the right shows the input screen when carrying out a quality check and highlights the detail each check requires. No personal data is stored in the database. The VRM entered is to carry out a check to ensure the details were correctly entered by the CEO, the database simply stores a yes, no or N/A response in this particular field.

Each month, a 4 page PDF report was produced for each CEO and an additional overview of all CEOs performance. An excel spreadsheet containing the raw data including all comments on each individual case was also produced. These reports highlight any areas for development to be factored in to CEOs local training. All reports are sent through to APCOAs supervisors to incorporate in each individual's supervision.

In addition to reviewing randomly selected PCNs, the time spent in and between each street is monitored and reported on. These details are also included in these reports to ensure a comprehensive review is carried out each month.



II. Annual Report update

PATROL

PARC AWARDS

Parking Annual Reports by Councils

Overall Winner

Local parking and traffic management
...explained through Annual Reports



We are proud to announce that our 2018/19 Annual Report was declared as the overall winner of the 2020 PATROL PARC Awards. Please find below some comments we have received regarding last year's report:

"Chosen from a huge number of high-quality report entries this year, your report really stood out as one that encompassed comprehensive, but concise and well-presented information, while maintaining a distinct character and sense of place. Of particular note were the links to interactive mapping and lots of content on innovation and new developments, the great personal introduction from Councillor Richard Davies, graphical representations of contraventions and the clear, transparent sections on enforcement, appeals and finance."

Louise Hutchinson
Director, PATROL

"These are extraordinary times and I just want to thank you [PATROL member authorities] for everything you've been doing throughout them. A huge congratulations to Lincolnshire County Council for being this year's overall winner... I very much hope that I can look forward to hosting you all in Parliament in 2021, when these unusual times are behind us. But for now, best wishes to you all."

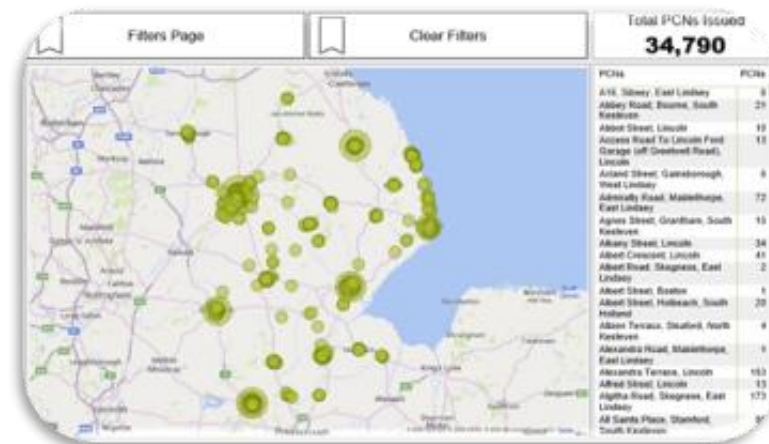
Huw Merriman - MP for Bexhill and Battle,
Chair, Transport Committee

We have continued to make minor improvements to the content and layout of the new style of report established last year whilst remaining committed to producing the in-depth detail. If you wish to review any of our previous reports, they are all located via the following link - <https://www.patrol-uk.info/annual-report/?au=Lincolnshire%20County%20Council>



III. Interactive mapping tool update

We have developed the mapping tools on our open data significantly, the process we follow to produce the data each week has also been improved to speed up the process. In addition to the current financial year's tool (2020/21) which is updated each week, we have also created tools for the previous financial years 2018/19 and 2019/20. We do not display the appeals and financial data for each PCN issued during these periods as this would require updating weekly for the data to remain relevant. However, we already make this data available in our annual reports via the following link - <https://www.patrol-uk.info/annual-report/?au=Lincolnshire%20County%20Council>. A copy of the 2019/20 version is live on our open data platform, a screenshot of how this data is display is to the right of this page.



All of the interactive mapping tools are located on our open data platform which can be found via the following link - <https://lincolnshire.ckan.io/dataset/pcns>.

We have also developed a virtual tour / video guide to demonstrate how to navigate around the website and tools, the video can be viewed via the following link - <https://lincolnshire.ckan.io/dataset/44202da3-749e-480f-8fb7-b47c2b3ab59a/resource/0ef0b463-756c-4324-b32c-19050931019d/download/virtual-tour.mp4>

IV. What's next 2020/21?

We have invested a great deal of time in 2019/20 reviewing how we communicate with members of the public and local councillors to establish what is important to them, what they wish to see and how they prefer to make contact with us. We then set out a clear strategy on areas to develop to introduce in 2020/21 and explored what options are available to us to implement these changes. Below is a summary of the work that has begun, further information on the implementation and interest in these systems will follow in next year's report.



➤ Report Nuisance Parking

Nuisance parking is an issue that affects a lot of residents and something local councillors are often approached about. Historically we have had a dedicated phone line / answer machine service and email account available for requests to be submitted through. These contact details were managed by APCOA and requests for enforcement were carried out where resources allowed. Unfortunately, APCOA did not have the resources to enable them to call or respond to individual requests to provide updates on their requests. It was evident that the public wished to know the result of their requests and when action was carried out so they felt listened to and a genuine interest was paid to the issues they were experiencing. Developments began in early 2020 to create a new online tool to submit requests and generate tailored responses based on the type of request made and outcome of their request. Keep an eye on our website for further information - <https://www.lincolnshire.gov.uk/parking/parking-enforcement>.

➤ Patrol Data Reports

We receive requests throughout the year for varying levels of information from local councillors wishing to know whether their areas are being regularly patrolled and the result of these patrols. The information required could be very time consuming to produce these ad-hoc requests, but was clear that it is something the public found of particular interest. It was decided to investigate whether we could develop a tool similar to the public interactive mapping tools, but to incorporate the patrol data to display when streets have been patrolled. Developments began in early 2020 to create a new online tool to produce this data in a friendly platform that can be manipulated to only display data for the electoral division required.

➤ School Patrols

The CCTV car trial is due to end at the end of March 2020, discussions have already taken place on what resources will be made available in lieu of the CCTV car. Two additional Civil Enforcement Officers will be recruited purely to focus on patrolling the restrictions surrounding school sites during drop off and collection times. Work took place in 2019/20 to identify which schools receive the most amounts of requests for enforcement from members of the public and local councillors, the sites were then inspected to ensure the restrictions were enforceable to make the best use of this new resource. The CEOs would patrol the more rural locations around Lincolnshire between these core times to increase our presence in these towns and villages. New patrols will be trialled in September 2020.



➤ **Limited Waiting Bay return time analysis**

We highlighted in last year's annual report that we took a more targeted approach to patrols. Following the in-depth analysis of the data displayed in the new deployment tool, it was established that a key element was missing from this data. It was not yet possible to establish how effective a patrol was when looking at a CEO's return time to limited waiting bay. Whilst improving our presence in the more non-complaint areas, we needed to ensure that the effectiveness of the patrol was not negatively impacted. Developments began in early 2020 to create a new tool to interrogate patrol data to establish whether CEOs returned to limited waiting bays within a reasonable timeframe, once the system is fully tested and developed, we can begin to make more minor and well thought out amendments to patrols to have the greatest impact.

➤ **Signs and lines survey**

Lincolnshire has 9000km of road network with road marking and signage in varying levels of condition. While we inform our local Highways Officers of missing or damaged signs and lines as we come across them via the appeals process, it is apparent that a comprehensive survey is required to establish how great the issue is across Lincolnshire so we can put a plan in place to establish the correct level of resource in required in the areas that need the attention most.

➤ **South Holland District Council car parks**

A new partnership between South Holland District Council and Lincolnshire County Council will start in July 2020, making sure Spalding's car parks are used fairly and safely, and making it easier for shoppers to visit the town centre. Parking fees in council car parks will also return from this date. With this re-introduction the way in which car parks are managed will change, with the district and county council working together to bring on and off-street enforcement together under one service.

The agreement means that uniformed officers will be more frequently patrolling the council-owned car parks in the town, ensuring there is an appropriate level of enforcement in place to help keep motorists moving, reduce congestion caused by inconsiderate parking and ensure spaces are used fairly to help more people find spaces and visit the town centre.

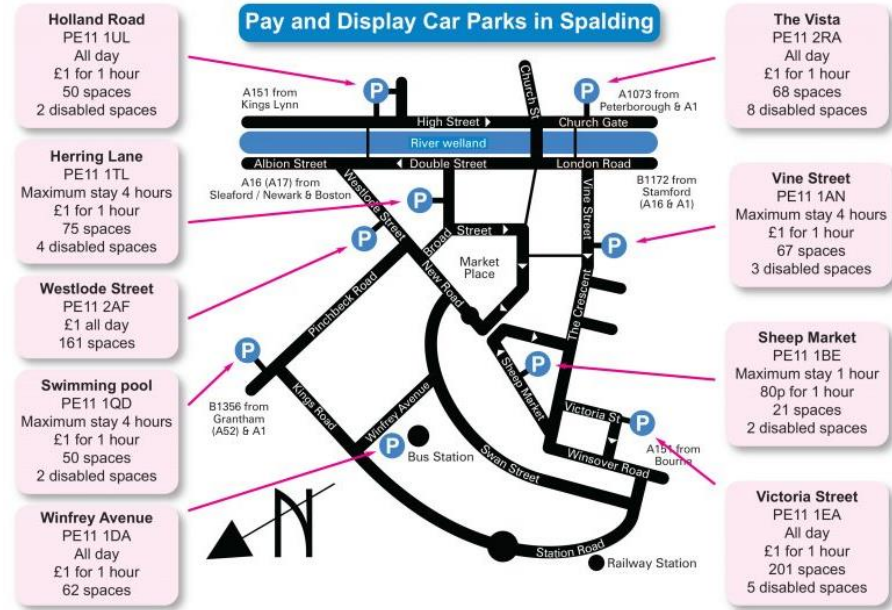


The two councils have worked jointly to find ways to offer residents, businesses and visitors the most effective service together, following feedback from shops and residents about town centre car park spaces being taken up by all-day parkers without tickets, and will help people to feel more confident to park and travel into town and shop.

Councillor Roger Gambba-Jones, South Holland District Council portfolio holder for place said: "I am pleased that we have entered this new partnership with Lincolnshire County Council and believe it will provide us with good opportunities to continue to invest into the District's car parks.

As well as new machines providing more ways to pay and the introduction of electric vehicle charging points, we are continuing to explore ways to improve the provision of, better lighting, signage and extra parking bays for the benefit of everyone who visits the town.

Spalding continues to offer one of the lowest car parking charges available in large towns in the County, and the charges are vital to allow us to maintain, operate and improve the facilities. Being able to ensure fair usage by the whole public through enforcement is an important aspect of this."



4. Education, enforcement and appeals



I. A day in the life of a Civil Enforcement Officer (CEO)

Around 20 Civil Enforcement Officers work across Lincolnshire, taking a sensible approach to local parking problems. The CEOs have powers to issue Penalty Charge Notices (PCNs) to vehicles that do not comply with parking regulations. Our CEOs are easily recognisable by their uniforms. CEOs typically patrol on their own, however, you may see trainee officers, or those receiving on-the-job assessments, with another member of staff. Lincolnshire County Council is committed to training their staff to the highest standards and encourages the development of skills in customer relations.

Although CEOs are there primarily to enforce parking restrictions, they may give directions and often act as the 'eyes and ears' for the Council across a range of services including reporting defects to signs and lines. Our CEOs do not have targets to work towards and the number of PCNs issued is not linked in any way to their pay. Each CEO is equipped with a CCTV badge; we believe that this will help reduce instances of physical threat and abuse when they are carrying out their duties.

This will also support any prosecutions that may take place following instances of abuse. If an appellant feels that a PCN has been issued incorrectly, we can review the video footage to support these claims. Our CEOs are out in all weathers and here's what some of our CEOs have to say about their job:



What do you enjoy about your role as a Civil Enforcement Officer?

"Despite living and working in Lincolnshire for some years, I had never really ventured very far within the county. So, I have enjoyed being deployed to all areas of the county from little villages in North Kesteven, that have the best cake to the bustling seaside resorts of Skegness and Mablethorpe. The county really is so diverse, and I really have been able to see Lincolnshire in all its glory. Patrolling around the cathedral really doesn't compare to being stuck inside for the working day, there is just something so uplifting about it. It has also made me a hit with the wife at the weekend as I have been able to in turn show her some of the amazing places Lincolnshire has to offer."

CEO 271, Darren

Why do you feel Civil Parking Enforcement is important?

"Enforcement is important mainly for safety. I did the school patrols and witnessed first-hand the dangers of vehicles parked in contravention on several occasions. The rules allow for traffic to keep moving, otherwise the towns would come to a stop.

It also ensures that everyone gets a fair approach to parking options in the county. We have a lot of resident's bays but also limited wait bays within the same stretch of roads so there are plenty of spaces for residents and visitors alike. That is the same for disabled parking and loading areas but if cars are parked in contravention in these areas it makes it difficult for the legitimate users to access the spaces and this is where parking enforcement is key."

CEO 202, Cezary

What has been the biggest highlight whilst carrying out your duties?

"I once helped an elderly lady on a wet windy day, she had several bags of shopping and was not great on her feet. The wind was giving her extreme difficulty so I took her bags from her and told her to grab my arm. I walked her from Lumley Road to Burgh Road, this took me well away from my route but I knew my supervisor would have been ok with this given the circumstances, a number of people acknowledged what I was doing which made me feel very good for doing it."

CEO 374, Jordan



What type of training have you taken part in within your career as a CEO?

"I have been fortunate that my time as a senior CEO has allowed me to not only gain my qualification in parking enforcement but also develop my skill set in the other branches of this field such as the CCTV traffic enforcement qualification. The latter was important to me as my grandson is at primary school and the dangerous parking would always trouble me, when I would drop him off on my scheduled rest days. The fact that my qualification was used in Lincolnshire, solely for managing dangerous parking at various schools throughout the county made me feel like I was having a positive impact on the safety of not only my grandson but the children in general.

I am also a fully qualified trainer and APCOA have been very supportive of me delivering the WAMITAB course and the local training to new recruits. This has led to continued CPD in the area as it is a requirement in order to continue delivery. This has allowed me to establish good working relationships with the staff members."

CEO 256, Anthony



II. CEO contravention code of practice

Civil Enforcement Officers (CEOs) work within a stringent set of guidelines governed by the Traffic Management Act. They have limited discretion, for example, they may offer advice about where to park if the situation allows such advice to be given. Further discretion will be allowed by the Notice Processing Officers who will consider representations against PCNs taking into account the evidence provided by the motorist as well as the guidance provided.

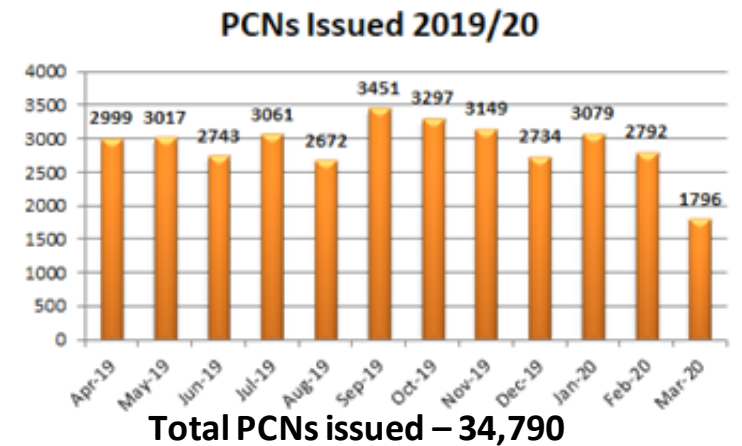
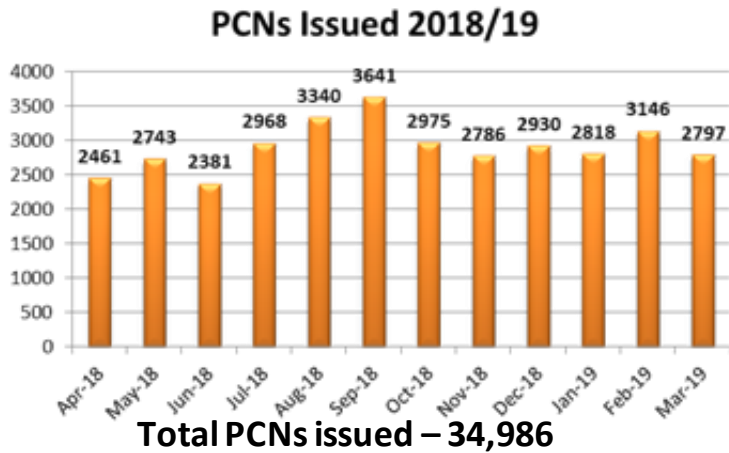
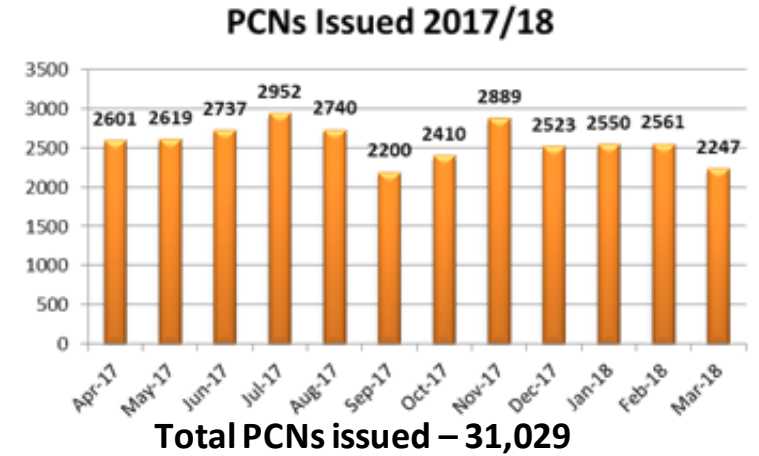
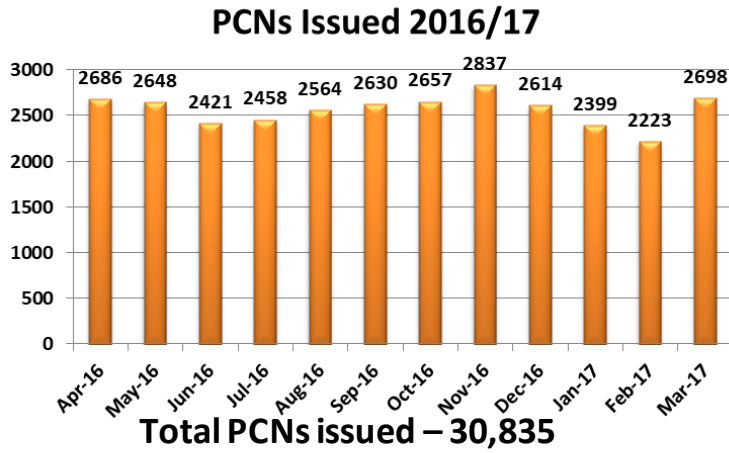
Before the issue of a PCN and depending on the circumstances, CEOs will usually observe vehicles to see if loading or unloading is taking place. However this observation time does not apply to streets with loading prohibitions, bays for specific users such as disabled drivers and doctors, or to suspended bays where instant PCNs will be issued.

Prior to the issue of a PCN the CEOs will, for some contraventions, allow a period of time to elapse between first observing the vehicle parked in contravention of the regulations and the issue of the PCN. The details of the vehicle will be entered into the CEO's Hand Held Computer (HHC) when first seen and the computer will prevent issue of the PCN if an observation period is required. The CEOs will be able to continue with their patrols, as long as the contravening vehicle is kept in view, and then return to the contravening vehicle. The observation time and the PCN issue time will appear on the face of the PCN itself and will be recorded by the enforcement software system. Some contraventions do not require an observation period and can be issued immediately. For a detailed list of which contraventions require an observation period, please refer to our Civil Parking Enforcement Procedures Manual which can be located on our website - <https://www.lincolnshire.gov.uk/parking/parking-enforcement>




III. Penalty Charge Notice (PCN) issue stats

Below is an overview of the number of PCNs issued over the past four financial years. For a more detailed breakdown of this data, please visit our open data website via the following link - <https://lincolnshire.ckan.io/dataset/pcns>



IV. Most issued contravention codes

Below is a list of the most commonly issued contraventions in Lincolnshire, we have provided the description of the contravention and included some examples of the road markings and signs you are likely to see.

<p>01 Parked in a restricted street during prescribed hours</p> 	<p>Parked for longer than permitted 30</p> 
<p>40 Parked in a designated disabled person's parking place without clearly displaying a valid disabled person's badge</p> 	<p>Parked in a residents' or shared use parking place without clearing displaying either a permit or voucher or pay and display ticket issued for that place 12</p> 

PARKING NOTICE ENCLOSED
WARNING
IT IS AN OFFENCE FOR ANY PERSON OTHER THAN THE DRIVER TO REMOVE THIS NOTICE



23 Parked in a parking place or area not designated for that class of vehicle

02 Parked on a taxi rank

45 Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force

25 Parked in a loading place during restricted hours without loading

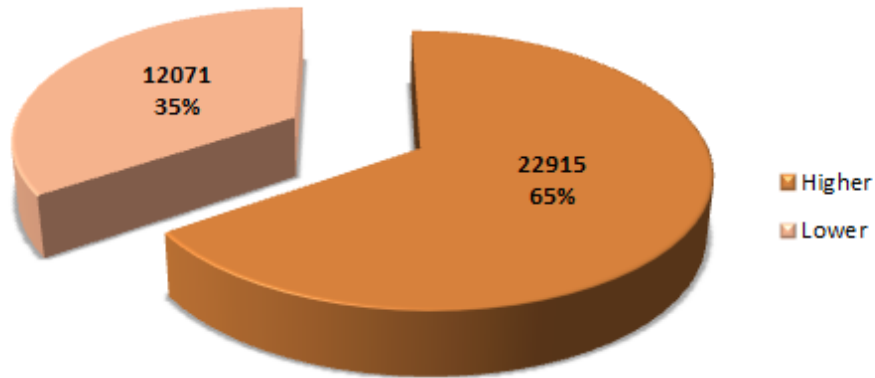


Code	Description	Issued in 2018/19	Issued in 2019/20	Difference
1	Parked in a restricted street	10,293	9,978	-315
2	Loading in restricted street	1,347	1,139	-208
5	Parked after payment expired	197	265	68
6	Parked without clear display	1	3	2
8	Parked at out-of-order meter	0	1	1
10	Parked without clear display 2	0	2	2
11	Parked without payment	601	616	15
12	Parked in a residents' place	2,161	1,912	-249
16	Parked in a permit space	220	299	79
19	Parked in a residents' place	680	458	-222
20	Parked in a loading gap	3	5	2
21	Parked in a suspended bay	410	269	-141
22	Re-parked in the same place	240	179	-61
23	Wrong class of vehicle	1,985	1,992	7
24	Not parked correctly	966	594	-372
25	Parked in a loading place	1,089	514	-575
26	Double parking in a SEA	150	210	60
27	Dropped footway in a SEA	233	344	111
30	Parked longer than permitted	9,384	10,403	1,019
35	Disc without clearly display	2	1	-1
36	Disc longer than permitted	0	1	1
40	Disabled person's parking	2,702	2,939	237
42	Police vehicles	13	19	6
45	Taxi rank	1,291	1,614	323
46	Clearway	139	143	4
47	Restricted bus stop or stand	245	298	53
48	Restricted school area	325	246	-79
49	Cycle track or lane	164	167	3
61	Commercial footpath parking	0	2	2

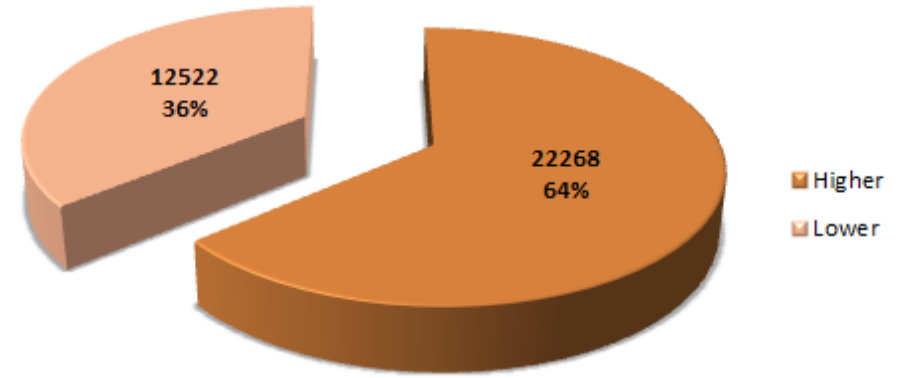


62	Footpath parking	5	0	-5
99	Pedestrian crossing	140	177	37
Grand Total		34986	34790	-196

Charge Levels, 2018/19



Charge Levels, 2019/20



V. Appeal response times

Type of PCN	How you usually challenge it
Local council PCN - received on the spot, i.e. Reg 9 PCN on your windscreen	Make an informal challenge to the council
Local council PCN - received in the post, i.e. sent a 'Reg 10 PCN/Notice to Owner'	Make a formal challenge (called a 'representation') to the council

Lincolnshire Councils urge every motorist who is issued a Penalty Charge Notice to deal with it quickly. PCN's are processed using a set of national procedures and timescales.

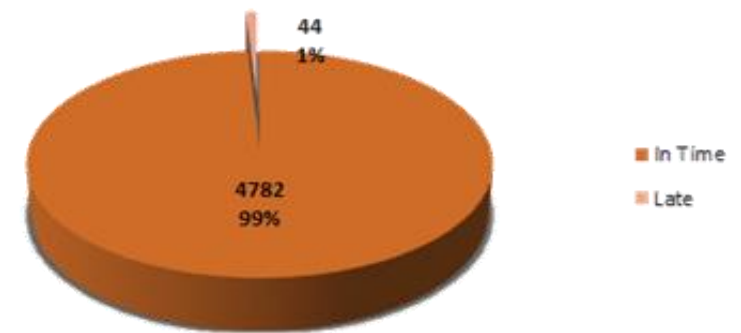
You can pay the penalty charge straight away using the payment details on the Penalty Charge Notice; or, if you believe that the penalty charge should not have been issued; you may challenge the issue of the PCN in writing as described on the Penalty Charge Notice.

It is not possible to document every scenario or circumstance that may exist, however, we have detailed the typical lifecycle of a Penalty Charge Notice in full in our procedures manual which can be found via www.lincolnshire.gov.uk/parking/parking-enforcement. This details the options available to the public and outlines the council's responsibilities.

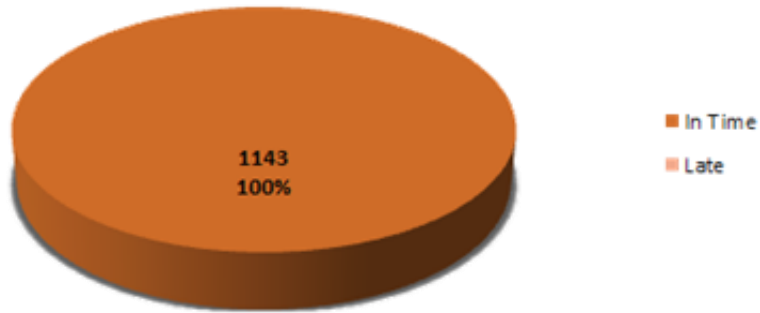
A motorist has 28 days to informally challenge a Regulation 9 Penalty Charge Notice (PCN) prior to a Notice to Owner being served to the registered keeper of the vehicle. If this action is carried out within 14 days and the challenge is unsuccessful, it is likely that the discounted sum due will be extended for a further 14 days from the date of rejection. Lincolnshire County Council endeavours to respond to all challenges within 14 days upon receipt of an appeal.

Of the **4,826** challenges received in the financial year 2019/20, **4,782 (99%)** were responded to in time. Responses to informal challenges made out of time may be due to the Council obtaining additional evidence, i.e. reviewing video footage from the Civil Enforcement Officers badge camera.

Informal Challenge Response Times 2019/20



Formal Representation Response Times 2019/20



The owner of a vehicle is given the opportunity to make a Formal Representation against a PCN once the Notice to Owner (NtO) is sent to them by the relevant Council. This representation must be made within 28 days of receipt of the NtO. A written Notice of Acceptance or Rejection will be sent within a maximum of 56 days (however, the Council aim to serve decision notices within 21 days whenever possible) of receipt of a formal representation from the owner of the vehicle. Of the **1,143** challenges received in the financial year, **100%** were responded to in time and **1,074 (94%)** of these were responded to within 21 days.

VI. Enforcement action taken

Currently Lincolnshire County Council does not actively immobilise or remove vehicles as per the statistics shown below.

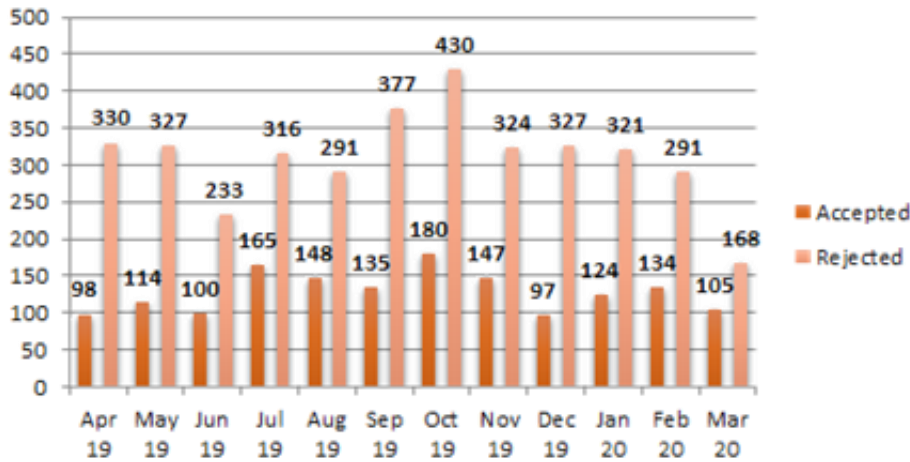
	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Totals
Vehicles Immobilised	0	0	0	0	0	0	0	0	0	0	0	0	0
Vehicles Removed	0	0	0	0	0	0	0	0	0	0	0	0	0

	Apr 19	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Totals
Vehicles Immobilised	0	0	0	0	0	0	0	0	0	0	0	0	0
Vehicles Removed	0	0	0	0	0	0	0	0	0	0	0	0	0

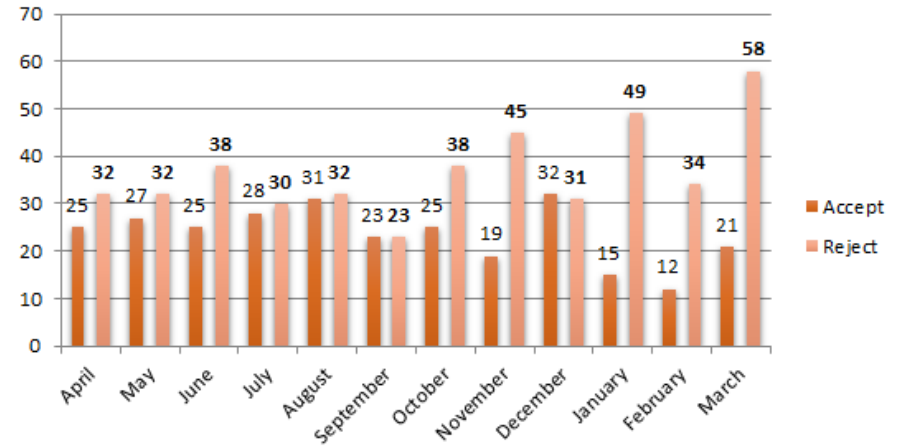


VII. Challenges, representations and appeals

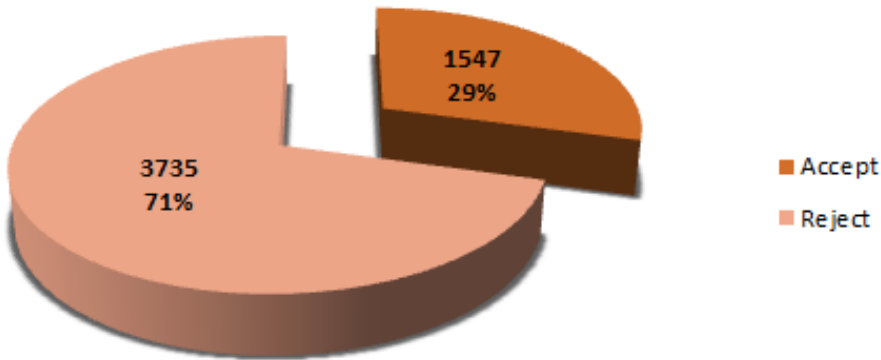
Informal Challenge Decisions 2019/20



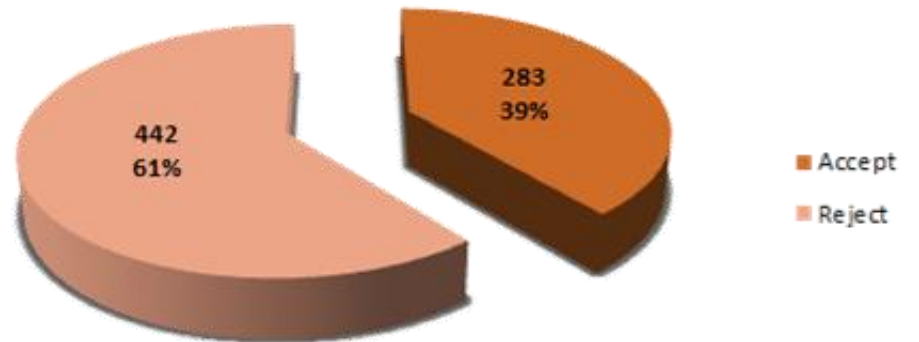
Formal Representation Decisions 2019/20



Informal Challenge Decisions 2019/20



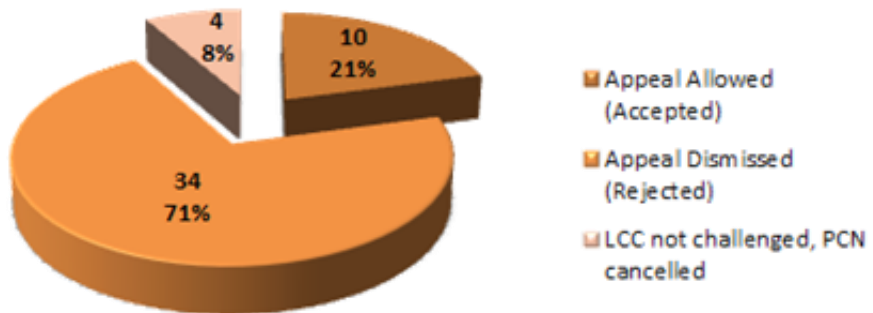
Formal Representation Decisions 2019/20



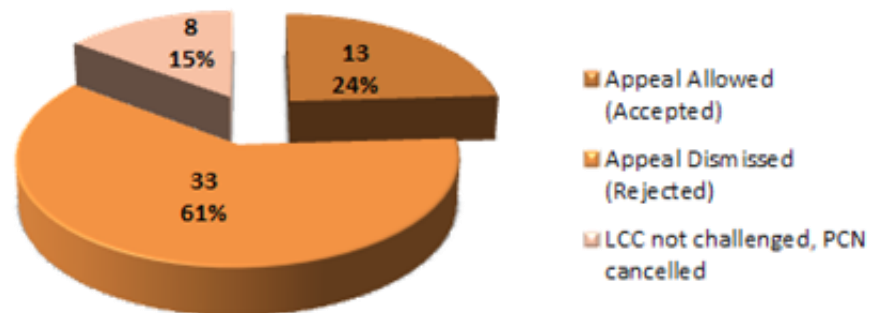
If an appellant is not satisfied with the decision made by the Council regarding their formal representation, they have the right to challenge the issue of the PCN to a parking adjudicator based within the Traffic Penalty Tribunal (TPT).

The TPT are a group of independent parking adjudicators and they conduct hearings relating to parking, bus lane, and moving traffic contraventions (outside of London). These hearings can be carried out in person, over the telephone or in writing. The below charts show the cases submitted to the Tribunal over the past 2 financial years and their outcome.

Cases appealed at TPT 2018/19



Cases appealed at TPT 2019/20



5. Transparency in finance

I. Financial information

The table below shows a breakdown of the costs incurred by the Council and any surplus generated from Civil Parking Enforcement.

In line with the Traffic Management Act 2004, any surplus arising from on-street parking and enforcement is ring-fenced and can only be used for the provision of the enforcement service, supplying or making good parking facilities, transport projects, environmental projects or if the council feels that none of these are required, the funds can be set aside against potential losses for up to 5 years.

Lincolnshire County Council receives no income for on-street parking, preferring to provide free limited waiting parking in town centres, helping to support local businesses and services by encouraging more visitors. Surplus income has previously been spent to help finance the CCTV Pilot enforcement scheme currently being undertaken outside of selected schools in Lincolnshire and has also contributed towards remedial works to improve marking and signing of restrictions and parking bays.

A deficit of £22,668 was recorded in 2019/20 which has been balanced and drawn down from the CPE reserves. Although in its early stages financial wise, the deficit was partially due to a loss of income in late March due to the COVID-19 pandemic.

		2018/19	2019/20
Income	Penalty Charges	£1,174,975.46	£1,209,123
Costs	Enforcement Contract	£802,251.40	£811,500
	Notice Processing Contract	£185,352.00	£229,400
	Council costs	£163,966.31	£190,891
	Total	£1,151,569.71	£1,231,791
Draw down from reserves	Total	£0	£22,668
Deficit/Surplus	Total	+£23,405.75	£0



Contact Us



ParkingServices@lincolnshire.gov.uk



01522 552222 (8am-6pm Monday to Friday, closed Bank Holidays)



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