



Working in partnership

# North East Lincolnshire Annual Parking Report 2021 – 2022



Setting the Scene



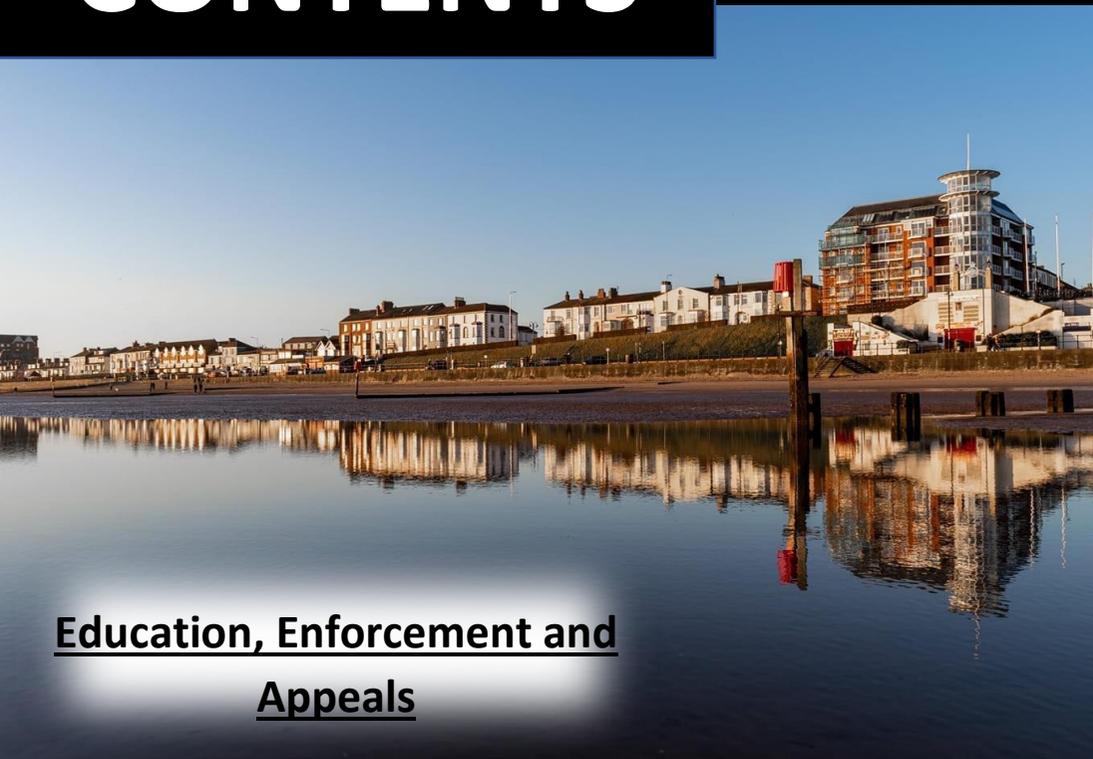
Parking as a Service

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Innovation and New Development



Education, Enforcement and Appeals



Transparency in Finance



An aerial photograph of a port city, likely Baltimore, Maryland, featuring a prominent brick tower (the Baltimore Tower) on the right side. The city is situated along a large body of water, with numerous buildings, streets, and a large parking lot filled with cars. A large white industrial building is visible in the center. The text "Setting the Scene" is overlaid on the left side of the image.

# Setting the Scene

# Introduction

Foreword by Councillor Stewart Swinburn, portfolio holder for environment and transport.

Welcome to North East Lincolnshire Council's Annual Parking Report from April 2021 to March 2022.

In this report, North East Lincolnshire Council and its delivery partner, Equans, will provide detailed information on how civil parking enforcement, parking services and innovation and new developments are delivered across the borough.

North East Lincolnshire is a widespread and diverse landscape consisting of different towns and villages in a mix of urban, rural and coastal settings. Each location presents its own unique offer to the local community and visitor economy, which in turn brings different parking service challenges.

The parking service, which is delivered by Equans, plays a significant role in keeping the borough moving safely. The service keeps our roads, footpaths and verges clear for residents in North East Lincolnshire and also ensures access is clear for all emergency and essential services, ensuring they can carry out their vital work without delay or disruption.

The service also enforces safe parking around local schools in the area. Together, with Humberside Police and our Equans' road safety team and civil enforcement team, support is provided around dangerous driving and illegal parking to our schools through team visits, assemblies and events, to help educate children and parents on the importance of safer parking around schools.

I would like to share my personal thanks to all those involved in parking services. I hope readers of this report find a useful insight into their work.

Kind regards,

Councillor Stewart Swinburn, portfolio holder for environment and transport at North East Lincolnshire Council.



# Foreword

Welcome to North East Lincolnshire's (NELC) third annual parking report, which covers the financial year 2021/2022. We were thrilled to receive an award for the best use of design for the 2019/2020 annual report, and very honoured to receive the overall winning report for 2020/2021.

The Parking Service is delivered through a regeneration partnership with Equans. The borough wide Parking strategy directly supports both the Council's priority of a 'stronger local economy' and stronger 'communities' by ensuring that there is an effective and equitable approach to both on and off-street parking, that meets the needs of businesses, residents, and visitors to the borough.

This report provides information on our parking activities from 01 April 2021 to 31 March 2022. It exhibits our achievements and improvements to the delivery of our service. We aim to demonstrate our approach to parking enforcement is transparent, efficient, with an open and consistent approach. We aim to build community understanding of the role of Parking Services within the borough, explaining what we do, how we do it, and why we do it.



**PATROL**  
**PACER Awards**

Promoting Awareness of  
Civil Enforcement through Reporting

**Overall Winner**

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



# About NEL

The borough of NEL encompasses the towns of Immingham, Grimsby, and Cleethorpes as well as many villages including New Waltham, Waltham, Humberston, Laceby, Healing and Great Coates.

Grimsby along with Immingham, was previously renowned for its fishing industry and once hosted the largest fishing fleet in the world. At its peak in 1970, 400 trawlers were based in the port. The industry has since decimated over the decades due to the Cod Wars between the UK and Iceland disputed fishing rights in the North Atlantic. However, we still have the busiest working port. Grimsby is the UK's major car import terminal and is at the forefront in serving the developing offshore wind energy industry.

Regeneration remains the key to ensure that the town can look forward to a thriving future while maintaining its links to its heritage. Grimsby was awarded Heritage Action Zone (HAZ) status to revive its historic docks and town centre. A five-year plan will bring neglected historic buildings back into use, providing jobs, increase tourism and boost investment to revive the towns economy.

Proposed plans of a new leisure development in the town centre, will incorporate a nine-screen cinema, and several restaurants to boost the towns night-time economy.

More details of the Grimsby and Cleethorpes Masterplans can be found [here](https://www.nelincs.gov.uk/business-and-investment/investment-and-regeneration-projects/).

<https://www.nelincs.gov.uk/business-and-investment/investment-and-regeneration-projects/>



# Civil Parking Enforcement (CPE)

The Traffic Management Act 2004 (TMA 2004) 'Part 6' 'Civil Enforcement of Traffic Contraventions' sets out the legislation under which civil parking enforcement needs to be undertaken. This act allows the decriminalising of parking enforcement, known as Civil Parking Enforcement (CPE), moving the responsibility for management and enforcement from the police to the local authority: <https://www.nelincs.gov.uk/assets/uploads/2022/10/Civil-Parking-Enforcement-Procedures.pdf>

## The aim of the CPE is to

- Integrate traffic management policies with effective on-street parking enforcement
- Allow the council to be responsive to changing priorities, local factors, and demand for parking
- Manage traffic congestion and flow
- Improve safety for pedestrians and drivers
- Support the local economy – through the provision of appropriate parking for retailing, business, tourism, and leisure
- Enable and provide effective enforcement of new and existing On Street parking restrictions
- Improve enforcement of disabled bays in both on and off-street Parking Places
- Provide off-street parking enforcement in council owned carparks

Civil Enforcement Officers (CEOs) work within a strict set of guidelines governed by the Traffic Management Act. CEOs have limited discretion in discharging their duties. The notice processing team will consider challenges received against Penalty Charge Notices (PCNs). Each case will be considered on its individual merits considering the evidence provided by the appellant as well as the guidance used by staff. Only authorised officers will be allowed to cancel a PCN.

Effective management of parking not only outlines local parking problems but also helps achieve some of the broader transport objectives set out in our Local Transport Plan. Creating and maintaining high quality Highways and transport networks will make travel around the region easier and quicker.



# Parking as a Service



# Parking in the Community

CPE involves much more than issuing PCNs. Our CEOs provide professional and efficient parking enforcement in accordance with statutory provisions and regulations. They carry out patrols of the car parks and streets within the council boundary reporting issues and always taking a proactive and customer focused approach.

## Key Duties

- Undertake regular patrols of car parks and streets in a safe and courteous manner.
- Issue PCNs in accordance with parking regulations
- Patrol and enforce accessible parking provision, managing any potential misuse of the Blue Badge scheme
- Report any areas of damage or vandalism to buildings, signs or lines within the car parks, streets, and other areas around the borough
- Ensure all enquiries from the public are always dealt with in a positive and polite way
- Report any action of criminal activity to the Police
- Inform motorists of parking facilities available to them
- Keep parking fleet vehicles in a clean and tidy condition and carry out daily maintenance checks
- Pass on any maintenance issues or ticket machine faults, to the shift supervisor, to provide a consistent public service

There is a common misconception that local authority Civil Enforcement Officers are given targets and receive bonuses depending on the number of parking tickets they issue. Enforcement is based on compliance with local parking regulations and not the number of tickets issued.



# Traffic Regulation Orders

Traffic Regulation Orders (TROs) are legal documents to allow the police or local authorities to enforce restrictions. These legal orders define the rules of the road network. They are used to regulate, restrict or prohibit the use, often the highway or any part of the highway, used by vehicles or pedestrians. They are used for the purpose of safety or traffic management.

TRO's include speed limits, weight restrictions, one-way streets, no right or left turns, waiting restrictions (single and double yellow lines), parking restrictions and loading bays. There are four types of TRO's: Types of Traffic Regulation Order

**Permanent** – These types of orders can only be introduced following a statutory legal process. There are several stages to the introduction of a new permanent TRO but once made remain in force until superseded or revoked.

**Temporary** – Temporary Traffic Regulation Orders (TTRO) can be introduced to impose temporary restrictions or road closure on the Highway in order to facilitate works on or near a road, cleansing operations or to safely facilitate events on the Highway. A TTRO can be in force for up to 18 months. The cost of a TTRO is currently £1000. You can apply for a Temporary Traffic Regulation order on the [Apply for it page](#).

**Emergency** – These are used to cover emergency works i.e. a burst pipe, sewer collapse, wall fallen on the Highway. An emergency order can be made for up to 21 days.

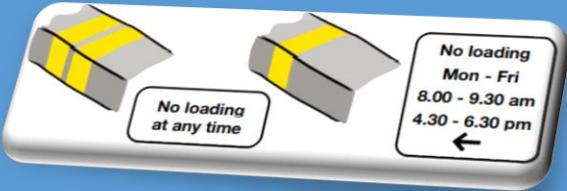
**Experimental** – These are used to see if a proposal will work in practice, before possibly converting it to a permanent TRO. They may be made for up to 18 months.

For more information about TROs please visit.

[Traffic Regulation Orders - NELC | NELC \(nelincs.gov.uk\)](#)



# Most Common On-Street Contraventions for 2021 – 2022

SIGN	CODE	CONTRAVENTION DISCIPTION	PCNS ISSUED
	<p><b>01</b></p>	<p>Parked in a restricted street during prescribed hours. Commonly known as parking on double yellow or single yellow lines.</p>	<p><b>1072</b></p>
	<p><b>12</b></p>	<p>Parked in a residents or shared use parking place or zone without either clearly displaying a valid permit or pay and display ticket issued for that place, or without payment of the parking charge. Parked in a resident's permit area or permit bay without displaying a permit.</p>	<p><b>794</b></p>
	<p><b>02</b></p>	<p>Parked or loading/unloading in a restricted street were waiting and loading/unloading restrictions are in force. Parked or loading in an area marked with double/single yellow lines with kerb blips.</p>	<p><b>496</b></p>

	<p><b>40</b></p>	<p>Parked in a designated disabled persons parking place without clearly displaying a valid disabled person's badge. No valid Blue Badge on display (not expired/ displayed correctly/not fraudulently being used).</p>	<p><b>322</b></p>
	<p><b>27</b></p>	<p>Parked on a special enforcement area adjacent to a dropped footway. Lowered sections of the pavement that allow easier access from the pavement to the road by wheelchair users, pushchairs and the visually impaired.</p>	<p><b>291</b></p>
	<p><b>45</b></p>	<p>Parked on a taxi rank. Only licensed hackney carriages that are waiting for their next fare can park in a tax rank.</p>	<p><b>291</b></p>
	<p><b>62</b></p>	<p>Parked with one or more wheels on or over a footway/verge. Parked on a footpath or verge covered by a footway and verge parking order only.</p>	<p><b>244</b></p>

# Most Common Off-Street Contraventions for 2021 – 2022

SIGN	CODE	CONTRAVENTION DISCRIPTION	PCNS ISSUED
	<p><b>83</b></p>	<p>Parked in a car park without clearly displaying a valid Pay &amp; Display ticket or voucher or parking clock. Parked in a pay and display bay without evidence that payment has been made. This can also apply when a pay and display ticket has been obscured or fallen from view.</p>	<p><b>1031</b></p>
	<p><b>87</b></p>	<p>Parked in a disabled persons' parking space without clearly displaying a valid disabled persons' badge. The Blue Badge scheme was set up to allow people with mobility problems to park as close as possible to their destinations.</p>	<p><b>71</b></p>
	<p><b>82</b></p>	<p>Parked after the expiry of paid for time. Parked in a pay &amp; display bay five minutes after the paid for time has expired.</p>	<p><b>73</b></p>
	<p><b>86</b></p>	<p>Not parked correctly within the markings of a bay or space. Vehicles must have at least one full wheel outside of the bay markings to be seen as out of bay.</p>	<p><b>61</b></p>

# Safety at Schools



Our road safety education team deliver services and initiatives to help educate all road users on how to keep children safe outside of our local schools.

Our aim is to improve road safety giving families a safer space and to encourage children to walk or cycle instead of travelling by car, creating a safer environment. Fewer car trips will improve the air quality, encourage exercise, and reduce congestion and road traffic incidents.

Partnership working with Humberside Police team, Equans road safety team, and Civil Enforcement Officers provide support and enforcement against dangerous driving and illegal parking outside our local schools. The team visit local schools and colleges, attending assemblies and events to talk and educate the children and their parents on the importance of safer parking around the school area.

We provide school crossing patrols, or lollipop men and women to help children, and parents to have a safer journey to and from school.

NELC are proud to be the home to the longest serving school crossing patrol person in the country. Beryl Quantrill has been helping children safely cross the road for 57 years and had been in the job since 1964. Beryl had previously been awarded the Order of the British Empire medal to recognize her years of Civil Service to the public.



# Blue Badge Enforcement

The Blue Badge scheme helps people with disabilities or health conditions to park closer to their destination. The Blue Badge is linked to the badge holder rather than a specific vehicle so it can be used in any vehicle in which the badge holder is travelling in.

Our Civil Enforcement Officers will inspect vehicles parked on the public highway and in council car parks, to make sure that Blue Badges are being used correctly. If they believe the Blue Badge is being misused, they can seize it and return it to the issuing authority, if they establish reasonable grounds to do so.

Examples of misuse are that the badge has expired, someone other than the badge holder is using it without the holder being present, or the holder has deceased. If the council receive information on potential badge misuse from the public or employees, they will take appropriate action and investigate the alleged allegations.

- Remind the badge holder of their responsibilities
- Inform the person misusing the badge they are committing an offence and advise on further action or prosecution
- Retain the badge and refuse further renewals
- Cancel the badge
- Offer an individual a formal caution
- Prosecution

During 2021 - 2022 our CEOs reported 12 accounts of Blue Badge misuse:

- 1 - Clock pre-set
- 4 - Badge holder not present or did not match badge details
- 7 - expired badges

To report Blue badge misuse please follow the link: [Blue badge misuse | NELC \(nelincs.gov.uk\)](https://nelincs.gov.uk/blue-badge-misuse)



# Resident Parking Scheme (RPS)

A Residents Parking Scheme (RPS) provides effective traffic management to on street parking and discouraging commuters or visitors parking in residential areas. RPS provides a means by which parking places or restrictions can be introduced for use by permits holders, allowing parking priority to residents.

We have six RPS, three in Grimsby and three in Cleethorpes:

- H01 - Fides Street/Somersby Street
- H02 – New Cartergate
- C03 - Elm Road/Elm Avenue
- C01 – College Street
- C04 - Glebe Road
- G01 – Abbey Area

G01 - Abbey Area has shared restrictions within a RPS. The scheme comprises of permit holders and limited waiting restrictions. Due to the limited waiting element of the scheme Blue Badge holders can park while displaying a valid Blue Badge in the prescribed manner, unlike the residents only scheme where Blue Badge holders are not able to park without a resident's permit.

The G01 - Abbey Scheme includes the following locations:

- Abbey Drive East and West
- Abbey Road
- Abbotsway
- Cyril Cooper Court
- Manor Avenue
- St Olafs Grove
- Wellowgate

There have been 331 residents permits issued within our RPS. For more information and how to apply for a permit please follow the link: <https://www.nelincs.gov.uk/streets-travel-and-parking/parking/residents-parking-scheme/>.





**Innovation and New  
Developments**

# New Back Office Software

In June 2021 NELC awarded the parking management software contract to Unity 5 following a competitive tender process. The new parking management system went live in October 2021 and has transformed the service and delivers a much improved and enhanced customer experience, enabling residents and businesses to manage their own permit applications.

ZatPermit the new digital system has moved away from a paper-based system of issuing permits to a digital system, significantly reducing the workloads, delays and giving residents and businesses an improved and efficient service. The new back-office system ZatPark has streamlined parking processes from the initial issue of a PCN through to the debt recovery by the enforcement agent.

ZatMobile is a mobile parking enforcement application that fully integrates with ZatPark in real time, via mobile data or Wi-Fi networks. The mobile application automatically synchronises with ZatPark, allowing the CEOs to issue PCNs, capturing all photographic evidence which is then automatically submitted to the back office in seconds. The application provides Automatic Number Plate recognition (ANPR) scanning and integrates with the DVLA vehicle database and will automatically populate the required fields on the ticket (make, model, colour).

## The Benefits of using the new software.

- Simplifies the parking enforcement process, saving time
- Established integrations with cashless parking providers and camera enforcement
- Integrated permit platform, reducing paper forms and duplicate data entry
- Greater efficiency and fewer errors with a fully automated cloud-based system
- Excellent customer support
- Continual updates and improvements embracing new technologies
- Substantial cost efficiencies
- Integrates with environmental enforcement technology
- Monitors the safety and movement of the CEOs



# Bus Service Improvements

NELC in partnership with Equans have been awarded £4.7m of funding from the Government Bus Back Better scheme to deliver on the bus service improvement plan. Out of 79 plans submitted from other authorities, off which, only 31 were allocated indicative funding and NELC was the only authority in Lincolnshire and Humber Region to be awarded this.

NELC's Bus Service Improvement Plan has been developed in partnership with Stagecoach East Midlands and Transport Consultants Systra.

The plan aims to make bus travel a more accessible form of transport in the community, improve passengers experience and reduce congestion on our roads. Providing a punctual and reliable service will encouraging more people to travel by bus.

This will also contribute towards the Net Zero Carbon Roadmap by reducing the amount of greenhouse gasses emitted, provide better air quality and health for local people. A resilient transport network that will enable sustainable economic growth.

The funding will also be used to support a variety of initiatives, projects that will bring about the biggest improvements to residents and businesses i.e., highway maintenance and road surface improvements, traffic, road safety and active travel.



# Promoting Greener Environment

## New Recycling Globe

A stunning new sculpture, the Globe, will help end the vast number of plastic bottles ending up in the river Humber. The 2-meter-tall globe illustrates the vital role Cleethorpes plays in one of the largest mass migrations of animals on the planet.

Cleethorpes sits on the banks of the Humber Estuary, one of the UK's greatest wetlands. Every year 90 million birds fly down the East Atlantic Flyway, a superhighway. The rich feeding grounds in Cleethorpes and the Humber provides a rest stop, some pass through and others stay for the winter.

To find out more about the role Cleethorpes plays in the East Atlantic Flyway by watching the Humber Nature Partnership Wild Humber video: [www.youtube.com/watch?v=Z5rxQMkUftU](http://www.youtube.com/watch?v=Z5rxQMkUftU)

## Keeping our Town Clean

A fly tipping epidemic is costing the council tens of thousands of pounds to clear up each year. It is a serious criminal offence under the Environmental Protection Act 1990 which carries a fine of up to £50,000 and or imprisonment. NELC has signed up to the SCRAP campaign, part of the nationwide crackdown against fly-tipping.

**SCRAP:** Suspect all waste carriers, Check with Environment Agency that the waste provider taking away waste is licensed, Refuse unexpected offers to have waste removed, Ask what will happen to the waste, Paperwork should be obtained with a full receipt.

Fly tipping poses a threat to humans and wildlife, damages our environment, and spoils our enjoyment of our town and countryside. We actively investigate instances to find evidence of who dumped the waste and then take legal action. NELC have successfully prosecuted two fly tippers for dumping rubbish illegally on our car parks after being caught on CCTV.

To report illegal fly tipping on or off street please follow the link: <https://www.nelincs.gov.uk/keeping-our-area-clean-and-safe/fly-tipping/>



# Innovation and New Development

NELC and its regeneration partner Equans are combining all their depot services in Doughty Road to update the facilities and bring more of the works into the town centre.

There are currently two depots for operational services, Doughty Road, and Gilby Road. These sites are for services such as waste and recycling, Highway maintenance, Fleet management, Street Cleansing, Security, Civil Enforcement, Property Maintenance, Licensing, Grounds Maintenance and Ecology.

Artists' impression of proposed changes



Doughty Road Depot



In bringing the two depots together on one site will reduce property maintenance costs, improve service efficiency, and provide good quality facilities for the workforce. The property improvements will also help improve the energy efficiency of the buildings and move toward a zero-emissions vehicle fleet.

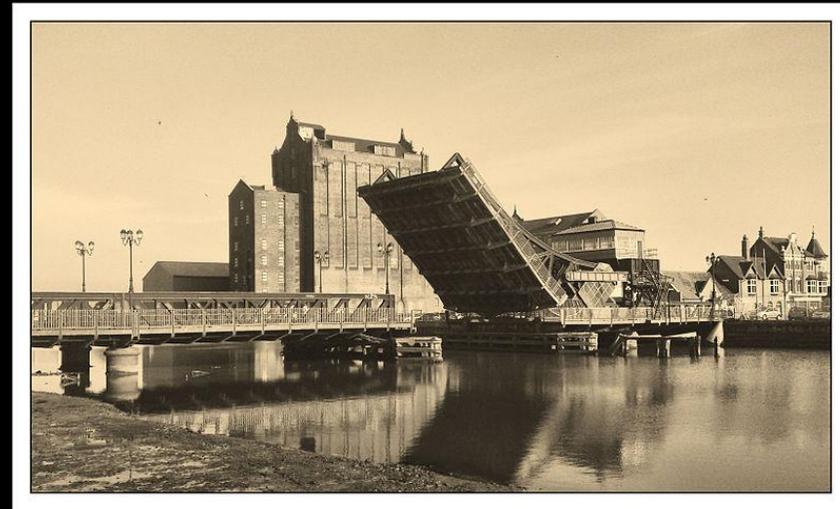
# Investing in Grimsby heritage



The bridge is a strategic part of the highways network to keep traffic flowing and allow pedestrians and maritime access. The funding will ensure the future of the bridge and restore it back to its original design when it originally opened in 1925.

Plans are in progress for the major restoration of Corporation Road Bridge. The multi-million-pound work to restore Grimsby's historic grade 2 listed Corporation Road bridge is planned to start soon.

The £5,117m project is supported by £2.967m from the Department of Transport, £1.83m set aside by North East Lincolnshire Council and an additional £320,000 from the Local Transport Fund. The refurbishment of Corporation Bridge will enable it to function as a moveable structure for many more years to come and enhance a key heritage asset within Grimsby Heritage Action Zone (HAZ).



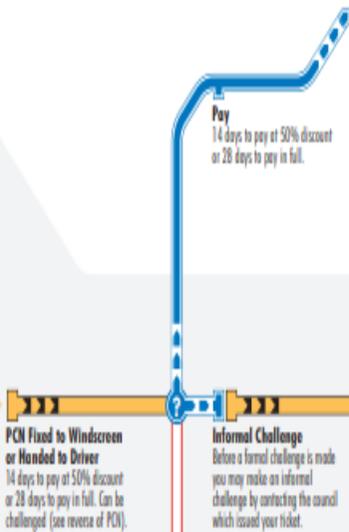
# Education, Enforcement and Appeals

## and Appeals

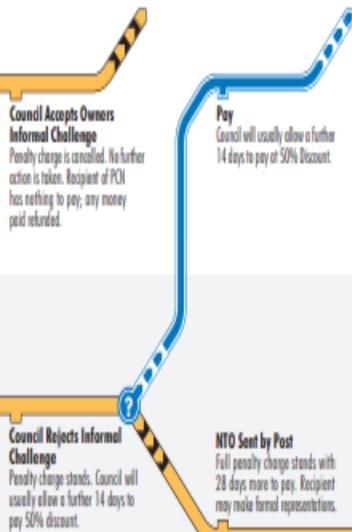


### The Parking Penalty Enforcement Process

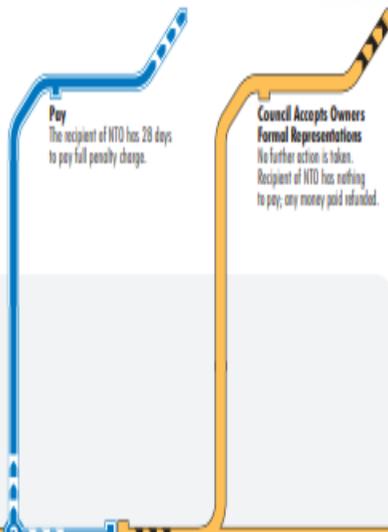
Step 1



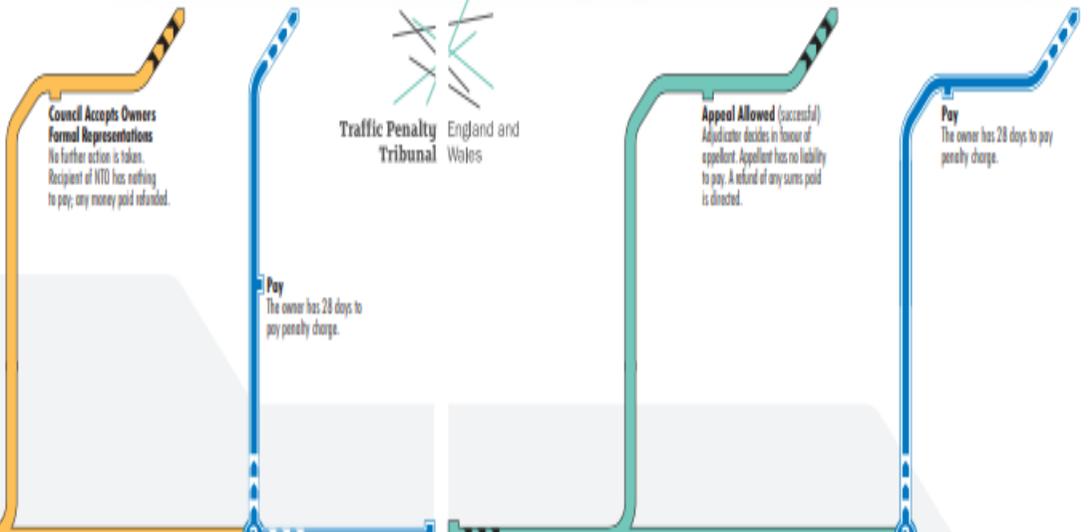
Step 2



Step 3



Step 4



### Key of Symbols

- Action taken by council
- Action required to be undertaken by registered vehicle owner
- No action taken by registered vehicle owner when action is required
- Steps 1-4  
 Correspondence with council
- Steps 5 and 6  
 Correspondence with Traffic Penalty Tribunal
- Glossary of Terms
- PCN  
Penalty Charge Notice
- NTO  
Notice to Owner

**PCN Sent by Post**  
14 days to pay at 50% discount or 28 days to pay in full. Can be challenged (see your PCN).

**Bus Lane PCN Sent by Post**  
14 days to pay at 50% discount or 28 days to pay in full. Can be challenged (see your PCN).

**Ignore**  
If there is no payment received or representations made within 28 days, the council will issue a Charge Certificate. The penalty will increase by 50%.

**Ignore**  
If there is no payment received or appeal made within 28 days, the council will issue a Charge Certificate. The penalty will increase by 50%.

**Ignore**  
If there is no payment received within 28 days, the council will issue a Charge Certificate. The penalty will increase by 50%.

**County Court**  
If the Charge Certificate is not paid within 14 days the council will pursue the debt through the county court.

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If the Charge Certificate is not paid within 14 days the council will pursue the debt through the county court.

# Top 10 locations for PCN's 2021/2022

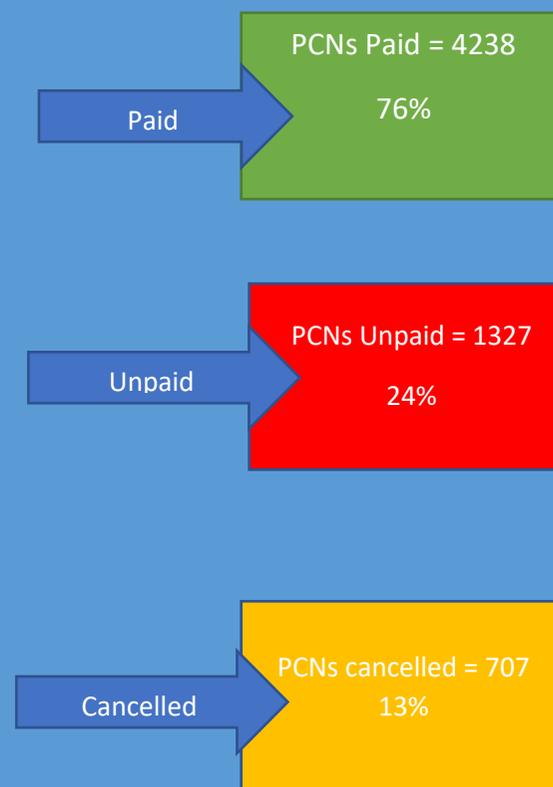
Street	PCNs Issued 2021-2022
1. West St Mary's Gate, Grimsby	770
2. College Street, Cleethorpes	489
3. Osbourne Street, Grimsby	224
4. C04, Glebe Road, Cleethorpes	179
5. Town Hall Square, Grimsby	102
6. H01, Fildes/Somersby Street, Grimsby	101
7. Princes Road, Cleethorpes	95
8. C03, Elm Road/Avenue, Cleethorpes	93
9. South St Marys Gate, Grimsby	89
10. New Street, Grimsby	75



Of the PCNs issued across the borough the majority have been in areas around the town centre which offer access to local business and shopping facilities. There are various parking restrictions within these locations which were put in place to help the flow of traffic.

# PCN Statistics

Month	Total number of PCNs Issued	Total PCN's subject to challenges	Cancelled correctly issued	Cancelled error with PCN issue	Written off for other reasons	Total cancelled	Upheld
Apr-21	243	46	25	6	4	31	11
May-21	371	74	26	10	5	36	33
Jun-21	470	89	36	15	10	50	14
Jul-21	447	78	33	10	3	43	28
Aug-21	524	98	33	18	3	51	44
Sep-21	576	86	54	19	3	73	11
Oct-21	565	105	63	38	1	101	10
Nov-21	370	69	14	28	8	42	29
Dec-21	371	47	19	18	5	37	5
Jan-22	548	93	28	32	8	60	25
Feb-22	528	91	38	31	7	69	15
Mar-22	552	93	30	24	2	54	37
<b>Total</b>	<b>5565</b>	<b>969</b>	<b>399</b>	<b>249</b>	<b>59</b>	<b>648</b>	<b>262</b>



4238 PCNs were paid during this financial year: 3874 PCNs were paid at the discount rate (£25/£35) and 782 at full charge (£50/£70).

**Cancelled correctly issued** include valid pay and display tickets obscured or facedown or evidence of an exemption such as loading, supplied.

**Cancelled error with PCN issue** may include poor picture evidence, missing signage evidence, or wrong issue event

**Written off for other reasons** include mitigating circumstances with supporting evidence.



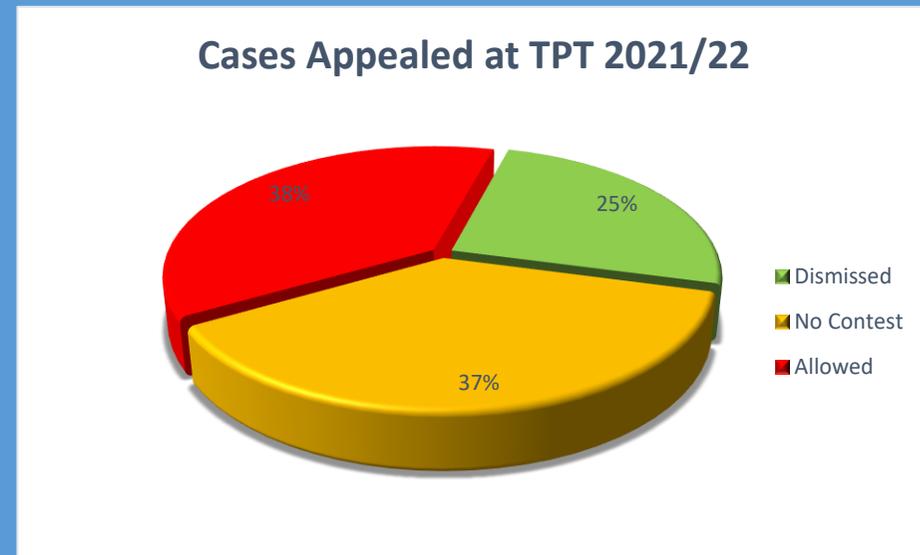
If you disagree with the issue of a PCN and it was issued by an authority in England (outside London) or Wales, you may be able to appeal it to the Traffic Penalty Tribunal (TPT). This does not include speeding tickets and private parking penalties.

The TPT is a free, legally appointed service, backed by Government legislation and completely independent from the authority that issued your penalty, with appeals decided by expert lawyer adjudicators.

Before you can appeal to TPT, you first need to challenge the PCN by making representations to the authority that issued it, explaining why you think it should be cancelled. For parking penalties, an 'Informal Challenge' stage comes before making representations.

The information below details the appeals made to TPT during 2021 to 2022 for PCNs issued by NELC.

MONTH	NUMBER OF APPEALS	APPEAL DISMISSED ENFORCEMENT CONTINUES	NOT CONTESTED	APPEAL ALLOWED PCN CANCELLED
APR-21	0	0	0	0
MAY-21	1	1	0	0
JUN-21	0	0	0	0
JUL-21	1	1	0	0
AUG-21	1	0	1	0
SEP-21	1	0	1	0
OCT-21	0	0	0	0
NOV-21	1	0	0	1
DEC-21	0	0	0	0
JAN-22	1	0	0	1
FEB-22	0	0	0	0
MAR-22	2	0	1	1
<b>TOTAL</b>	<b>8</b>	<b>2</b>	<b>3</b>	<b>3</b>





# Parking Revenue for 2021 / 2022

A breakdown on the Parking Services income and expenditure for the 2021/2022 financial year is detailed below and shows a deficit of £166,630

<b>PARKING REVENUES (FIGURE ROUNDED TO NEAREST £)</b>	<b><u>2021/22</u></b>
<b>INCOME: PAY &amp; DISPLAY (OFF STREET PARKING)</b>	<b>1,163,272</b>
<b>INCOME: SEASON TICKETS (OFF STREET PARKING)</b>	<b>66,016</b>
<b>INCOME: STAFF PERMITS (OFF STREET PARKING)</b>	<b>101,331</b>
<b>INCOME: RESIDENTS PARKING PERMITS (ON STREET PARKING)</b>	<b>17,211</b>
<b>INCOME: PENALTY CHARGE INCOME (ON &amp; OFF STREET PARKING COMBINED)</b>	<b>179,556</b>
<b>INCOME AMOUNT</b>	<b>1,527,386</b>
<b>EXPENDITURE: CONTRACT FEE</b>	<b>774,817</b>
<b>EXPENDITURE: OTHER EXPENSES</b>	<b>919,199</b>
<b>EXPENDITURE AMOUNT</b>	<b>1694,016</b>
<b>DEFICIT</b>	<b>166,630</b>

## Contract fees includes:

- Salaries
- Cost per PCN issued to PATROL (allows motorists to appeal PCN's at a cost of 30 pence per PCN)
- Maintenance of car parks and ticket machines
- Software licence fees and subscriptions

## Other Expenses includes:

- Operational budget
- Capital depreciation costs and insurance
- Non-domestic rates and utilities
- Grounds maintenance and cleansing

# Freedom of Information (FOI)

The Freedom of Information Act 2000 provides public access to information held by public authorities. We as a council have two main obligations under the Act: to publish information about activities, and to respond to requests for information.

Whilst we aim to provide requesters with as much information as we can, in certain circumstances we may apply an exemption to the disclosure of some information. Some exemptions relate to particular type of information, for instance, information relating to government policy. Other exemptions are based on the harm that would arise from disclosure that would prejudice a criminal investigation or prejudice someone's commercial interests.

There is also an exemption for personal data if releasing it would be contrary to the UK General Data Protection Regulation (the UK GDPR) or Data protection Act 2018 (the DPA 2018).

A request can also be refused if:

- It would cost too much or take too much staff time to deal with the request
- The request is vexatious
- The request repeats a request from the same person

We will always aim to respond to your information requests within 20 working days.

For more information, please visit <https://www.nelincs.gov.uk/your-council/information-governance/freedom-of-information/>.

