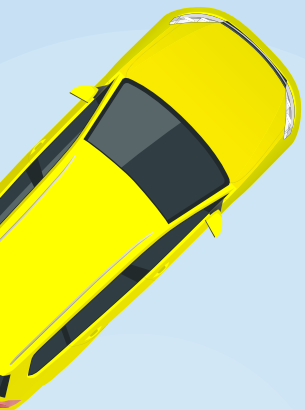


Online  
interactive  
version



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# Foreword

Welcome to the 2018/19 Parking Services Annual Report which sets out the role of Parking Services in the city, the parking available including the tariffs, the schemes we operate and new initiatives. It also reports on the statistics of penalty charge notices issued, income received and how we spent the income.

We have had a very successful year of events across the city including the Great North Run and Newcastle Pride to name just a few. All of these events require extensive planning involving colleagues across the authority and Parking Services are a vital part of ensuring the success of these events.

We continue to support the night-time economy through partnership with NE1 providing free parking in city centre multi storey car parks after 5 p.m.

Our cashless systems continue to grow in popularity. Our 'check in, check out' service which is available in the shopping centres multi storey car parks had 199,000 transactions in 18/19 compared to 166,000 the year before. PayByPhone transactions grew in the same period from 1,195,698 to 1,516,175.

Through a sustainable permit allocation policy, we are able to allocate permits to residents across the city, including city centre locations, without any waiting lists.

A summary video of this report can be viewed [here](#)



The Parking Services team seeks to provide a service that as far as possible secures the expeditious, convenient and safe movement of traffic, in order to protect the commercial viability and public safety of the City Centre and surrounding areas. This report describes how the service contributes to the City Council's five priorities which are:

- Employment – Creating more and better jobs
- Education and Skills – The best learning opportunities for all
- Environment – a clean, green and safe Newcastle
- Health and Social Care – a healthy, caring city
- Housing – building more and better homes

We also work hard to meet the objectives within the Local Transport Plan.

As a local authority which operates Civil Parking Enforcement (CPE) the council is asked to produce an annual report in accordance with Part 6 of the Traffic Management Act 2004, and this report sets out an

overview of all Parking Services and enforcement activity in Newcastle upon Tyne for the year 2018/19, together with key performance statistics and financial figures.

This report is an important part of our ongoing commitment to be transparent and accountable to the many residents, businesses and visitors to the city who use this service.

We are fully committed to being transparent and accountable for our parking service and enforcement activity and this year's Annual Report provides information about **what we do, why we do it and how we do it.**

Thank you for taking the time to read our report. The Parking Services team welcomes any feedback on parking issues and if you have any queries or comments on this report of any aspect of the service please telephone the team on **0191 278 7878** or email **[parking@newcastle.gov.uk](mailto:parking@newcastle.gov.uk)**

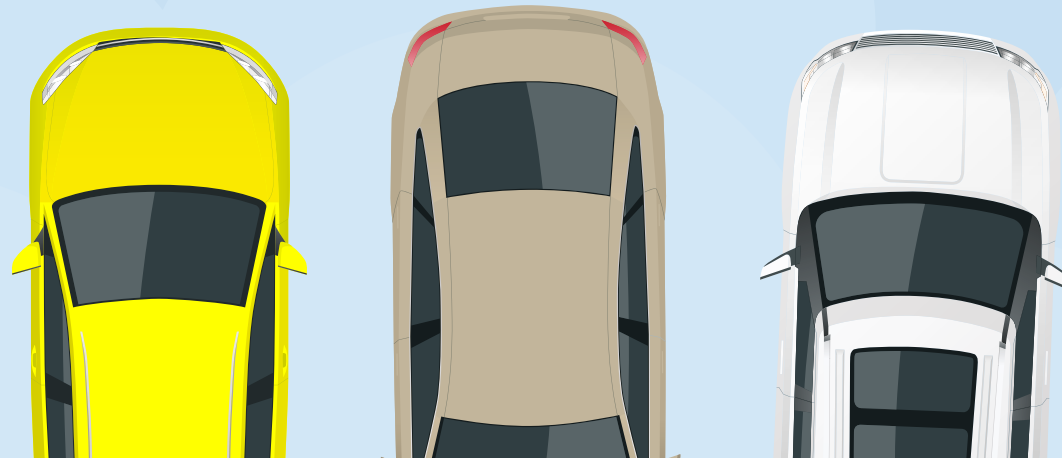
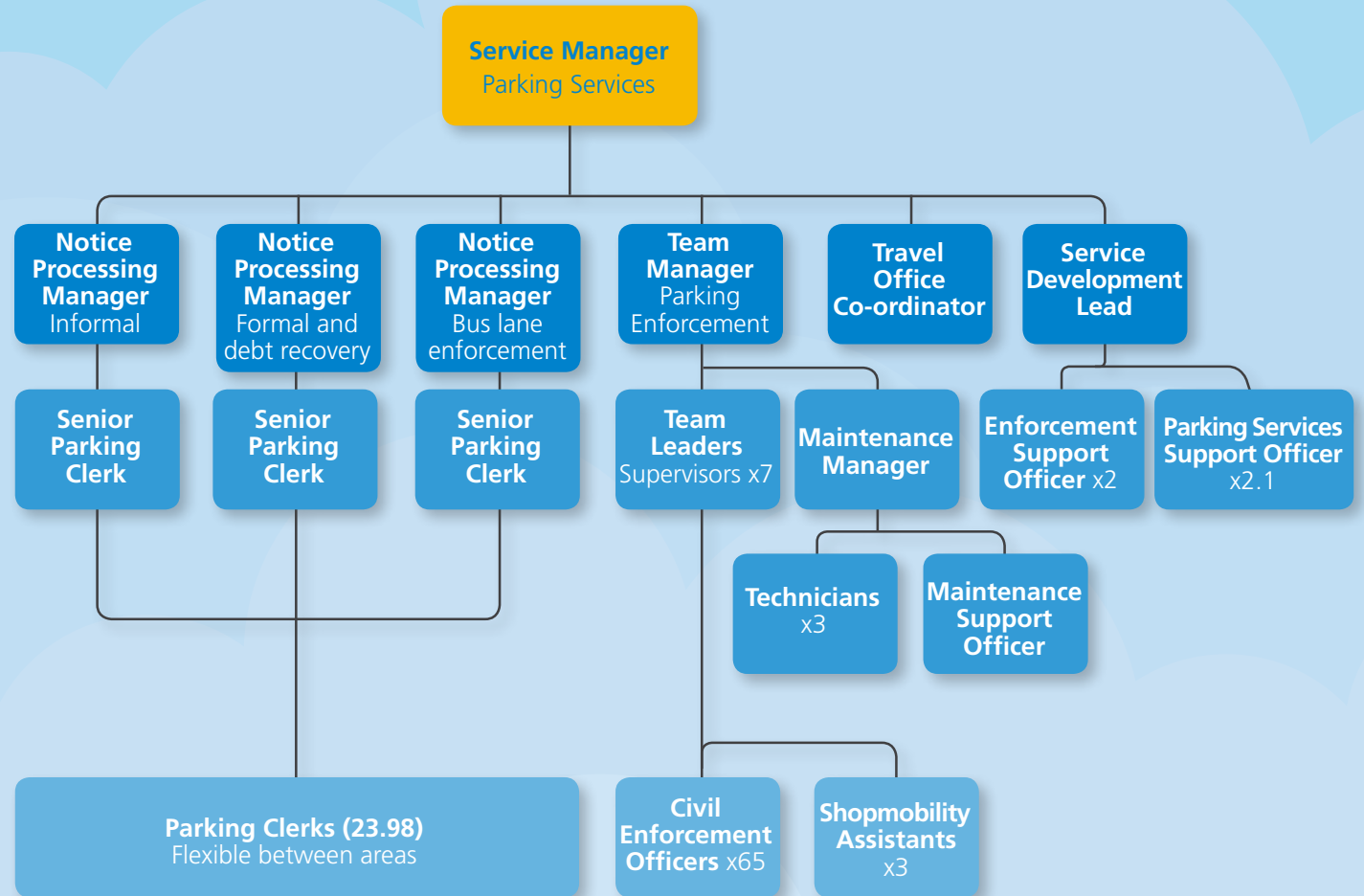
**[Cllr. Nick Kemp](#)**  
Cabinet member for the **Environment and Regulatory Services**



# The Parking Service Team

Our aim is to ensure compliance with the parking regulations to help keep traffic moving and ensure our streets remain safe for pedestrians, cyclists and other road users. This helps improve accessibility to shops and jobs and creates a safe and vibrant city for all. We also strive to provide exceptional facilities throughout the City and residential areas and maintain our car parks to a very high standard.

As part of a recent review we determined that a new structure was required to provide savings and a new leaner, more digital approach. As the parking environment changes and we develop our service, we recognised that we needed more capacity to deal with this, therefore we created a Service Development Lead position and a small team to provide additional support. In the past year we have implemented the new structure and employed some new staff demonstrating a commitment to positive change. The new structure can be seen opposite.





# Introduction and Overview

## ► Newcastle upon Tyne

The City of Newcastle upon Tyne is widely recognised as the “regional capital” for the North East of England with a population of 300,000. The City covers an area of 103 square kilometres and is host to 167,600 jobs, with more than 50% of people travelling from neighbouring authorities to work. A number of key development and civic renewal projects are being progressed in Newcastle, including Science City, the Stephenson Quarter and East Pilgrim Street, which will all influence transport patterns and should benefit accessibility and employment in peripheral parts of the city centre.

## ► What is the purpose of Parking Services?

The role of Parking Services is to provide a regulated and safe environment for motorists, cyclists and pedestrians.

It is essential that parking in the city is regulated to prevent congestion and increase safety concerns. If there were no charged parking and the associated enforcement officers, this would lead to a significant increase in vehicles entering the city.

In addition to providing a range of available car parking spaces, Parking Services are also responsible for issuing

penalty charge notices for a range of car parking contraventions such as parking without a valid ticket, parking on yellow lines and parking in a bus stop.

Without enforcement these contraventions would go unpunished leading to increased contraventions. They are there to ensure compliance of drivers. The main purpose of enforcing parking regulations and issuing notices is to dissuade motorists from breaking parking rules.

This helps:

- Encourage correct, sensible and safer parking
- Improve road safety
- Reduce traffic congestion
- Businesses to benefit from more efficient deliveries due to the easier flow of traffic
- Pedestrians, in particular those with a visual impairment or mobility problems, by removing obstructions from pavements where there are adjacent yellow lines

From 15th April 2009 Newcastle City Council implemented CPE. This involves powers from the Traffic Management Act 2004 and sees the Council take over responsibility for non-endorsable offences, such as parking on yellow lines from Northumbria Police.

Newcastle City Council is also responsible for the enforcement of dropped kerbs and has received approval from the Secretary of State for CCTV enforcement. All parking restrictions are outlined in the Legal Orders and Newcastle City Council operate according to Council agreed CPE guidelines.

Parking Services also enforce on bus lane contraventions. Prior to the installation of cameras, the enforcement was undertaken by the police. Following the transfer of power across to the Local Authority, the City Council has installed cameras in several locations in order to regulate the use of the bus lanes.

The Council is undertaking a package of major highway improvements across the city in order to improve bus journey times and offer more priority for people on foot, bike or in buses or taxis. In addition to this we want to ensure Newcastle remains accessible for drivers in terms of deliveries, amenities and our popular shopping centres. We will ensure people can still access anything they want to if they choose to travel by car, but depending on from where they are travelling from, and to, the routes people take may have to change to accommodate more priority for public transport.



# Aims and objectives of Parking Services

The Parking Services team aims to provide a parking service that as far as possible secures the safe, expeditious and convenient movement of traffic, in order to protect the commercial viability and public safety of the City Centre and surrounding areas.

## Our objectives;

- To support the efficient use of our road network and public transport system by reducing congestion caused by inconsiderate parking.
- To support the pursuit of providing a safe environment for citizens by the enforcement of restriction at schools, crossings, bus stops etc.
- To ensure that those persons with mobility problems have access to amenities through the popular Shopmobility Service, dealing with blue badge misuse and protecting disabled parking spaces for blue badge holders.
- Improve living conditions for residents through the administration and enforcement of resident parking schemes.
- Provide safe and secure car parking at affordable rates to help ensure Newcastle remains a working city.
- Working towards and supporting innovative solutions, such as car share options, electric vehicle reserved bays with charging facilities.

## Our responsibilities;

- 2310 on street car parking spaces
- 8 Multi Story Car Parks (MSCP) providing 3269 car parking spaces
- 45 Surface car parks providing 2491 car parking spaces
- Issuing of Residents permits (approx.6,500 per annum)
- Issuing of Visitor Permits (approx. 8,500 per annum)
- Issuing and processing Penalty Charge Notices, issued in the event of non-compliance with parking regulations, approx. 75,000 Penalty Charge Notices issued per annum
- Enforcement of bus lanes approx. 27,000 Penalty Charge Notices issued per annum.
- A Shopmobility Service for 400 members





# Safety of the road network

Local authorities have a duty to tackle dangerous parking and the Traffic Management Act 2004 allows councils to enforce parking contraventions by CCTV Camera for certain types of parking contravention.

The Secretary of State's Guidance to Local Authorities on The Civil Enforcement Of Parking Contraventions states that: 'The primary objective of any camera enforcement system is to ensure the safe and efficient operation of the road network by deterring motorists from breaking road traffic restrictions and detecting those that do.'

Inconsiderate parking outside of schools remains a concern for parents and teachers across the city. A key objective of the Parking at Schools project is to reduce the volume of motorised traffic at the start and finish of the school day to improve safety around school entrances

Through funding from the Local Sustainable Transport Fund, we began undertaking Parking Enforcement outside of schools using camera fitted smart car technology in September 2012.



Newcastle City Council uses a CCTV safety and enforcement vehicle to carry out parking enforcement for a limited number of contraventions. The vehicle supports the existing foot patrols carried out by the Council's Civil Enforcement Officers to help improve road safety by ensuring parking restrictions are complied with. The vehicle is clearly marked to indicate its intended use.

The Traffic Management Act (TMA) 2004 recommends that enforcement by a camera vehicle is used only in problem areas where enforcement is difficult or sensitive and 'on-foot' enforcement is not practical. For example on school 'keep clear' areas where motorists, on seeing an Officer approaching, drive off only to return and commit the same offence later.

In Newcastle, the CCTV safety and enforcement vehicle is currently only used to enforce those restrictions where the 'stopping' of a vehicle is not permitted and where abuse creates a significant safety concern.

These are:

- school 'keep clear' zigzag markings
- bus stop clearways
- 24 hour clearways



## ▶ Park and Ride



Newcastle has a 500 space Park and Ride facility in operation, linking Newcastle Great Park, through Gosforth to the City Centre. The secure Park & Ride site is covered by CCTV and is conveniently located just off the A1 to the north of the City, with a less than 20 minutes journey to reach the centre of Newcastle.

## ▶ Parkmark



We have been successful in gaining the Park Mark Safer Parking award for 26 of our car parks. This award, which is assessed by the Police, illustrates our commitment to safeguard the safety and security of vehicles and motorists in our network of car parks by working with partners to continue to develop initiatives to reduce crime and disorder e.g. CCTV.



# Enforcement policy

## ► Statement of Purpose

The Council's approach to parking enforcement is fair yet firm. To underpin this objective and ensure we deliver the best possible service to motorists and customers, our policy of what customers can expect from us is;

## ► Enforcement Objectives:

### 1. Fair

- We will explain and communicate the parking regulations clearly and concisely;
- We will regularly monitor traffic signs and road markings to help motorists parking throughout the city;
- We will review Parking Services regularly to see how they can be improved.

### 2. Firm

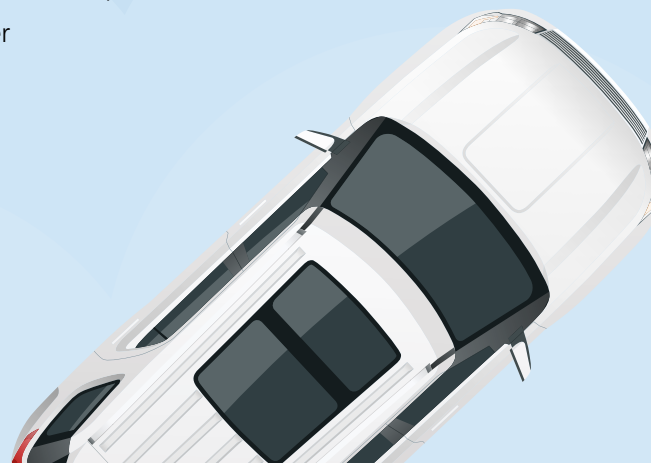
- We will take consistent enforcement action to deter inconsiderate parking;
- We will pursue people who try to evade penalty charges and take steps to recover debts owed to the Council;
- We will work with the police to prevent crime and anti-social behaviour and to protect our enforcement staff against abuse and violence.

### 3. Best Possible Service

- We will reply quickly to representations against Penalty Charge Notices whilst fully investigating motorists' comments;
- We will issue Penalty Charge Notices in accordance with the relevant legislation using accurate hand held technology (wherever possible);
- We will develop on-line services to improve customer access to information;
- We will continue to develop our service to provide the best possible service in relation to blue badges and permits.

Our Civil Enforcement Officers (CEOs) are trained to have a fair and consistent approach to enforcement in order to encourage lawful and considerate parking. Our promise to customers is that, in carrying out our enforcement procedures, we will always:

- Be professional, fair and courteous
- Be polite, calm and understanding
- Be open and honest
- Offer advice and assistance on the appeals procedure.





# Parking Enforcement

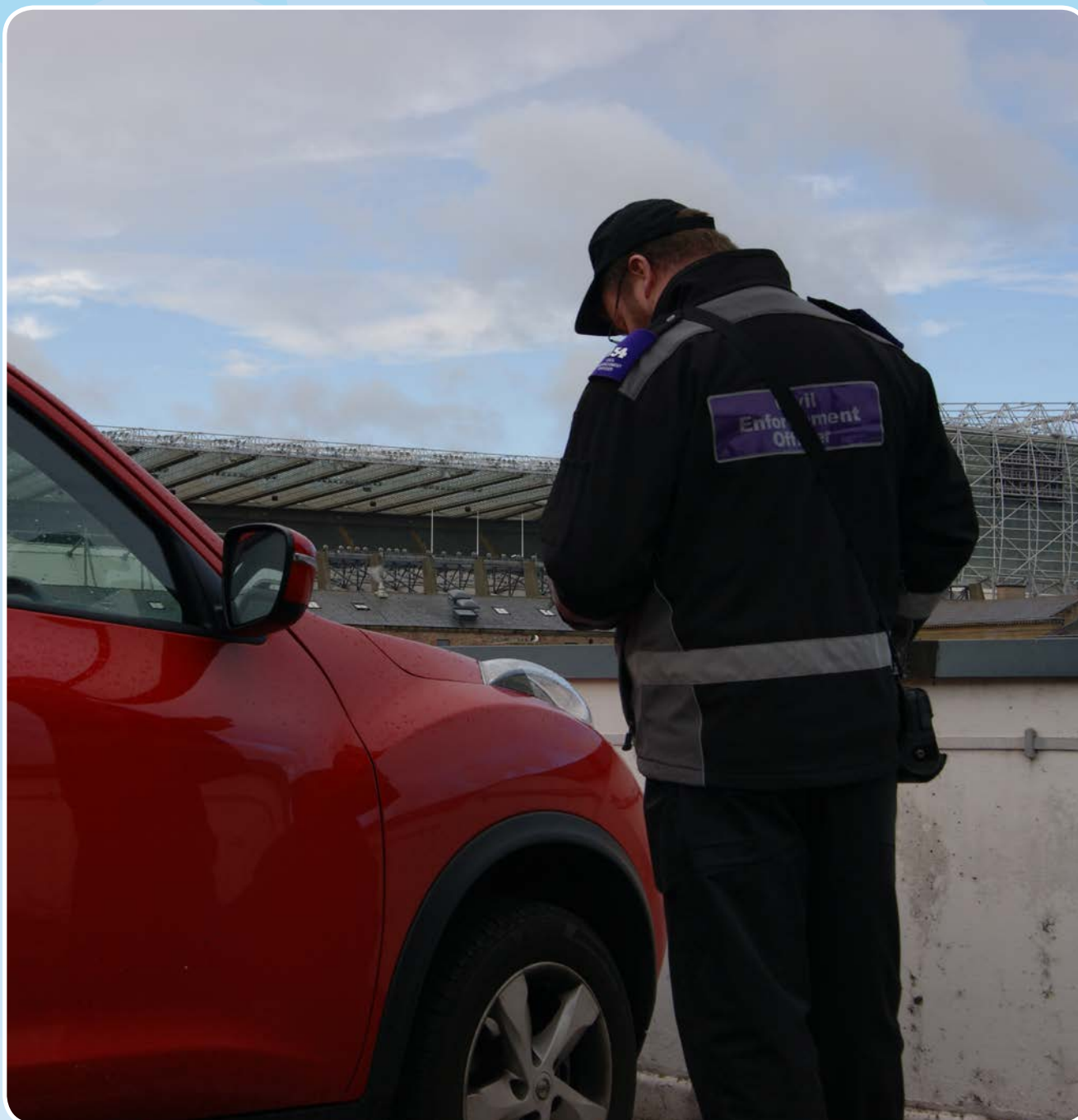
The main purpose of a Penalty Charge Notice (PCN) is to encourage parking that is in accordance with parking restrictions.

The hope is that the issuing of a Penalty Charge Notice is a deterrent and also a reminder that parking in a manner that contravenes the parking restrictions is not accepted or tolerated.

This helps:-

- Encourage correct, sensible and safer parking
- Improve road safety
- Reduce traffic congestion
- Businesses to benefit from more efficient deliveries due to the easier flow of traffic
- Pedestrians, in particular those with a vision impairment or mobility problems, by removing obstructions from pavements where there are adjacent yellow lines.

A £70 Penalty Charge Notice may be issued to vehicles that are parked in contravention of a "more serious" nature such as parking on double yellow lines. There as a £50 Penalty Charge Notice may be issued to vehicles parked in contravention of "less serious" contraventions such as overstaying where parking is permitted. All penalty charges are reduced by 50% if paid within 14 days.



# Life of a Civil Enforcement Officer

## *Hi Geoff, please can you tell us a little bit about your background?*

I am originally from the United States of America and moved to the United Kingdom in 2003 where I live with my wife and son. I met my wife in the USA when we both worked on a summer camp together. We married in the USA and lived there for a few years but decided to move to the UK to support her family. I love it here!

When I lived in the USA, I worked in the hotel business for many years. In those years, I had several different roles from front desk staff to reservation management and as the years progressed so did my skills. Eventually, I obtained my final role as the Front of House Manager for the Grey Street Hotel in Newcastle Upon Tyne.

After several years I wanted to try something new and that had a better home/work balance. Customer service is a skill that has been used in every job I have had including the role of Civil Enforcement Officer.

## *What type of training have you taken part in within the past 12 months and what are your thoughts on the Learning Zone facilities provided by Newcastle City Council?*

Being in a role that is not in an office or at a desk often makes training challenging. Once you have learned the basic skills to complete your role you learn the best

ways to manage your work on your own. Saying that, it is important to look to not only your supervisors for guidance but also your colleagues as some situations in this role can't be trained but led by the experiences of others.

The Learning Zone is another resource unique to our council that gives the opportunity for front line staff that don't normally have access to a PC access training. Over the past 12 months I have been able to complete courses on equality and diversity, cyber security, domestic abuse and many more.

The Learning Zone is also on-site base where other training that is not on the PC is obtained. Just recently I attended of British Sign Language Course. I look forward to more training like this as our job is so much more than enforcement, it is mostly dealing with the public. This role involves helping people which means you need to be as diverse in your skills and the people you come in to contact with.

## *Within your day to day role as a Civil Enforcement Officer (CEO) what type of complaints do you have to deal with and what is your general approach to dealing with them?*

Newcastle City Council promotes the ideals of proud, fair and ambitious and this is the mantra I have for everything I do in my role as a Civil Enforcement Officer. In this role it can be very easy to forget that each of these vehicles are driven by a person.

I try to put myself in the driver's point of view when dealing with enforcement. For example, we sometimes get sent to a residential street for complaints of vehicles parked over other people's drives. Often situations like this are because of an existing neighbourhood dispute.

I try to find a compromise for the residents as sometimes issuing a penalty charge notice could make the situation more volatile for the person that made the complaint.

As an American, I discovered a difference to handling complaints in the USA to those in the UK. In my experience Americans tend to wear their heart on their sleeve. If they are not satisfied, they tell you exactly why. This can make solving the problem easy as once you know the issue you can find a resolution. With British people I find their discontent more subtle. British people don't like to complain unless it is about the weather.



I have learned that you often have to dig a bit deeper to get past that stiff upper lip. This can be useful to remember for that motorist who is confused about signage, stressed about where to park to pick up their children from school or just flustered that you are there and thinking they will get a ticket when actually you are there to help.

***What do you find most rewarding about your role as a CEO?***

I love being outside and I love history. I often remind people to look up and appreciate the beautiful and historic architecture of this city that has to offer. The people in Newcastle are very friendly and welcoming. I love being able to get some exercise and not being stuck behind a desk.

The role of Civil Enforcement is not just about cars and parking. In the past I have had to use some of my first aid skills to help vulnerable people. You never know what is around each corner but it is certainly rewarding to be able to help.

I love solving problems and giving advice to people that need help. I feel proud when I can help people get around a place that I know better than even my Geordie wife.

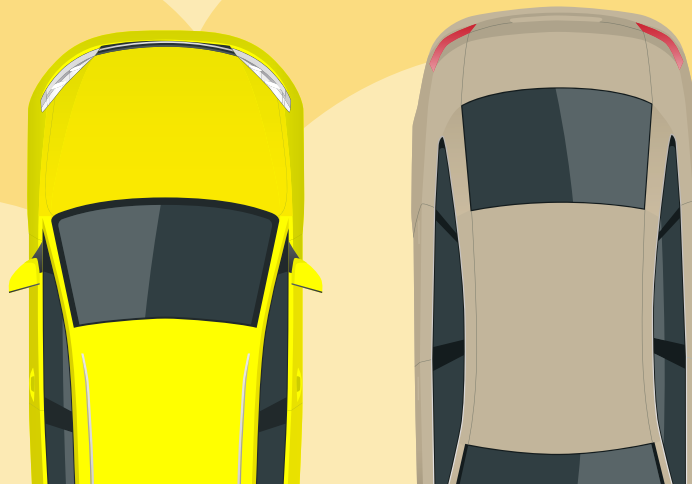
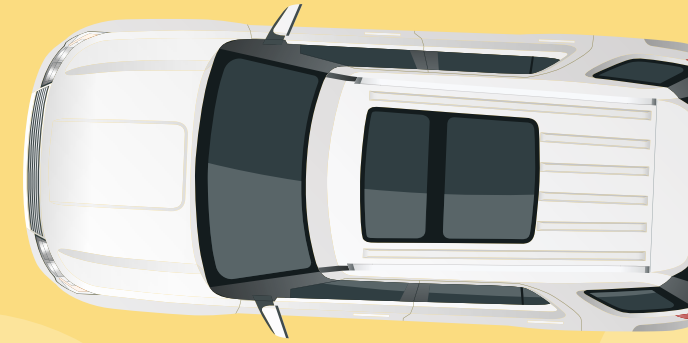
***In what way do you believe Parking Services demonstrates consistent application of good practice?***

Our team are firm but fair.

Recently we have taken on some new starters and the staff that have helped them to learn the role have given great mentoring. It can be hard to know what to say to motorist when learning something new so given that new starting support helps them to deliver good and consistent service.

***Do you believe the Management Team have demonstrated good team leadership skills over the past 12 months and if so please provide examples?***

Over the past year our department has set up an Employee Forum which has allowed staff to have their say. This has resulted in changes in our uniforms and rota to mention a few. This forum meets regularly and using feedback from other staff, helps management learn about the issues important to the staff.





# Most common Contraventions

The most common contraventions that a PCN is issued for are as follows...

## ► On street...

### Contravention code 01

"Parked in a restricted street during prescribed hours" otherwise known as parked on double/single yellow lines or a pedestrian zone.

### Contravention code 02

"Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force" otherwise known as parked or loading within an area that marked with double/single yellow line with kerb blips and a corresponding sign.

### Contravention code 05

"Parked after the expiry of paid for time" otherwise known as being parked in a pay and display bay when your pay and display ticket (or other payment method) has expired.



### Contravention code 06

"Parked without clearly displaying a valid pay-and-display ticket or voucher" otherwise known as being parked in a pay and display bay and there is no evidence that payment has been made. For example, there is no pay and display ticket is displayed or no payment made via other payments methods.

### Contravention code 12

"Parked in a residents' or shared use parking place or zone without either clearly displaying a valid permit or voucher or pay and display ticket issued for that place, or without payment of the parking charge" otherwise known as being parked within a resident permit area or permit bay without displaying a permit.

### Contravention code 19

"Parked in a residents' or shared use parking place or zone displaying an invalid permit, an invalid voucher or an invalid pay-and-display ticket" otherwise known as being parked in a resident permit area or bay and displayed an invalid permit.

### Contravention code 21

"Parked wholly or partly in a suspended bay or space" otherwise known as being parked in bay that has been suspended from use with the correct signage in place.

### Contravention code 24

"Not parked correctly within the markings of the bay or space" otherwise known as not being parked correctly within the marked bay. This could mean one or more vehicles not within the bay markings.

### Contravention code 25

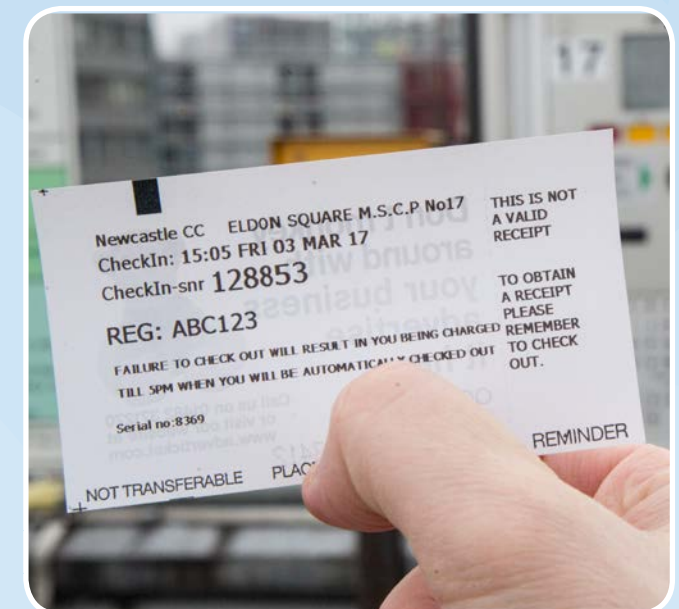
"Parked in a loading place or bay during restricted hours without loading" otherwise known as being parked in a bay designated for the purposes of loading/unloading only.

### Contravention code 30

"Parked for longer than permitted" otherwise known as being parked in a limited waiting bay for longer than the time frame specified on the corresponding sign.

### Contravention code 40

"Parked in a designated disabled person's parking place without clearly displaying a valid disabled person's badge" otherwise known as being parking in a disabled bay without displaying a valid blue badge.



**Contravention code 82**

“Parked after the expiry of paid for time” otherwise known as being parked in a pay and display bay when your pay and display ticket (or other payment method) has expired.

**Contravention code 83**

“Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock” otherwise known as being parked in a pay and display bay and there is no evidence that payment has been made. For example, there is no pay and display ticket is displayed or no payment made via other payments methods.

**82****Contravention code 85**

“Parked without clearly displaying a valid permit where required” otherwise known as being parked in a permit bay (such as a city park bay) without displaying a valid permit.

**85****83****Contravention code 86**

“Not parked correctly within the markings of a bay or space” otherwise known as not being parked correctly within the marked bay. This could mean one or more vehicles not within the bay markings.

**86****Contravention code 87**

“Parked in a disabled person’s parking space without clearly displaying a valid disabled person’s badge” otherwise known as being parking in a disabled bay without displaying a valid blue badge.

**87**

A full list of the contravention codes can be found on the following website: <https://newcastle.gov.uk/sites/default/files/Differential%20Charging%20Guidelines.pdf>



# Process of Penalty Charge Notice

## ▶ Appealing a PCN

All challenges must be made in writing to Newcastle City Council. If your appeal is received within the first 14 days after the Penalty Charge Notice is served (or 21 days if the PCN was served following enforcement by the ANPR car - in these cases the PCN Notice number begins with NU90) the discounted penalty charge rate may be re-offered to you if your appeal is rejected for a further period of 14 days or 21 days, as applicable.

You can send an appeal via our online portal at <https://parking.newcastle.gov.uk/pcn/> using your vehicle registration number and the Penalty Charge Number which can be found on the PCN starting with NU.

It may take up to 24 hours from the time of issue for the PCN to be downloaded and appear on this system.

The online form allows you to submit an appeal and also view information regarding where, when and why the Penalty Charge Notice (PCN) was issued plus any supporting images taken by the Civil Enforcement Officer at the time the PCN was issued. This is a joint facility that can also be used for making payment.

The online appeals form allows up to 3 JPEG or PDF files to be attached to support your appeal, with a maximum file size of 5MB.

We would recommend that you attach any evidence you believe supports your appeal, in order to aid the earliest consideration of your appeal.

Examples of items which you may wish to submit with your appeal can include –

- Copies or images of pay and display tickets;
- Evidence of payment to park via the PayByPhone service;
- Copies or images of relevant parking permits or disabled parking badges;
- Delivery notes to support claims of loading/unloading activity;
- Copies of valid vehicle hiring agreements, if you are a vehicle hire/lease company.

## ▶ How do I pay the PCN?

A PCN can be paid on our website by going to <https://parking.newcastle.gov.uk/pcn/> and entering your Penalty Charge Notice reference number and the amount you are paying. The reference number will begin with NU and is ten digits long and appears in a box at the top of the PCN or in the heading of any correspondence issued regarding the Notice.

Alternatively, you can pay over the telephone by calling **0191 2787878** and quoting "Payments" when prompted or you can send a cheque to Newcastle Parking Services, Po Box 2BL, Newcastle upon Tyne, NE99 2BL. Please put your PCN number and your vehicle registration number on the back of the cheque and make it payable to Newcastle City Council.





## ▶ What happens if I don't pay a PCN?

If you do not pay an outstanding PCN, Newcastle City Council may pass the case to enforcement agents in order to recover the debt. This is in line with legislation.

If you are contacted in relation to an outstanding PCN, it is suggested that you contact the enforcement agent in order to arrange payment, so that further charges are avoided.

If you receive a letter or visit from an enforcement agent who is trying to recover a debt from a previous tenant of the property, you are advised to speak to the enforcement agent as soon as possible to inform them.

If you are unaware of having an outstanding penalty charge notice, you can contact Parking Services on **0191 278 7878** and quote "Parking". They can check when and where the PCN was issued and provide advice on how to proceed.

Once a warrant of execution has been passed to the Enforcement Agent for recovery, it is no longer possible to appeal directly to the Council. However, if you did not receive the Notice to Owner or if you have challenged the Penalty PCN in writing previously to either the local authority or the Traffic Penalty Tribunal and have not received a response, you should contact the Traffic Enforcement Centre on 0300 123 1059 in order to obtain the forms to submit a Late Witness Statement. The lines are open between 8.30am until 4.00pm Monday to Friday. You can also download the TE9 & TE7 forms from <http://www.justice.gov.uk/forms>

## ▶ PCN statistics

- Over 82,000 PCNs issued
- Over 20,000 appeals received
- Over 15,000 cancelled
- Over 65,000 of the PCNs we issued were paid.



# How to...

## ▶ How to apply for a permit

### Apply for a permit by:

Completing the Online Application Form online at <https://www.newcastle.gov.uk/parking-roads-and-transport/parking/parking-permits> you can save your application and come back to it later if you need to complete further sections, but the online application can only be submitted if you can attached scans of the required proof of eligibility.

### Alternatively you can apply by:

Downloading the Permit Application Form from our website at <https://www.newcastle.gov.uk/parking-roads-and-transport/parking/parking-permits> and the supporting notes of guidance; or

Phoning Parking Services on **0191 278 7878** and quoting the keyword 'parking permit' to request a paper based application form.

## ▶ How to apply for a blue badge?

You can apply for a blue badge online at <https://www.gov.uk/apply-blue-badge>.

If you are unable to submit your application online, please contact the blue badge department on 0191 278 7878 quoting "blue badge"

## ▶ How to appeal your (bus lane) PCN

You can appeal your PCN online:

<https://buslanepayments.newcastle.gov.uk/> using your PCN number and vehicle registration number to log into the system.

Alternatively, you can submit a written appeal by post to the follow address:

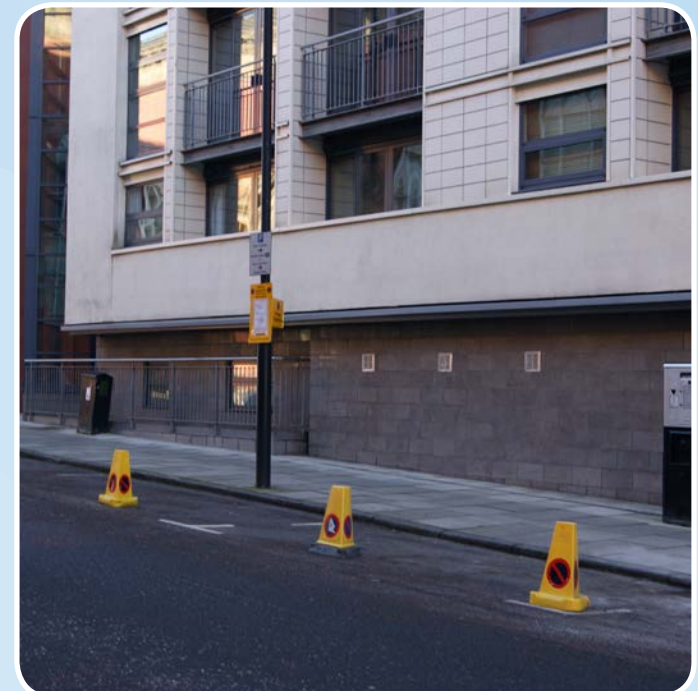
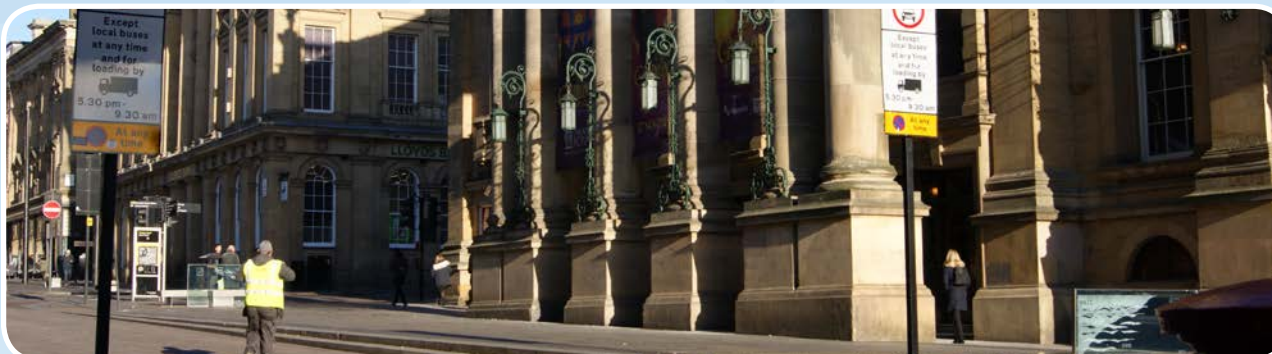
Newcastle Parking Services  
PO Box 2BL  
Newcastle upon Tyne  
NE99 2BL

The council may consider mitigating circumstances when considering your appeal, although some of the following reasons will not normally be accepted:

- "I was going to turn left at the next junction."
- "My Sat Nav equipment directed me in to the bus lane."
- "There were no buses in the bus lane at the time."
- "I was only in the lane for a few seconds."
- "I was lost."

## ▶ How to appeal your PCN

Please refer to page 15 for details.





# Permits

Permit parking schemes were introduced to address commuter parking problems, improve road safety and provide residents and businesses of eligible properties with some priority in parking their cars or cars for legitimate visitors as close as possible to their properties. Permit schemes have been successful and well received by local residents to help address long standing parking problems. We continue to develop our application process to ensure all customers can easily obtain the permit they require.

What types of permits are available?

- [Resident Permits](#)
- [Visitor Permits](#)
- [Landlord Permits](#)
- [Business Permits](#)
- [Charity Permits](#)
- [Public Sector Permits](#)
- [Season Tickets](#)
- [City Centre Resident Permits](#)
- [City Centre Business Pay and Display Permits](#)
- [Temporary Tradesman Permits](#)
- [Tradesman Annual Permits](#)
- [Supplementary Scratchcards - Residents](#)
- [Supplementary Scratchcards - Tradesmen](#)
- [Supplementary Scratchcards - Landlords](#)
- [Supplementary Scratchcards - Businesses](#)

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webpages



As a council, we encourage the use of low emission and electric vehicles. We offer a discount up to 50% of the cost for a low emission vehicle and there is no charge for a fully electric vehicle for certain types of permits.

## ▶ Permit misuse

Parking spaces are in high demand throughout the city and boundary, Newcastle City Council carry out misuse checks through constantly improving the audit process to ensure that parking permits are held only by those who are eligible. This is to try to minimise any waiting lists and ensure that there are parking spaces available for those who need them.

Misuse happens when a person uses or obtains any kind of parking permit to which that person is not entitled. The main reasons for permit misuse are:

- Permits being copied or amended
- Permits being used for the wrong purpose
- Incorrect use of a permit
- Misuse has been reported by a third party
- Where a permit has been reported as lost/stolen but is continued to be used

Where a Civil Enforcement Officer (CEO) considers that a parking permit has been misused to gain a parking exemption or avoid parking charges, the CEO will collate evidence to support the issuing of a Penalty Charge Notice. This can also result in permits being recalled, cancelled and no further application would be accepted. Newcastle City Council has a zero tolerance policy on misuse if any person is to be found having a permit which they are not entitled.





# Where to park

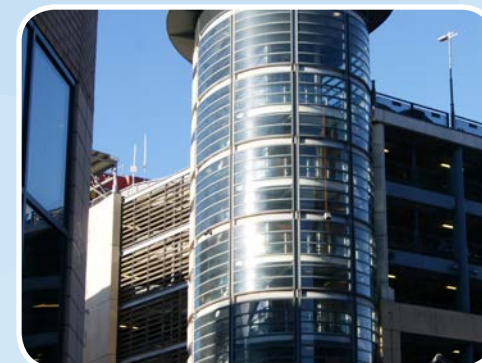
Within the City of Newcastle we have a total number of 45 car parks (not including multi storey car parks) with a total of 2491 spaces. There are 8 multi storey car parks with a total of 3269 spaces.

## ▶ Top 10 car parks by number of spaces

CAR PARK NAME	NO OF Spaces	CHARGE	REVISED CHARGE Commenced
CIVIC CENTRE	267	£1.30 SAT & SUN	13.04.15
CLAREMONT ROAD	219	£1.40	01.10.18
ST GEORGES	139	£0.90	31.03.11
COACH LANE	122	£0.30 MON / FRI	01.08.16
ELLISON PLACE	119	£1.50	26.06.17
MORDEN STREET	105	£1.90	01.10.18
EAST END POOL & LIBRARY	99	First 3 hours free £0.20 All Days	01.11.12
KINGSTON PARK	95	£1.30 MON / SAT ALL DAY	13.04.15
ST JAMES METRO	74	£1.40	26.06.17
COLLEGE STREET	73	£1.50	16.04.12

## ▶ Multi-storey car parks

CAR PARK NAME	NO OF Spaces	CHARGE	REVISED CHARGE Commenced
<b>DEAN STREET MSCP</b>	<b>257</b>		
8am-5pm		£1.50 per hour	26.06.17
5pm-8am		FREE	
Sunday 8am-6pm		£3.00 fixed charge	
<b>ELDON GARDENS MSCP</b>	<b>445</b>		
8am-5pm		£1.90 per hour or £8.00 all day	01.10.18
5pm-8am		FREE	01.10.18
Sunday 8am-6pm		£3.00 fixed charge	
<b>ELDON SQUARE MSCP</b>			
8am-5pm	<b>497</b>	£2.10	01.10.18
5pm-8am		FREE	
Sunday 8am-6pm		£3.00 fixed charge	
<b>MANORS MSCP</b>	<b>486</b>		
8am-5pm		£1.00 per hour or £7 all day	26.06.17
5pm-8am		FREE	01.08.16
Sunday 8am-6pm		£3.00 fixed charge	
<b>GRAINGER TOWN MSCP</b>	<b>401</b>		
8am-5pm		£1.00 per hour or £6 all day	26.06.17
5pm-8am		FREE	01.08.16
Sunday 8am-6pm		£3.00 fixed charge	
<b>NUFC STADIUM MSCP</b>	<b>545</b>		
8am-10pm		£0.70	13.04.15
Sunday 8am-6pm		£3.00 fixed charge	
Sunday 6pm-10pm		£0.70	13.04.15
<b>OXFORD MSCP</b>	<b>139</b>		
8am-5pm		£1.40	26.06.17
5pm-8am		FREE	
Sunday 8am-6pm		£3.00 fixed charge	
<b>QUAYSIDE MSCP</b>	<b>499</b>		
8am-5pm		£1.10 per hour or £8 all day	26.06.17
5pm-8am		FREE	26.06.17
Sunday 8am-6pm		£3.00 fixed charge	



# Payment methods

Newcastle City Council operates 8 city centre multi-storey car parks and 45 surface car parks. Within some of these car parks we have designated bays for Disabled blue Badge Holders, Motorcycle stands, bicycle stands, city park permit bays, electric vehicle charging bays and shop mobility bays.

For more information on car parks, such as car park tariffs, opening hours, charging times, pay by phone codes and post codes please see the following link [https://www.newcastle.gov.uk/sites/default/files/wwwfileroot/parking-roads-and-transport/parking/parking\\_charges\\_off\\_street\\_18.07.18.pdf](https://www.newcastle.gov.uk/sites/default/files/wwwfileroot/parking-roads-and-transport/parking/parking_charges_off_street_18.07.18.pdf)

Newcastle City Council is committed to improving and increasing the charging network and supporting the growth of electric vehicle use. Newcastle City Council currently has approx. 56 bays across the city dedicated for electric vehicles. These are predominately found within Eldon Garden, Grainger Town and the Quayside Multi-storey car parks.

Newcastle also has a 500 space Park and Ride facility in operation, linking Newcastle Great Park, through Gosforth to the City Centre. The secure Park & Ride site is covered by CCTV and is conveniently located just off the A1 to the north of the City, with a less than 20 minutes journey to reach the centre of Newcastle.

## ▶ Pay and display

We offer a pay and display method at all locations and over 4 million pay and display tickets are purchased for parking sessions each year. Newcastle City Council works with NE1 (The city centre business improvement district), to provide 'Alive After 5'. This provides free parking in all Newcastle City Council multi-storey car parks after 5pm Monday to Saturday.

## ▶ Coin

All of our 415 machines across the city accept coin payments

## ▶ Check in Check out

For the last three years, two of our flagship city centre multi story car parks have enabled customers to pay by card in a scheme known as Check in and Check out. This function requires the drivers to enter their vehicle registration number into the pay and display machine which links up with the Civil Enforcement Officer's Handheld device which makes enforcement easier and more efficient. For more information, please visit our website at <https://www.newcastle.gov.uk/parking-roads-and-transport/parking/car-parks-and-street-parking/park-using-check-check-out>

The scheme provides:

- far greater flexibility to the customer
- reduces the number of Penalty Charge Notices (PCNs) as its not possible to get a PCN for overstaying the expiry of a parking ticket

- Improved choice of payment options for customers, i.e. provides the option for those who wish to pay by card
- Means customers don't have to carry sufficient loose change with them
- Customers who return to their car earlier than anticipated have not overspent on the pay and display machine as they are charged when they return
- Customers are charged for the exact minutes they are checked in.



*In 2018/19 there were almost 200,000 card transactions and the % using card over coin at the machine continued to grow month on month.*

*We are looking to roll the scheme out wider during 2020/21*

## ► Check in Check out statistics

	Card trans MON-SAT	Card trans SUN	Total card trans	% using card*	% income from card*
<b>Apr-18</b>	12,571	1267	13,838	45.85%	50.91%
<b>May-18</b>	12,933	1097	14,030	47.71%	52.58%
<b>Jun-18</b>	13,479	1291	14,770	47.82%	53.57%
<b>Jul-18</b>	14,043	1560	15,603	48.70%	54.14%
<b>Aug-18</b>	16,080	1448	17,528	50.18%	55.24%
<b>Sep-18</b>	14,271	1769	16,040	50.62%	55.84%
<b>Oct-18</b>	16,123	1571	17,694	52.73%	58.46%
<b>Nov-18</b>	18,215	1,593	19,808	53.95%	60.00%
<b>Dec-18</b>	20,294	2166	22,460	53.62%	59.22%
<b>Jan-19</b>	14,591	1580	16,171	54.03%	60.08%
<b>Feb-19</b>	13,142	1561	14,703	56.36%	61.83%
<b>Mar-19</b>	14,660	1977	16,637	55.70%	61.08%
<b>TOTAL</b>	<b>180,402</b>	<b>18,880</b>	<b>199,282</b>	<b>46.67%</b>	<b>52.54%</b>

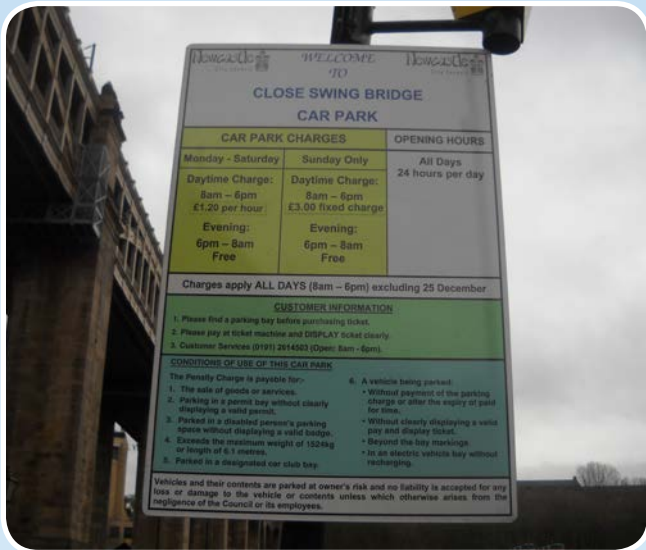


## ▶ Pay by Phone

We also offer a Pay by Phone service (PBP) which operates across most city centre car parks operated by Newcastle City Council, as well as other outlying car parks and selected on-street charged parking areas. The system offers motorists an alternative means of payment to the existing pay and display machines by paying via your mobile phone from an account that accepts all major payment cards.



For more information on how to use Pay by Phone, please visit their website at [www.paybyphone.co.uk](http://www.paybyphone.co.uk)



## ▶ City Park Permits

A City Park permit eliminates the need to carry or find change for your parking session and also includes a discount built in to the price. All of our permits can be taken out for 3, 6 or 12 months at a time and each permit can have up to two vehicle registrations printed on it for added security.

We currently offer four different types of permit - Silver, Gold, Gold+ and Platinum.

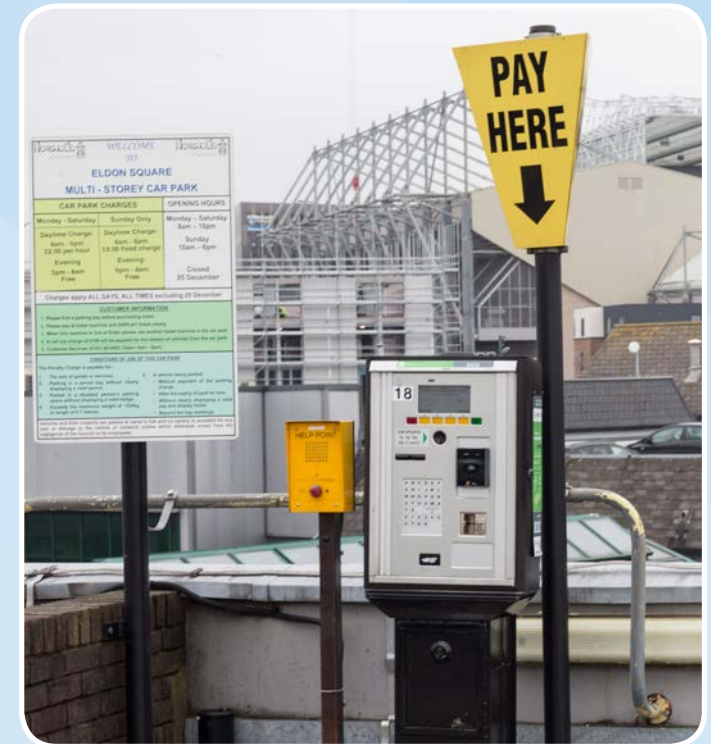
Type	Allocated Spaces	Times	Discount
Silver	No	Variable	Yes
Gold	Yes	Monday to Friday 8am - 6pm	Yes
Gold +	Yes	Monday to Saturday 8am - 10pm	Yes
Platinum	Yes	All days, all times	Yes

## ▶ Permit discounts

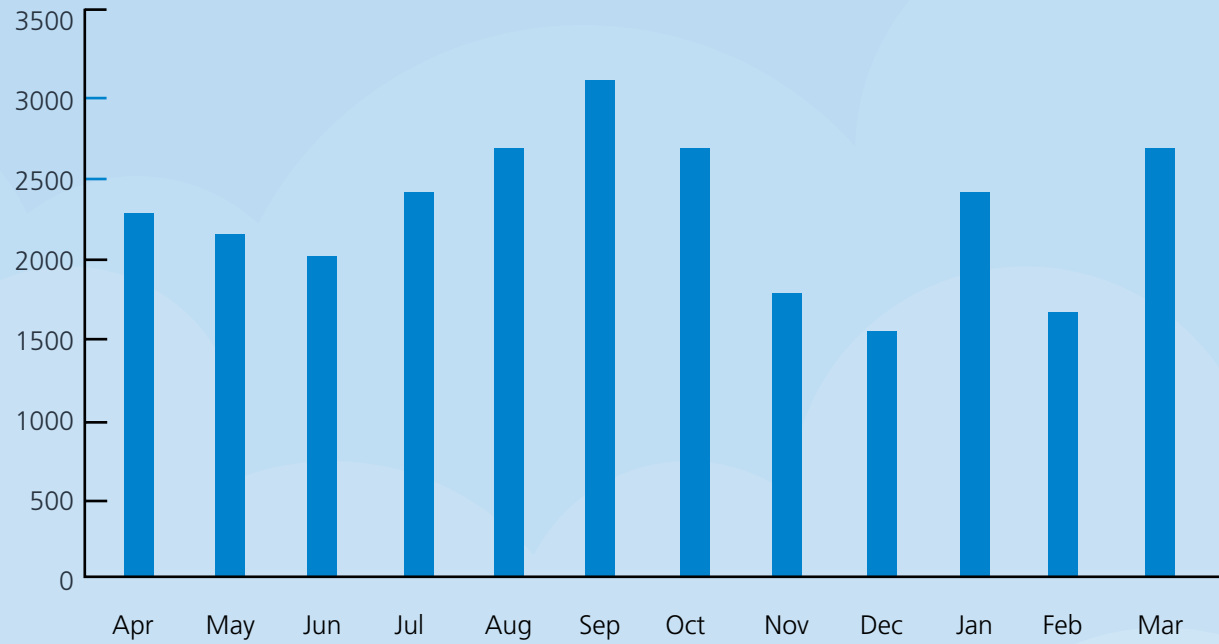


Discounts are available for bulk orders at the following rates:

- 10-24 permits – 5% discount
- 24-49 permits – 10% discount
- 50+ permits – 15% discount.

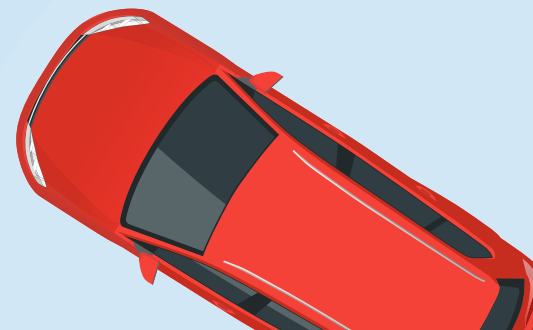
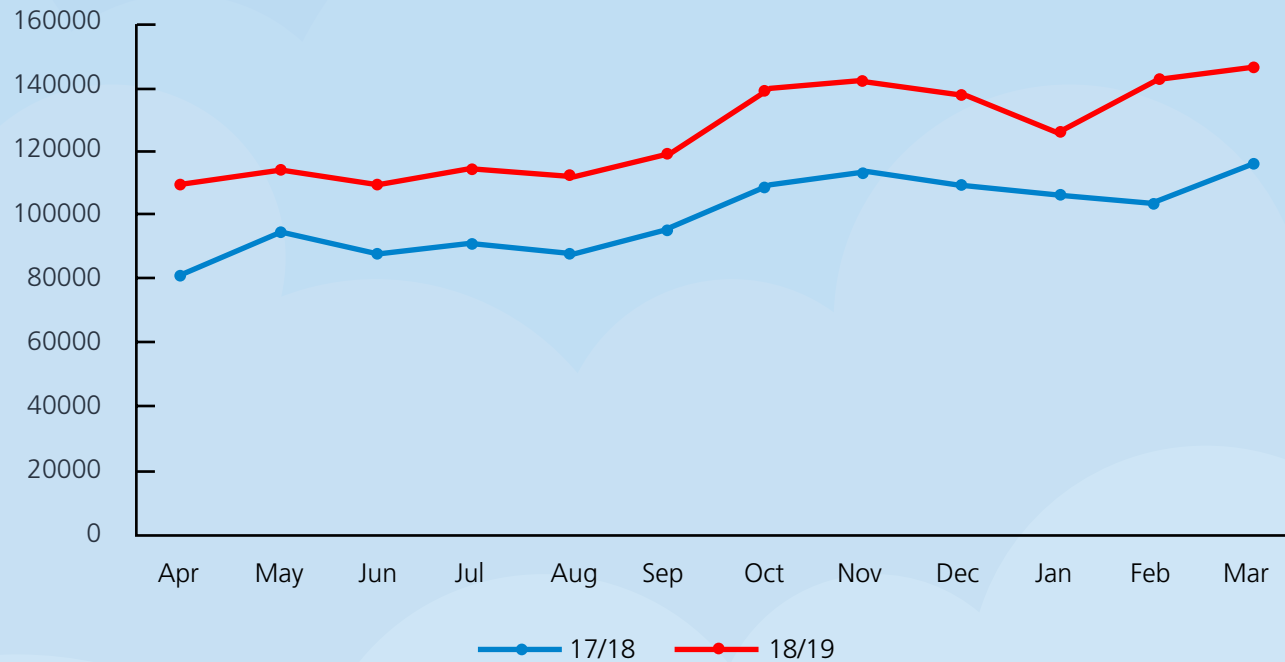


## ▶ Number of permits issued 2018/19



## ▶ Pay by phone statistics

In 2018/19, there were 1,516,175 PBP transactions and there has been a significant increase over recent years as can be seen in the graph below:





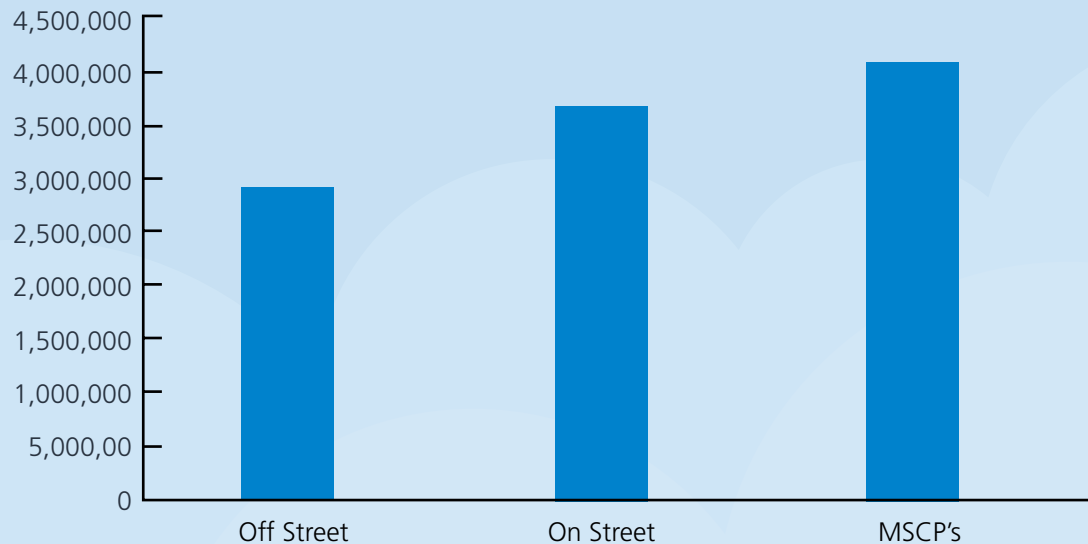
# How much money did Parking receive in 2018/19?

In 2018/19, Parking Services generate income of £15.3m. This is primarily made up of:

- Permits (£1.63m)
- Pay and Display (£10.8)
- Enforcement (Parking Penalty Charge Notices) (£2.6m)



## ▶ Pay and display income by car park type



## ▶ Pay and display income by the top 5 locations – MSCP

Eldon Square	<b>£1,171,759</b>
Eldon Gardens	<b>£774,688</b>
Dean Street	<b>£543,659</b>
Grainger Town	<b>£523,077</b>
Quayside	<b>£454,611</b>
Manors	<b>£414,439</b>

## ▶ Pay and display income by the top 5 locations – Off Street

Claremont Road	<b>£518,720</b>
Ellison Place	<b>£315,346</b>
Morden Street	<b>£286,540</b>
College Street	<b>£264,933</b>
Sandyford Square	<b>£189,904</b>

## ▶ Pay and display income by the top 5 locations – On Street

Grey Street	<b>£300,970</b>
Richardson Road - upper	<b>£157,599</b>
Richardson Road - lower	<b>£141,799</b>
Blandford Square	<b>£131,701</b>
Park Terrace	<b>£127,521</b>

# Expenditure

A significant sum (£6.6m) is spent on providing the parking service, which includes things such as:

- staff,
- building costs of our multi-storey car parks
- business rates
- rent
- systems
- utilities etc.
- repairs and maintenance
- ticket machines



## ▶ How is the surplus spent?

In 2018/19 our surplus was £8.7m. Some of this income is ringfenced by legislation and must be spent on particular activity such as our road network. The remaining income that isn't ringfenced is used to fund other important Council activity such as social care, our libraries and museums and street lights.

## ▶ Bus Lane income and expenditure

The Council generated £0.368m in 18-19 from enforcing bus lanes across the city. This income was spent entirely on the delivery of the bus lane enforcement service and bus lane priorities.



# Bus Lanes

Newcastle City Council aim to improve our public transport system and encourage the reliability and punctuality of public transport and to make our roads safer for cyclists. The council may issue Penalty Charge Notices (PCN) to people who drive in bus lanes illegally. Indeed in Newcastle, similar to many other major urban centres, a significant proportion of households do not have access to cars – in Newcastle, this figure stands at 42% of households not having access to cars. Enforcement of bus lanes has a positive outcome for the environment by promoting and encouraging the use of our public transport. This also helps with improving air quality and reducing vehicle omissions.

A full up to date list of all bus lanes can be found on our website at <https://newcastle.gov.uk/sites/default/files/Website%20-%20Bus%20Lane%20Locations%2004.12.19%20v12.pdf>

## ► How are bus lanes authorised?

Bus Lanes are created by Traffic Regulation Orders (TROs) and supplemented by John Dobson Street and St Mary's Place Variation Order 2015, Great North Road Variation Order 2016, Monument Area Variation Order 2016 and William Armstrong Drive Variation Order 2017 and Newgate Street Variation Experimental Traffic Regulation Order using powers under the Road Traffic Regulation Act 1984. A bus lane is a traffic lane reserved for buses (and pedal cycles, motorcycles, taxis and authorised vehicles, where indicated by the signs).

## ► When are bus lanes in operation?

The times of operation of bus lanes in Newcastle will be clearly signed. The majority of bus lanes in Newcastle operate from 7.00am to 7.00pm, 7 days per week. If there are no times stated on the signs, the bus lane is in operation 24 hours a day. Road signs and markings will clearly indicate the start and end of bus lanes and highlight the hours of operation. All bus lanes in Newcastle are in operation on Bank Holidays. You can view the details of the locations of bus lanes, bus gates and bus only streets, the times of operation and permitted vehicles <https://newcastle.gov.uk/sites/default/files/Website%20-%20Bus%20Lane%20Locations%2004.12.19%20v12.pdf>

## ► What happens if you are caught driving or parking illegally in a bus lane?

Those vehicles that drive or park illegally in bus lanes may receive a PCN through the post, addressed to the registered keeper of the vehicle. It will contain details of the alleged contravention, details of the vehicle and photographs that show that the contravention occurred.

Motorists will not receive points on their licence in connection with PCNs issued by Newcastle City Council or in the event that a Fixed Penalty Notice is issued by the Police, you will only be required to pay the Fixed Penalty Notice.

Some vehicles are permitted to drive in bus lanes when it is in operation and can differ between different locations, so you should check the signs at the start of the lane or bus only street before entering.





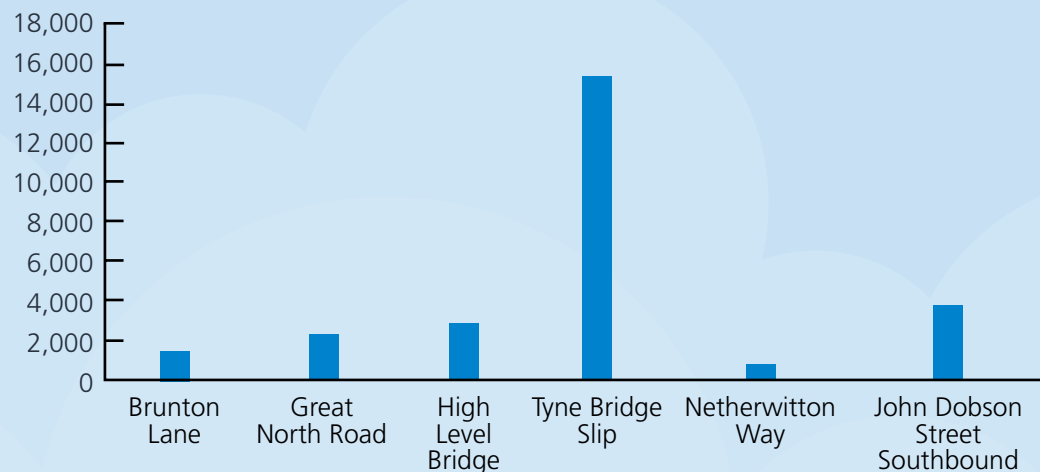
## ▶ Bus lane statistics

	Brunton Lane	Great North Road	High Level Bridge	Tyne Bridge Slip	Netherwitton Way	John Dobson Street Southbound	TOTAL
	<b>Total issued</b>	<b>Total issued</b>	<b>Total issued</b>	<b>Total issued</b>	<b>Total issued</b>	<b>Total issued</b>	
Apr-18	107	55	275	1,209	75	231	1,952
May-18	149	321	594	1,362	96	375	2,897
Jun-18	149	379	493	1,544	111	360	3,036
Jul-18	110	287	482	1,338	66	291	2,574
Aug-18	139	251	524	1,405	65	343	2,727
Sep-18	137	200	229	1,547	81	326	2,520
Oct-18	158	215	176	1,386	79	329	2,343
Nov-18	126	235	0	1,444	78	307	2,190
Dec-18	91	184	0	814	62	327	1,479
Jan-19	75	138	7	1,081	65	258	1,624
Feb-19	74	76	15	1,097	72	241	1,575
Mar-19	85	59	1	1,194	61	257	1,657
<b>TOTAL</b>	<b>1,400</b>	<b>2,400</b>	<b>2,797</b>	<b>15,421</b>	<b>911</b>	<b>3,645</b>	<b>26,574</b>

## ▶ Breakdown of appeals

- In 2018/19 26,574 PCNs were issued
- Over 3,700 representations received
- 17,463 PCNs paid
- Over 7,000 PCNs cancelled

## ▶ Bus lane PCN's issued by location



# Disabled Blue Badges

The Blue Badge Scheme is a European wide scheme which provides a range of parking benefits for disabled and blind people who travel either as drivers or as passengers. Most multi-storey and off street car parks, as well as some on street locations have designated bays for the use of Disabled Blue Badge holders. This is to allow the use of these bays for people who are in use of a disabled blue badge. The badge must be clearly disabled within the vehicle at all times when parked in this space. The Blue Badge Scheme is a European wide scheme which provides a range of parking benefits for disabled and blind people who travel either as drivers or as passengers.

## ▶ Blue badge misuse

Newcastle City Council is committed to protecting the Blue Badge scheme and genuine users.

The blue badge scheme provides a series of concessions for persons with mobility problems and helps ensure that they can park close to their destination. To help support this Parking Services have maintained a stringent campaign to stamp out abuse and misuse of blue badges. This has helped to build and reinforce confidence in the blue badge system in Newcastle and

maximise available parking for legitimate blue badge holders where they need it most.

Powers issued by the Department for Transport allow Civil Enforcement Officers to inspect a Blue Badge on display. This is to help ensure that Blue Badges are only being used by those that are entitled to do so and that the badge is being used properly. We have adopted a focused approach to try and reduce misuse with a city-wide poster campaign, trained Enforcement Officers, and areas known to have high levels of abuse being targeted in special operations.

We are taking action to prevent the misuse of the scheme:

- Enforcement Officers have been trained to spot bogus badges.
- Areas known to have high levels of abuse are being targeted in special operations.

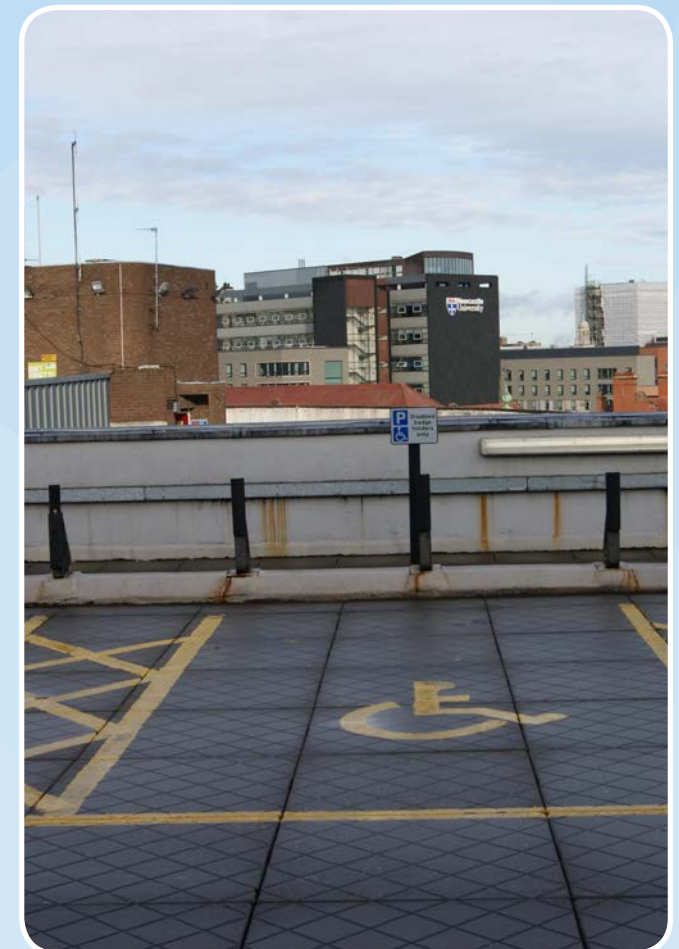
A small team of officers are dedicated to investigating alleged incidents of blue badge misuse that have been reported by the public and by patrolling officers. Time is spent ensuring that as much evidence as possible is gathered. Where it is appropriate, the team will speak to the driver of the vehicle under caution to establish the full circumstances as to why the badge is being used. Misuse of a disabled badge impacts on both the

service user and also the eligibility of the scheme itself and as such is something that is not tolerated.

If you suspect that a blue badge is being misused, please play

your part in this important campaign. A special hotline - **0191 277 2441** - has been established for anonymous notification of blue badge misuse - all information will be treated in the strictest confidence.

For more information on blue badges and to find out the next steps once you have applied, please visit our website at <https://www.newcastle.gov.uk/parking-roads-and-transport/parking/disabled-parking-and-blue-badge-scheme>



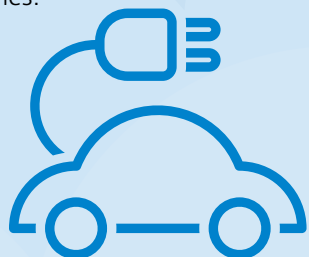
# Off-Street car parks

## ▶ Lifecare plans

We strive to keep all our car parks in excellent condition, and our maintenance teams work hard to ensure all standards are met with daily and weekly routine maintenance at all our sites, including cleaning, rubbish collections and grounds maintenance keeping the green areas looking their best.

All of our Multi-Storey Car Parks have a principal inspection every 6 years which covers all structural and technical elements, and all our surface car parks undergo a 6 monthly maintenance inspection. These inspections ensure that all our car parks are maintained to the highest standards and are safe for public use. Investment in our properties have included lift upgrades, new handrails and stair nosings to ensure we comply with the Disability Discrimination Act, along with ensuring signage and lighting is maintained to high standards

New developments within the car parks are our digital screens, which are used to display important information to drivers as they access the car park, such as closing times.



## ▶ Electric bays

Newcastle City Council is committed to improving and increasing the charging network and supporting the growth of electric vehicle use. All of our charging posts are managed by Charge Your Car (CYC) who provide access methods for EV drivers and gather the charging data for us.

## ▶ Motorcycle bays

Within some of our off-street car parks we also have a selection of dedicated motorcycle bays as we try to cater for all visitors of the City.

## ▶ Height restrictions in multi-storey car parks

The following height restrictions are in place at multi-storey car parks operated by Newcastle City Council. To avoid damage to your vehicle and the car park entrance, please be aware of these height restrictions, particularly for vehicles fitted with roof racks or roof boxes.

Please note that no height restrictions are in place across the network of open-air surface car parks.



Car Park	Height Restriction (Feet)	Height Restriction (Metres)
Civic Centre underground (public parking on weekends and Bank Holidays)	7ft	2.13m
Dean Street	6ft 7in	2.01m
Eldon Garden	6ft 6in	2.01m
Eldon Square	6ft 6in	1.98m
Grainger Town	6ft 10in	2.08m
Manors	6ft 7in	2.04m
Oxford	6ft	1.83m
Quayside	6ft 6in	1.98m
Stadium	6ft 11in	2.11m





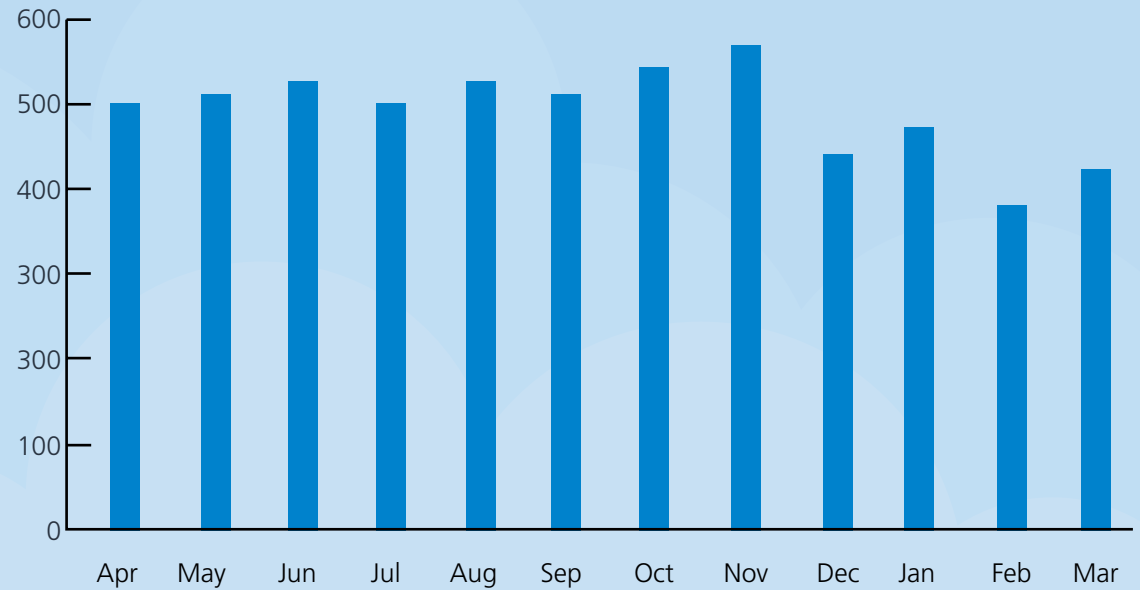
# Shopmobility

Newcastle Shopmobility is based in Eldon Gardens Shopping Centre on Percy Street, right in the heart of the Newcastle.

Shopmobility, established in 1999, is a service that provides battery-powered scooters and wheelchairs for people with mobility difficulties. Becoming a member of the Shopmobility scheme gives greater choice, freedom and independence to travel around the city centre. Standard or battery-powered wheelchairs and scooters can be booked in advance. Members can pre-book a parking space on Level 4 of Eldon Garden multi-storey car park when using Shopmobility equipment, and all members are given instructions on use when borrowing a battery powered scooter or wheelchair.

For further details, or to join, please contact Shopmobility direct on **0191 2616176** or pop in to the store inside Eldon Gardens Shopping Centre.

## Customers Using Shopmobility



# Events

Lots of events take place across Newcastle all year round and people travel from around the world to see them or to take part in them. Event planning takes place months before the events themselves and Parking Services look to work with other departments and organisations to make sure the events run as smoothly as possible.

This year the Great North Run was a resounding success. The event was as popular as ever and Parking Services provided reserved areas for events organisers and

security arrangements. The race was won by Mo Farah and we look forward to supporting the event in the coming year. It is anticipated that over 60,000 people will sign up for the event this year making it the most popular year to date.

We also had the Cyclone event which started at the Kingston Park Rugby Ground home to the Falcons rugby team. The Cyclone event is a festival of cycling and caters for all levels of cycling ability from amateurs to professionals. The event is in its thirteenth year and we supported the event with staff in the area to control parking and support the residential areas. Parking Services were also able to offer direction to cyclists arriving from outside the area.

St. James Park is the home of football in Newcastle and we have staff in and around the area to support various demands on Parking Spaces and to support residents parking areas. City centre car parks are busy with football fans and with shoppers and we have electronic signage in place to advise motorists when delays are expected exiting the multi storey car park close to the football ground.

In the past year we have also supported the Rugby World Cup, Christmas Markets and 2 firework displays to celebrate the New Year.



For more detailed information on our services and how to apply for our services, please visit our website at [www.newcastle.gov.uk/parking](http://www.newcastle.gov.uk/parking)

We are Proud, Fair, Ambitious.  
**We are Newcastle**

