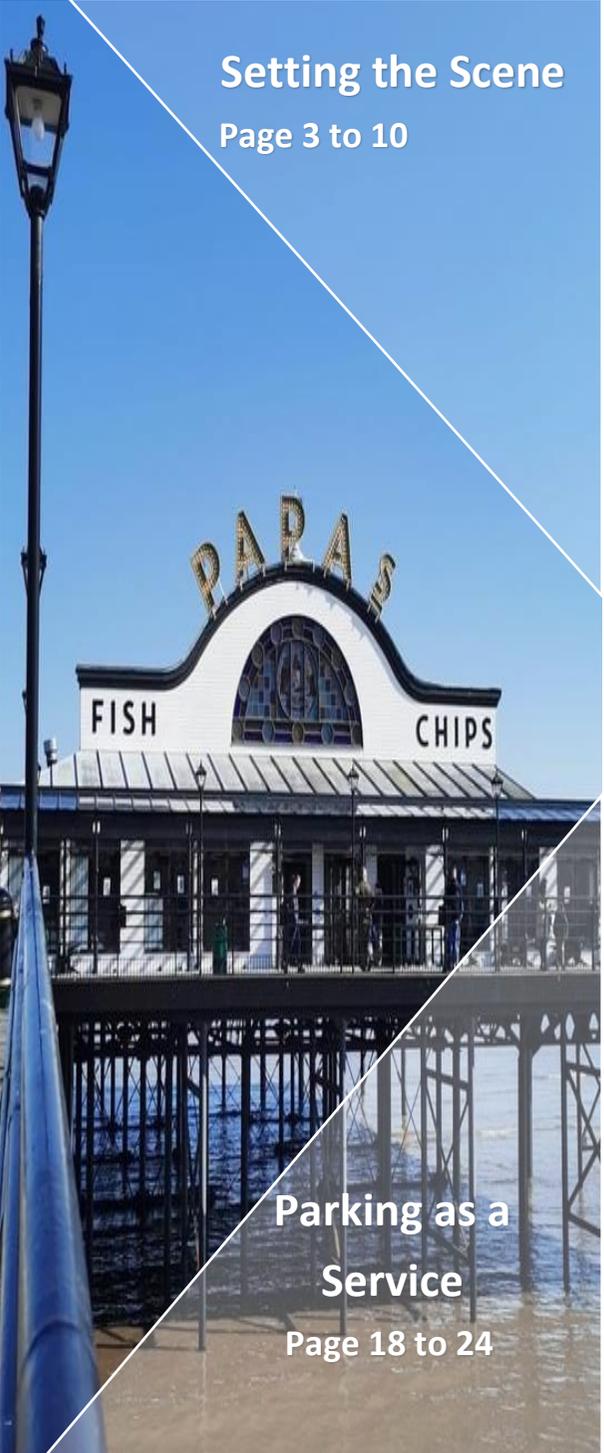




North East Lincolnshire Annual Parking Report 2020 to 2021



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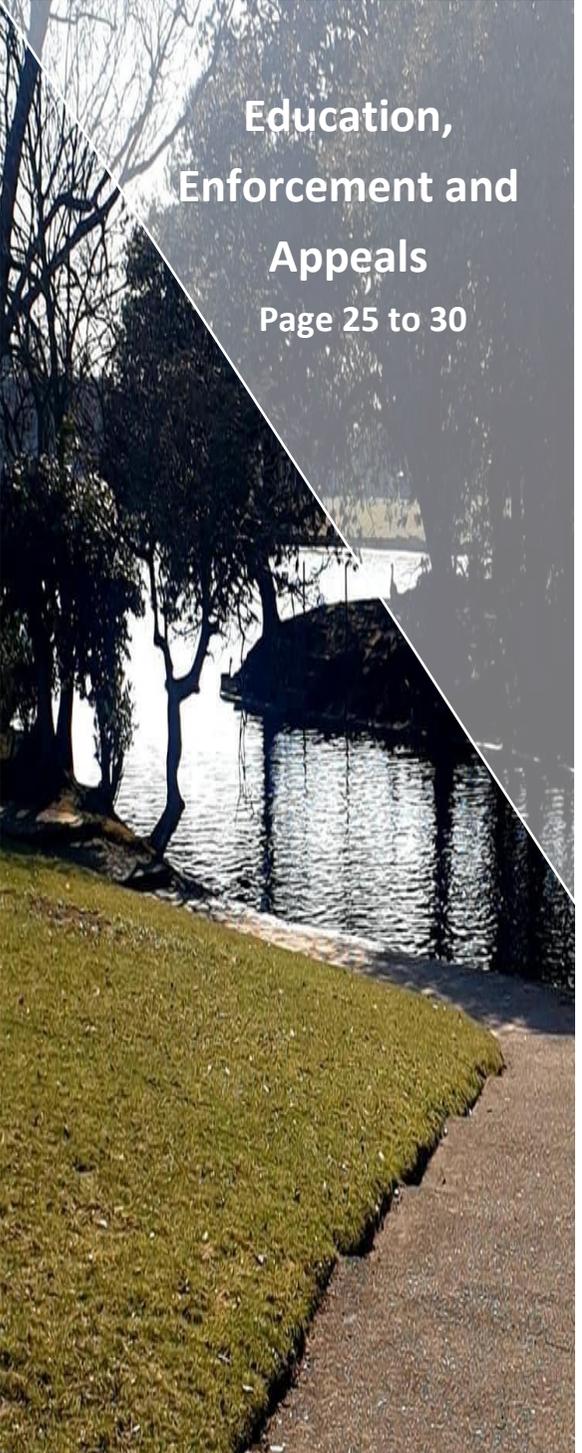
Innovation and New Development

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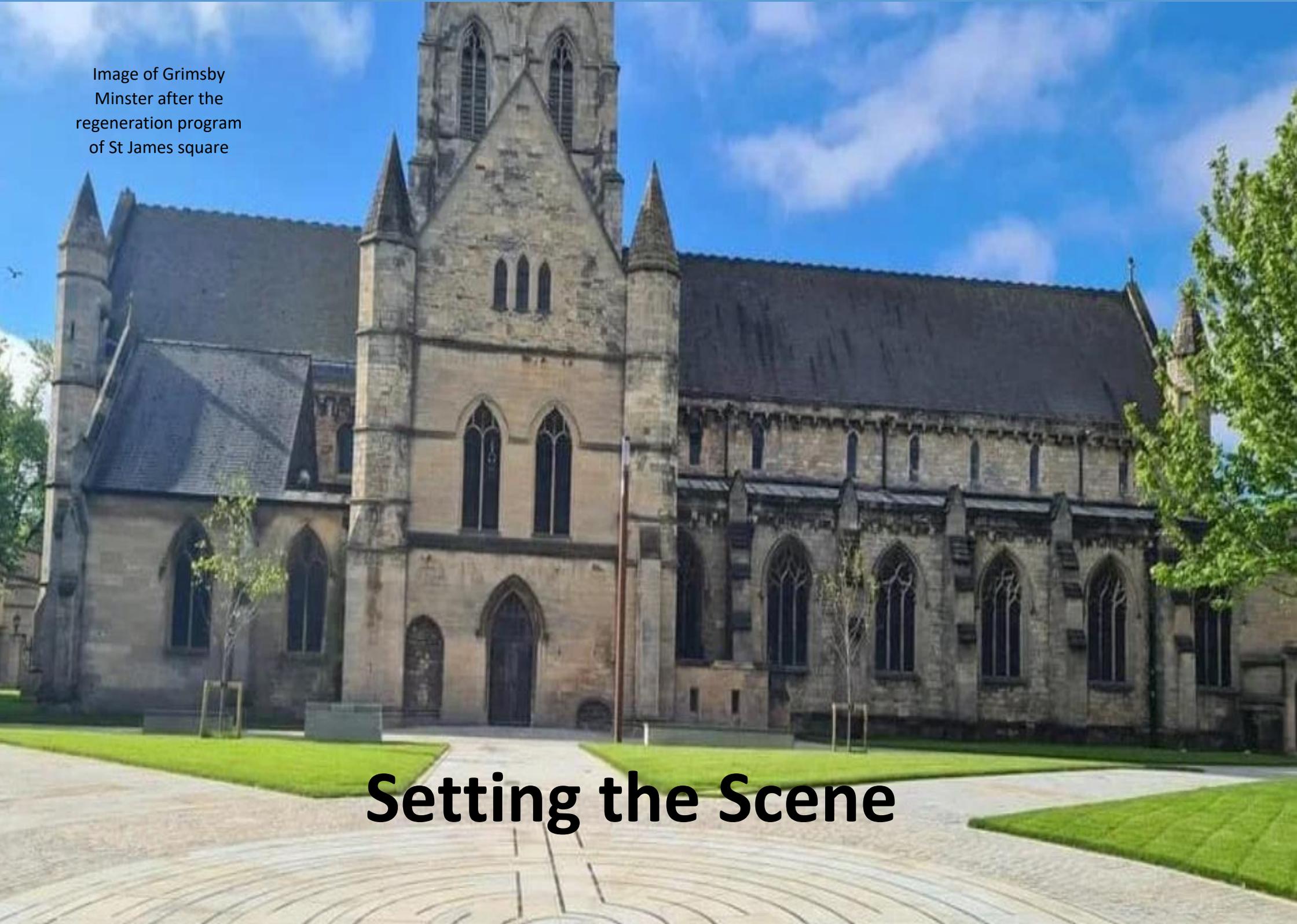


Education, Enforcement and Appeals

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Image of Grimsby
Minster after the
regeneration program
of St James square

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, covering the financial year of 2020/21.

Through this report, North East Lincolnshire Council, and its regeneration partner, EQUANS, will share information about how Parking Services and Civil Parking Enforcement is delivered across North East Lincolnshire. The report is available to residents and all other interested parties.

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

The parking service is part of our regeneration partnership with EQUANS. It plays an important role in keeping North East Lincolnshire moving safely. Not only does the service keeps our roads, footpaths and verges clear for residents in the borough, it also ensures access is clear for our emergency and essential services, allowing them to go about their vital work without delay or disruption.

The service is also responsible for the operation of the twenty-seven off-street parking facilities in the area, of which nineteen have now achieved Disabled Parking Accreditation, and increase of 58% which evidences our commitment to making high quality parking facilities accessible for those with disabilities.

Throughout 2020/21 the parking service has seen significant disruptions brought about by the COVID 19 pandemic. Throughout this time, testing sites were set up on car parks, and a level of enforcement was still maintained through the pandemic.

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



Civil Parking Enforcement



North East Lincolnshire Council (NELC) working in partnership with ENGIE Services Ltd has clear ambitions for economic growth. We want North East Lincolnshire to be an attractive place to live, work, visit and invest. We know that we have significant and exciting opportunities for investment and growth. Civil Parking Enforcement (CPE) directly supports both the Council's priorities 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.

The role of Parking Services is to ensure compliance with the parking regulations to help keep traffic moving and provide a safe environment for pedestrians, cyclists, and all road users. To ensure the smooth flow of traffic and to allow drivers to park safely near their destinations.

The issue of a Penalty Charge Notice (PCN) is always a last resort, with officers engaging with drivers whenever possible. The parking regulations are administered fairly and consistently, considering the conflicting needs of drivers, residents, businesses, visitors, commuters, and Blue Badge holders. We deliver our service via a team of trained and qualified Civil Enforcement Officers (CEOs), Enforcement supervisors, a Security, CCTV and Civil Enforcement manager supported by a Parking Manager and small team of Notice Processing Clerks.

NELC, CPE procedures document covers all aspects of parking enforcement across North East Lincolnshire. <https://www.nelincs.gov.uk/streets-travel-and-parking/parking/parking-fines/>.

As a local authority which operates CPE the council produces an annual report in accordance with Part 6 of the Traffic Management Act 2004, and this report sets out an overview of Parking Services and PCN data. This report is an important part of our ongoing commitment to be transparent and accountable to the many residents, businesses, and visitors in our area.



North East Lincolnshire working in Partnership with ENGIE Services Ltd

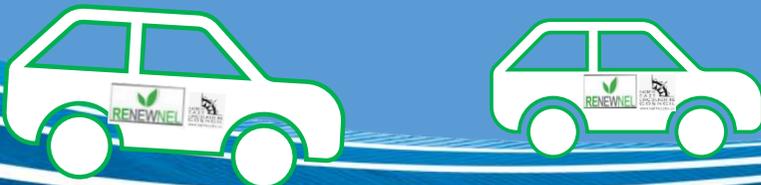


North East Lincolnshire is a unitary authority area in the ceremonial county of Lincolnshire in England. It borders the unitary authority of North Lincolnshire and the non-metropolitan county of Lincolnshire, the three areas making up the ceremonial county.

On July 1st, 2010, North East Lincolnshire Council and ENGIE Services Ltd formed the North East Lincolnshire Regeneration Partnership. The contract has long-term objectives to improve the lives of residents in the area and was awarded for a 10-year period.

Under the terms of the contract an initial 2-year extension of the Partnership had been agreed. However, we are proud to announce in December 2020 the council have extended their contract with ENGIE for a further 3 years until 2025.

This is testament to the hard work professionalism and dedication in delivering an outstanding service. It is undoubtedly an outstanding achievement, whilst coming under prolonged scrutiny and challenges of the unprecedented times, including adopting modified working arrangements because of the ongoing Coronavirus Pandemic.



Why Report?



Demonstrate Transparency on objectives, approach, decisions making and actions

Ensure the needs of resident's visitors and businesses within the North East Lincolnshire area to build community understanding of civil enforcement activities

Ensure consistent communication stream with stakeholders

Save time and resources otherwise spent responding to frequently asked questions, and Freedom of Information Requests

Monitor trends to help shape and drive future strategy, projects, and innovation



Health and Safety – COVID-19

Following Government Guidelines and the guidance produced from the British Parking Association and CIVIA, NELC implemented temporary measures to help the public and Key Workers during these unprecedented and particularly challenging circumstances surrounding COVID-19. With emphasis ‘to stay at home’ our once bustling resort/town was brought to a standstill.

CEOs focused their resources on priority areas and controls and providing help and advice about where people can park and only issued a PCN where this would have a significant impact on safety and access for emergency and essential services. This included yellow lines at junctions, loading restrictions, zig zags at crossings and obstruction of dropped kerbs.

The Covid 19 parking pass – based on an agreement between the LGA and Ministry of Housing, Communities and Local Government (MHCLG) provided evidence of entitlement to free parking for those on duty as an NHS staff member, health or social care worker, or NHS Volunteer Responder.

As the first lock down ended the Council had a key role to play in ensuring safety of public spaces, both to reduce risk for our residents as well as creating a safe trading environment to enable local economic recovery.

Provisions were made to reopen the high street. The Council with the support of local traders together assessed and adapted the use of public spaces by placing barriers in the road to increase the space available for pedestrians wherever possible. These measures helped with social distancing giving people enough room to circulate in public spaces and help provide confidence to return to the high street. One hour’s free parking was provided temporarily in three car parks in Cleethorpes in lieu of free on street parking, which was removed to enable social distancing on a short-term basis.

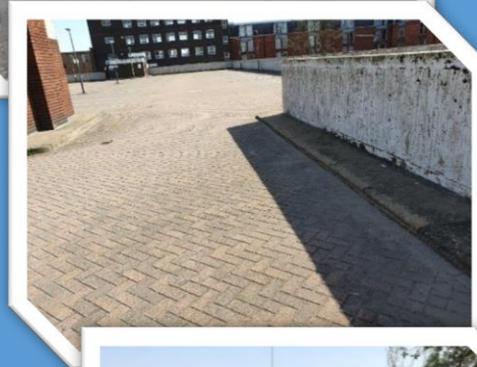
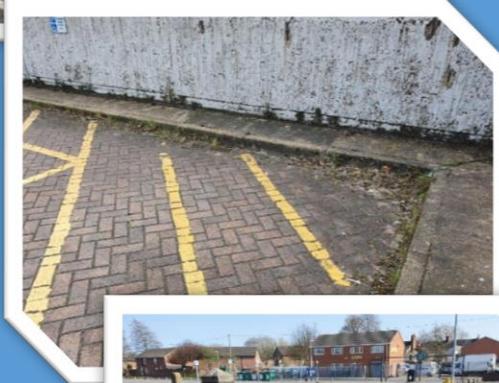
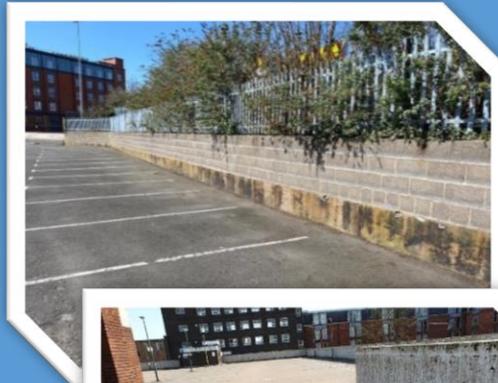


Enforcement – Providing a Service

BEFORE



AFTER



The CEO's have continued in their role by providing advice on parking related issues whilst focusing any enforcement activity on incidents of obstructive or dangerous parking that could have a more significant impact on safety and access for emergency services and the delivery of essential supplies and services.

Some of our CEO's have taken pro-active action outside of their role, taking the time to enhance the appearance of our car parks by cleaning and weeding. This showed great motivation and gave them a sense of purpose during this difficult and stressful time where self-worth was low due to the public's perception of their duties.

Due to the the enforcement activity being minimised, the number of PCN's issued during the lockdown period was substantially reduced.



Car Park Usage

During the first lockdown, Army personnel were drafted in from the 1st Queens Guards, based in Norfolk. They were to build and run a mobile coronavirus testing unit on Duchess street car park. The site was available on various days for all key workers who showed symptoms of the virus.

Cars started queuing up shortly before the site opened this was an essential service to help with the Governments plan to increase the amount of tests done to 100,000 per day.

This site along with two others were later set up by North East Lincolnshire to help detect cases of COVID-19. The three sites, situated in Grant Street car park Cleethorpes and Roval Drive Playing fields in Immingham were planned to make it easier and more accessible for people to be tested.

Rapid testing sites were also established in Grimsby Town Hall car park and The Knoll car park in Cleethorpes.



Image of Cleethorpes Armed
Forces Memorial Gate

The image shows the Cleethorpes Armed Forces Memorial Gate, a large stone archway with a central crest featuring a crown and a bird. The gate is flanked by two tall pillars with lanterns on top. The background is a blue sky with white clouds and a body of water. The text "Innovation and new Developments" is overlaid in the center.

Innovation and new Developments

Accessible Parking Provision

The aim of the Blue badge scheme is to help disabled people, who have severe mobility problems, to park closer to their destination. This allows them to access services and facilities, either as a passenger or driver. Badges can also be issued to organizations who care for and transport people with disabilities. Upon issue a Blue badge is valid for a period of 3 years.

The Council provides many allocated disabled bays at various locations within the area. Effective enforcement helps ensure these bays are used in the correct manner and if vehicles are seen to be parked without a Blue Badge a PCN may be issued.

All Council pay and display car parks have designated disabled bays, which allow Blue badge holders to park for free while displaying a valid badge.

We have been successful in gaining the Disabled Parking Accreditation in nineteen of our car parks. This award illustrates our commitment to improve parking for disabled people and reducing abuse of disabled spaces.



Blue badges are issued by NELC. The quickest and easiest way to apply for, or renew a Blue badge is on-line via the following link - [Blue badge - NELC | NELC \(nelincs.gov.uk\)](https://www.nelincs.gov.uk/blue-badge).

Blue Badge holders may be eligible to have a disabled parking bay outside their home. If you would like to be assessed for eligibility for this service, please contact [Disabled bays - NELC | NELC \(nelincs.gov.uk\)](https://www.nelincs.gov.uk/disabled-bays)



Resident Permit Parking



Due to demand and the ongoing difficulties residents face with parking nearby their homes, The Traffic Team introduced a new residents parking scheme. This new Controlled Parking Zone (CPZ) incorporates nine streets within the new zone (G01), located in Grimsby. The new scheme benefits from shared use bays which allow unlimited parking to residents holding a valid permit, whilst also allowing 2 hours free parking for visitors or shoppers. Residents also have the option to purchase visitors permits.

Annual Residents Permit Charges for 2020-2021

Residents Permit - £45 per vehicle

Visitors permits - £16 for a book of eight daily permits

Disabled badge holders - Free of Charge

Carers' permits – Free of Charge

When applying for a permit, we request proof of eligibility in the form of a Council Tax demand or utility bill, Registration document (V5C) and tenancy agreement if rented. Our team check every application before approving. As of March 2020, there were 291 valid residents parking permits. While obtaining a resident's permit does not guarantee a parking space, it does increase the likelihood of residents being able to park in problem areas.

Residents only parking zones operate on streets where there is a high demand for on-street parking spaces. We have four existing streets in Cleethorpes, and two in Grimsby. Prior to any of the schemes being implemented full consultation was conducted at every stage, from the initial request stage through to the scheme going live to establish the level of support.



Verge Parking



There are currently three verge and footway prohibition orders in place to deter motorists from parking on footways and grass verges, these are situated in Immingham, Waltham, and New Waltham. We receive complaints from many residents across the borough who report obstructive parking of vehicles on pavements, damaging grass verges, spreading mud on the road, and making it difficult for public verges to be maintained. Pedestrians often find navigating footpaths difficult when vehicles are parked in such a manner.

Additional verge parking orders were introduced this year to cover the following areas: Healing, Barnoldby Le Beck and Humberston.

Prior to the Orders commencing, Proposal notices were advertised giving the public a statutory 21-day period to object to the proposal if they wished to do so. The 'Notice of Making' advised that the Traffic Regulation Order (TRO) had been sealed and provided details as to the date the Order would come into operation.

Following the statutory requirements, copies of both notices, along with all associated Order documents (including the proposed Order which presented more detailed particulars) were uploaded to North East Lincolnshire public website, available for public inspection.



Phone 'n' Ride



Background

Phone 'n' Ride is an on-demand bus service without a fixed route or timetable, funded by NELC to discharge the council's duty under the Transport Act 1985, to provide access to public transport for those communities that do not have access to commercial bus services.

The project contributes to the Council's 'Stronger Economy' objectives by improving access to education, training and employment opportunities for those residents who do not have access to their own private car or frequent public transport services.

Phone 'n' Ride also supports the 'Stronger Communities' objective by reducing social isolation and increasing residents access to health, social and leisure opportunities.

This service was withdrawn following the Government COVID-19 lockdown announcement. The three vehicles and the Operations Team were put on standby to assist with the NELC Hubs to deliver food parcels to residents who were shielding.



The Operations Team also used this time to remove the old online booking system and implement a new improved booking portal. Working with the software provider to improve the system with major changes including:

- Refreshed user interface making the booking process simpler and clearer
- Client booking updates including a 24hr before travel reminder and updates if the bus is running behind schedule
- Mobile and tablet compatibility
- A re-design to meet new accessibility criteria

Further improvements were made with the integration of Stagecoach's public transport information through the Google Transit Bus Network software. This improvement allows passengers who have been declined their booking on Phone 'n' Ride the opportunity to travel on alternative public transport for that date and time, allowing them to continue their journeys as originally planned.

Under government guidelines and measures the Phone 'n' Ride service was restarted on 1st June 2020 for essential travel only shopping and medical appointments. The service then reinstated journeys for leisure from 4th July 2020. The capacity has been reduced from fourteen passengers to six passengers travelling at any one time to allow social distancing.

For more information or to register and book a journey please use the following link: [Phone 'n' Ride - NELC | NELC \(nelincs.gov.uk\)](https://www.nelincs.gov.uk/phone-n-ride)



Promoting a Greener Environment

Hammy the Haddock



Meet Hammy the Haddock here to keep Cleethorpes beach clean. As an effort to promote recycling and a greener environment a new recycling bin has been installed to keep Cleethorpes beach clean and plastic free. This was installed on Cleethorpes central promenade in front of the lifeboat station, to encourage residents and tourists alike to keep our beach clean and preventing plastic from entering our waterways and the ocean.

Over 450 hours' worth of design, fabrication, and manufacture went into the fish-shaped recycling bin.

Hammy Haddock was named in memory of Bernard Hammond 'Buster' who was Head of Beach Safety, a popular loved character, for many years.

Cycle Superhighway



The new Cycle Superhighway Scheme was introduced to link the existing cycle infrastructure to create a continuous cycle route between Grimsby and Immingham. Giving people the opportunity to choose a safer, healthier, and greener mode of transport.

The new project created a total of 3.8km of new off-road cycleway, constructed to give cyclists a safe and sustainable route across the South Humber Bank to access work and training facilities.

£2.2m of the funding came from the Greater Lincolnshire Local Enterprise Partnership (GLLEP), with £400,000 contributed by the council and private sector.

To keep up to date with the latest travel information in the borough, including congestion and road works, visit: <http://www.nelincs.gov.uk/roadworks>

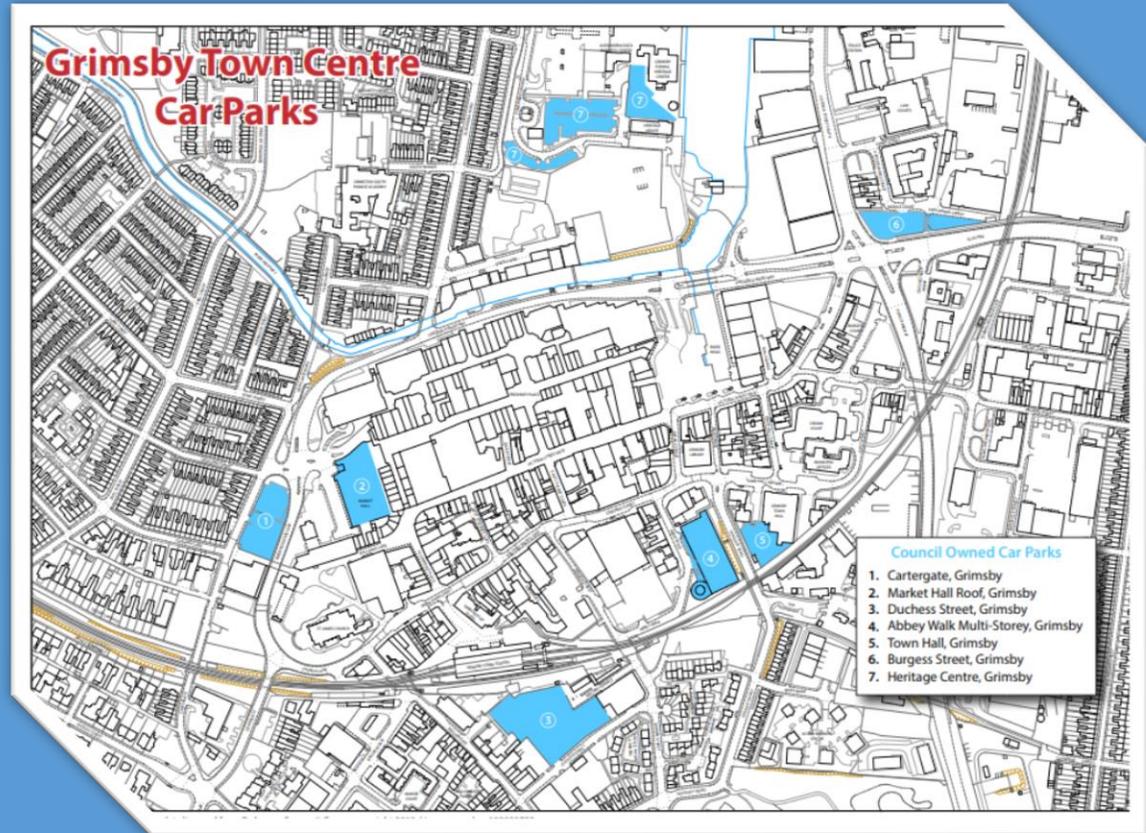
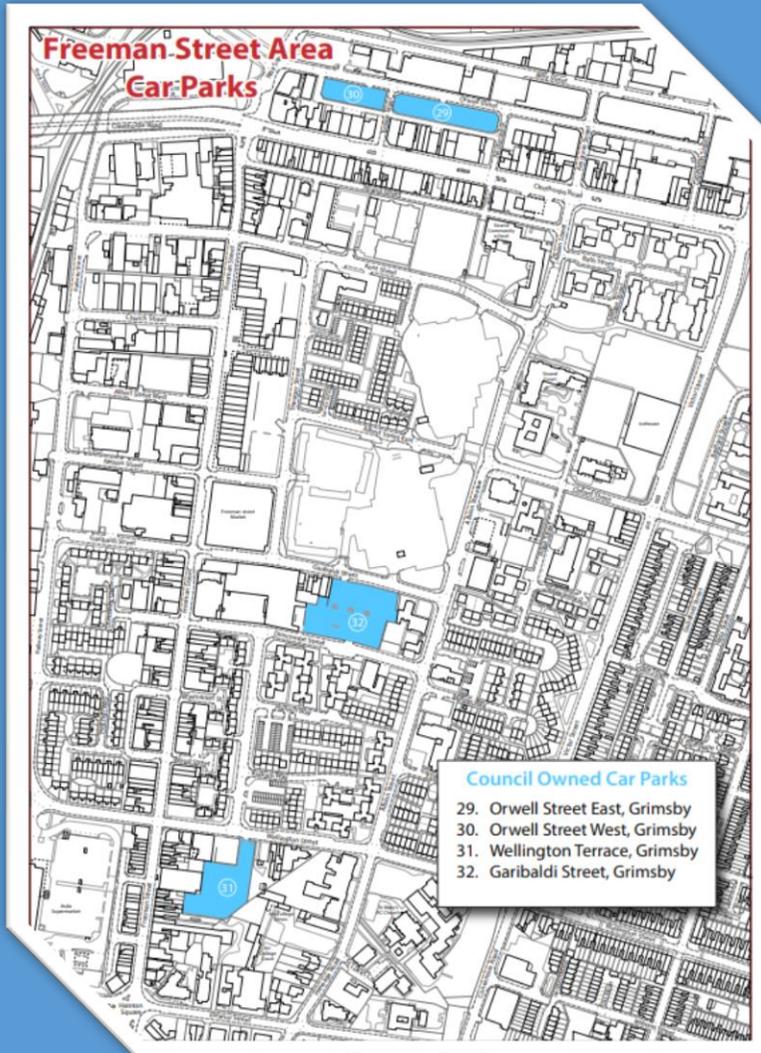


Parking as a Service

Image of Grimsby Dock
Tower



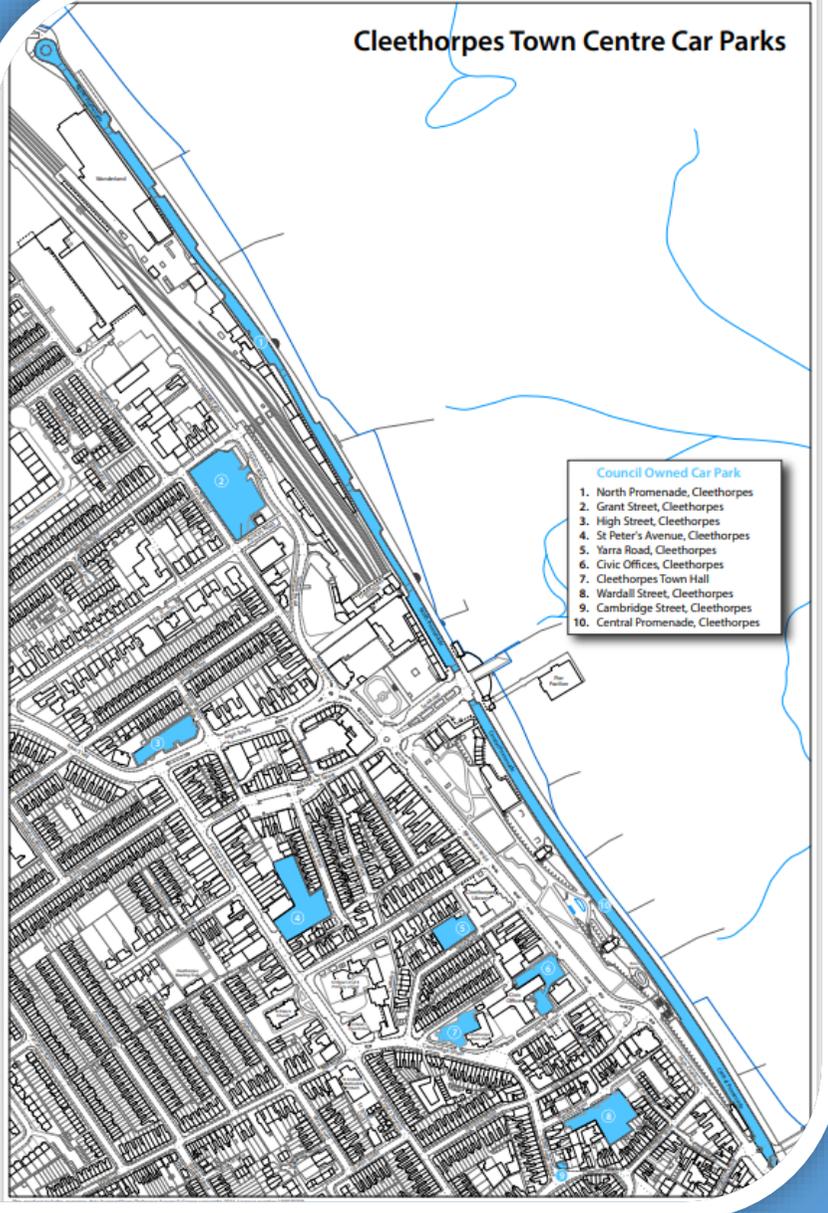
Car Park Locations in North East Lincolnshire



All car park locations are published on the Council website. They can be found on the transport and Streets section of our interactive map or alternatively on the downloadable maps. [Car parks - NELC | NELC \(nelincs.gov.uk\)](#)

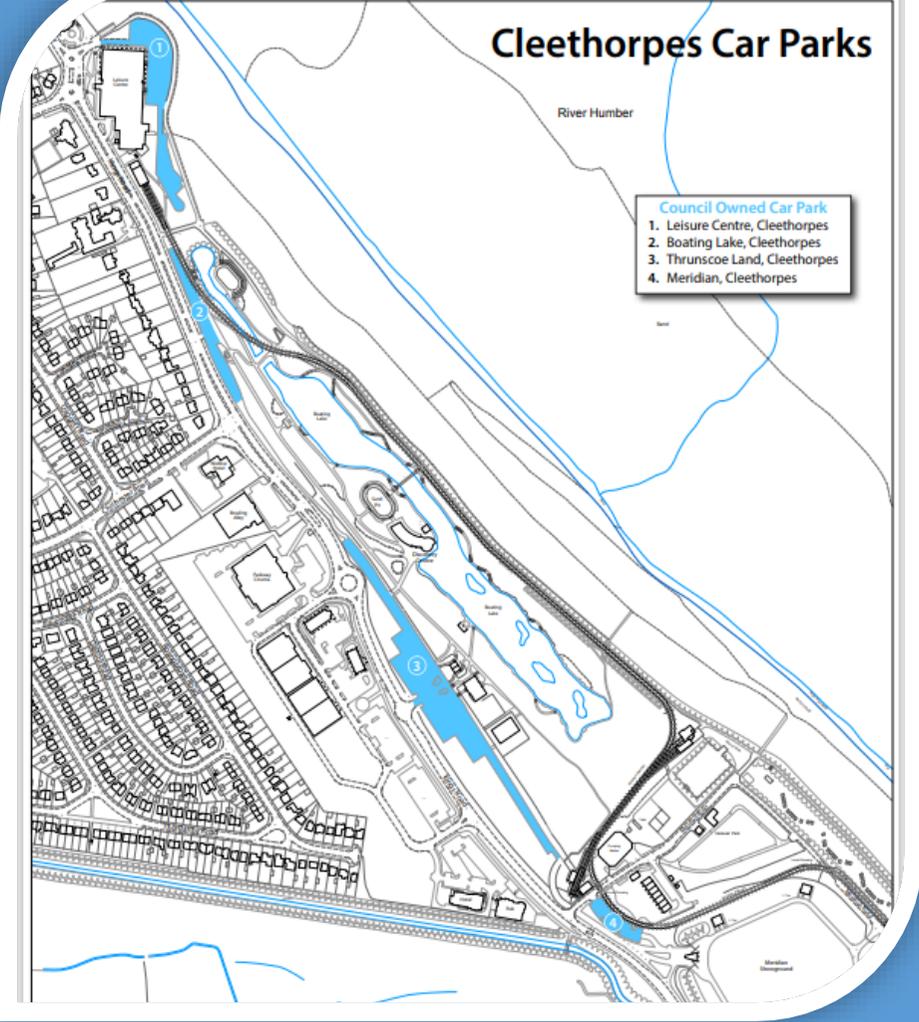


Cleethorpes Town Centre Car Parks



- Council Owned Car Park**
1. North Promenade, Cleethorpes
 2. Grant Street, Cleethorpes
 3. High Street, Cleethorpes
 4. St Peter's Avenue, Cleethorpes
 5. Yarra Road, Cleethorpes
 6. Civic Offices, Cleethorpes
 7. Cleethorpes Town Hall
 8. Wardall Street, Cleethorpes
 9. Cambridge Street, Cleethorpes
 10. Central Promenade, Cleethorpes

Cleethorpes Car Parks



- Council Owned Car Park**
1. Leisure Centre, Cleethorpes
 2. Boating Lake, Cleethorpes
 3. Thrunscoe Land, Cleethorpes
 4. Meridian, Cleethorpes

Further information regarding Car parking charges and times, along with the estimated number of parking spaces available by area, is accessible by following the link: <https://www.nelincs.gov.uk/streets-travel-and-parking/parking/car-parks/>



Additional Enforcement Requests

During 2020 to 2021 we have received an additional 330 requests for additional enforcement throughout the authority.

Many of the reports are from residents complaining about nuisance and inconsiderate parking in their area. These are passed to a dedicated inbox which is monitored by our Senior Enforcement Supervisors.

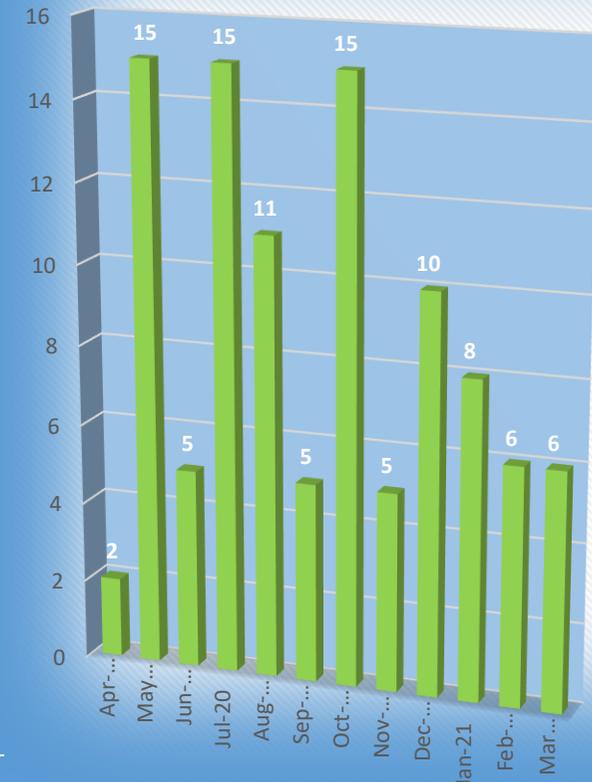
The number of complaints vary and through monitoring and logging them it has highlighted the importance of the service to be reactive and pro-active with all requests.

Guidance and advice are clearly set out on our website and resources deployed to the area to advise or issue a PCN where necessary.

Please use the following link: [Parking enforcement issues - Self-service portal \(achieveservice.com\)](https://www.achieveservice.com)

Month	Number of requests	PCN's Issued
Apr-20	10	2
May-20	16	15
Jun-20	10	5
Jul-20	35	15
Aug-20	33	11
Sep-20	50	5
Oct-20	35	15
Nov-20	34	5
Dec-20	41	10
Jan-21	20	8
Feb-21	24	6
Mar-21	22	6
Total	330	103

PCN's Issued After Enforcement Requests



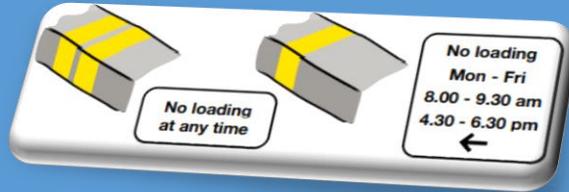
Most Common Contraventions in 2020-2021

On Street



Contravention code 01 - Parked in a restricted street during prescribed hours.

Commonly known as parking on double yellow or single yellow lines. **1063** PCNs issued.



Contravention code 02 - Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force.

Parked or loading in an area marked with double/single yellow lines with kerb blips. **263** PCNs issued.



Contravention code 12 - 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.

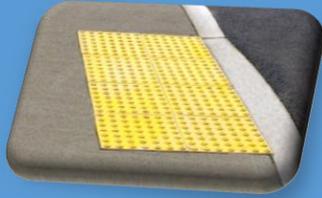
Parked in a resident's permit area or permit bay without displaying a permit. **588** PCNs issued.



Contravention code 25 - Parked in a loading place during restricted hours without loading.

Parked in a bay designated for the purpose of loading. **222** PCNs issued.





Contravention code 27 - Parked on a special enforcement area adjacent to a dropped footway.

Parked at a point where the pavement slopes down to meet the road. These areas aid the mobility of visually impaired people and make it easier for people to cross. **348** PCNs issued.



Contravention code 30 - Parked for longer than permitted.

Parked in a limited waiting bay for longer for longer than specified on the corresponding sign. **346** PCNs issued.



Contravention code 40 - 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). **264** PCNs issued.



Contravention code 62 - 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. **219** PCNs issued.



Off Street



Contravention code 82 - Parked after the expiry of paid for time.

Parked in a pay & display bay 5 minutes after the paid for time has expired. **73** PCNs issued.



Contravention code 83 - Parked in a car park without clearly displaying a valid Pay & 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. **1008** PCNs issued.



Contravention code 85 - Parked in a permit bay without clearly displaying a valid permit.

Parked in a bay designated for permit holders only. **116** PCNs issued.



Contravention code 86 - Not parked correctly within the markings of a bay or space.

Vehicles which observed not parked within the markings of a bay. At least one full wheel of the vehicle must be outside of the bay markings. **101** PCNs issued.



CHARGE CERTIFICATE



The Traffic Management Act 2004, The Civil Enforcement of Parking Contraventions (England) General Regulations 2007;
The Civil Enforcement of Parking Contraventions (England) Representations and Appeals Regulations 2007;
The Civil Enforcement of Parking Contraventions (Guidelines on Levels of Charges)(England) Order 2007

PCN No: _____
Vehicle Registration No: _____
PCN Date: _____
NTO Served Date: _____
Date of this Certificate: _____

PLEASE NOTE: This Certificate has been issued because payment of the penalty charge in respect of the parking contravention identified below has not been received. As a result, an increased penalty charge as is explained below.

Date of this Charge Certificate: _____
On: _____ a Notice to Owner/Penalty Charge Notice (PCN) was served on you as the person appearing to be the owner or hirer of
Vehicle Registration Number: _____ Make: _____ Colour: _____

In respect of the following parking contravention:

Date of Contravention:	Location:
Time:	Penalty Charge Notice No:

The penalty charge in respect of this contravention was £_____ . To date £_____ has been received. £_____ is outstanding.
As the penalty charge has not been paid within the relevant period the penalty charge in question has now increased by 50% to £_____.

PLEASE NOTE: If this increased penalty is not paid before the end of the period of 14 days beginning with the date on which this certificate is served, the enforcement authority may, if a county court so orders, recover this increased charge as if it were payable under a county court order. This Certificate will be taken to have been served on the second working day after the day of posting unless you can show that it was not. For more information on this, please turn to the reverse page of this Certificate.

How to Pay

For all methods of payment you will need to quote your penalty charge notice number, vehicle registration mark and if applicable, your debit / credit card details.

ON LINE - <https://penaltychargeonline.nelincs.gov.uk>

TELEPHONE - Using a debit or credit card by calling 01472 326290 (Monday - Friday 8.30am to 5.00pm). Have your payment card, vehicle details and PCN number ready. Alternatively you may call the automated payment line 24 hours a day on 01472 326222.

CASH - Using the bar-coded payment slip at over 90 Paypoint outlets and Post Offices across North East Lincolnshire. For further details visit the Alpo website www.alpoj.net

See reverse for further information.

PLEASE COMPLETE THIS FORM
IN WRITING IF MAKING A REPRESENTATION



NOTICE TO OWNER (NtO)

The Traffic Management Act 2004, s102; The Civil Enforcement of Parking Contraventions (England) General Regulations 2007; (as amended)
The Civil Enforcement of Parking Contraventions (England) Representations and Appeals Regulations 2007

Date of this Notice to Owner and date of posting: _____
To: _____
This Notice has been served on you because it appears to North East Lincolnshire Council that you are the owner/hirer of:
Vehicle Registration Number: _____ Make: _____ Colour: _____
An original Penalty Charge Notice (PCN) Number: _____ was served on:
Name: _____
Address: _____
Civil Enforcement Officer (CEO): _____
who had reason to believe that the parking contravention had occurred and that a penalty charge should be imposed.
Location: _____
Date of Contravention: _____

The penalty charge is £_____ . To date £_____ has been received. The sum of £_____

NOTE: The person appearing to be in charge of the vehicle was served with a penalty charge notice (PCN) which allowed 14 days for payment of a 50% discounted penalty charge; otherwise the full penalty charge became due. Either no payment has been received or any payment received has been insufficient to clear the penalty charge.

A penalty charge of £_____ is now payable by you as the owner and must be paid not later than the last day of the period of 28 days beginning with the date on which this Notice is served. This Notice will be taken to have been served on the second working day after the day of posting (as shown above) unless you can show that it was not.

You may make representations to North East Lincolnshire Council as to why this penalty charge should not be paid. These representations must be made not later than the last day of the period of 28 days beginning with the date on which this Notice is served and any representations which are made outside that period may be disregarded.

NOTE: If you do not pay the penalty charge or make representations before the end of the period specified above the Council may increase the original penalty charge by 50% to £_____ and take steps to enforce payment.

See reverse for: How to Pay

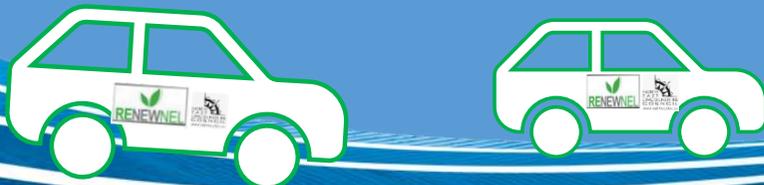
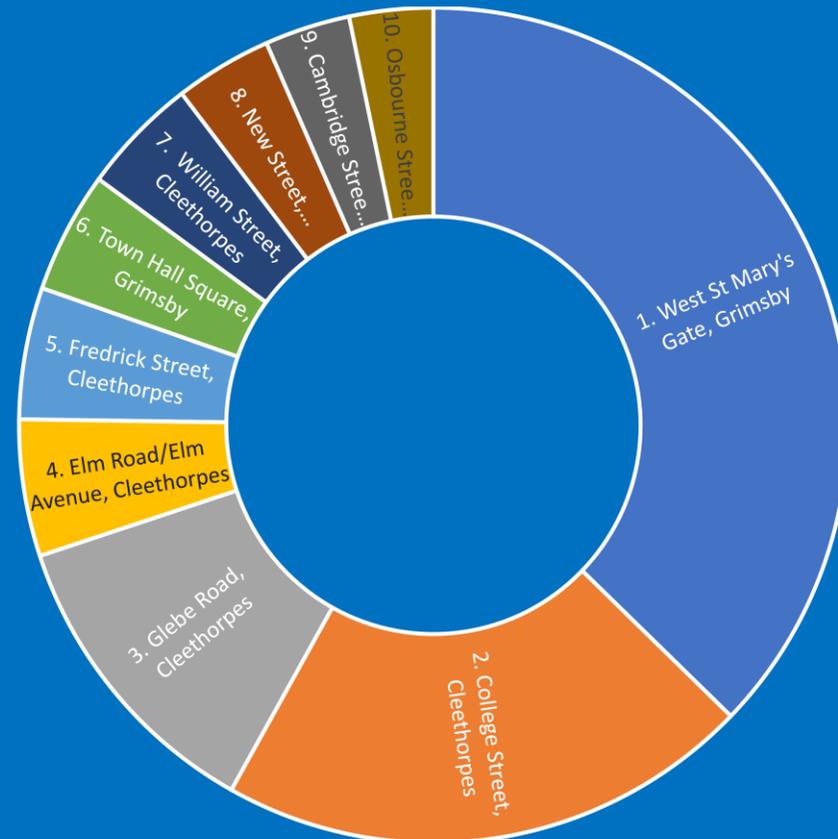
Highest Number of PCNs Issued by Street

Below is a breakdown of the top ten streets across the Borough where PCNs have been issued. Most of the PCNs issued where within the Grimsby and Cleethorpes town centres where parking spaces are premium.

PCNs Issued 2020-2021

1. West St Mary's Gate, Grimsby	570
2. College Street, Cleethorpes	319
3. Glebe Road, Cleethorpes	181
4. Elm Road/Elm Avenue, Cleethorpes	81
5. Fredrick Street, Cleethorpes	78
6. Town Hall Square, Grimsby	72
7. William Street, Cleethorpes	70
8. New Street, Grimsby	58
9. Cambridge Street, Cleethorpes	51
10. Osbourne Street, Grimsby	50

PCNs Issued 2020-2021



Stages in Processing a PCN

The table reflects the number of PCNs issued in 2020 / 2021, including the number of PCNs challenged, paid, and cancelled.

After the PCN is served the motorist/owner has 14 days to pay at the reduced amount (£25 or £35). The appellant can make an informal representation against the issue of the PCN within 28 days (from the service day). If an informal challenge is received within the discount period (of 14 days) the discount will be reoffered on the rejection of an informal challenge.

If the PCN remains unpaid the statutory notice process is implemented. A Notice to Owner (NtO) may be sent to the owner of the vehicle who is assumed to be the registered keeper as supplied by the Driver and Vehicle Licensing Agency (DVLA). A request for the keeper details cannot be made to the DVLA until 28 days after the issue date of the PCN have elapsed.

A NtO cannot be sent before 28 days of the issue date and must not be sent after 6 months have expired from the issue of the PCN. A formal representation under the Traffic Management Act 2004 can only be made by the owner of the vehicle upon the receipt of the NtO document. If the PCN has been paid prior to the serving of the NtO, the case will be closed and the NtO will not be sent, and the owner will not be able to make representations or appeal to the independent adjudication service Traffic Penalty Tribunal (TPT).

To pay a parking fine, challenge or review your PCN please follow the link:

[Parking fines - NELC | NELC \(nelincs.gov.uk\)](https://www.nelincs.gov.uk)

	Issued 20/21
On Street High Level PCNs issued	3123
On Street Lower Level PCNs issued	358
Off Street Higher Level PCNs issued	193
Off Street Lower Level PCNs issued	1181
Total PCNs issued	4855
Number of PCNs paid	3630
Percentage of PCNs paid	75%
Number of PCNs paid at discount	3028
Percentage of PCNs paid at discount	62%
Number of informal challenges received	1096
Number of PCNs cancelled because of a challenge	572
Number of PCNs written off	187
Percentage of PCNs cancelled or written off	16%
Number of vehicles immobilised	0
Number of vehicles removed	0



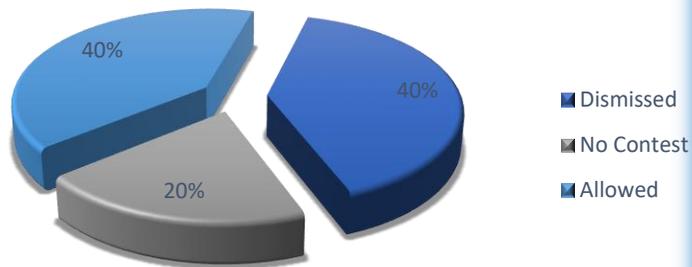
Traffic Penalty Tribunal

The Traffic Penalty Tribunal (TPT) is the independent adjudication service servicing all of England and Wales and is the final stage of appeal. An appeal can only be made if you have already made a Formal Representation, and this has been rejected. When you receive your notice of rejection it will give you 28 days to pay or appeal to an independent tribunal.

If you disagree with the decision you can appeal to TPT by following the link: [Traffic Penalty Tribunal - Traffic Penalty Tribunal](#) or telephone 01625 445599



Cases Appealed at TPT 2020/21



Once a case has been registered with the Tribunal it will be placed on hold and no further costs will be added until a decision has been made. The adjudicator's decision is final and binding for the authority and the appellant.

During the 2020/21 financial year, a total of fifteen cases have been registered with TPT in respect of PCNs issued by NELC. Of the cases registered, six of the appeals have been allowed, and six have been dismissed. Three cases were not contested.



Charge Certificate

If payment is not received and a formal representation has not been made against the PCN a Charge Certificate will be served. A Charge Certificate increases the charge by 50% of the original charge. Payment on receipt of the Charge Certificate is required within 14 days of the service date. At this stage there is no longer a formal right to appeal.

Order for Recovery

If no payment is received within 14 days of the Charge Certificate the case will be registered with the Traffic Enforcement Centre (TEC), at Northampton County Courts incurring a further charge of £9. Once the debt has been registered and authorised, we have 7 days to issue an Order for Recovery (TE3) and a Witness Statement – Unpaid Penalty Charge (TE9) to the registered keeper. The Order for recovery advises the keeper.

- the debt has been registered against them with TEC
- the amount due including the £9 for debt registration
- payment is due within 21 days
- if the charge remains unpaid enforcement agents may be instructed
- if you do nothing, possessions may be removed and sold to pay the charge

Witness Statement

The Witness Statement gives the keeper a final opportunity to deal with the charge before Enforcement Agents are instructed. At this stage, the only options available are to make a payment or file a Witness Statement with the Traffic Enforcement Centre, under one of the following grounds.

- I did not receive the Notice to Owner / Penalty Charge notice (Parking contravention)
- I made representations about the Penalty Charge to the enforcing authority, concerned within 28 days of the service of the Notice to Owner, but did not receive a rejection notice
- I appealed against the local authority's decision to reject my representations, within 28 days of service of the rejection notice, but have had no response to my appeal
- The Penalty Charge has been paid in full



Warrant of Control

If the PCN remains unpaid and a witness statement is not filed, the authority will prepare a warrant of control and the case will be passed to our Enforcement Agents Newlyn to recover the debt on our behalf.

There are three stages of actions, each with its own additional fees:

- Compliance stage – a letter of compliance or visit within 14 days to serve a Notice of Enforcement – outstanding balance + £75
- Enforcement stage – The Enforcement Agent will visit to recover the debt, the fee of £235 is payable from the first attendance
- Sale stage – Selling of your goods to pay the outstanding debt, plus additional fees - £110 (plus 7.5 %for debts over £1,500)

Once your case is with the Enforcement Agents all correspondence needs to be directed through them or seek legal advice.



Phone: 01604 633001

Email: contact@newlynplc.co.uk

Live chat – via their website www.newlynplc.co.uk

Year	Period	Cases Received	Value of Cases Received	Remitted to Client	Payment Performance	Remitted Payment Performance	Cases On Arrangement	Value of Cases On Arrangement	% Cases on Arrangement	Open Cases	Value of Open Cases
2020	4	0	£0	£0	0.00%	0.00%	0	£0	0%	0	£0
2020	5	0	£0	£0	0.00%	0.00%	0	£0	0%	0	£0
2020	6	0	£0	£0	0.00%	0.00%	0	£0	0%	0	£0
2020	7	0	£0	£0	0.00%	0.00%	0	£0	0%	0	£0
2020	8	116	£12,162	£5,280	50.01%	49.34%	1	£71	50%	2	£184
2020	9	0	£0	£0	0.00%	0.00%	0	£0	0%	0	£0
2020	10	248	£26,186	£10,541	44.43%	42.45%	5	£490	45%	11	£1,034
2020	11	41	£4,303	£1,545	35.91%	35.91%	0	£0	0%	1	£113
2020	12	61	£6,383	£1,413	26.31%	24.37%	1	£113	100%	1	£113
2021	1	139	£14,957	£5,763	42.67%	39.73%	6	£427	43%	14	£1,289
2021	2	38	£4,024	£1,622	42.86%	42.69%	1	£6	4%	24	£2,402
2021	3	50	£5,170	£1,236	28.74%	24.30%	2	£226	5%	37	£3,851
Total		693	£73,185	£27,399	41.63%	39.70%	16	£1,334	18%	90	£8,987

Annual Report of Statistics 2020 to 2021



Image of Cleethorpes Pier and promenade in the 1960s



Transparency in Finance

Freedom of Information Requests



During the 2020/2021 financial year we received 14 Freedom of Information requests.

The Freedom of Information Act and Environmental Information Regulations give everyone a general right of access to the recorded information held by NELC.

The Council aims to provide as much information as it can, however in certain circumstances we may apply an exemption or exception to the disclosure of some information.

We may also refuse a Freedom of Information request if it will take longer than 18 hours to respond to it, but we will advise on how the request can be refined before we do this.

We aim to respond to all our requests within 10 days, to submit a request email foi@nelincs.gov.uk.

<https://www.nelincs.gov.uk/your-council/information-governance/freedom-of-information/>



Legislation for Parking Revenue

For good governance, the council needs to forecast revenue in advance. But raising revenue should not be an objective of CPE, neither should targets be set for revenue or the number of PCNs issued.

The purpose of PCNs is to dissuade motorists from breaking parking restrictions. The objective of CPE should be for one hundred per cent compliance, with no PCNs.

The income from on-street charging and any PCNs received (whether for on-street or off-street enforcement) must only be used under section 55 (as amended) of the Road Traffic Regulation Act 1984. <https://www.legislation.gov.uk/ukpga/1984/27/section/55>

English authorities outside London must keep an account of all income and expenditure in respect of.

- on-street parking places which are not in a CEA
- on-street parking spaces which are in a CEA
- their functions as an enforcement authority

All authorities must comply with part 2 of the Local Government Transparency Code 2015 which sets out the minimum data that local authorities should be publishing, including on parking. If an authority makes a surplus on its on-street parking charges and on-street-and-off-street enforcement activities, it must use the surplus under the legislative restrictions in section 55 (as amended) of the Road Traffic Regulation Act 1984.



Parking Revenue for 2020/2021

The following breakdown of income and expenditure is detailed below and shows a deficit of £801,654.

Parking Revenues (figure rounded to nearest £)	<u>2020/21</u>
Income: Pay & Display (Off street parking)	734,980
Income: Season Tickets (Off street parking)	34,538
Income: Staff Permits (Off street parking)	71,048
Income: Residents Parking Permits (On street parking)	17,362
Income: Penalty Charge Income (On & off-street parking combined)	173,908
Income Total	1,031,836
Expenditure: Contract Fee	750,061
Expenditure: Other Expenses	1,098,510
Expenditure Total	1,848,571
Deficit	801,654



The Contract Fee includes

- Salaries
- Cost per PCN issued to Patrol which allows motorists to appeal PCNs at a cost of 60p per PCN
- Software licencing
- Repairs and Maintenance for car parks and ticket machines
- Gritting
- Cash counting
- Subscriptions

Other expenses include

- Capital depreciation costs
- Non-Domestic Rates
- Utilities
- Grounds maintenance and Cleansing
- Insurance

This financial year has seen the highest deficit since we commenced CPE in 2010, due to the impact of COVID-19, with restrictions on working from home and periods of lockdown. The figures below demonstrate the reduction in revenue received.

Penalty Charge Income	151,224.00	Based on the average income received for the last three years for the same period.
Season Tickets	70,599.00	Parking Season Tickets not renewed.
Staff Permits	85,284.00	Staff Parking Permits monthly deductions
Pay and Display	643,313.00	Based on average income for the last three years for the same period.
	950,420.00	

