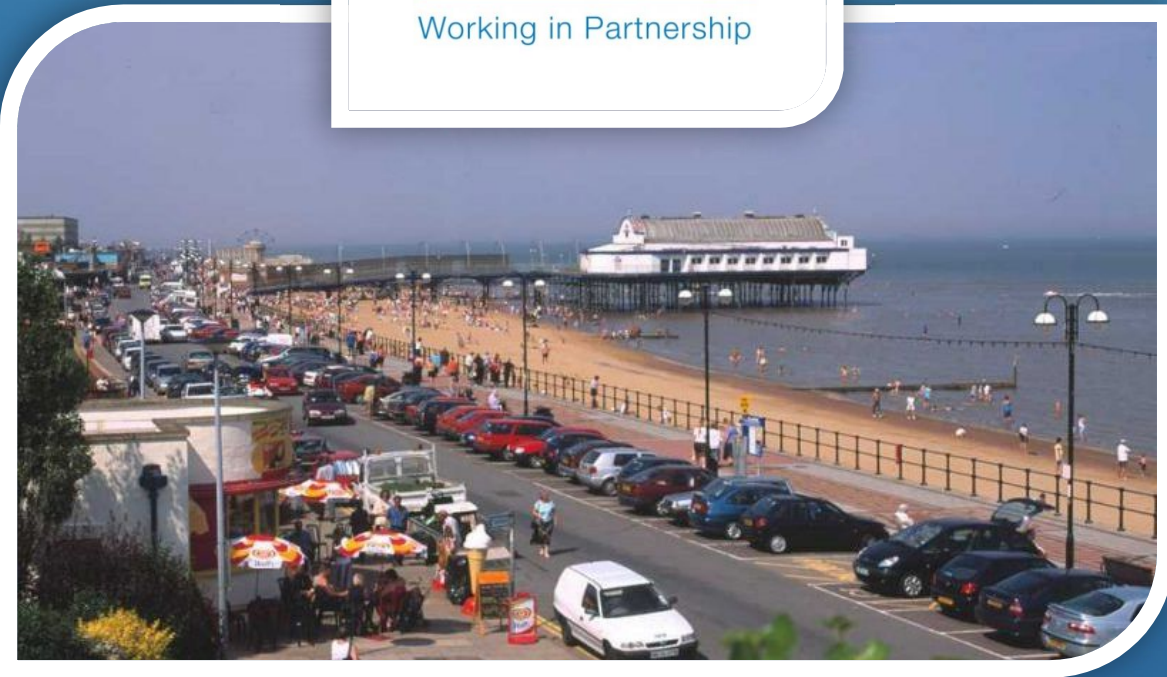




Working in Partnership



NORTH EAST LINCOLNSHIRE PARKING SERVICES ANNUAL REPORT

2019/2020



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Setting the Scene



Welcome to North East Lincolnshire's 2019/ 2020 Annual Report

We are excited to present North East Lincolnshire's 2019/ 2020 Parking Services Annual Report: our first full and comprehensive report. In this report, we intend to demonstrate our transparent working style, whilst also showcasing our efficiencies when undertaking civil enforcement activities. The aim of this report is to set out the role of Parking Services within the borough, shedding light on what we do, how we do it, and why we do it.

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 2019/20.

The aim of this report is to provide information to residents and other interested parties about how North East Lincolnshire Council and its regeneration partner, ENGIE, deliver parking services and civil enforcement across North East Lincolnshire.

Our towns of Grimsby, Cleethorpes, Immingham, and our surrounding villages are an intricate mix of urban, rural and coastal settings all providing their own unique offer and challenges for the parking service.

The parking service, part of our regeneration partnership with ENGIE, are playing a key role in keeping the roads, footpaths and verges clear for the benefit and safety of all road users and pedestrians in the borough. Furthermore, they continue to play a key role for our emergency and essential services ensuring the roads are kept clear and they can carry out their duties with minimal disruption.

The service also plays a key role in the operation of safe, clean and satisfactory off-street parking and I am delighted North East Lincolnshire hosts 26 council-owned car parks all with the Park Mark accolade. This accolade is the industry leading recognition for safe parking facilities. On top of this achievement, it is also promising that 12 of our car parks have achieved Disabled Parking Accreditation, showcasing our commitment to providing high quality parking facilities for those with disabilities.

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

North East Lincolnshire - At a Glance

North East Lincolnshire is on the south bank of the Humber estuary. Centred around the historic town of Great Grimsby, the county also includes the industrial port town, Immingham and the popular tourist resort, Cleethorpes, along with a number of picturesque villages.

Key sectors prospering within North East Lincolnshire are the ports and logistics, energy, and renewables, chemical and process, food processing, housing development and the visitor economy.

The county is also blessed with natural beauty, boasting stunning coastlines and the Lincolnshire Wolds, an area of outstanding natural beauty. The flat topography of North East Lincolnshire gives way to beautiful landscapes and big skies.



Introduction

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 all other road users. Parking Service's main aim is to discourage inconsiderate and obstructive parking. We hope that by reporting, the public will gain a greater insight into our day-to-day workings and dispel the myth that Parking Services only exist to make money.



The parking regulations are administered fairly and consistently, taking into account 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), supported by a Parking Manager and small team of Notice Processing Clerks.

North East Lincolnshire Council's (NELC) Civil Parking Enforcement (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/>.

All policies that are developed or reviewed by NELC have due regard to the aims of the Public Sector Equality Duty, ensuring that no one is treated less favourably in any way on the grounds of age, disability, gender reassignment, pregnancy or maternity, race, religion or belief, sex, sexual orientation, or marriage and civil partnership.

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 congestion and flow.
- Improve safety for pedestrians and drivers.
- Support the local economy through the provisions of appropriate parking for retail, 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 car parks.



Overview & Background



The Road Traffic Act 1991 (RTA '91) was the legislation that first introduced decriminalised parking enforcement for the majority of parking restrictions. Previously, Police and Traffic Wardens issued Fixed Penalty Notices (FPNs) but had no power to retain any of the revenue to offset enforcement costs. As such, road safety decreased while congestion increased.

The RTA '91 passed enforcement responsibility to Local Authorities (LAs), but only in London. This move decriminalised parking offences and enforcement became the duty of the Parking Attendant. Parking Attendants began issuing Penalty Charge Notices (PCNs), rather than FPNs. In 1995, the Act

was extended to cover the whole of England and Wales.

The fines became civil debts, due to the LAs, and pursued via a civil debt recovery process (through the magistrate's court system). The LA retains any proceeds from the PCNs; however, the spending is limited to certain areas. The decriminalisation meant that an adjudication service was launched to hear appeals, rather than the magistrate's court service.

The Traffic Management Act 2004 (TMA '04) was introduced to update the legislation. The TMA '04 (part 6) now replaces the relevant sections of the RTA '91. One of the main aims of the change in legislation is to ensure that enforcement is effective whilst remaining fair to the motorist.

Some Key Changes Brought About by the TMA '04:

- Introduced differential charging for parking contraventions.
- Changed the term 'decriminalised enforcement' to 'civil enforcement'.
- Introduction of new parking contravention codes and descriptions.
- Emphasised the need for transparency and fairness in enforcement.
- Stressed authorities' responsibility to respond correctly to public contests against PCNs.
- Changed the title of 'Parking Attendant' to 'Civil Enforcement Officer' (CEO).



Strategic Partnership

North East Lincolnshire Regeneration Partnership

Managing the highways network and connecting people and places within such a bustling and dynamic county, takes a proactive and forward-thinking approach.



On 1st July 2010, NELC and ENGIE formed the North East Lincolnshire Regeneration Partnership. The contract has long-term objectives to improve the lives of residents in North East Lincolnshire and was awarded for a 10-year period. An initial 2-year extension of the partnership has since been agreed, with the option to extend for a further 3 years. The Council's partnership with ENGIE is worth circa £155m over the lifetime, and in accordance with the local government legislation, provides the best means by which services should be delivered. ENGIE was selected following a competitive dialogue procurement process pursuant to the Public Contracts Regulations 2006.

Throughout North East Lincolnshire, there is a planned programme of major investment and infrastructure works, including significant works in Cleethorpes and Grimsby. These include highway schemes that have been designed to unlock housing areas, link up key industrial sites, and improve journey times. The partnership continues to deliver tangible benefits and projects to generate wealth for the local economy, with the aims of creating jobs, delivering sustainable

economic growth, and enhancing the quality of life for the residents of North East Lincolnshire. Services which are delivered as part of the regeneration partnership are:

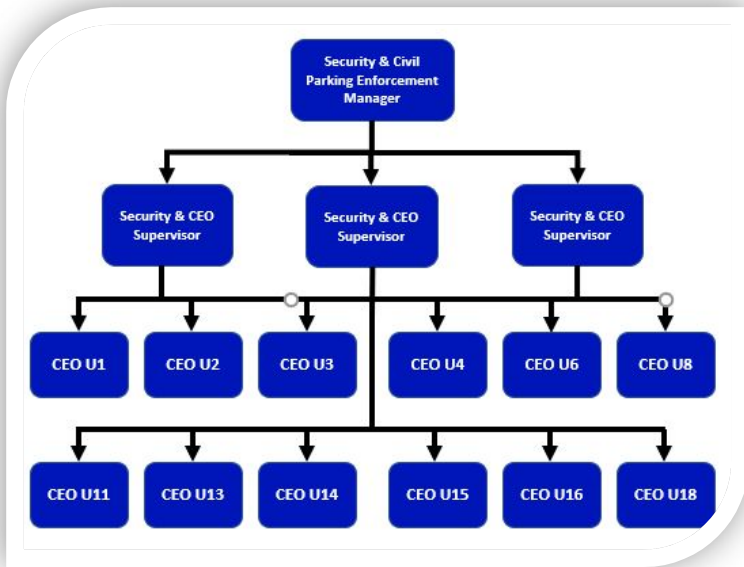
- Regeneration and Growth
- Strategic Asset Management
- Strategic Housing
- Highways and Transport
- Parking Services
- Architectural Services
- Planning and Development
- Environmental and Flood Risk
- Building control
- Strategic Planning
- Security
- Facilities Management

Parking as a Service



Parking Team and Structure

Parking Services is split between two departments: the operational enforcement team and the back office staff. The enforcement team are the patrolling officers who are out and about, patrolling the streets and car parks, whilst the back office manages the processing of Penalty Charge Notices, customer service and other parking services.

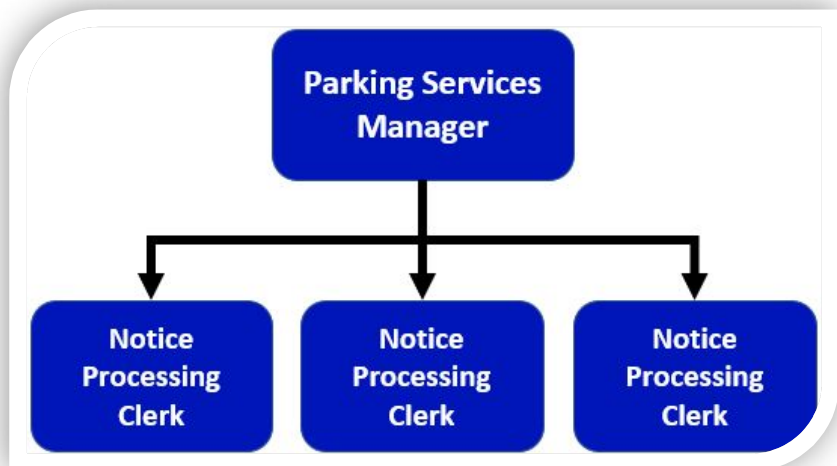


Enforcement

The enforcement workforce is made up of one manager, three supervisors, and twelve Civil Enforcement Officers.

Back office

The back office team comprises of one manager and three Notice Processing Clerks.



Parking in the Community

North East Lincolnshire is a vibrant and bustling county, with many exciting events taking place across the calendar year. Parking Services are proud to support the community by aiding event organisers wherever possible. From managing the increased traffic flow to improve safety during popular events, to providing parking solutions to event organisers, performers and attendees, Parking Services plays a key role in making these fantastic events an actuality.



Amongst many other events, another incredible Armed Forces weekend took place in June 2019, which brought thousands of attendees to the resort of Cleethorpes. Parking Services also supports the ever popular 'Small Business Saturday' event, which takes place every December. This event sees shoppers benefit from free off-street parking, providing a financial boost to small traders' sales during the run up to Christmas.



Blue Badge Scheme

The Blue Badge (BB) scheme was introduced to help people with disabilities park closer to their destination. Originally, the scheme was only open to people with difficulties walking due to permanent or serious conditions, or if they are terminally ill. The BB scheme was extended in June 2019 to people with hidden disabilities; the biggest overhaul in 40 years. This overhaul is part of a government drive to build a society that works for all. North East Lincolnshire have 7514 BBs in circulation.

Tackling BB Misuse

NELC, in partnership with ENGIE, work in accordance with relevant legislation. We have a responsibility to identify and act where evidence of BB misuse is apparent.

The misuse of the BB scheme undermines the benefits of the scheme; it impacts upon local traffic management and creates hostility amongst other BB holders and members of the public. Misuse can result in genuinely disabled persons being unable to access designated parking spaces.



Our Civil Enforcement Officers (CEOs) have been given extra training to improve their confidence when carrying out badge inspections. CEOs can inform drivers of their powers to both inspect and retain BBs. All CEOs have access to the Northgate application on their handheld devices. This application provides information about the badge holder and will inform them if the badge should still be in circulation.

As a local authority, we believe that good preventative measures are as necessary as good enforcement. The Council must ensure robust and effective actions to detect abuse. If you suspect BB misuse, contact [Blue badge misuse - NELC | NELC \(nelincs.gov.uk\)](#). Any information provided will be handled in the strictest confidence.

Verge Parking

An increase in car ownership has also increased the problem of grass verge parking. A Traffic Regulation Order (TRO) for the prohibition of stopping on footways and verge parking is now in place for Immingham, Waltham, and New Waltham. Mobile patrols are deployed to provide enforcement for these areas. Further plans are in place to incorporate Humberston, Healing and Barnoldby.



School Restrictions

We work closely with the Road Safety Team to try and encourage a safer environment for all road users, but in particular, parents and children. We aim to improve visibility and reduce the potential for vehicle and pedestrian conflict. Daily patrols are carried out at school opening and closing times on a rota bases, with extra enforcement on request where we have received reports of unsafe parking.



Residential Parking

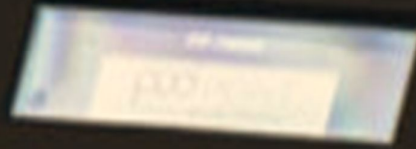
Residential parking schemes have been introduced into areas with a particularly high demand for parking. The council had previously been in receipt of a complaints regarding the number of non-resident vehicles parking all day in residential streets. Consultations were carried out and 'residents only' parking was applied to four streets in Cleethorpes, and two in Grimsby. Due to the success of these schemes, further consultation has been carried out in other areas to help alleviate parking pressure.





podPOINT
charging your electric car

I'm an Open Charge POD Point
and my name is



Plug In
Cable



Select
POD Point
In App



Confirm
Charge

Go to open.pod-point.com

Charger will only auto-charge
when ready to receive

A
7kW

B
7kW

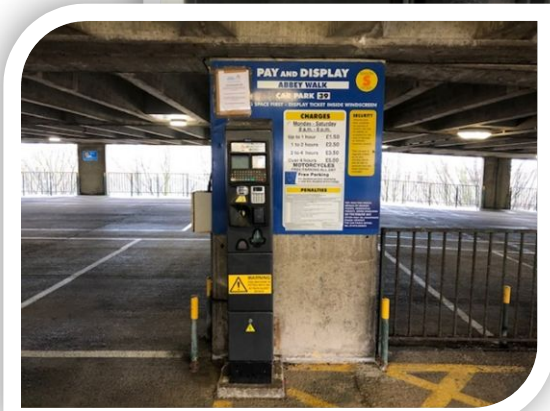
www.pod-point.com
0333 006 3501

Innovation & Development

Pay & Display Machines

The council continually review their services to ensure they are fit for purpose. In 2016, work started on removing, upgrading, and replacing Pay & Display (P&D) machines in many of North East Lincolnshire's car parks.

Most P&D machines have now been switched multi payment options (including cash, card, and contactless payments) as an investment to improve reliability, and to cut down on theft. All our P&D machines have been fitted with anti-attack software.



To assist with enforcement, vehicle registrations must be keyed in. This information is passed to a central web-based system called MyParkfolio. This allows a greater control with the day-to-day tracking of information, which in turn makes enforcement much more accurate and efficient.

MyParkfolio provides the rapid reporting required by managers, whilst also supplying the level of detail required by financial, maintenance, collection, and enforcement teams.

To report an issue with a P&D machine, damage to a car park, or a parking enforcement request, please contact; [Parking - NELC | NELC \(nelincs.gov.uk\)](mailto:Parking - NELC | NELC (nelincs.gov.uk))

Parking Permits

We have recently been exploring options for introducing a new online system to manage parking permits. A digital platform will simplify the application process and improve back office efficiencies. The benefits for our customers would include:

- 24-hour access to apply for/ renew permits.
- Secure document upload and payment portal.
- Access to amend and edit permits.
- Email updates through each stage.
- Email renewal reminders.
- Environmentally friendly and cost effective – no need to print and post applications.

Customers will experience a much faster turnaround in the processing of their permits. Each customer can setup their own online account and apply independently by uploading the relevant documents.



The online facility will include:

Resident permit renewals
Trades permit applications
Business permits
Request Visitors permits

Handheld Devices



CEOs were recently provided with upgraded smart phone technology to use whilst on duty. The top of the range technology of the Samsung S10+ handheld devices use ANPR for registration recognition, negating the requirement to manually input vehicle registrations. This results in faster processing times and more accurate data entry for our patrolling officers.

The improved technology allows for 'real time' communications. Permits can now be activated immediately without the device having to be downloaded. Compared to our previous handhelds, the Samsung S5, these

have a bigger screen and run apps a lot quicker, due to the upgraded CPU and RAM. The photo quality is also much improved, thanks to the higher resolution three-camera setup.

Encouraging a Greener Environment



NELC, in partnership with ENGIE, has set a target of becoming the UK energy capital by 2032. The drive for greener energy began in 2016 when the authority bought their first electric vehicle. Since then, the council has replaced 23 diesel-powered vehicles with 22 all-electric vehicles, along with an electric vacuum litter picker.

These new fleet vehicles are much more cost effective than those that were previously operated, and they fit in with the council's vision for a low carbon footprint.

These vehicles have a range of about 108 miles on a full charge. They are primarily used for frontline council operations, such as Parking Services, Waste Services, Grounds Maintenance, Pollution Control, and Security Services.



Electric Vehicle Charging Points

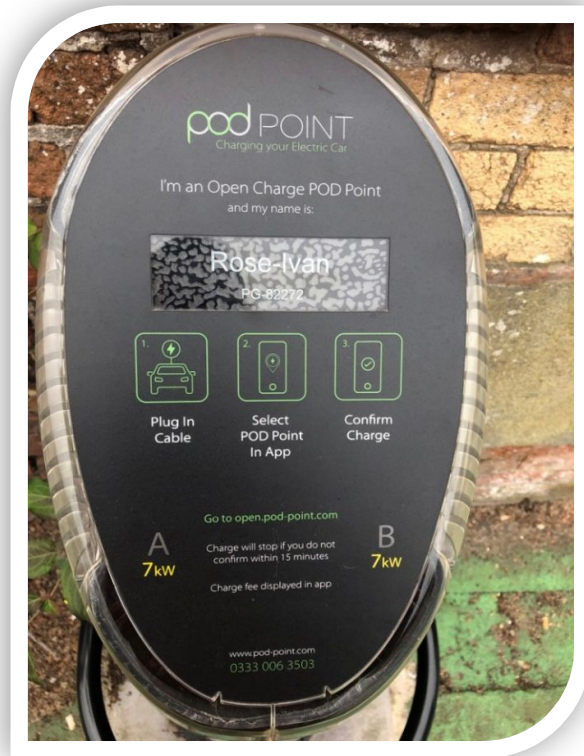
NELC began installing electric vehicle (EV) charging points in 2013, when the technology was only just emerging. The council are proud to provide EV charging points in Cartergate car park, Grimsby, and St. Peter's Avenue car park, Cleethorpes.

EV charging company, POD Point, is supplying the technology and once drivers are registered with them, they can access a national network of charging points. As an added incentive to get local drivers thinking green, the electricity used from the charging points in Cartergate and St Peter's Avenue will be free to motorists for the first 12 months.

During 2019/20, use of the existing charge points increased by more than 80% over the previous year, as ownership of EVs and demand for public charging facilities have increased. Transport Officers are now considering how a wider public network of EV charging points can be provided to support the Government's 'Road to Zero' strategy, and the objective of decarbonising transport by 2050.

Homeowners who are inspired to think about driving electric can now apply to the Electric Vehicle Homecharge Scheme (EVHS)', which provides grant funding of up to 75% towards the cost of installing electric vehicle charge points at domestic properties across the UK. For more information, please visit:

<https://www.gov.uk/government/collections/government-grants-for-low-emission-vehicles>

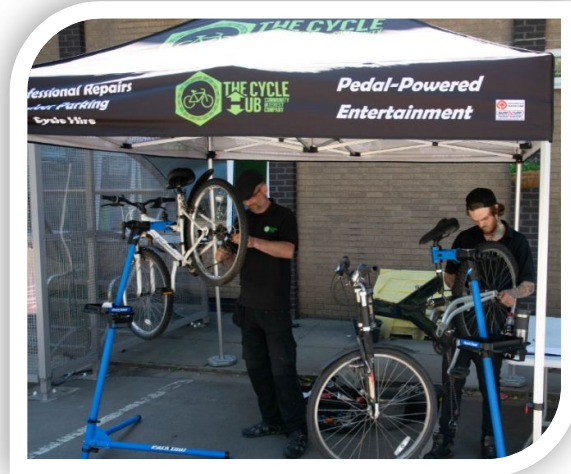


Parking in the Community

Parking Services works closely with the Transport Department, as part of our aims to support the wider Transport objectives.

Cycle Hub

The Cycle Hub is a not-for-profit Community Interest Company, which launched its first community hub in Grimsby. Their aim is to get people moving by making environmentally friendly transport more accessible. At the Cycle Hub, you can find parking facilities for your own bike, or if you do not have one, you can hire one! They also offer a repair service; no job is too big, too small, or too complex!



The triumph of the Grimsby branch spurred on The Cycle Hub to launch a brand-new hub in Cleethorpes at the end of March 2019. Their new hub, located at Cleethorpes train station, was sympathetically refurbished to preserve the station building's heritage status.

Operating from local train stations, both hubs provide excellent connectivity for commuters wishing to cycle one leg of their journey. The accessible station locations benefit residents, commuters, and visitors alike, whilst also being within walking distance of both town centres and Cleethorpes' seaside attractions.



Dr. Bike

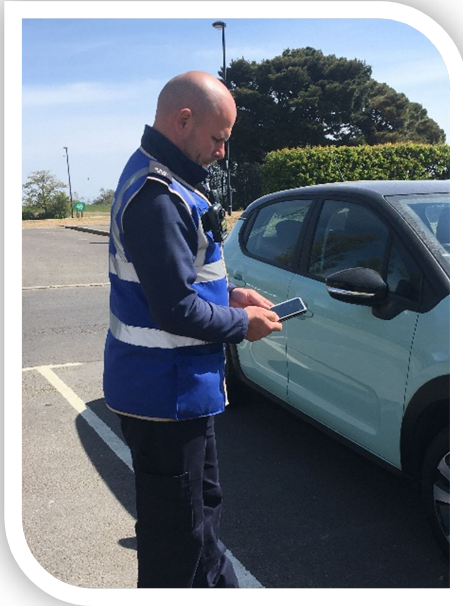
The continuing success of both sites has enabled The Cycle Hub to invest in their local community by organising free events, such as their ever popular 'Dr Bike' surgeries, supported by NELC Transport Team.

Borough residents can take their bikes to the free 'Dr. Bike' events to get their cycles repaired of any minor faults, for free! The volunteer mechanics check everything on your bike from wheels, brakes, gears, and tyre pressure, to light, pedals and more.



Education & Appeals

Civil Enforcement Officers



NELC continually ensure that the right level of CEOs are deployed throughout the authority in order to provide the highest level of on and off-street enforcement.

Our CEO's primary objective is to ensure parking regulations are observed and enforced in a fair, accurate, and consistent manner. Adopting a helpful attitude to advise and encourage lawful and considerate parking.

Officers are encouraged to provide a high level of all-round customer service, providing the public with useful information and advice be it parking related or general knowledge about the local areas.

A Day in the Life of a CEO

The role of a CEO is not an easy one due to the public's perception of our role. Everyone has a parking story and people feel aggrieved at being on the receiving end of a PCN. With continual press and public attention, it is difficult to make the public appreciate the nature of our service. We carry out many duties and are important ambassadors for the local authority. Working in a seaside resort most of our working day consists of advising and helping the public, a small percentage of the day is issuing PCN's.

Penalty Charge Notices Issued and Paid 19/20

A common misconception of CEOs is that they have targets to hit. Our CEOs are not given any targets for the number of PCNs they issue and where possible will offer advice to motorists.

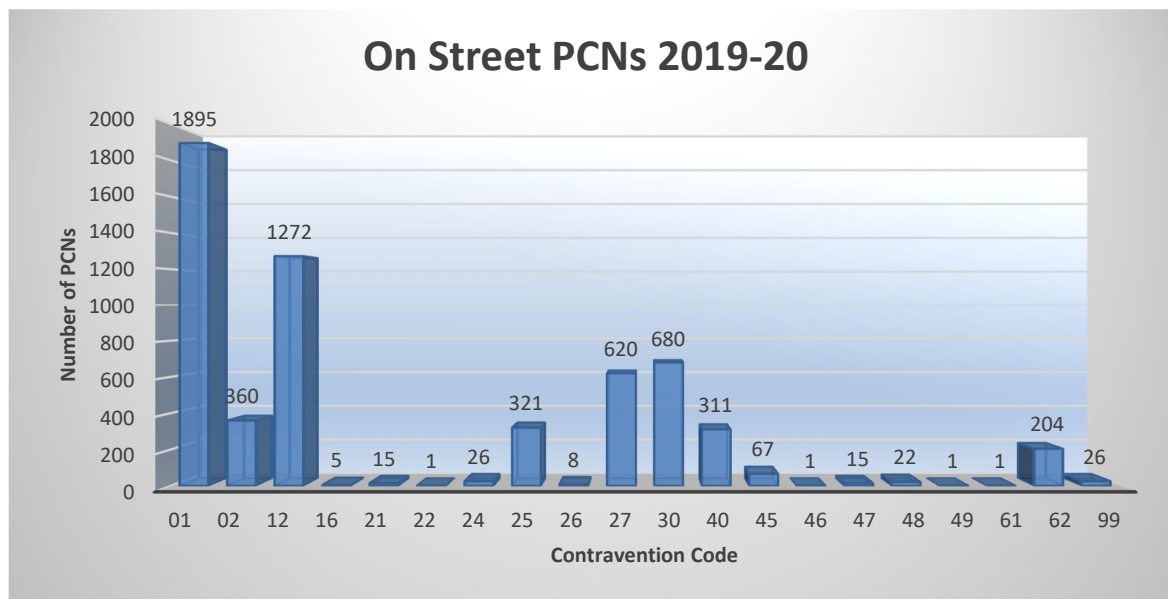
Below is a breakdown of the number of PCNs which have been issued during the 2019 / 2020 together with details of the number of PCNs which have been paid as well as cancelled.

Column1	Issued 19/20
On Street High Level PCNs issued	5144
On Street Lower Level PCNs issued	707
Off Street Higher Level PCNs issued	399
Off Street Lower Level PCNs issued	2656
Total PCNs issued	8906
Number of PCNs paid	6806
Percentage of PCNs paid	76%
Number of PCNs paid at discount	5689
Percentage of PCNs paid at discount	64%
Number of informal challenges received	1976
Number of PCNs cancelled as a result of a challenge	1082
Number of PCNs written off	427
Percentage of PCNs cancelled or written off	17%
Number of vehicles immobilised	0
Number of vehicles removed	0

On-Street Parking

Below is a breakdown of the top 10 contraventions which have resulted in PCNs being issued on street for the 2019 / 2020 financial year.

Code	Description	Issued 19/20
01	Parked in a restricted street	1895
12	Parked in a residents' place without a permit	1272
30	Parked for longer than permitted	680
27	Parked adjacent to a dropped footway	620
02	Loading in a restricted street	360
25	Parked in a loading place	321
40	Parked in a disabled bay without valid badge	311
62	Parked on footway	204
45	Parked on a taxi rank	67
24	Not parked correctly	26



Streets with the Largest Number of PCNs

We have listed the 10 streets across the borough which have the highest number of PCNs issued.

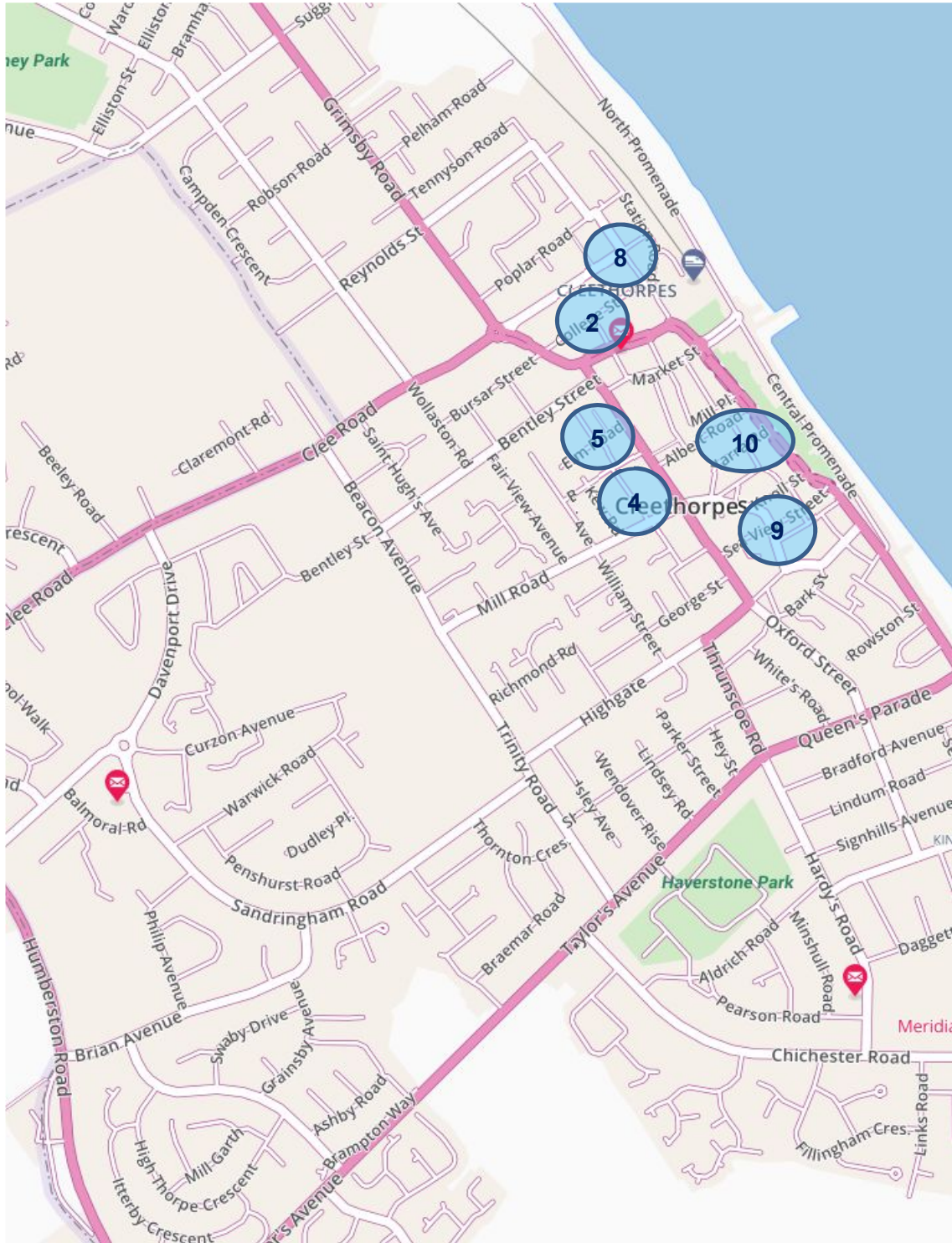
Of the PCNs issued, the majority have been in areas around the town centres which offer access local business and shopping facilities. There are various parking restrictions within these 10 locations however some of the most common reasons for PCNs being issued in these areas where:

- Parked within a resident's place without a valid permit.
- Parked in a disabled bay without a valid badge.
- Parked in a restricted street.
- Parked for longer than permitted.

Street	PCNs Issued 19/20
1. West St Mary's Gate, Grimsby	774
2. College Street, Cleethorpes	482
3. Second Avenue, Grimsby	465
4. Glebe Road, Cleethorpes	387
5. Elm Road/Elm Avenue, Cleethorpes	300
6. Somersby Street, Grimsby	143
7. Town Hall Square, Grimsby	135
8. Princes Road, Cleethorpes	129
9. Cambridge Street, Cleethorpes	120
10. Yarra Road, Cleethorpes	96

Below we have also included maps of the Grimsby and Cleethorpes area which show the locations of the 10 streets with the largest number of PCNs issued.

Cleethorpes



Off-Street Parking

We are responsible for enforcement provisions of 43 council operated off-street car parks throughout the borough. Of these, 24 are Pay & Display. These car parks operate from 8am to 6pm and there are no overnight charges, at present.

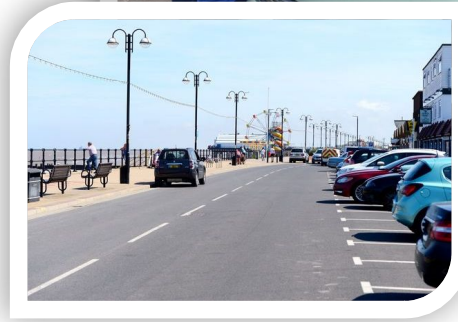
All of our car park locations and charges can be found on the NELC website:

[Car parks - NELC | NELC \(nelincs.gov.uk\)](http://nelincs.gov.uk).

Parking for heavy goods vehicles (HGV), coaches and motorhomes is available in Cleethorpes in Grant Street car park, and Burgess Street car park in Grimsby.

There are 149 off-street disabled bays available throughout the borough's car parks.

All car parks are regularly inspected by the Highways Inspectors and are maintained to a high standard.



NELC are committed to offering excellent parking facilities. This has led to 26 of our car parks being successfully awarded the Safer Parking Award and 12 with the Disabled Parking Accreditation from the British Parking Association.

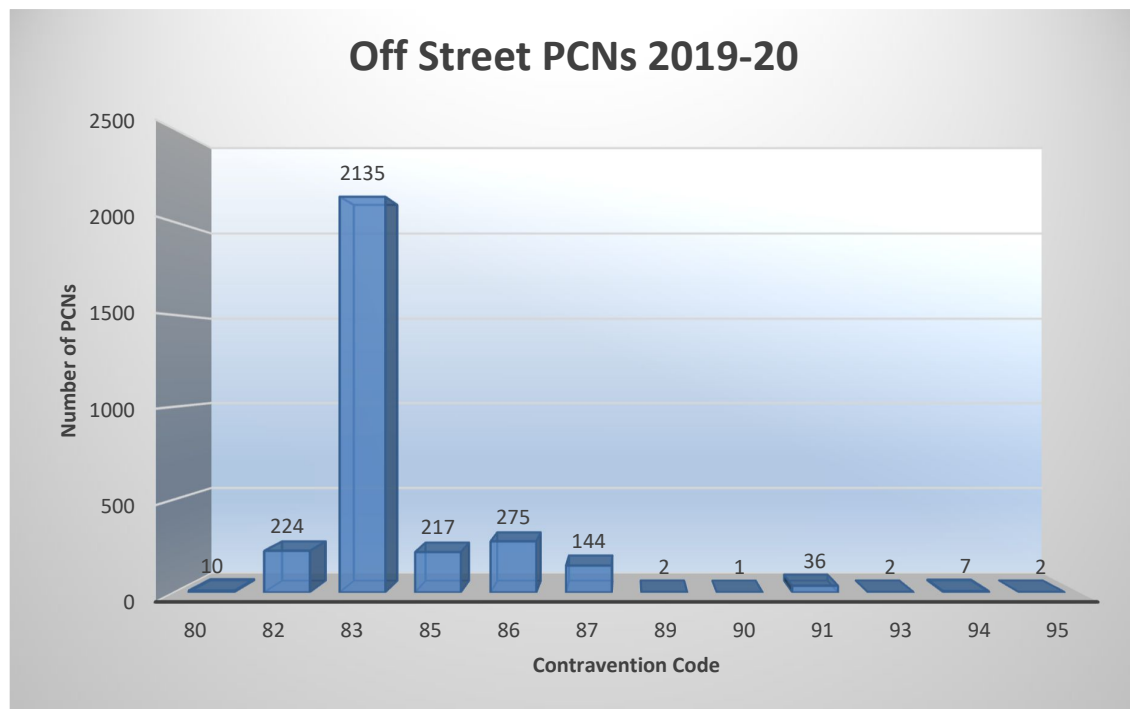
Below are details of the number of parking bays within Grimsby and Cleethorpes.

	Grimsby	Cleethorpes	Total
Off-Street P&D Car Park Spaces	1,504	1,657	3,161
Off-Street Car Park Spaces (none -chargeable)	97	68	165
Disabled Off-Street	75	74	149
HGV	0	12	12
Coaches	1	12	13

Off Street Parking Contraventions

Below is a breakdown of the top 10 contraventions which have resulted in Penalty Charge Notices (PCNs) being issued off street for the 2019 / 2020 financial year.

Code	Description	Issued 19/20
83	No pay & display ticket	2135
86	Out of bay	275
82	Parked after expiry of paid time	224
85	Parked in permit bay without a permit	217
87	Parked in a disabled bay without valid badge	144
91	Parked in area not for that class of vehicle	36
80	Overstay	10
94	Not displaying two tickets	7
89	Vehicle exceeds weight limit	2
93	Parked in a car park when closed	2

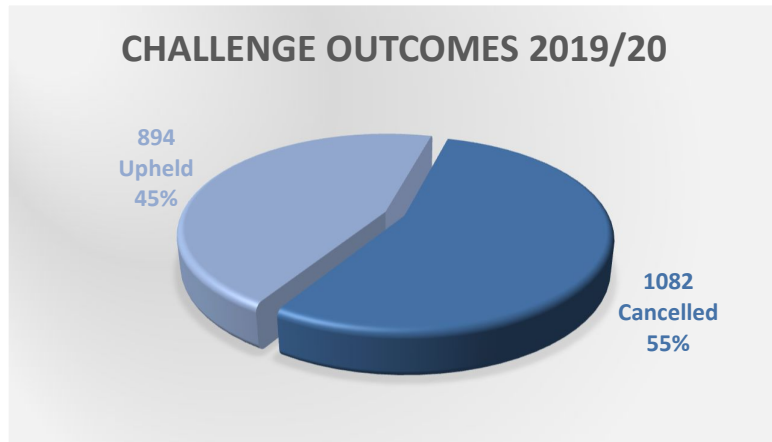


Appeals

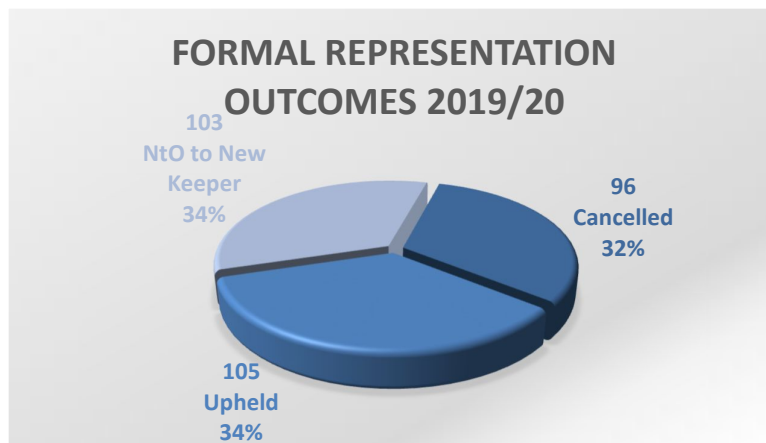
Following the issuing of a PCN, a motorist has 28 days to challenge a PCN prior to a Notice to Owner being served. If a challenge is received within 14 days of the PCN being issued and is unsuccessful, it is likely that the discounted sum due will be extended for a further 14 days.

During the 2019/20 NELC have received a total of 1976 challenges.

Of the 1976 challenges which were received, 1082 of the PCN's were cancelled whilst 894 were upheld.



Should a PCN remain unpaid after 28 days, a Notice to Owner will be served to the registered keeper of the vehicle. At this stage the keeper is able to appeal against the PCN by submitting Formal Representations.



A total of 304 Formal Representations have been received by NELC in 2019/20.

This has resulted in 103 NtOs being served to a new keeper, 96 PCNs have been cancelled, whilst 105 have been upheld.

To pay a parking fine, challenge or view evidence please follow the following link:
[Parking fines - NELC | NELC \(nelincs.gov.uk\)](https://nelincs.gov.uk)

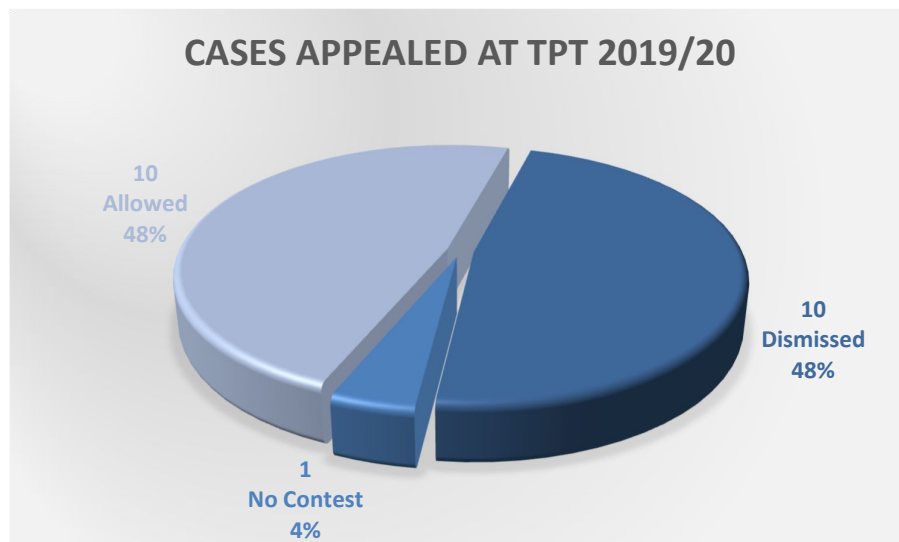
For more information on the penalty charge process and how appeals work visit the Patrol 'Know Your Parking Rights' website: [Home \(knowyourparkingrights.org\)](https://www.knowyourparkingrights.org)

Traffic Penalty Tribunal

If an appellant is not happy with the decision made by the council regarding their formal representation, they are able to appeal against the issue of the PCN further by submitting an appeal to the Traffic Penalty Tribunal (TPT).

The TPT are a group of independent adjudicators that conduct hearings relating to parking, bus lane, and moving traffic contraventions outside of London.

During the 2019/20 financial year, a total of 21 cases have been registered with TPT in respect of PCNs issued by NELC. Of the cases registered, 10 of the appeals have been allowed and 10 have been dismissed. One case was not contested by the council.

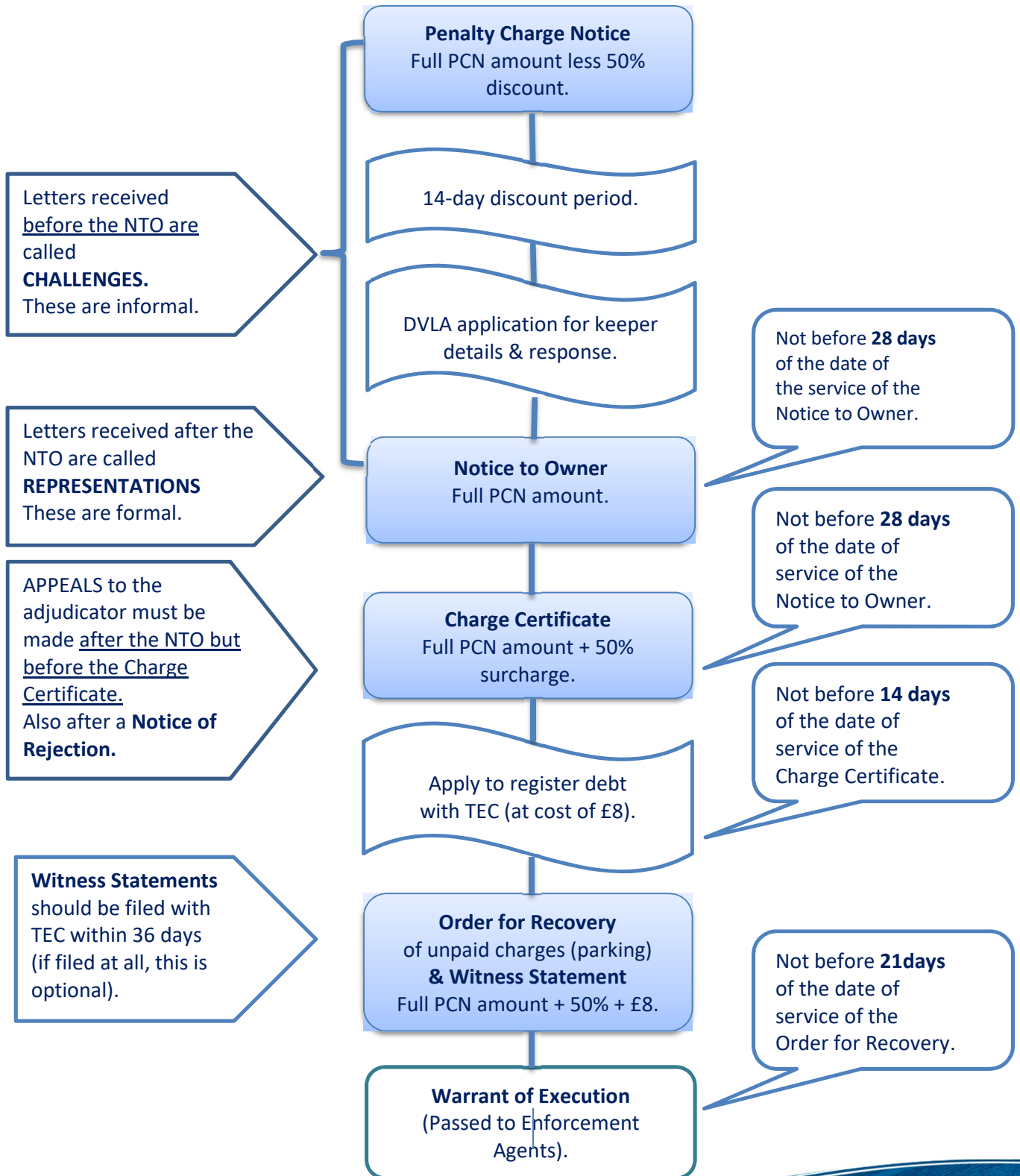


Processing a Regulation 9 PCN

Contesting PCN

Stages in processing

Timeframe

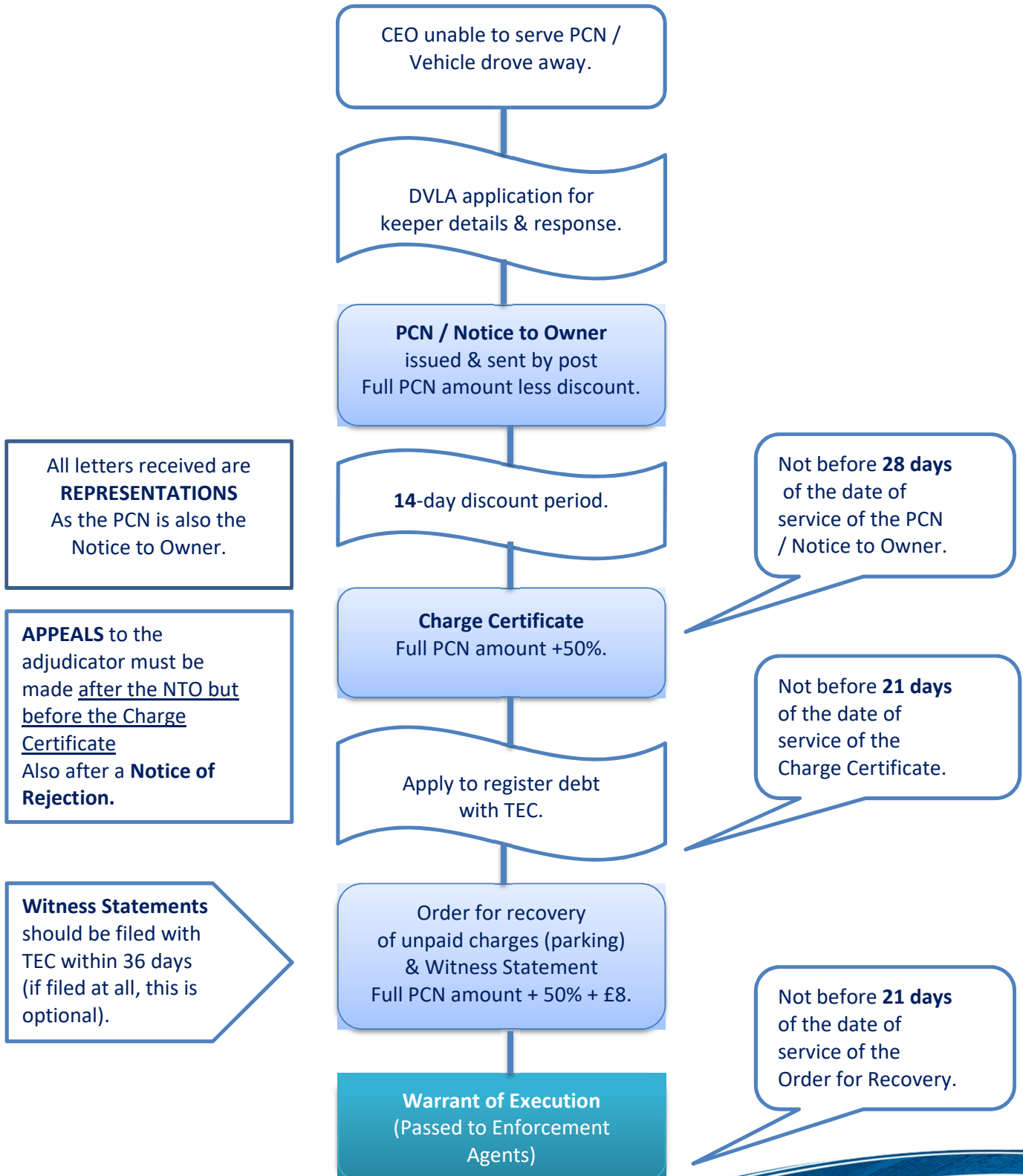


Processing a Regulation 10 PCN

Contesting PCN

Stages in processing

Timeframe



Transparency in Finance

PENALTY CHARGE NOTICE WARNING

IT IS AN OFFENCE TO REMOVE OR INTERFERE WITH THE NOTICE
EXCEPT BY OR UNDER THE AUTHORITY OF THE OWNER OR PERSON
IN CHARGE OF THE VEHICLE OR THE ENFORCEMENT AUTHORITY

REDUCTION OF 50% IF PAID WITHIN 14 DAYS



**NORTH
EAST
LINCOLNSHIRE
COUNCIL**
<https://www.nelincs.gov.uk/>



Please recycle

Financial Information

Parking Services aims to run as a self-funding service where all costs associated from enforcement activities are met through the revenue generated from Pay and Display tickets, Permits and Penalty Charge Notices.

Section 55 of the Road Traffic Regulation Act 1984 states that any surplus funds from on-street charging and any penalty charge payments received should be used for:

- The provision of public transport services.
- The provisions of facilities for public transport services.
- Highway or road improvement projects.
- Environmental improvements.

A breakdown on the Parking Services income and expenditure for the 2019/20 financial year is detailed below and shows a deficit of £328,143.

Parking Revenues (figure rounded to nearest £)	2019/20
Income: Pay & Display (off street parking)	1,227,381
Income: Season Tickets (off street parking)	91,033
Income: Staff Permits (off street parking)	185,021
Income: Residents Parking Permits (on street parking)	10,863
Income: Penalty Charge Income (on & off-street parking)	289,710
Income amount	1,804,007
Expenditure: Contract Fee	851,898
Expenditure: Other Expenses	1,280,252
Expenditure amount	2,132,150
Deficit	328,143

Freedom of Information Requests

Freedom of Information requests can be submitted to NELC by email to foi@nelincs.gov.uk. We aim to respond to all requests within 10 days.

During the 2019/20 financial year the Highways and Transport Department received a total of 86 Freedom of Information requests. Of the requests received by Highways & Transport, 24 requests related to Parking Services. On each occasion we were able to provide a response within 10 days of the request.

Below is a breakdown of the number of requests received each month during 2019/20.

