

Lincolnshire County Council Civil Parking Enforcement Annual Report 2020 / 21



1. Setting the scene

I. Introduction from Councillor Richard Davies	3
II. About Lincolnshire	5
III. Partnership working	6
IV. Comments and compliments	7
V. How and why we issue PCNs	10

2. Parking as a service

I. Residential parking permits	11
II. Suspensions	12
III. Waiver permits	13
IV. Disabled blue badge scheme	14
V. Where can people park / parking restrictions	16
VI. Bike hire scheme	17
VII. CCTV	19
VIII. How to report nuisance parking	21
IX. Events	22

3. Innovation and new developments

I. Report nuisance parking	23
II. Patrol data reports	24
III. Limited waiting bay return time analysis	25
IV. Signs and lines survey	25
V. South Holland District Council car parks	26

Page

4. Education, enforcement and appeals

I. A day in the life of a Civil Enforcement Officer (CEO)	27
II. CEO contravention code of practice	30
III. Penalty Charge Notice (PCN) issue stats	31
IV. Most issued contravention codes	32
V. Appeal response times	36
VI. Enforcement action taken	37
VII. Challenges, representations and appeals	38

Page

5. Transparency in finance

I. Financial information	40
Contact us	41



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.

2020 proved to be an unprecedented year, with the entire world adapting to the COVID-19 pandemic. Whilst we continued to pride ourselves on taking a pro-active, logical and sensible approach when carrying out our enforcement duties throughout the County, it was a necessity for us to scale back these duties during the peak of the pandemic and focus on key areas when required. 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. Parking also 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.



During the lockdown period, on street parking enforcement was scaled back. The Enforcement team were then drafted in to provide a valuable resource to assist LCC with the re-opening of Household Waste Recycling Centres, by checking vehicle registrations against pre booked time slots, and giving advice to residents as to how to book the click and tip service.



As restrictions within lockdown have been lifted, Lincolnshire has seen a large number of visitors flock to the many beaches on the East Coast, this has resulted in a greater need for enforcement of existing parking restrictions to aid the free flow of traffic and ensure a turnover of parking spaces for car users enabling better access to coastal town centres and the beaches themselves.



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. This extension was granted and now runs to 2024. 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.



IV. Comments and compliments

"Thank you for your response. I, like many residents here really do appreciate the efforts of your enforcement team and understand they're probably too often on the receiving end of unnecessary abuse. Please pass on our appreciation to the team"

"Call received from a Mrs X. She said that yesterday in Stamford she was aiding an elderly lady around the town trying to help her find her car as she had apparently lost it. They ran into CEO 384 who agreed to help the elderly lady to find her car. CEO was extremely nice and helpful and was 'A credit to the organisation'"

"The long suspension has been really useful during the core lock-down period. We appreciate that the city is about to open up again and we wish you well as we begin to return to normal. Well done for everything you are doing in these difficult circumstances"

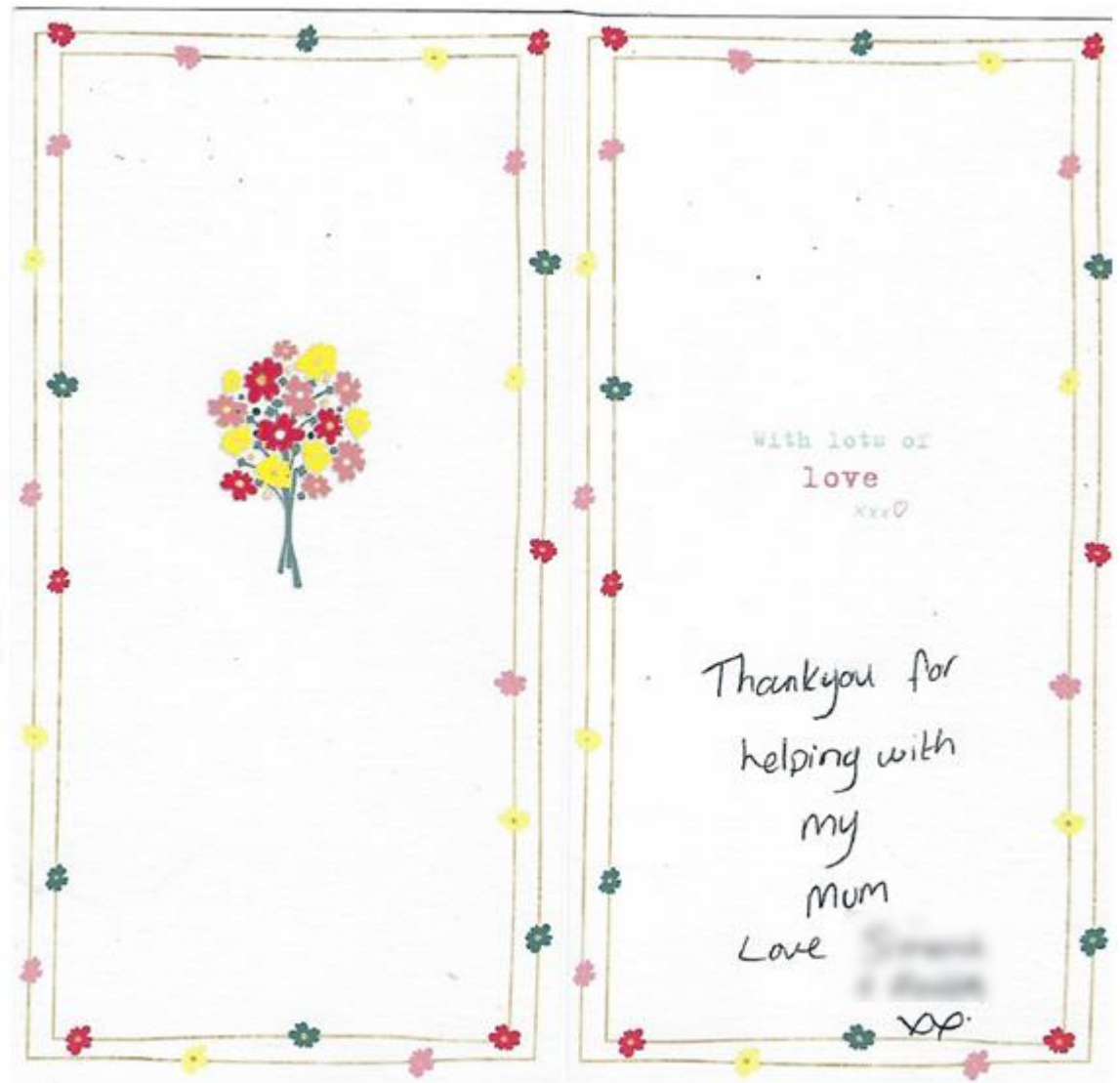
"Thank you very much for getting in touch. I appreciate all your help and the time you have taken to correspond with me"

"Thank you. Kind of you to notify me. Appreciate your efforts"

"Thank you for your email and letting me know. Great service thank you"

"Thank you so much for this information and correspondence throughout the last couple of months. Much appreciated"





The attached is the 'Thank You' card received by CEO 363 from a member of public whose mother was helped by the CEO on Thursday 4th March. The elderly lady fell over and cut her head open, the CEO stayed with her, calmed her down and called for an ambulance. Her daughter handed the card to the CEO on Friday.



We took significant steps to improve the way waiver permits, bay suspensions and Louth resident's permits were able to be requested and supplied. These are a few of the comments received when the system was newly established.

"Thanks so much I have completed and paid now, thanks again for great service"

"My parking permit arrived today; I just wanted to say a huge thank you for making the process so easy... take care, and one last, thank you"

"Thank you for coming back to me. I think this is an excellent setup, despite having to make payment 😊and I thank you for your time with responding. We have received thanks so much for the fast, efficient service. Thank you ever so much. You are always ever so helpful"



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

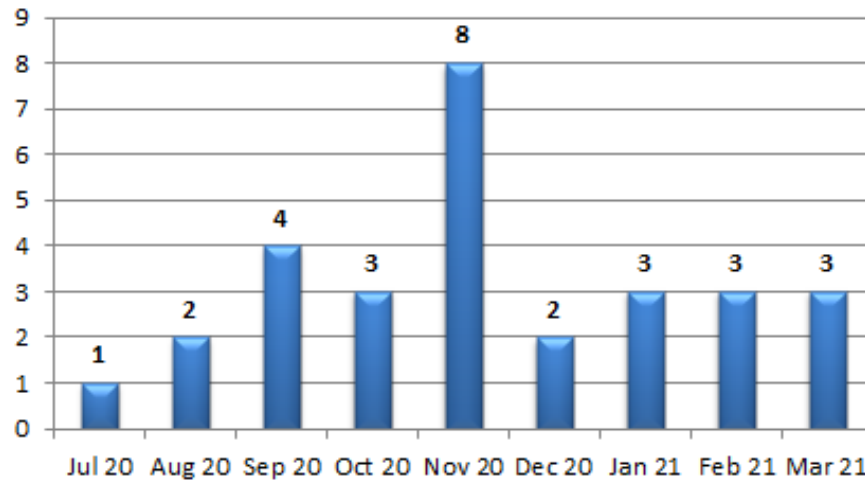
Lincolnshire County Council has the power to suspend parking within a designated parking bay to allow events to take place or access by a specific vehicle for highway/bay maintenance to be carried out. In such cases, advance notice is placed alongside the bay and is distributed to nearby properties giving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

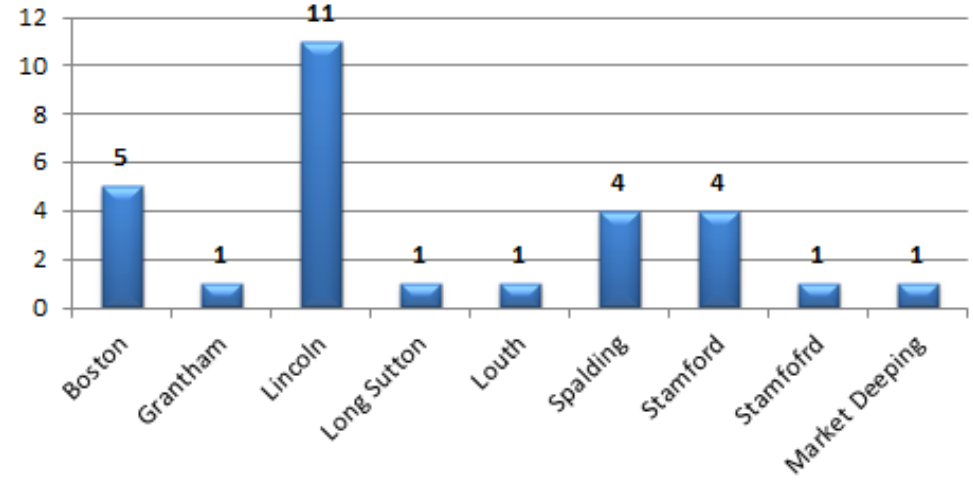
Temporary parking restrictions and parking bay suspensions have also been implemented to help accommodate special events. The below shows the number of parking suspensions implemented and which areas of the County they have occurred.



Suspended Bays by Month



Suspended Bays by Area

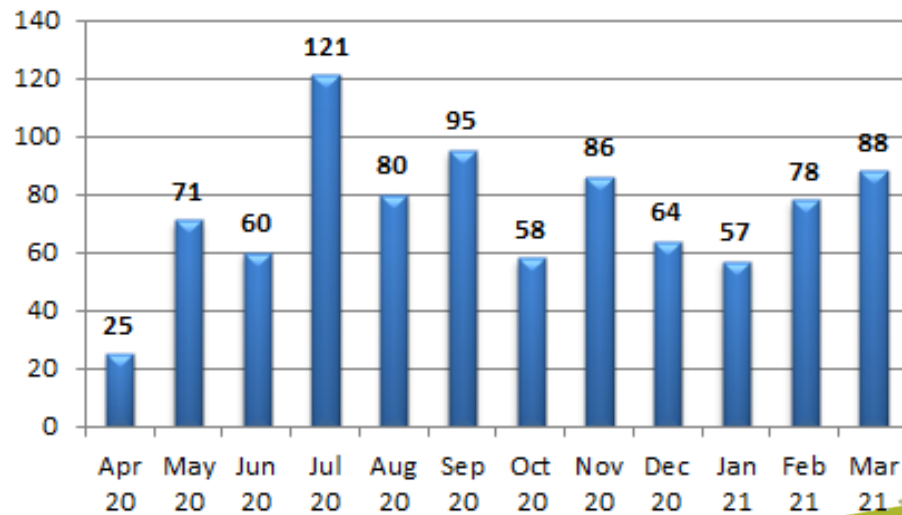


III. Waiver permits

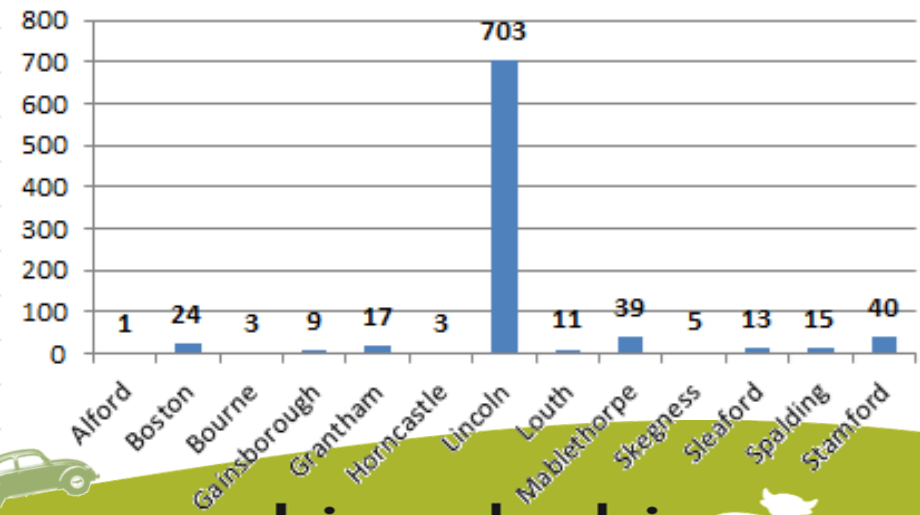
Lincolnshire County Council understands that sometimes it is necessary for a vehicle to be parked in contravention of parking restrictions to undertake works at adjacent or nearby properties. A waiver permit will only be granted when it is essential that the vehicle is parked close to the property and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



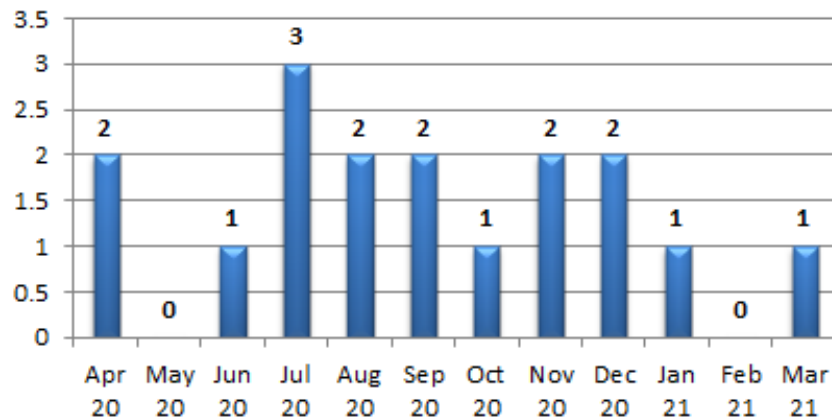
IV. Disabled blue badge scheme

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.

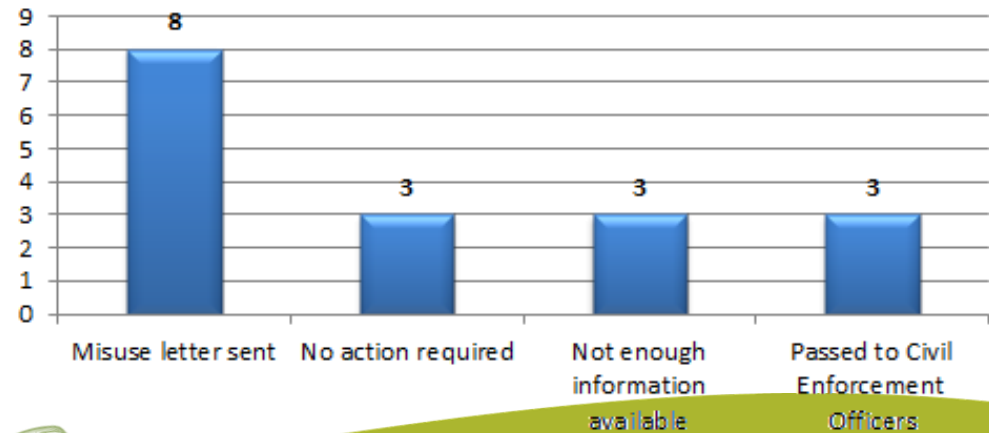
Blue badges can be applied for by visiting the webpage - <https://www.gov.uk/apply-blue-badge> and if a member of the public wishes to report an incident of abuse or alleged misuse of a Blue Badge, this can be reported online via the following web link - <https://www.lincolnshire.gov.uk/parking/apply-renew-blue-badge/5?documentId=48&categoryId=20025>



**Disabled Blue Badge Misuse
2020/21**

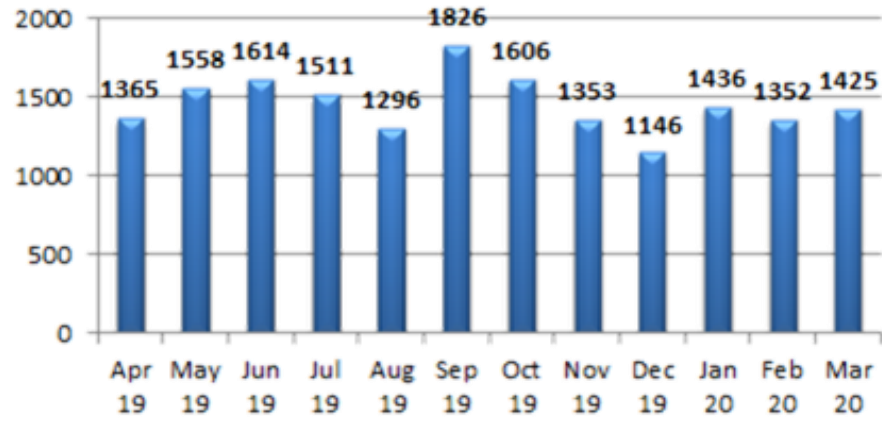


**Disabled Blue Badge Misuse Outcome
2020/21**



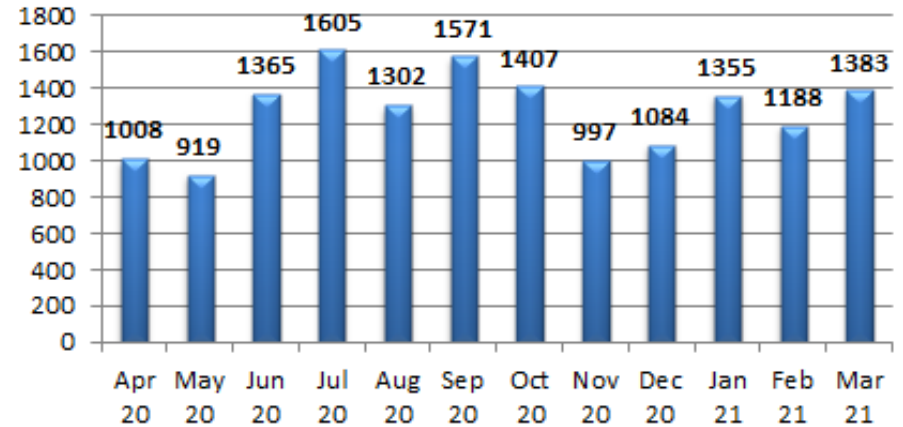
The tables below show the number of blue badges issued within Lincolnshire over the course of the past two financial years.

Disabled Blue Badges Issued in 2019/20



Total badges issued - 17,488

Disabled Blue Badges Issued in 2020/21

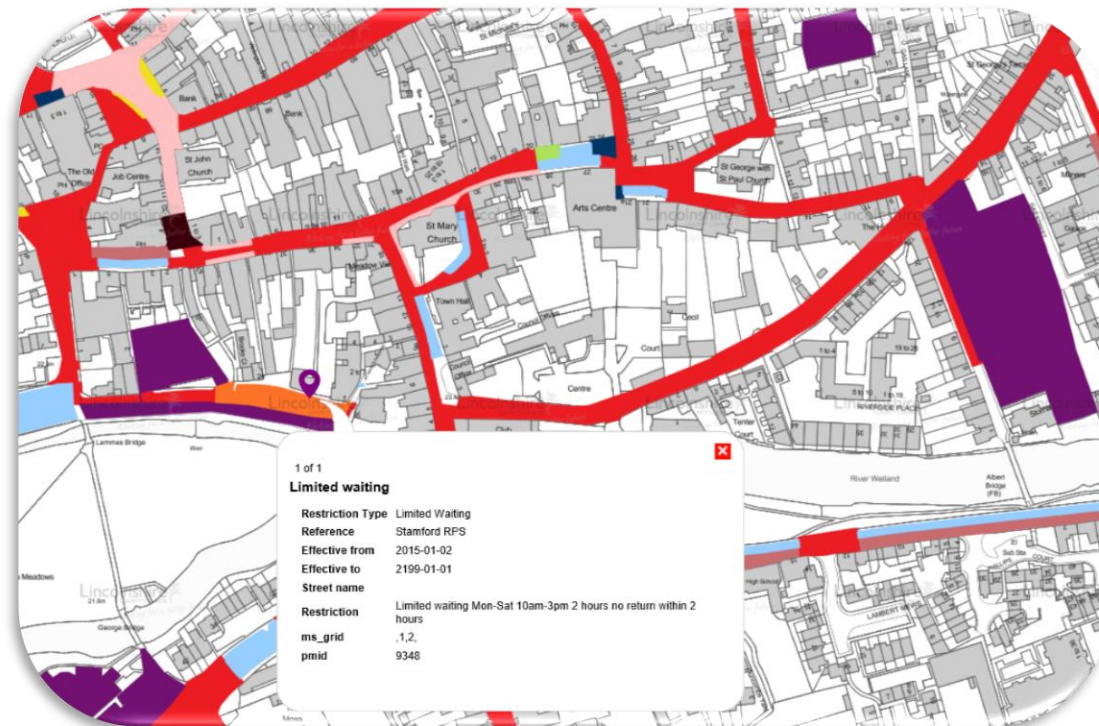


Total badges issued - 15,184



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.

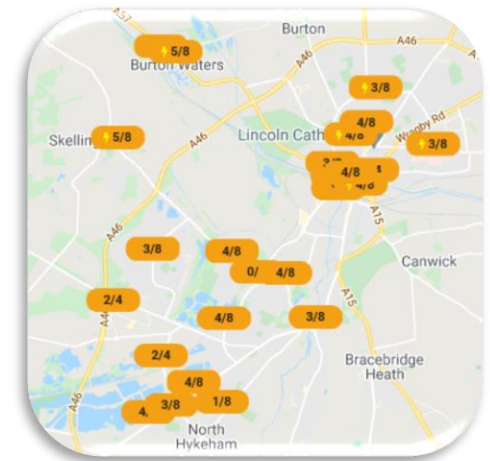


VI. Bike hire scheme



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/>



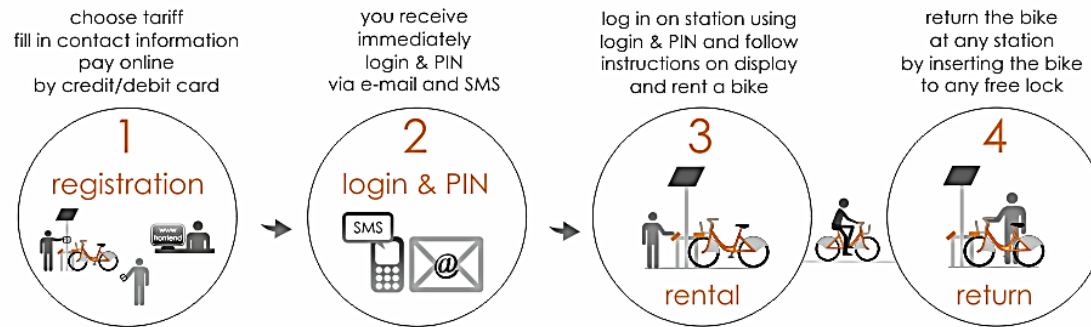
Park and Bike (or "Last Leg") offers a staging post, providing convenient locations for people to break their journey, park their car and continue by bike, making the most of traffic-free routes. There are two official Park and Bike schemes available in Lincoln, encouraging commuters to park on the outskirts 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.



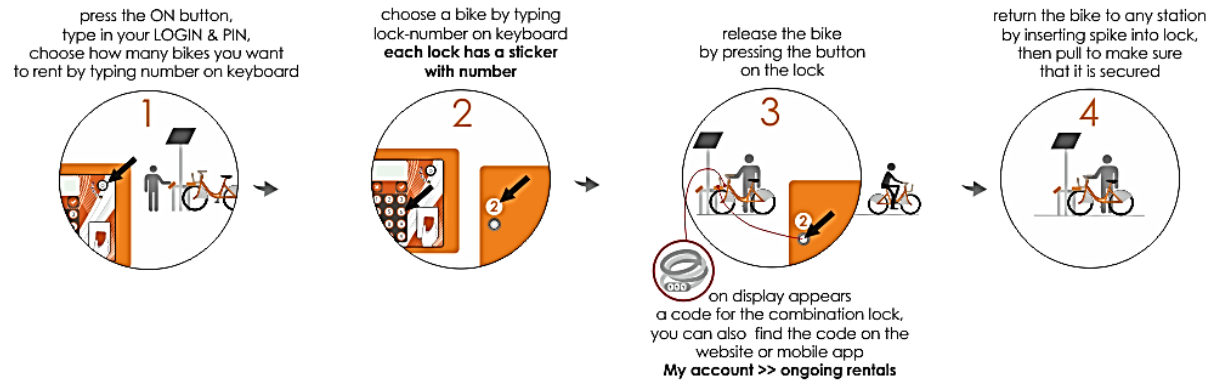
The park and bike site in Skellingthorpe is at Skellingthorpe Community Centre on Lincoln Road. Parking is free of charge. Further information is available by contacting Skellingthorpe Parish Council on 01522 683 061 or email skellingthorpe@north-kesteven.gov.uk.

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



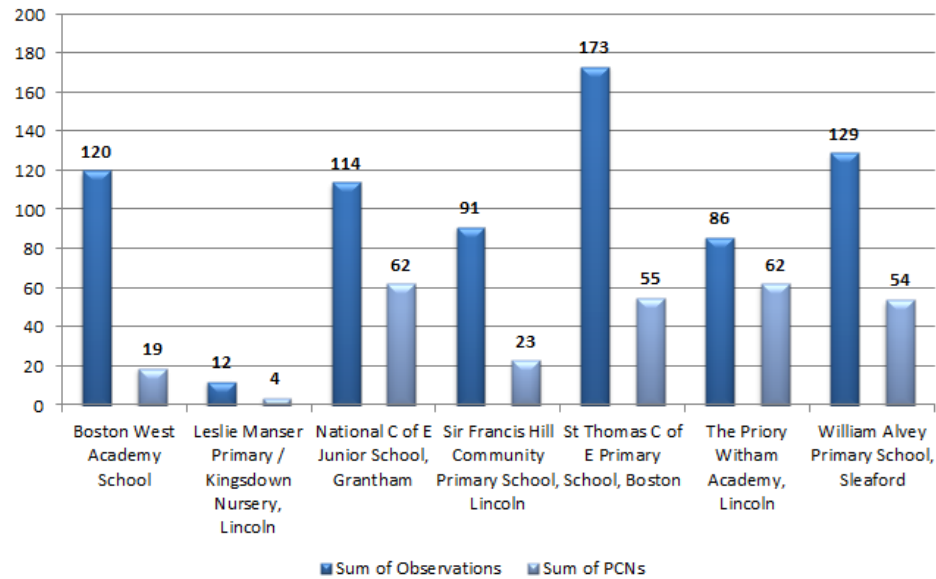
VII. CCTV

Lincolnshire County Council's CCTV trial scheme came to an end in March 2020. It was important however for us to continue to maintain a presence outside of schools and as such an additional two Enforcement Officers were recruited to carry out designated school patrols at sites throughout the County and not just those stipulated within the trial scheme.

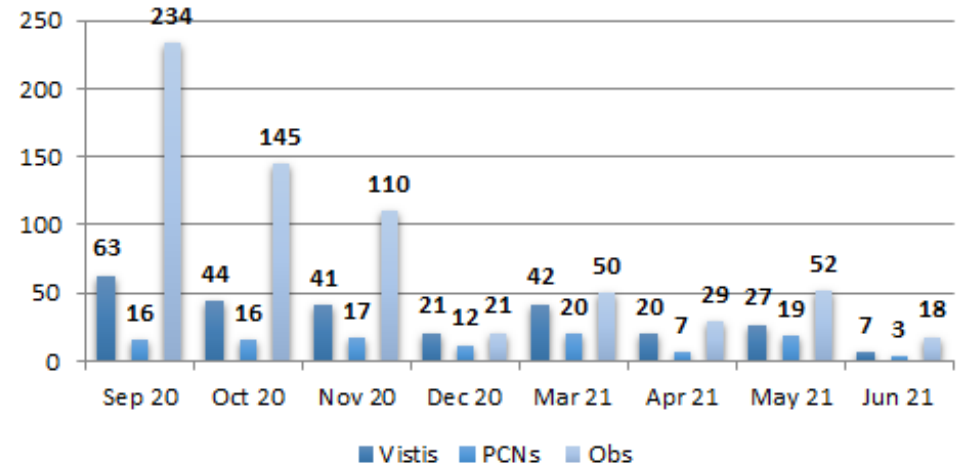
Due to the closure of schools in light of the COVID-19 pandemic and the scaling back of enforcement practices, visits did not commence until the latter part of the year. It has been found that a more visible approach to enforcing these restrictions is more beneficial with visibility being a key measure to assist in preventing non-compliant parking.

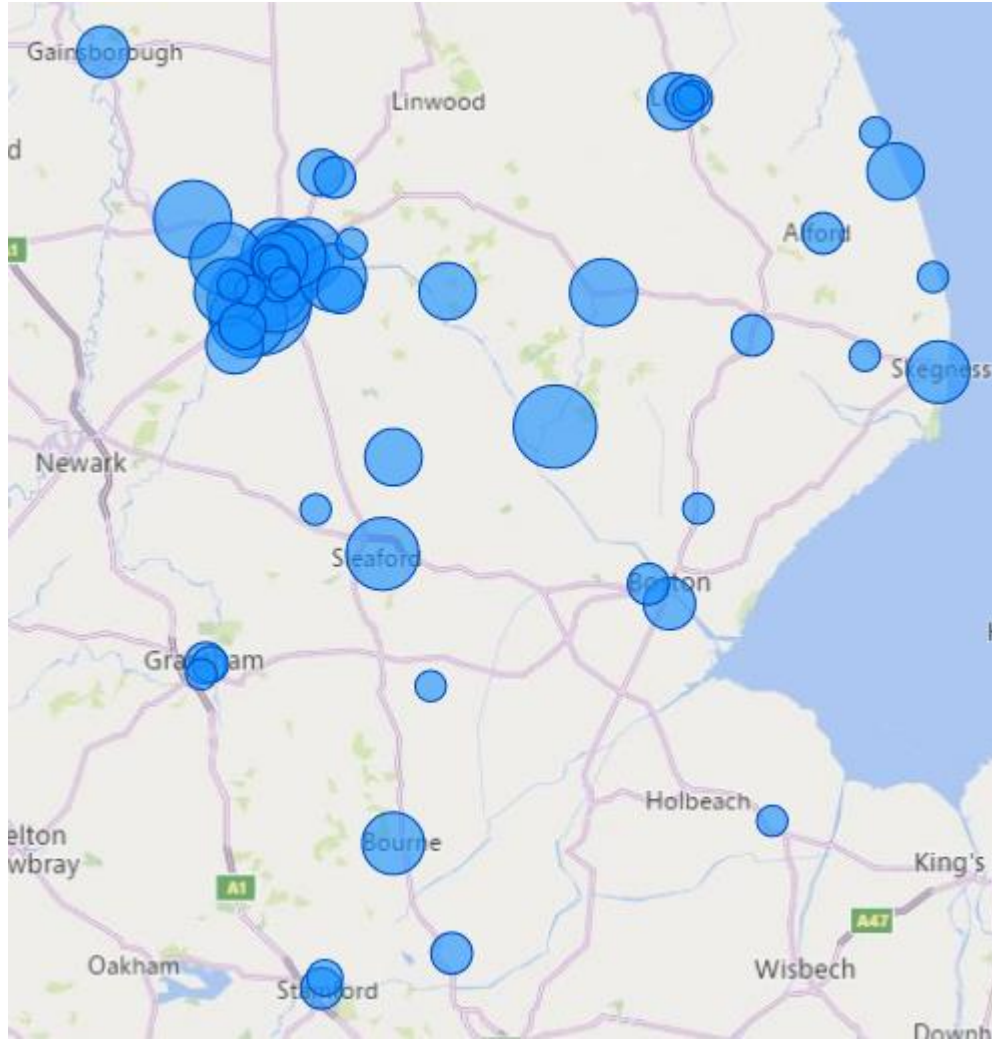


PCNs issued by the CCTV car in 2019/20



PCNs issued on foot in 2020/21





The additional scope for County wide coverage can be seen in the table below and heat map to the left. With our Officers being more visible and mobile across the County, Staff resource can be put to better effect and have a greater impact upon our Highway.

Educating road users remains a key objective of Lincolnshire County Council and words of advice are often given to motorists whilst carrying out enforcement duties.

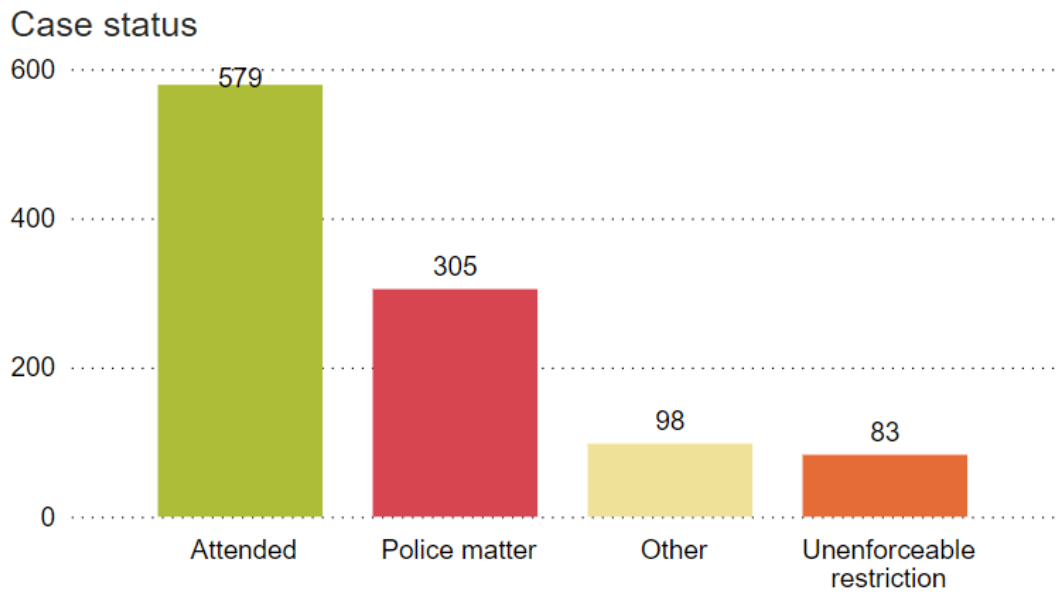
Year	Schools Patrolled	PCNs Issued	Observations
2019/20	8	279	725
2020/21	55	110	659



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 1063 enforcement requests received in 2020/21, we were able to carry out enforcement action to 579 of these requests. The remaining 486 requests were either matters for Highways Officers to rectify non enforceable restrictions (i.e. damaged lines and signs), obstruction matters for the Police (i.e. pavement parking) or parking on private land / area managed by other authorities.



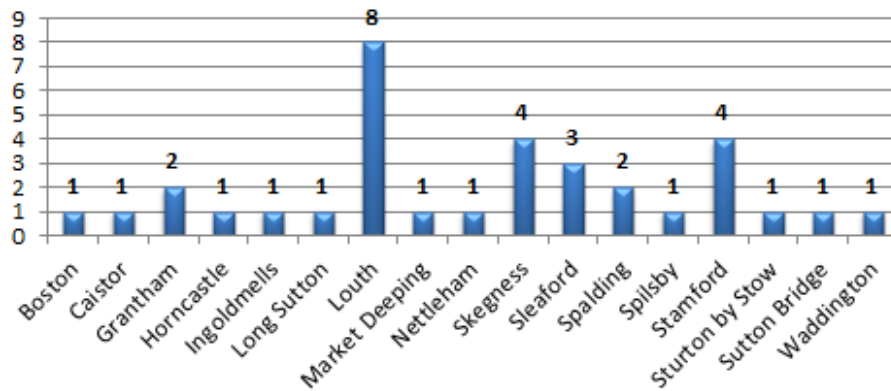
IX. Events

Unfortunately the vast majority of events usually held within Lincolnshire were cancelled in 2020 due to the COVID-19 pandemic. However, with the introduction of the Business & Planning Act 2020 it gave the powers to the districts to process the Pavement Licences but it was agreed that LCC would process applications for 6 of the districts; City of Lincoln decided to keep the powers themselves.

The legislation changed a lot in a short space of time and we had to produce an online application form and a new code of practice for potential applicants. The timeframe for decisions was reduced to 5 working days from the receipt of a fully completed application form. Even though the legislation confirmed we could charge a maximum of £100 the decision was made that LCC would provide all licences free of charge. LCC also included the option of including stalls for those businesses whose premises were too small to allow social distancing. Renewals of existing licences were also provided free of charge. We also gave existing licence holders the opportunity if there was room to do so, to extend the size of their seating areas and various businesses took advantage of this.

The table below highlights how many applications were received and whereabouts within the County they were located.

**Approved Pavement Cafe Licences
2020/21**



3. Innovation and new developments

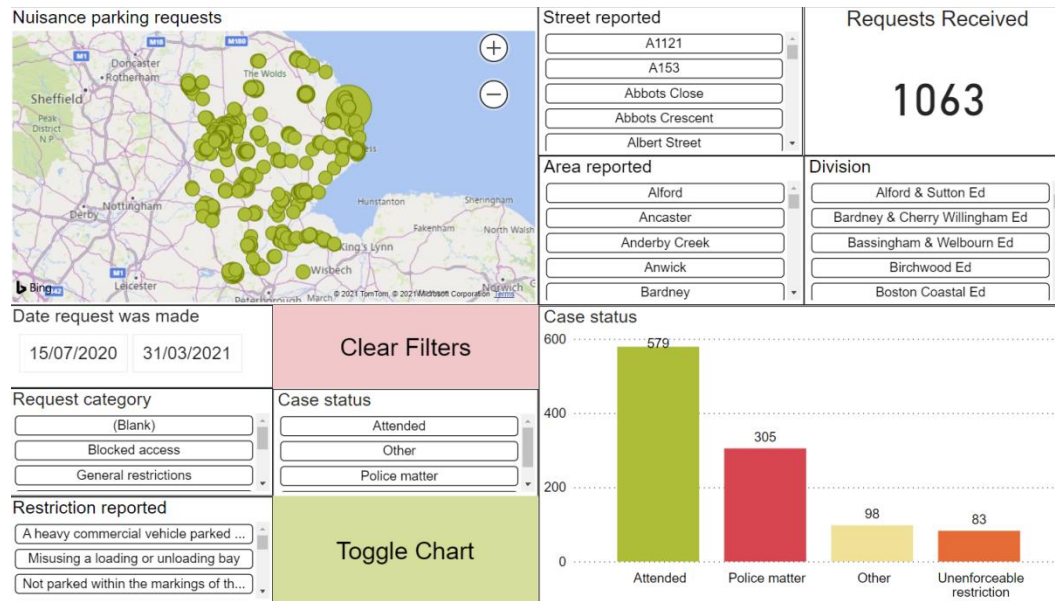
We are committed at Lincolnshire County Council to continuously develop and review the services we offer; this includes the regular review of patrols across the county and CEOs performance. We ensure our local communities, business users, visitors and the adjudicators feel listened to and this feedback 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.

I. Report Nuisance Parking

Nuisance parking is an issue that impacts 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

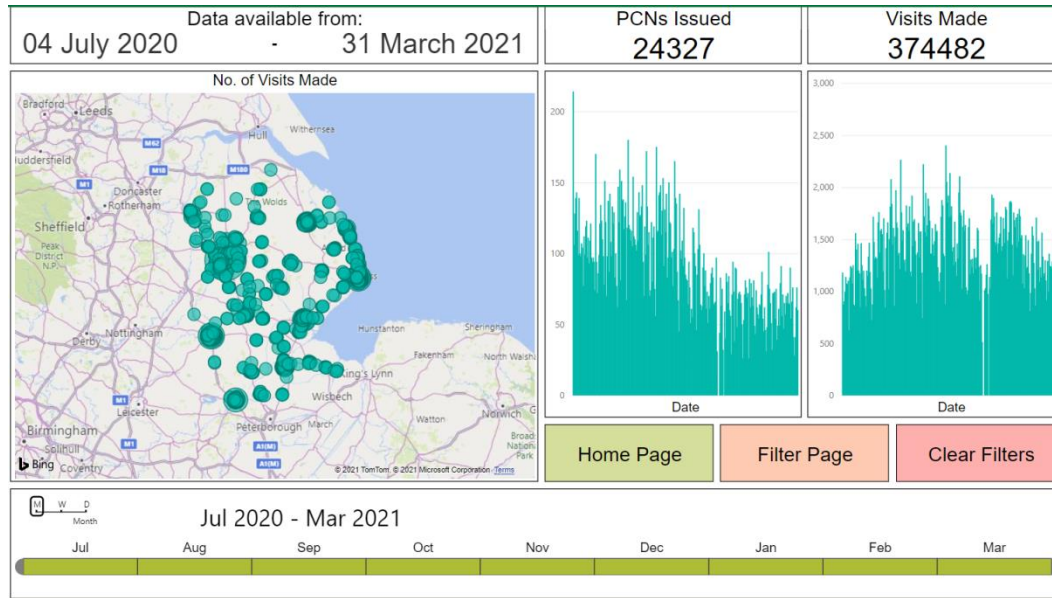
or respond to individual requests to provide updates on their requests. It was evident that the public wished to know the result of their requests and when action was carried out so they felt listened to and a genuine interest was paid to the issues they were experiencing. Developments began in early 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>.



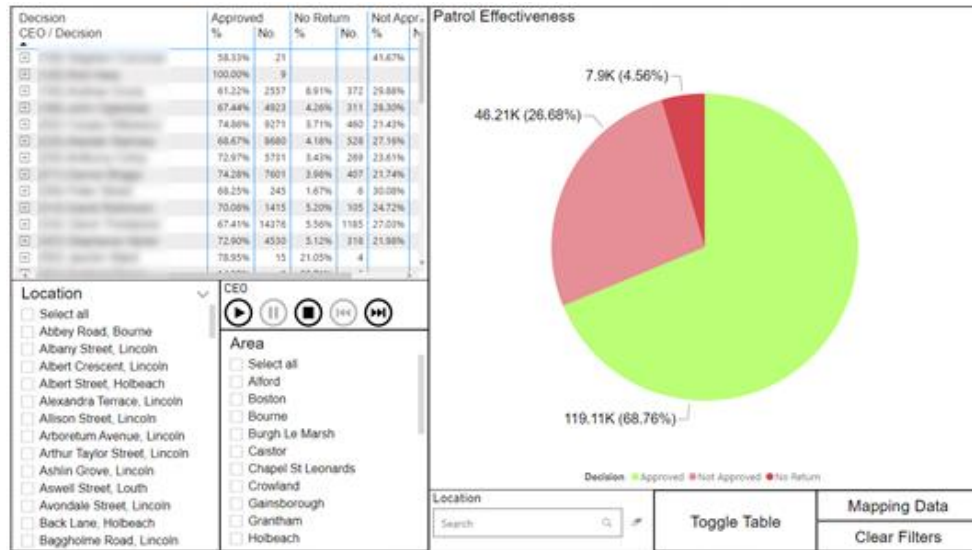
II. Patrol Data Reports

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.



III. 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.



IV. 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 was apparent that a comprehensive survey was required to establish how great the issue was across Lincolnshire. Whilst our enforcement practices were scaled back in 2020, our Officers conducted a county wide survey of all parking restrictions with the results fed back to local Highway teams for further action.



V. South Holland District Council car parks

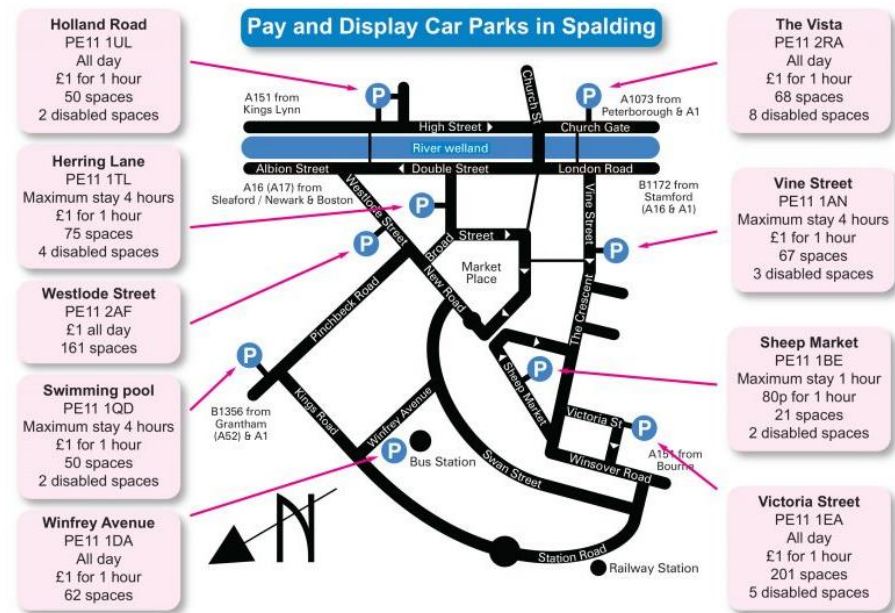
A new partnership between South Holland District Council and Lincolnshire County Council started in July 2020, making sure Spalding’s car parks are used fairly and safely, and making it easier for shoppers to visit the town centre. Parking fees in council car parks will also return from this date. With 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



1. 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?

"Being out and about and keeping fit at the same time is the most enjoyable aspect about this job. I enjoy helping members of the public throughout the county, especially around the coastal areas where people are always looking for somewhere safe and accessible to park. I also enjoy explaining the parking regulations and helping people to understand them in particular while patrolling school locations where safety is paramount.

Overall, it's all about helping people and keeping the roads safe and accessible to park for everyone including the residents and the visitors."

Senior CEO 158, Andrew

Why do you feel Civil Parking Enforcement is important?

" The reason I believe civil enforcement is important stems from my experience many years ago especially in Stamford. There was no parking enforcement at the time and I discovered quickly that if you would not be in Stamford by 8am in the morning, you would not find a place to park.

During my time working here as a Civil Enforcement Officer, I have had many people thank me for what I am doing to make their street safe and moving. As they now know that they can come into the town anytime during the day and find a place to park easily whether to visit the town or even for a spot of quick shopping."

CEO 384, Ian

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

" The biggest highlight of my career so far working as a Civil Enforcement officer , was when I was able to support and help an elderly member of public when she had fallen over while getting on to the pavement. I assisted her by calling an ambulance in the first place and put my jacket on top of her to keep her warm and tried to relax her and gave her first aid with the help of another shopkeeper who also came in for an assistance. I was on constant call with the medical team who were instructing me to keep her calm until the ambulance arrived. Later that week, I was personally thanked by her daughter and other family members with a greeting card for helping her that day. I believe this act of kindness in this busy world and professionalism would help shift the negative view of our vocation for the people involved that day."

CEO 363, David



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

" As a Civil Enforcement Officer, I have undertaken training from WAMITAB about the roles and responsibilities of a Civil Enforcement Officer and conflict management. Along with these professional training from WAMITAB, I have received continuous support and training from my supervisors and from my line manager. This has helped boost my confidence on dealing with people from different backgrounds and defusing conflict situations when required.

Being in this role for over four years, there is not a day where I haven't benefited from my skills and knowledge from the training provided by the trainer and my supervisors. I am very grateful to get constant support and training from the company and hoping to progress forward."

CEO 271, David



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.

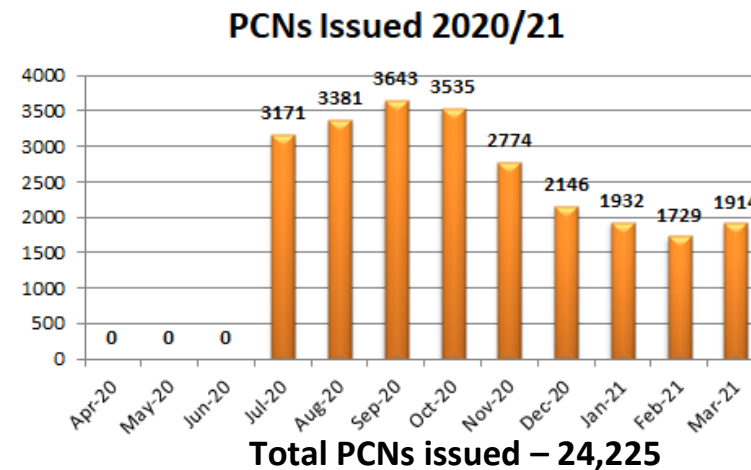
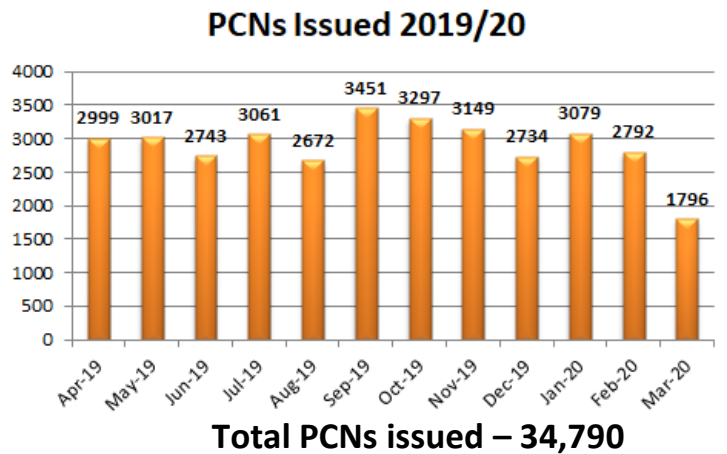
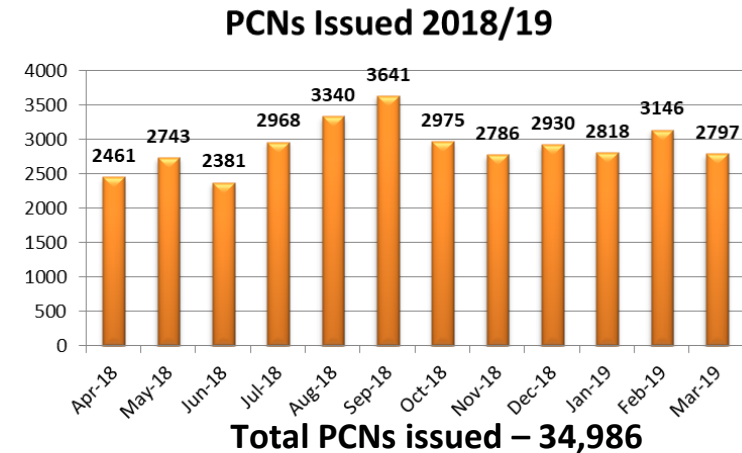
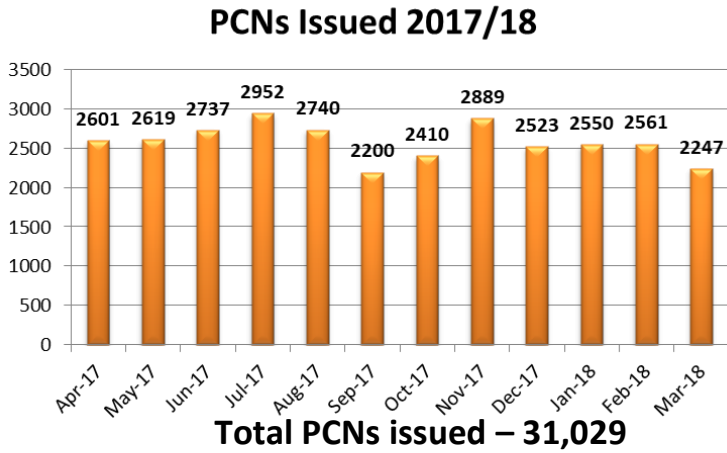
Before the issue of a PCN and depending on the circumstances, CEOs will usually observe vehicles to see if loading or unloading is taking place. However this observation time does not apply to streets with loading prohibitions, bays for specific users such as disabled drivers and doctors, or to suspended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



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

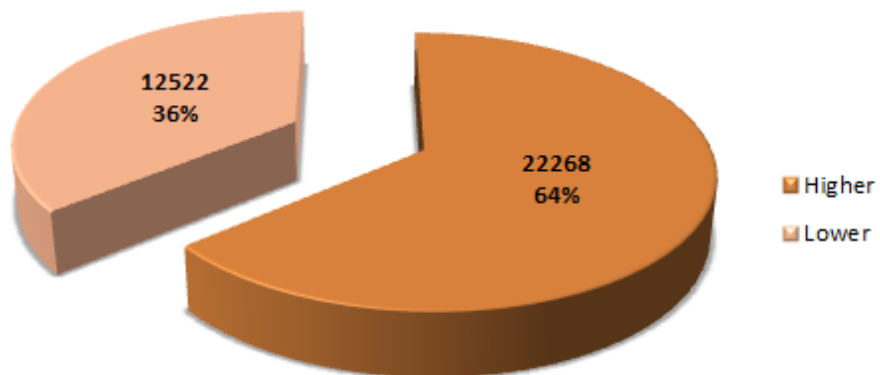


Code	Description	Issued in 2019/20	Issued in 2020/21	Difference
1	Parked in a restricted street	9,978	7,616	-2,362
2	Loading in restricted street	1,139	880	-259
5	Parked after payment expired	265	101	-164
6	Parked without clear display	3	0	-3
7	Feeding the meter	0	1	1
8	Parked at out-of-order meter	1	0	-1
10	Parked without clear display	2	0	-2
11	Parked without payment	616	376	-240
12	Parked in a residents' place	1,912	1564	-348
16	Parked in a permit space	299	21	-278
19	Parked in a residents' place	458	444	-14
20	Parked in a loading gap	5	0	-5
21	Parked in a suspended bay	269	93	-176
22	Re-parked in the same place	179	107	-72
23	Wrong class of vehicle	1,992	1204	-788
24	Not parked correctly	594	347	-247
25	Parked in a loading place	514	450	-64
26	Double parking in a SEA	210	82	-128
27	Dropped footway in a SEA	344	120	-224
30	Parked longer than permitted	10,403	7583	-2,820
35	Disc without clearly display	1	0	-1
36	Disc longer than permitted	1	0	-1
40	Disabled person's parking	2,939	1957	-982
42	Police vehicles	19	11	-8
45	Taxi rank	1,614	573	-1,041
46	Clearway	143	295	152
47	Restricted bus stop or stand	298	154	-144
48	Restricted school area	246	57	-189
49	Cycle track or lane	167	79	-88

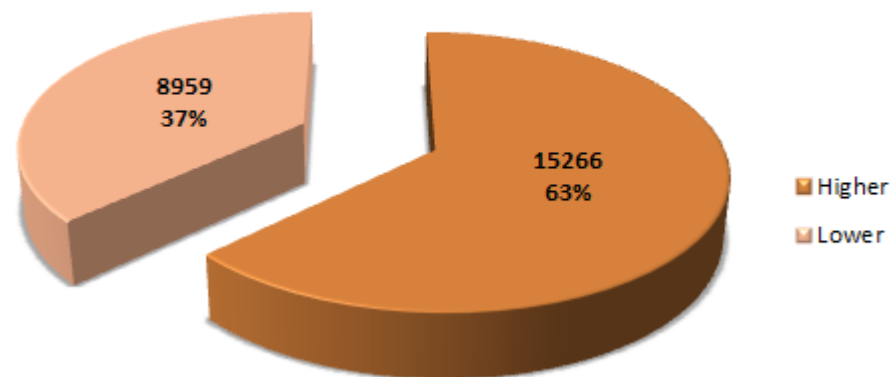


61	Commercial footpath parking	2	0	-2
62	Footpath parking	0	0	0
99	Pedestrian crossing	177	110	-67
Grand Total		34,790	24,225	-10,565

Charge Levels, 2019/20



Charge Levels, 2020/21



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.

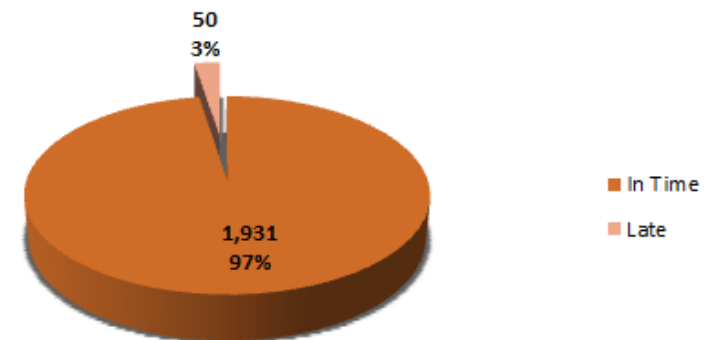
You can pay the penalty charge straight away using the payment details on the Penalty Charge Notice; or, if you believe that the penalty charge should not have been issued; you may challenge the issue of the PCN in writing as described on the Penalty Charge Notice.

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.

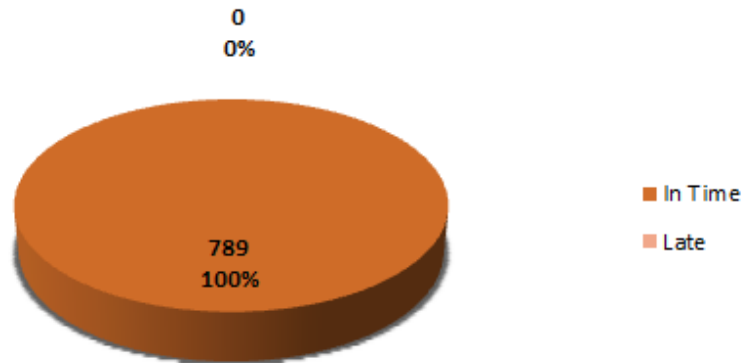
A motorist has 28 days to informally challenge a Regulation 9 Penalty Charge Notice (PCN) prior to a Notice to Owner being served to the registered keeper of the vehicle. If this action is carried out within 14 days and the challenge is unsuccessful, it is likely that the discounted sum due will be extended 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 **1,981** challenges received in the financial year 2020/21, **1,931 (97%)** 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
2020/21



Formal Representation Response Times 2020/21



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 **789** challenges received in the financial year, **100%** were responded to in time and **760 (96%)** 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.

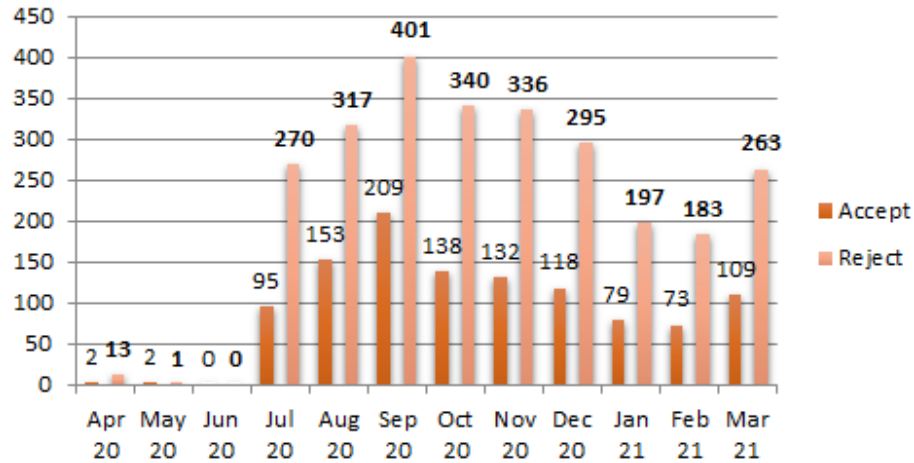
	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Totals
Vehicles Immobilised	0	0	0	0	0	0	0	0	0	0	0	0	0
Vehicles Removed	0	0	0	0	0	0	0	0	0	0	0	0	0

	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	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

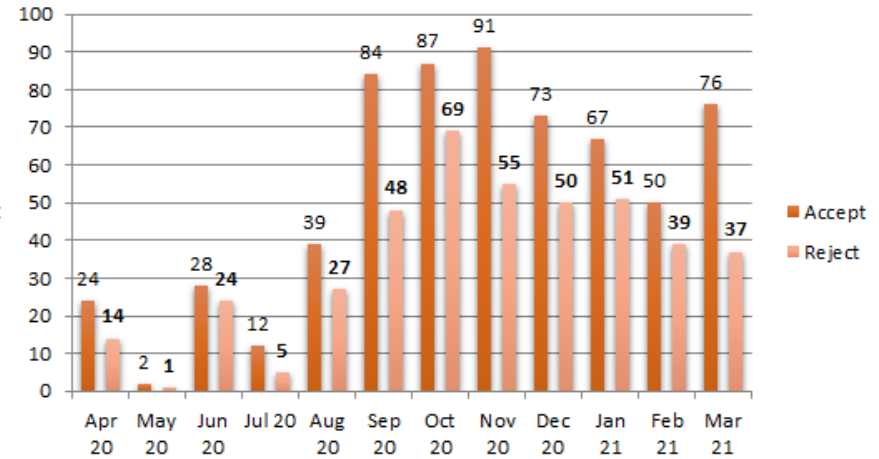


VII. Challenges, representations and appeals

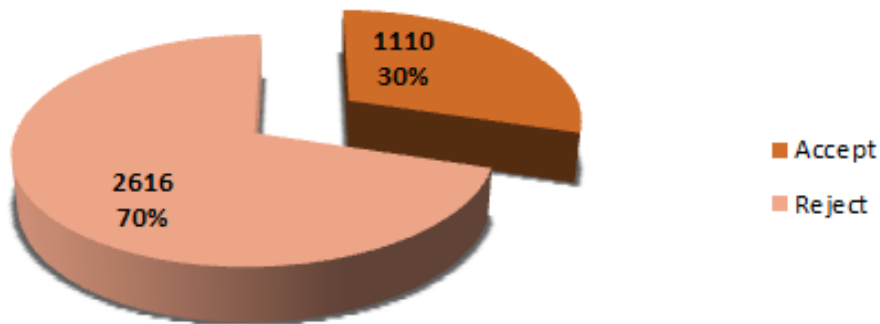
Informal Challenge Decisions 2020/21



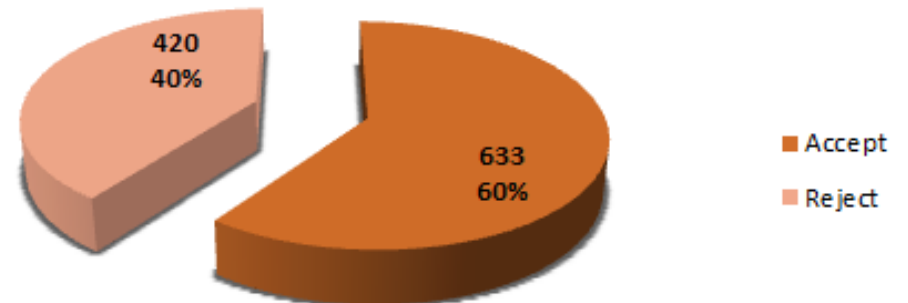
Formal Representation Decisions 2020/21



Informal Challenge Decisions 2020/21



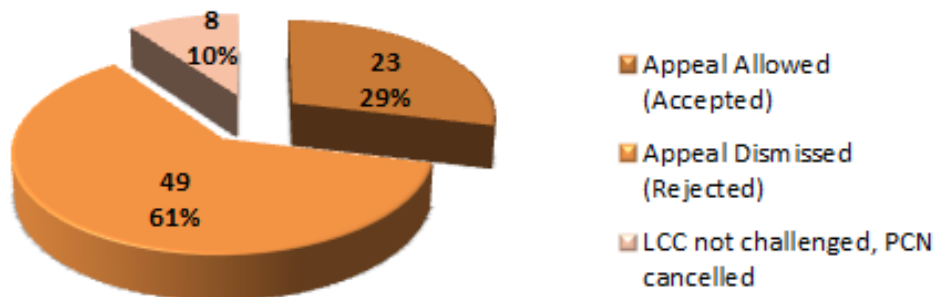
Formal Representation Decisions 2020/21



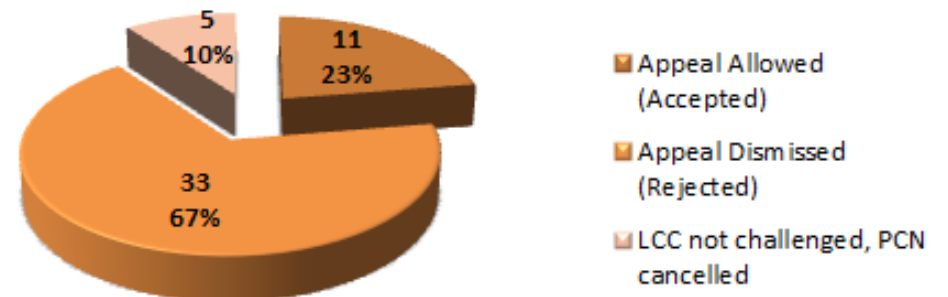
If an appellant is not satisfied with the decision made by the Council regarding their formal representation, they have the right to challenge the issue of the PCN to a parking adjudicator based within the Traffic Penalty Tribunal (TPT).

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.

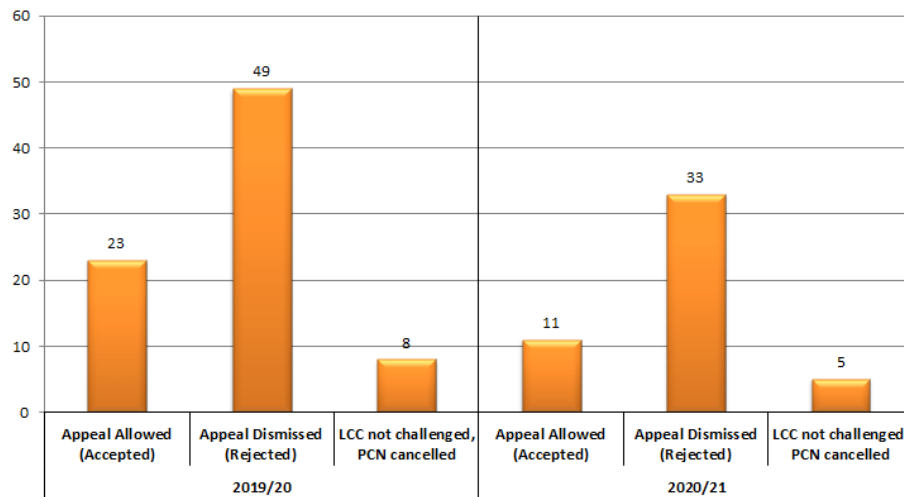
Cases appealed at TPT 2019/20



Cases appealed at TPT 2020/21



Cases appealed at TPT



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.

The 2020/21 financial year was severely impacted by the COVID-19 pandemic. Enforcement was scaled back for many weeks and whilst the service remained operational, resource was placed elsewhere. After the COVID grant calculations had been taken into account, a deficit of £58,427 was therefore recorded in 2020/21 which has been balanced and drawn down from the CPE reserves.

		2020/21
Income	Penalty Charges	£881,653.22
	COVID Grant Re Losses	£278,891.18
	Total	£1,160,544.40
Costs	Enforcement Contract	£850,915.70
	Notice Processing Contract	£234,603.74
	Council costs	£175,535.68
	Total	£1,261,055.12
Budget transferred from COVID grant	Total	£158,938.00
Draw down from reserve	Total	-£58,427.28



Contact Us



ParkingServices@lincolnshire.gov.uk



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



Parking Services, Lincolnshire County Council, County Offices, Newland, Lincoln, LN1 1YL

Find us on:



@LincolnshireCC



@LincolnshireCC

