

Nottingham City Council

# Civil Enforcement Annual Report

April 2019 to March 2020



Nottingham  
City Council

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## Overview and Policy

Nottingham is a Core City playing a leading role in contributing to the national economy. Nottingham is an international business location with more than 50 regional and national headquarters for companies such as Experian, Alliance Boots, E.ON, and Capital One. With two high performing universities attracting over 65,000 students each year and home to world-class cultural and sporting facilities, a high quality effective transport system is an important driver for creating a successful and vibrant city.

Local civil enforcement activities form a crucial part of delivering corporate objectives such as those set out in the Nottingham Economic Growth Plan to support local economic growth and the statutory Nottingham Local Transport Plan 2011 – 2026 to deliver a world-class sustainable transport system through enabling the efficient management of the existing highway network and optimising the conditions for traffic to move around, particularly public transport services.

This is a key support mechanism for the City Council's network management role under the Traffic Management Act 2004 and supports the Traffic Manager in fulfilling his statutory role.

Core enforcement activities include the effective management of waiting and loading restrictions and management of designated areas of activity such as bus lanes and parking. In addition, enforcement allows for the protection of areas designated for priority activities such as blue badge parking and loading while removing obstacles for vulnerable users such as pedestrians and cyclists.

The City Council manages and enforces a range of parking facilities including:

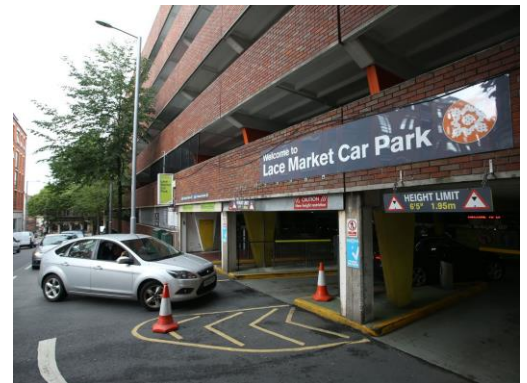
- Multi storey, underground and surface car parks are located in the City Centre with a sustainable balance between long and short stay parking supported by our pricing policy, which is structured to favour shorter stay parking.
- Operation of district free car parks maintained by the Council to support parking needs in our outer shopping areas.
- Park and ride sites served by the Tram and high quality bus services are available as an alternative to City Centre parking which in turn helps to reduce City Centre traffic congestion.
- The provision of on street parking places with maximum stay to promote short stay parking thereby ensuring the most efficient use of these localised parking facilities.
- Management of approximately 145 residents parking schemes to ensure that households in areas where commuter parking may be an issue can have the security that they can park in the vicinity of their own home.

In addition to proactive promotion of parking facilities, Nottingham City Council deals with abandoned vehicles via their Vehicle Pound Section. Any vehicles that are considered to be abandoned are removed to the Council's Vehicle Pound for collection or disposal. The Council complies with guidance and procedures set down by the Government when informing the registered owner of its whereabouts and what they should do if they wish to retrieve it.

# Parking Provision in Nottingham City

## City Centre Parking

The Council operates two multi-storey pay on foot car parks, one underground and three pay and display surface car parks within the City Centre. Other car parking facilities are provided by companies such as NCP, Euro Car Parks and Metro. In addition, there are in the region of 1475 on street parking spaces served by approximately 140 Solar Powered Pay and Display Machines. This number fluctuates due to permanent and temporary changes as part of City Centre developments and changes to the highway network.



In 1993, Nottingham first introduced a Clear Zone within the City Centre which has since expanded. The Clear Zone keeps the City's heart clear of congestion by banning non-essential traffic from key streets, while ensuring essential traffic like buses and blue badge holders can still gain easy access. By reducing the volume of traffic during busy daytime hours, pollution has been decreased. This has helped a safer, cleaner more attractive Nottingham to emerge encouraging people to return time and time again. To simplify the Clear Zone there are two types of street, pedestrian and restricted.

**Pedestrian streets** - These are clear of traffic during core times (except trams and buses in some cases). Blue Badge holders and loading are permitted access outside core times only. A 'no waiting at any time/no loading during core times' parking restriction applies.

**Restricted streets** - Blue Badge holders, hackney carriages and private hire vehicles are allowed access at all times (as are buses and trams where applicable). Loading is permitted outside core times only. A 'no waiting at any time/no loading during core times' parking restriction applies.



On street car parking is designed to provide convenient parking for shoppers and visitors, the pricing tariff being designed to encourage short term, quick turn over parking. Those people wanting to stay longer are encouraged to use off street car parks.



Furthermore, to support Nottingham's evening economy by better managing on street parking changes have been made to extend charging and the length of limited stay. In fact within the city centre most pay & display bays have no time limit on stay, a vehicle is able to park throughout the parking period, as long as the driver is willing to pay the appropriate tariff.

Therefore, Nottingham City Centre remains subject to pay & display parking, however, this has been extended to cover Monday to

Sundays, 8am to 10pm and has seen the removal of the Controlled Parking Zone covering this area. Instead, the small amount of single yellow lines remaining are separately signed and have proved beneficial in ensuring that motorists are informed of the restriction times at the point of the restriction, rather than being a significant distance away.

The restrictions cover the Sunday period, which has been proving to be as busy as a Saturday and ensure that there is a turnover in the on street bays giving visitors and businesses a better opportunity to find a space on street. A bold decision by the Authority has seen the limited stay element of the parking bays removed, users can park in the bay all day, however, and the pricing tariff reflects that this is undesirable. All pay & display bays are covered by RingGo as an alternative method of paying and is proving increasingly popular as a way of paying for bays, to such an extent that some out of City Centre bays are pay by phone only and no machine is provided.

**This scheme covers some 691 streets and 109 residential parking schemes.**

## Outside of the City Centre

Outside of the City Centre, there are a number of District Free Car Parks where parking is free of charge:

Area	District Free Car Park	Number of spaces
<b>Bulwell</b>	Holborn Place	51
	Gilead Street	48
	Duke Street East & West	72
	Station Car Park Station Road	61

<b>Sherwood</b>	Spondon Street	57
	Winchester Street	64
	Hall Street	31

<b>Radford</b>	Caulton Street	15
	Belper Road	21
	Randall Street	36

<b>Hyson Green</b>	Garfield Road	19
	Denman Street	43
	Gamble Street (On long term lease to Metropolitan Housing Association)	22

Issues have been reported that some of the above car parks are being used as unofficial commuter Park and Ride Sites and as a result these concerns are being investigated which could lead to a review of the management of these car parks.

## Park and Ride



There are nine park and ride sites; seven associated with NET and two-tendered bus based sites at Queens Drive and Nottingham Racecourse. In total they provide almost 7,000 spaces and have been successful in attracting car users onto public transport for at least part of their journey, improving accessibility to the City Centre and reducing traffic volumes on key congested radial routes.

The bus-based sites at Queen's Drive and the Racecourse remain in operation.

The pricing strategy makes the services competitive with City Centre car parks and the ticketing arrangements enable flexibility and inter change between other bus services and NET.

The authority carries out Blue Badge compliance on all park and ride sites.

## **Blue Badge Parking**

The City Council recognises that the provision of access and parking for Blue Badge holders is an important strand of its commitment to equality and diversity.

The Council actively promotes benefits for Blue Badge holders both through exemptions to waiting restrictions and parking provision at car parks. It also prioritises enforcement activity to prevent abuse of these facilities that could lead to these facilities being denied to genuine users.



## **Residents Parking Schemes**

The City Council operates approximately 145 Residential Parking Schemes. These protect residential areas from extraneous parking around the City Centre, district centres and major employment sites. The number increases year on year as the pressure on unrestricted parking areas increase. However, the intention is that these areas are protected for the citizens who live in the area and encourage commuters to use more sustainable forms of transport.

## **Arterial routes**

The prime function of arterial routes is to allow traffic to move in and out of the City, these provide key corridors for the movement of public transport and it is essential that critical road space be protected to ensure the control of congestion and facilitate the movement of public transport.

Road space is therefore, actively managed to meet this objective, this utilises peak period loading and waiting restrictions, that are actively enforced and supported by vehicle removal if necessary. In addition, there are residential, business uses and commercial centre's on these routes and to support these on street parking is managed to meet accessibility and loading requirements from these uses wherever possible. This includes a range of restricted and unrestricted parking along with blue badge parking on street.

Nottingham has identified the benefits of preserving road space by the use of red routes. Queens Road adjacent to Nottingham Railway Station has been treated in this way to address stationary traffic, dropping off and picking up passengers. In so doing, it has addressed the obstructions caused by these vehicles on the sensitive Southern Relief Route and is enforced by CCTV.

## **Cycle Routes**

Nottingham is investing heavily in providing suitable, safe and convenient cycle facilities within the City. Key to this is the development of high quality cycle routes from the north, south, east and west of the City and within the City Centre to attract both commuters and leisure cyclists to use these routes and to encourage a more sustainable change in travel mode. It has also restarted on street cycle hire in the City Centre and at the two Universities.

# The Services we provide

## Pay & Display Parking

In the City Centre, the Council operates one underground and three surface pay and display car parks. In addition within the city centre there are approximately 1475 on street spaces stretched across 234 streets. These are serviced by 140 solar powered pay and display machines, which are managed by the Parking Team.

The Council has introduced the 'RingGo' mobile telephone payment system. The system allows the user to pay for their parking on their mobile phone using credit or debit card adding an extra convenience, and enhancing the citizen's experience with the Council.

For the citizen the benefits include;

- No more searching for change;
- Or dealing with tickets on windscreens;
- Or worrying about getting back to their vehicle in time;
- Providing more choice, as payment can either be by coin or credit/debit card;
- VAT receipts for expense claims.



## Parking Permits

There are in the region of 145 residential parking schemes within the boundaries of Nottingham City. Each household/business included in these schemes is entitled to the following permits:

Residents – Three permits (combination of resident and visitor permits) valid for two years.

Business – Three permits (any combination) valid for one year.

Students – Three permits (any combination) valid for one year.

With effect from 1 January 2012, charging was introduced for Student, Student Visitor, Business and Business Visitor Permits as follows:

Student and Student Visitor Permits - £100.00 per permit

Business Permits - £200.00 per permit

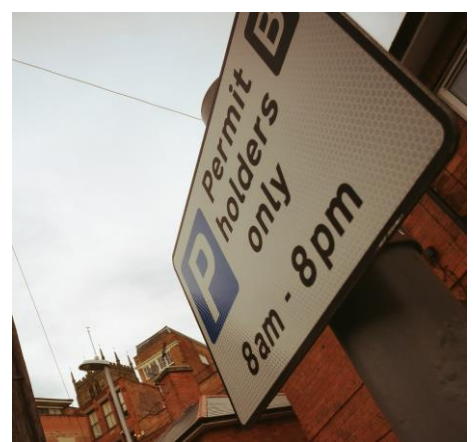
Business Visitor Permits - £225.00 per permit

Information and application forms can be found at:

[www.nottinghamcity.gov.uk/information-for-residents/transport-parking-and-streets/parking-and-permits/parking-permits/residents-parking-permit-information/](http://www.nottinghamcity.gov.uk/information-for-residents/transport-parking-and-streets/parking-and-permits/parking-permits/residents-parking-permit-information/)

Revenue from the issuing of the above permits will contribute towards the cost of administering and enforcing the schemes.

It should be noted that some new developments are granted planning permission in accordance with Section 106 of the Town and County Planning Act 1990, which stipulates that occupiers of the development do not generate demand for car parking spaces within the site or vicinity. In these instances permits will not be issued to occupants of these developments.



It has been identified that within residents parking schemes there is a necessity for dispensations to be issued to motorists who can demonstrate that they meet specific criteria e.g. contractors undertaking work at properties or landlord who are unable to obtain a visitor permit.

There is a charge of £300.00 for each permit which is valid for up to one year, £175.00 or a permit valid up to 6 months and £25.00 for a permit valid for one day. Up to three vehicle registration marks may be displayed on a permit for operational flexibility for those permits valid for six months or one year.

**The number of permits issued during 2019/2020 are as follows:**

Type of Permit	Number of Permits issued for 2019/2020
Resident	5,054
Resident visitor	15,613
Student	1,846
Student visitor	227
Business	82
Business visitor	57
Residential Dispensation	1,490
Workshop Dispensation	555
<b>Total</b>	<b>24,924</b>

**Compliance of permit use**

Residential permits are subject to specific terms and conditions, which can result in enforcement action or a permit being revoked if citizens are found to be misusing them. If an Officer or citizen suspect misuse is taking place they can submit a report to our Compliance and Fraud team for further investigation.

**Compliance patrols during 2019/2020:**

Reason	Number
Amended/Changed	7
Cancelled (Lost)	14
Cancelled (other)	27
Expired	432
Fake	49
Illegible	10

Sanction	Number
Warning / Notice of concern	214
Removed to Vehicle Pound	1
Cancelled	29
Seized / Surrendered	102
Penalty Charge Notice	829

Nottingham City Council has created an on line form to report potential misuse and abuse using the following link: [www.nottinghamcity.gov.uk/information-for-residents/transport-parking-and-streets/parking-and-permits/disabled-blue-badges/report-blue-badge-misuse-or-abuse](http://www.nottinghamcity.gov.uk/information-for-residents/transport-parking-and-streets/parking-and-permits/disabled-blue-badges/report-blue-badge-misuse-or-abuse)



## The disabled Blue Badge Scheme



The Parking Regulation and Compliance service area has dedicated staff that issue badges in accordance with guidelines set by the Department for Transport and the Blue Badge Improvement Service. This scheme enables those who have mobility problems, whether they are a passenger or a driver to park close to their destination.

Nottingham City Council is actively enforcing against Blue Badge abuse and our Compliance and Fraud Officer works closely with the Police, Community Protection Officers and our Parking Enforcement team to try to reduce the misuse and illegal use of badges within the boundaries of Nottingham City. In addition, we work with other local authorities, local businesses and the NHS.

Nottingham City Council, led by the Compliance and Fraud Officer launched the 'Crossing the Line' 'use it don't abuse it' campaign. This continues to be used on social media platforms, such as Twitter and @CaFNottmCity.

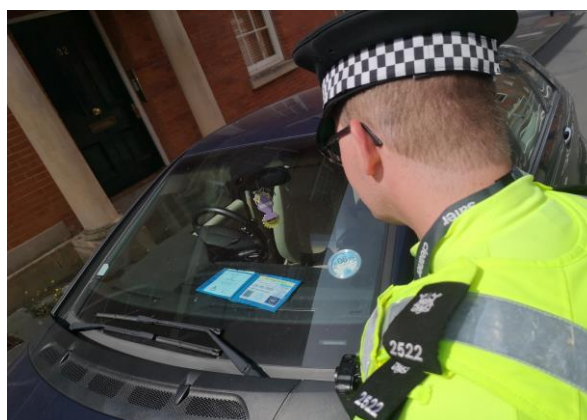
Advertising for this includes a radio adverts, public transport, pay and display machines and social media.



## Blue Badge compliance during 2019/2020:

Reason	Number
Amended/Changed	2
Cancelled - Damaged	1
Cancelled - Deceased	56
Cancelled - Lost	43
Cancelled – no longer needed	4
Cancelled - other	15
Cancelled - Revoked	3
Cancelled - Stolen	8
Cancelled - Undelivered	2
Expired	238
Fake	12
Misuse	155
Refused to produce badge	21

Sanction	Number
Penalty Charge Notice	513
Badge Seized	284
Vehicle Tow Away	23
Warning	224
Prosecution	2
Caution	13



Over 9500 badges are currently issued by Nottingham City Council.

Thirty-five Officers and colleagues are authorised and trained to identify and report Blue Badge misuse and abuse. Over 130 frontline colleagues are registered and more, including processing teams, have received training in order to help with enforcement.

A Blue Badge awareness session takes place within the training programme for new frontline recruits.

There are numerous ways for Officers to report misuse of Blue Badges: Bespoke pocket note book, secure web form, email, text message or phone call.

Thirty-four Officers have mobile access to the badge database. This enables officers to see the validity of a badge. This has been extremely useful in finding badges that have been cancelled.

Citizens can report misuse and abuse to the Authority by: Web form, Email, Write, Call or they can speak with an Officer ([www.nottinghamcity.gov.uk/transport-parking-and-streets/parking-and-permits/disabled-blue-badges/report-blue-badge-misuse-or-abuse](http://www.nottinghamcity.gov.uk/transport-parking-and-streets/parking-and-permits/disabled-blue-badges/report-blue-badge-misuse-or-abuse))

Badge compliance continues in all off street car parks, including NET and NCC park and ride sites.

We have introduced 'inconsiderate parking' notices to the car parks and places where there is no Traffic Regulation Order. ([www.nottinghamcity.gov.uk/transport-parking-and-streets/parking-and-permits/disabled-blue-badges/received-an-inconsiderate-parking-notice](http://www.nottinghamcity.gov.uk/transport-parking-and-streets/parking-and-permits/disabled-blue-badges/received-an-inconsiderate-parking-notice))

Nottingham City Council's Blue Badges application form and information can be found online [www.nottinghamcity.gov.uk/information-for-residents/transport-parking-and-streets/parking-and-permits/disabled-blue-badges/](http://www.nottinghamcity.gov.uk/information-for-residents/transport-parking-and-streets/parking-and-permits/disabled-blue-badges/)

For disabled permit, holders outside of the EU permission may be sought to use a permit in Nottingham by calling or completing the online form ([https://myaccount.nottinghamcity.gov.uk/service/non\\_british\\_blue\\_badge](https://myaccount.nottinghamcity.gov.uk/service/non_british_blue_badge))

The Authority has a Blue Badge Policy. This can be found online (<https://www.nottinghamcity.gov.uk/transport-parking-and-streets/parking-and-permits/disabled-blue-badges/report-blue-badge-misuse-or-abuse/>)

## **Tell Us Once**

The Tell Us Once project is about the better use of information about customers. Sharing information about registered deaths will allow us to reduce the fraudulent use of Blue Badges, make disabled parking available for those genuinely entitled, maximise parking revenue and will ensure that the database of current badge holders is clean and can therefore be used confidently to contact citizens.

## **Shopmobility**

Nottingham was one of the first cities to establish a Shopmobility service and has one based within the City Centre, located at Victoria Centre. It is a service that provides the free use of powered and self-propelled wheelchairs and scooters for use about the City Centre together with free car parking and assistance. At present our records show that we have in the region of 8,000 members. Regular customer satisfaction surveys are issued for this service which shows there are high levels of satisfaction from users.

## **Park Smart**

The Park Smart project has been rolled out across the city and has seen the establishment of a comprehensive car park guidance strategy which links traffic management and destination management and has seen the installation of 44 modular single pole variable message signs (VMS) and a further 40 none VMS advanced directional signs.

The scheme continues to be a strategic element of the control and guidance of visitors around the car parks and streets within the City Centre. Changes made to the east of the City under the eastside project has required some changes to the Parksmart signs to reflect the new routes traffic have to take to get to a number of different car parks in different zones.



The scheme continues to be successful with the motorist being more trusting of the information that they are being given which enables the City to more confidently route traffic. It is seen as a significant contributor to 'Keep Nottingham Moving' agenda of Nottingham City Council.

City Centre Car Parks and Park and Ride Sites									
Name	Operator	Type	Parent and child spaces	Disabled spaces	Capacity	Opening times	Payment	CCTV?	Security
Victoria Centre	Capital Shopping Centres	Multi-Storey	Unknown	123 total	2,700 total	24 Hours	On foot	Yes	Yes
The Glasshouse	Metro Car Parks Ltd	Two storey	Yes	Yes	250	24 hours; 7days	On foot	Full coverage	24hr
Curzon Street	Nottingham City Council	Basement	0	8	100	7am to 10pm KD (Mon to Sat)	Pay and Display	Yes	Core hours
Brook Street	Nottingham City Council	Surface	0	4	45	24 hours	Pay and Display	No	No
Aberdeen Street	Nottingham City Council	Surface	0	2	40	24 hours	Pay and Display	No	No
Manvers Street	Nottingham City Council	Surface	0	None	44	Contract Parking only	Contract only	No	No
Stoney Street	NCP	Multi-Storey	0	n/a	350	7am to Mid	Pay on exit	N/a	N/a
Lace Market	Nottingham City Council	Multi-Storey	10	18	500	24 hours	On foot, App & Exit KD	Yes (not on every floor)	Yes
Train Station	Central Trains	Surface	Unknown	N/a	500	24 Hours	Pay and Display	Covers part	No
Sovereign House, Queens Bridge Drive	NCP	Multi-Storey	Unknown	N/a	405	24 Hours	Pay on exit	N/a	N/a
Canal Street	Nottingham City Council	Surface	0	None	58	Public Parking Evenings, Weekends and B/Holidays Only	Pay and Display	No	No
Arndale (Broad Marsh)	NCP	Multi-Storey	Unknown	n/a	412	7am-10pm	Pay on exit	N/a	N/a
St James Street	NCP	Multi-Storey	0	N/a	475	24 hours	Pay on exit	N/a	N/a
Mount Street	NCP	Multi-Storey	Unknown	N/a	514	24 hours	Pay on exit	N/a	N/a
Euro Car Park (Upper Parliament Street)	Euro Car Parks	Multi-Storey	0	14	221	7am 11.45pm	Pay on exit	N/a	N/a
Royal Moat House	Royal Moat House Hotel	Multi-Storey	Unknown	N/a	625	24 hours	On foot	N/a	N/a
Talbot Street	Pickerings	Multi-Storey	Unknown	4	510	6am-1am	On foot	Yes	Yes
Trinity Square	Nottingham City Council	Multi-Storey	0	27	440	24 hours	On foot, App & Exit KD	Yes	Yes
Racecourse Park & Ride	Nottingham City Council	Surface	10	10	470	Mon-Sat 7am- 7.30pm Closed for race days	Pay for bus only	Yes	Yes
Queens Drive Park & Rid	Nottingham City Council	Surface	15	18	1,066	Mon-Sat 6am-8.30pm	Pay for bus only	Yes	Yes
Forest Park & Ride	Tramlink Nottingham Ltd	Surface	13	24	982	6am-1am	Pay for tram only	Yes	Yes
Wilkinson St Park & Ride	Tramlink Nottingham Ltd	Surface	12	27	590	6am-1am	Pay for tram only	Yes	Yes
Phoenix Park & Ride	Tramlink Nottingham Ltd	Surface	0	19	667	6am-1am	Pay for tram only	Yes	Yes
Moorbridge Park & Ride	Tramlink Nottingham Ltd	Surface	0	6	119	6am-1am	Pay for tram only	Yes	Yes
Hucknall Park & Ride	Tramlink Nottingham Ltd	Surface	6	16	427	6am-1am	Pay for tram only	Yes	Yes
Toton Lane Park & Ride	Tramlink Nottingham Ltd	Surface	10	43	1,302	6am-1am	Pay for tram only	Yes	Yes
Clifton South Park & Ride	Tramlink Nottingham Ltd	Surface	10	45	1,004	6am-1am	Pay for tram only	Yes	Yes

## Parking Enforcement during 2019/20:



Nottingham City Council took over the responsibility for enforcement of Pay and Display Bays under the provisions of the Road Traffic Regulations Act 1984 in April 2001. The enforcement of these restrictions were initially carried by a private Enforcement Contractor, however enforcement was brought in-house by the City Council in 2012. Nottingham City Council directly employs staff to deal with the appeals procedure.

In October 2002 Nottingham City Council increased their parking enforcement under the provisions of the Road Traffic Act 1991. The enforcement and processing of appeals continued as previously stated.

From April 2019 until March 2020 Nottingham City Council deployed 35 Civil Enforcement Officers covering the conurbation of the city. In addition, 5 Senior Community Protection Officers patrol each day and 2 removal trucks are available to lift vehicles parked in contravention of parking restrictions. Currently Civil Enforcement Officers patrol Monday to Saturday 7.45 am to 10 pm, Sunday and Bank Holidays 9.30am to 5.30pm. In addition to this, Officers patrol until midnight on pay day weekends, when there is increased traffic within the City.

From an enforcement perspective the City can be divided by a number of different aspects such as:

- Main City Centre;
- Off Street Car Parks;
- Suburban Shopping Areas;
- Residential Areas;
- Bus and Tram Corridors;
- Schools;
- Provisions for the disabled and other specific users;
- Major Arterial routes.

Since April 2012, Parking Enforcement has been managed in-house and comes under the umbrella of Community Protection. They work very closely with Community Protection Officers, Nottinghamshire Police, PCSOs, Councillors, Citizens and the wider Council. They help deliver a quality service of enforcement and prevention working on a model of “advise, warn and enforce” ensuring that Citizens are at the heart of all that we do.

The Traffic Management Act 2004, Parts 6/7 (TMA04) remains the basis of most parking enforcement activity in Nottingham in 2018/2019. The aim securing the expeditious movement of traffic on the authority’s road network and the avoidance, elimination or reduction of road congestion, maintaining free flow of traffic supporting our vast public transport services network. We believe that Parking Enforcement is so much more than just issuing PCNs.

### **Parking Enforcement core values are:**

- **Citizen first** – Schools, neighbourhoods, and bus lanes main priorities.
- **Discretion and reason** – Extended observation times. Advice, vehicle relocation.
- **Courtesy and respect** – People not money
- **Capable guardians** – Promote a safe, clean, City that we are proud of
- **Fairness and justice** – Find solutions, advise citizens whenever possible before a penalty charge notice.

**Number of Penalty Charge Notices issued by contraventions in 2019/2020:**

<b>Contravention Code</b>	<b>Amount</b>
01 - Yellow Lines 1 or 2	12,616
01 - Yellow Lines 1 or 2 BB	4
02 - Loading/Unloading	6,445
05 - Expired Pay & Display Ticket	4,066
06 - No Valid Ticket	1,929
11 - Parked without Payment	10,427
12 - Residents or Shared Place	15,833
16 - Not displaying permit	49
19 - Displaying Invalid Permit	674
22 - Return within time	11
23 - Wrong class of vehicle	172
24 - Incorrectly Parked	215
24. - Parked wrong on one way street	3
25 - Parked in Loading Bay	1,065
27 - Adjacent dropped footway	168
27. - Blocking tactile crossing	385
28 - Parked on raised crossing	120
28. - Blocking tactile crossing	3
30 - Parked longer permitted	1,058
40 - Disabled bay No Badge	3,698
42 - Parked in a police space	4
45 - Parked in Taxi Rank	538
46 - Stopped where prohibited	1,695
47 - Parked in bus Stop	248
47. - Parked in a local bus stop	5
48 - Outside school (incl CCTV issues)	491
61 - HGV on Footway	23
62 - Wheels on Footpath	33
73 - Parked without payment	1870
81 - Parked in restricted area	79
82 - Expired P&D Ticket	371
83 - No valid P&D Ticket	458
83. - Blue Badge Overstay	2
85 - In Permit section	211
86 - Out of Marked Bay	110
99 - Pedestrian Crossing	556

**Reasons for cancellation of Regulation 9 Penalty Charge Notices issued and cancelled between 1 April 2019 and 31 March 2020**

APPNONCON	1
C01 - Cancelled - PA Error	0
C02 - Cancelled - Processing Error	5
C05 - Cancelled - PD Machine Faulty	148
C06 - Cancelled - Inadequate Signing	1
C07 - Cancelled - Loading Unloading Evidence	172
C08 - Cancelled - Police / Emergency Vehicle	40
C09 - Cancelled - Vehicle Broken Down	63
C100 - Cliff Road - 1st Offence	0
C101 – Issued under wrong make	1
C102 - CEO Re-Issue Wrong Code	56
C103 - CEO Re-issue Wrong make	8
C104 - CEO Re-issue Incorrect location	36
C105 - CEO Error - Re-Issue wrong vehicle colour	1
C106 - Arts & Events Administration Error	0
C108 - Camera Malfunction	1
C109 - CEO Error - Insufficient Photos of contravention	8
C11 - Cancelled - Valid Pay and Display Ticket	360
C110 - Cancelled – Blue Badge Time Clock Set Incorrectly (1 <sup>st</sup> Occasion)	91
C111 – Cancelled – No PCN Notebook	0
C112 - Cancelled Emergency Works H&S	25
C113 - CEO - Administration Control Error.	0
C114 – CEO Error TTO Not Yet Valid	0
C115 - Procedural Impropriety	16
C117 - P & D in Car Club space - 1st Chance	0
C12 - Cancelled - Dispensation Certificate	5
C120 - Cancelled - Double Jeopardy	2
C122 - NCC Registration Service Error	0
C125 – CEO Error - Incorrect VRM re-issue	21
C126 - Traffic Management Permission to Park	2
C127 - CEO Re-issue Incorrect Street	113
C128 - CEO Error incorrect street	13
C129 - Issued for Training	0
C130 - Change of Policy - One way Street	0
C131 - Re-Issue Incorrect Colour	0
C132 - Ringo off-line	4
C134 - No Obs given	0
C135 - Police on Call	4
C136 - Victoria Embankment Event Day	0
C137 - Leaves covering restriction	3
C140 - Stolen vehicle - Removals	0
C143 – CEO Error Incorrect Foreign Vehicle Entered	1
C146 – Permit Issue Error	4
C147 – RingGo Connection Error	3
C148 – Incorrect Street Logged in Hand Held	0
C149 – CEO Re-Issue – No Backlog Entry in Pocket Note Book	0
C151 – CEO Error – On TTO List	4

C152 – Reported to Police – Stolen Vehicle	26
C153 – RTA – Vehicle Unsafe to Move	0
C154 – DVLA Clamp Car	0
C155 – Traffic Management Error	1
C156 – Boarding/Alighting	8
C157 – Removed - TTO in situ too Early	0
C158 – CEO Incorrectly Entered as Foreign Vehicle	0
C159 – Cancelled Markets and Fairs Error	0
C160 – NCC Legal Advice	1
C161 – Network Management Error	2
C162 – Night Camera Equipment Failure	2
C17 – Representations Allowed	4
C18 - Cancelled - Adjudications Allowed	172
C20 - Cancelled - Special Circumstances	46
C22 - Cancel – Hand Held Void	1
C23 - Cancel - Valid Residents' Permit Produced	276
C24 - Cancel - Valid Visitor's Permit Produced	671
C25 - Cancel - Valid Disabled Badge Produced	257
C26 – Challenge Accepted	0
C27 – Lost Keys	3
C28 - Cancel - Permission To Park Given	31
C33 - Cancel Valid permit in Car Park	18
C34 - Council Decision	87
C35 – Cancelled - TRO Sign Error	1
C-35 - Cancelled - Duplicate PCN	63
C36 - P & D Not Working	3
C38 – TRO Sign Error	4
C41 - System Error	0
C42 – FOC Release	0
C43 - Medical Reasons	33
C44 – Incorrect Signs/Lines	27
C45 - Incorrect street location description	3
C46 - Valid Special Access Permit	0
C47 - TRO Error	7
C48 - Cancel - CEO Re-Issued	34
C49 – CEO Incorrect Distance Recorded	0
C50 - CEO Incorrect Street	45
C51 - CEO Incorrect Location on Street	6
C52 - CEO Incorrect VRM	143
C53 - CEO Insufficient Time Observations	22
C54 - CEO Wrong Sign	6
C55 - CEO No backlog Entry in Pocket notebook	1
C56 - Invalid Blue Badge (no clock displayed)	30
C57 - Cancelled - CEO Error Incorrect VRM	17
C58 - CEO Incorrect contravention code	43
C59 - Ringo Permission	1357
C60 - Valid Ringo Payment	241
C61 – Snow Covered Lines	0
C62 - PCN Issued on County Council Boundary	0
C63 - CEO error in notebook	11
C64 – WPC – Insufficient Information	0



C65 - CEO- Error- Ringo Unchecked	3
C67 - Arrested by police, unable to remove vehicle.	2
C68 - NCC- P&D Card Holder	13
C69 - Private Land	2
C70 – Wollaton Park	1
C73 - CEO Error, No Specific Photograph of Sign	0
C74 - CEO Error, Contradictory Evidence	1
C75 - P&D Purchased Confirmed via Aslam	0
C76 - CEO Error Valid Permit	1
C77 – CEO – No Photograph of Vehicle in Contravention Regulation 10	0
C78 - CEO Error - Not in contravention	131
C79 - Parked prior to TTO	14
C80 - CEO Error Insufficient Information	19
C81 - Not Adopted Highway	2
C83 - CEO Error (Incorrect Reg 10 PFI/VDA)	3
C84 - CEO Error - Not Completed/Voided	0
C85 - WPL _ Instructions	3
C86 - CEO error, Regulation 9 issued, should be Regulation 10 VDA	7
C87 - Supporting evidence provided	3
C88 - CEO - Administration Error	0
C89 - Commercial Services error	25
C90 - Commercial Answer machine faulty	0
C92 - P&E Administration Error	20
C93 – Hand Held Crashed	0
C95 - Cliff Rd Bought P&D in res bay	0
C96 - CEO error - Procedural Error	7
C97 - Enforcement Supervisor Error	10
C98 - Printer Error - PCN would not print	9
C99 – Cancelled Test Notice	0
CANCEL-FDWN - TICKET FACE DOWN	0
CL02 - Closed - Accept Part Payment	61
CLOSED - Closed - End Of Life Cycle	0
FP - Free Parking - Ringo out of use	0
COVID-19	9
CO19 (Covid-19 NHS/Carer)	2
PFI REP ACC - PFI - Accept Representation	0
SENTNTO - NTO - Sent	0
SPOILED - Cancelled - Spoiled after issue (PCN not valid)	325
VDA REP ACC - VDA - Accept Representation	6
WOC29 – Cloned Vehicle	5
WOC39 - Response to rep outside of 56 days	1
<b>Total</b>	<b>5,599</b>

## R.E.A.C.T



The Regulation Enforcement and Compliance Team (REACT) are a non-geographical tasking response team, which is comprised of six specialist Community Protection Officers (CPO Traffic). The team carry out their duties across the Nottingham city conurbation. They are tasked to manage and resolve antisocial parking behaviour, environmental crime and community issues. In September 2019, REACT began to utilise a CCTV Enforcement Car for school enforcement. During the 2019/20 period, REACT issued a total of 12,055 PCNs – 491 of those were issued outside of schools.

## Vehicle Pound



The Nottingham Vehicle Pound operates their own vehicle removal operation and have their own secure Vehicle Pound where all vehicles removed are stored.

Our fleet consists of three removal vehicles and they are in operation daily to assist with enforcing parking restrictions in accordance with the TMA 2004. Priority is given to maintaining bus lanes as well as other enforcement such as events (Goose Fair) or highways works (Temporary Traffic Orders).

The Nottingham City Vehicle Pound relocated to larger premises in Bulwell in October 2017. The pound is open Monday to Friday 8.30 am to 6.00 pm and Saturday 9.30 am to 4.00 pm for customers to reclaim their vehicles.

Customers wishing to collect their vehicle must make an appointment and have, in addition to the vehicle key (which must open it), two forms of identification, please visit our website for more information [www.nottinghamcity.gov.uk/vehiclepound](http://www.nottinghamcity.gov.uk/vehiclepound).

	PARKING		ABANDONED			DVLA		
	Lifted	Released	Reports	Lifted	Released	Clamped	Lifted	Released
Apr-19	83	75	78	6	0	20	36	41
May-19	56	55	92	10	0	20	37	29
Jun-19	43	45	95	12	1	19	34	32
Jul-19	72	67	87	14	1	67	50	54
Aug-19	53	53	88	4	0	87	55	69
Sep-19	89	84	75	3	0	93	42	83
Oct-19	132	128	78	5	0	121	54	100
Nov-19	70	75	72	11	3	76	28	68
Dec-19	47	43	78	5	0	120	43	98
Jan-20	62	63	100	4	0	100	52	81
Feb-20	58	54	54	9	0	68	23	67
Mar-20	28	31	73	2	0	67	22	59
<b>Totals</b>	<b>793</b>	<b>773</b>	<b>970</b>	<b>85</b>	<b>5</b>	<b>858</b>	<b>476</b>	<b>781</b>

## **CCTV Bus Lane Enforcement & No Stopping Enforcement**

The Council began the enforcement of Bus Lane Enforcement in January 2008 following a period of issuing warning notices. The digital capture system in Nottingham took 3 years to plan and implement.

The system also uses the same back office software provider as Parking Regulation & Compliance which uses a secure gateway to the DVLA for the registered keeper details and the financial management; this is interfaced with a Siemens DfT approved digital capture system and support software.

There are 61 Bus Lanes/Bus Gates within the City of Nottingham operating Monday to Friday 7.30 am to 9.30 am and 4.00 pm to 6.00 pm. However, some do have a 24-hour restriction or a dual peak hour restriction.

In addition, there are 4 separate Tram Gates which are operational 24-hours per day. Work is currently, ongoing to develop co-operative working, with other authorities, for the provision of bus lane enforcement services.



The Council also uses CCTV to enforce the Southern Relief Red Route. Cameras are situated on Queens Road, Station Street & Trent St, along with Red Route Cameras the Council also uses CCTV to enforce Zig-Zags outside schools, there are attended cameras outside 2 schools on Arleston Drive and Cantrell Road.

## **Locations of Penalty Charge Notices issued for contravening Bus Lanes/Bus Gate restrictions in 2019/2020.**

Alfreton Road	0
Arkwright Street	0
Arkwright Street (Bus Gate)	7,367
Arleston Drive (No Stopping - School)	6
Aspley Lane (Eastbound)	516
Aspley Lane (Westbound)	0
Beck Street Bus Gate	11,708
Cantrell Road (No Stopping - School)	47
Carlton Road, Inbound Bus Lane	2,517

Carlton Road Outbound	0
Carlton Street	2,555
Carrington St BG near Canal St	873
Carrington St BG near Station St	8,386
Carrington Street Northbound	3,068
Cheapside / Poultry Bus Gate	3,745
Cranbrook St (northwest bound)	0
Derby Road (East of Park St)	504
Derby Road (Hermon St)	0
Derby Road (Triumph Road)	566
Daleside Road Inbound / Trent Street	837
Daleside Road Inbound / Racecourse Road	106
Daleside Road Outbound / Racecourse Rd	177
Daleside Road O/B / Candle Meadow	195
Edwards Lane (Southbound)	100
Friar Lane Bus Gate	3,770
Goldsmith Street (2 Cameras Nth and Sth)	3,115
Hucknall Road o/s City Hospital	2,507
Hucknall Road nr Hamilton Road	47
Hucknall Road nr Mansfield Road	101
Hucknall Road	0
Ilkeston Road Inbound	0
Lower Parliament St (Westbound)	5,760
Mansfield Rd Near Burnham Street	409
Mansfield Rd Nr Mapperley Rd	4,142
Mansfield Rd Nr St Andrew's Rd	109
Mansfield Road	0
Market Street Bus Gate	1,881
Milton St (Southbound)	2,059
Milton Street	0
North of Bluecoat Street	0
North of Queens Road	0
North of Woodborough Road	0
Nottingham Road	0
Nottingham Rd Near Valley Rd	1,255
Outside Victoria Centre	0
Queens Road Red Route	242
Shakespeare Street East Bound Bus Gate	1,646
Shakespeare Street West Bound Bus Gate	2,694
South Sherwood Street	0
Station Street Red Route	1,653
Trent Street Red Route	433
Wollaton Road	982
Woodborough Road Bus Lane	785
<b>Total BLE</b>	<b>74,487</b>
<b>Total Red Route</b>	<b>2,328</b>
<b>Total School Keep Clear</b>	<b>53</b>

## **Cancellation of Bus Lane Penalty Charge Notices issued and cancelled between 2019/2020**

ADJUDREFUS Appeal to Adjudicator Refused	0
APPNONCON - Appeal - Not Contested	30
BLERETHOLD - BLE - Returned - HOLD	0
C01 – PA Error	2
C0119 –COVID -19	1
C02 - Cancelled - Processing Error	2
C03 - Cancelled - Foreign Vehicle	0
C04 – Diplomatic Vehicle	1
C06 - Cancelled - Inadequate Signing	0
C07 - Cancelled - Loading Unloading Evidence	2
C08 - Cancelled - Police / Emergency Vehicle	40
C09 - Cancelled - Vehicle Broken Down	0
C10 – Cancelled - Stolen Vehicle	10
C12 – Dispensation Certificate	1
C14 – Cancelled – Owner Cannot be Traced	5
C17 - Cancelled - Representations Allowed	17
C18 - Cancelled - Adjudications Allowed	84
C20 - Cancelled - Special Circumstances	246
C25 - Cancelled - Valid Disabled Badge Produced	1,171
C32 – Cancelled - NPAS	0
C34 - Council Decision	10
C35 - Cancelled - Duplicate PCN	1
C37 – NTO Sent Early	0
C38 - Cancelled CEO Error	114
C39 - Registered Bus	13
C40 - Medical Reasons	14
C42 - Exempted Police Vehicle	11
C43 - Wheelchair Accessible Taxi	3
C44 - Double Jeopardy	0
C45 -Tram Maintenance Vehicle	1
C46 - Performing Statutory Duties	0
C47 - Authorised Vehicle	280
C57 - Cancelled - CEO Error Incorrect VRM	28
C58 - System Error	0
C60 – CEO Error, Already on white list yet still processed by CEO	7
C62 – CEO Error, Incorrect contravention time in bus lane	1
C64 – Incorrect VRM	9
C71 - No signed alternative route	0
C76 - Valid Access Permit	3
C78 - Reversed out of Bus Gate	3
C79 - Office Administration Error	0
C80 - Camera Error	0
C82 - Vehicle reversed back through Bus Gate	3
C83 - Vehicle performed U-turn immediately after going through Bus Gate	14
C86 – Stuck in Processing	0
C87 – CEO Error already on White list	14
C89 - Permit team failed to notify BLE booth for inclusion on white list.	0
C92 - Demonstration 05 08 16 Tram Lines	0
C93 - no longitude/latitude on PCN photographs	0
C94 - TWOC - taken without owners consent	0
C95 – Wollaton Road (Nr Canterbury Rd) Warning notices	1
C96 - Unsuccessful Judicial Review	0
C97 – Cancelled Performed U turn After Contravention	26
C98 – Cancelled Traffic Manager Instruction	614
C100 – Software issues with Camera/Whitelist	0
C101 – Cancelled – Nottm Road, Near Valley Road Warning Notice	0
C102 – Cancelled - Mansfield Road, Near St Andrew Road Warning Notice	0

C103 – Cancelled – Mansfield Road, Near Mapperley Road Warning Notice	0
C104 – Daleside Road Warning Notices	176
C105 – Arkwright Street Warning notices	342
C106 – Hucknall Road ( Nr Hamilton Road)	4
C107– Hucknall Road ( Nr Mansfield Road)	26
C163 – Beck Street Warning Notice	280
CL02 - Closed - Accept Part Payment	27
CLOSED - Closed - End Of Life Cycle	1
WOC32 – BLE Cloned Vehicle	7
<b>Total</b>	<b>3,663</b>

## **Parking Regulation and Compliance**

When fully staffed there are 24 FTE Processing and Enforcement Officers (including Bus Lane Enforcement) dealing with enquiries from citizens via the telephone, first stage challenges; formal representations; statutory declarations/witness statements; appeals to the Traffic Penalty Tribunal; cash receipting; banking etc.

In addition, we have additional Processing and Enforcement Officers to deal with Penalty Charge Notices issued in respect of Leicester City Council Bus Lane contraventions. The number is dependent upon the number of Penalty Charge Notices issued.

With regards to Bus Lane enforcement, we have one Intelligent Enforcement Officer and three CCTV Traffic Enforcement Officers who carry out work on behalf of Nottingham City and Leicester City Councils.

We have 10 Permit Assistants who deal with all correspondence addressed to the Parking Regulation and Compliance team including sorting and distributing mail, recording the receipt of payments, scanning and franking mail in addition to issuing Blue Badges and on street permits and dispensations.

Payment of Penalty Charge Notices can be made via the City Council's website, by 24-hour automated telephone payment system, over the telephone, by post, the Post Office and Pay Point.

With regards to the Informal challenges against PCN's can be made in writing via post, or via our website or by e mailing: [parkingappeals@nottinghamcity.gov.uk](mailto:parkingappeals@nottinghamcity.gov.uk) Formal challenges against PCN's can be made in writing or by our website.

Information relating to PCN's issued by Nottingham City Council is freely available to citizens via the Council's [website](#).

## **On Line Case Management System**

Since the introduction of bus lane enforcement there has been a clear objective to provide as much information to the citizen who has received a PCN as possible.

Through the On-Line Case Management System found at:

<http://pcn.nottinghamcity.gov.uk/ocn/nottingham/default.aspx> here the citizen can view all the information relating to the PCN they have received. This includes photographs and the moving footage associated with bus lane contraventions. It allows them to make an informed judgment whether to pay, challenge or make representation against the issuing of the PCN.

## **Workplace Parking Levy**

A Workplace Parking Levy (WPL) is a levy on employers that provide workplace parking, be that on their premises or elsewhere. All money raised by the WPL scheme must be invested into improving local transport for Nottingham.

Since the first year of operation in 2012, the WPL scheme has raised around £75 million. This significant revenue has levered in substantial inward investment.

Workplace Parking Levy Officers (WPLO's) work closely with employers, supporting them to ensure that they are correctly licensed. Employers that fail to comply with the WPL scheme may be subject to enforcement and penalties. However, consistently high levels of compliance have meant that no civil or criminal prosecutions have been necessary.

Having previously supported the redevelopment of Nottingham Station and the expansion of Nottingham's tram network, two of the top three transport objectives of the Nottingham business community, the WPL scheme continues to support the city's Link Bus Network. These networks serve key employment sites including hospitals, universities and Park and Ride services.

The Workplace Travel Service supports employers reduce staff travel costs, improve staff health, fitness and wellbeing, reduce local road congestion, and employers reduce their WPL liability. Employers interested in electric vehicles can take advantage of a fully funded fleet review worth up to £11,000. This will help employers understand if low emission vehicle technology is right for them. Free use of Ultra Low Emission Vehicles (ULEVs) are available to employers for up to one month with 10+ different makes and models available.

## **Workplace Parking Charge**

The WPC scheme is embedded with over 3400 members across two schemes which includes Local Authority maintained City schools.

Active enforcement continues to take place and a number of first warnings and PCN's have been issued this year for non-compliance.

## **Other parking changes**

Traffic Management has continued to review the Articles for moving and static restrictions following the completion of NET Lines 2 and 3. Further changes are being incorporated as the Council has introduced red routes to parts of its strategic road network.

## New Developments and Initiatives

### ▪ **Statutory Quality Partnership Scheme**

The new Statutory Quality Partnership Scheme (SQPS) is a partnership between the City Council and local bus operators, which brings benefits to passengers by improving the quality of services and facilities within the City Centre area. SQPS introduces a framework ensuring that increased demand to access the City Centre is provided for, by an expanding high quality public transport network.

It has been improving the quality standards of local bus services since it was introduced in May 2010. The enforcement of bus lanes forms part of the City Council's commitments under the Scheme standards. Through additional funding secured through the Better Bus Areas £5 million bid to expand this approach along main corridors.

Nottingham City Council's intention is to widen the scope of this scheme, to further manage bus movements in the Central area.

The aim will be to introduce a more formal Bus Partnership, between the Council and Operators, which would see some management of routes and integration of timetables to give even intervals between more services.

### ▪ **Working on behalf of Leicester City Council**

Since July 2012 Nottingham City Council has provided the enforcement and processing of bus gates within Leicester City Centre.

This is a partnership arrangement, providing both authorities with economies of scale in carrying out this service. It allows Leicester City to develop their highway network management role using the experience, expertise and infrastructure of Nottingham City Council.

Leicester continues to see the benefit from camera enforcement and is looking to extend the number of cameras it has to support the City Centre improvements.

### ▪ **Powers under Traffic Management Act Part 6 (Moving Traffic Offences)**

Nottingham City Council is still committed to seeing the introduction of these powers. It is seen as a powerful tool in managing the increasing number of moving related orders on the network and to ensure the effective management of congestion and safety. As part of the discussions for devolution, the powers included in Part 6 of the Traffic Management Act have been requested.

### ▪ **Office of Low Emission Vehicles Funded projects**

In 2016, Nottingham City Council and partners successfully secured £6.1m through the OLEV Go Ultra Low City Scheme to invest in a number of innovative measures to support the uptake of Ultra Low Emission Vehicles and improve air quality. The four-year programme entered its final year of funding, delivering the following projects:

- £2m invested into creating a publically accessible charge point network across the D2N2 LEP area. The Council contracted BP Chargemaster for a 10-year period to supply, install, operate and maintain the network. Over 400 charge points were introduced across Nottinghamshire and Derbyshire comprising 7kW upto 50kW rapid charge points. All the rapid charge points support contactless payments.
- A newly formed Workplace Travel Service (business support programme) in conjunction with the Access Fund programme, was launched in November 2017 offering advice, masterclasses, events and try outs of low emission vehicles to encourage uptake. The project included a Workplace Travel Grant providing up to £25,000 for cycling improvements and electric vehicle charging infrastructure. 60 businesses have benefited from grant support collectively supporting the creation of 182 charge points in workplaces, 36 bike shelters and 338 ebikes at workplaces.



- Conversion of the City Council pool car fleet to Ultra Low Emission Vehicles continued in earnest with 140 ULEVs in the Council's fleet by March 2020 (representing 30% of our entire fleet). A related Nottingham Electric Vehicle Service centre will provide a one-stop shop of servicing, maintenance and repair of a range of electric vehicles operating from Eastcroft Depot. This is now open and is used to MOT/plate hybrid/electric private hire vehicles and hackney carriages.
- Creation of the UK's first bus lane providing an exemption for Ultra Low Emission Vehicles. The Daleside Road bus corridor now includes an exemption of Ultra Low Emission Vehicles to use the lane as an added incentive for those driving these vehicles. Voluntary ULEV ID badges have been issued to over 140 motorists to display on their vehicles since the lane opened in March 2018.



▪ **Ultra Low Emission Taxi Scheme**

Nottingham City Council currently licenses 420 Hackney Carriages and 1846 Private Hire Vehicles.

From 01 January 2020, all Hackney Carriages will be required to be a minimum of euro 6 diesel or Zero Emissions Capable Ultra Low Emissions Vehicle.

From 01 January 2025, any vehicle being licensed for the first time as a Hackney Carriage or Private Hire Vehicle will be required to be ZEC ULEV

From 01 January 2030 no vehicle will be licensed as a Hackney Carriage or a Private Hire vehicle unless it is a ZEC ULEV

To assist with this transition, £887,000 of funding had been allocated to create a network of dedicated Hackney Carriage charge points at key locations. These are all 50kW rapid chargers and three sites have been completed at Canal Street, Curzon Place and Victoria Embankment car park.

Additional sites have been subject to a Traffic Regulation Order before installation could commence. The planning for this was delayed due to impacts of the Covid-19 pandemic. It is hoped the charge points will be installed in 2020/21.

£550,000 was secured from Defra to establish a try before you buy scheme. The Council procured three LEVC hackney carriages in 2018 which drivers can use for a 30 day period with no rental fee. The fleet was expanded by a further 3 LEVC taxis in January 2020 as a response to the interest in the trial.

£408,000 Defra funding was allocated to provide financial support for drivers who opt for ULEV hackney carriages. The programme continues into 2020/21 and offers up to £3,464 is being offered per proprietor covering 3 year's worth of licensing and MOT fee discount a free home charger or a charge point credit allowance, contribution towards the first year insurance and new meter and livery costs.

To date, 177 new hackney carriages of which 137 are euro 6 diesel, 34 LEVC ULEV and 6 Nissan Dynamo electric.

## **Communications and marketing**

To support transport communications, the Transport Nottingham website provides an information hub for travel and transport information including one stop shop for journey planning at [www.transport.nottingham.com](http://www.transport.nottingham.com), generating 7,400 users, 10,000 views and 23,000 page views. Transport Nottingham social media (Facebook, Twitter) has increased by 27%. Let's Keep Nottingham Moving campaign featured as double page spread in Nottingham's citizens magazine The Arrow issued three time per year with a circulation of approximately 100,000 households in the city. The navigator panels around Nottingham City centre have been updated to improve the walking experience

*Many of the maps were water damaged or sun-bleached and in need of replacement*



*The new maps have been redesigned for a clean, modern look*



### ▪ **Untaxed Vehicles (DVLA)**

A memorandum of understanding was signed in 2014 giving Nottingham City Council DVLA devolved powers to remove untaxed vehicles under "The Vehicle Excise Duty (Immobilisation, Removal and Disposal of Vehicles) Regulations 1997".

The purpose of exercising the powers contained within this legislation is to reduce the unlawful use of untaxed vehicles and our aim is to improve the quality of life of those living in the communities we serve as well as improving road safety in Nottingham, whilst working closely with Nottinghamshire Police and other agencies.

### ▪ **Abandoned Vehicles**

We also inspect, enforce and remove abandoned vehicles under the "Clean Neighbourhoods and Environment Act 2005". These vehicles can be a nuisance, are often unsightly and can attract vandalism or arson. We continue to work in partnership with other Local Authorities to assist in the removal of these vehicles. We also run a shared amnesty scheme with the County where citizens can request that we assist in the removal of any unwanted vehicle and dispose of it appropriately.

### ▪ **Introduction of Body Cams**

During 2019/2020 state of the art 'body cams' have continued to be used by all of our CEOs to record real time evidence when they find themselves in a difficult or challenging situation. These have been used on several occasions to good advantage in moderating the aggressive behaviour of some individuals, as well as addressing complaints about allegations of inappropriate actions by our officers. This has seen a measurable reduction in assaults and aggressive behaviour towards our officers and customer complaints.



- **Bus Lane Enforcement Cameras**



Work continues to expand the number of bus lane and parking enforcement CCTV cameras onto the network to improve compliance of the restrictions in place.

Plans continue to put in new bus lanes and the associated enforcement cameras and various locations are being researched to target resources at priority locations where buses are prone to disruption. Upgrades continue to existing cameras where existing monitoring sites provide opportunities to increase management of bus lanes. The Council integrates enforcement with its wider management activities, therefore, manned cameras have not and will not be installed purely for the purpose of monitoring bus lanes, they will also have full traffic monitoring capabilities to interface with the Traffic Control Centre and network management functions.

- **New Powers**

Community Protection is currently examining whether there is a case to extend police traffic and licensing powers to accredited officers of the Community Safety Accreditation Scheme, i.e. power to stop vehicle and power to direct traffic.

# Performance Appraisal

## Reviews of Existing restrictions, TRO's, Signs and Road Markings

It is essential that the signs and lines denoting parking restrictions are accurate so that parking enforcement can take place.



Parking Regulation and Compliance employs a private contractor with a dedicated team to carry out replacement of large stretches of lineage and a local contractor to manufacture signs. The Council has a Compliance and Fraud Officer who continually monitors signs and lines and replaces smaller sections of markings and erects missing signs in accordance with the Traffic Regulation Order (TRO) and the Traffic Signs Regulations and General Directions 2002.

In addition, information is received on a regular basis from the Civil Enforcement Officers where they consider that there is a potential problem. Any anomalies between signs and lines and the TRO are passed to the Traffic Management team for prompt action.

## Training and Quality of Service Delivery

Nottingham City Council has a structured recruitment and training program as follows:

1. An online application has to be completed then candidates are short listed for the Assessment centre.
2. Assessment centre stage candidates go through a series of tests and role plays. Candidates are then selected to go forward to the interview stage.
3. At the interview stage another series of questions are asked and a panel agree on who has been successful.
4. A successful candidate will then follow the below program during their 12 week probation period:
  - Appropriate training with regards to the Traffic Management Act 2004 legislation and enforcement codes, use of equipment, Pocket Note Book (PNB) writing, Blue Badge enforcement, Airwaves (Police Radio), Prevent, Equality and Diversity, Mental Resilience and First Aid
  - Attend the 3RG conflict management training.
  - 6 week period on shadowing an experienced CEO on street
  - Regular weekly update/performance meetings with assigned Line Manager.

All CEOs continue to have regular 6 month performance reviews and refresher training.

The Parking Regulation and Compliance team are a highly committed group of individuals who strive to achieve a high standard of work. Training of new staff is carried out by informal training i.e. new members of staff receive training from their Managers and other experienced members of the team.

Each member of staff receives an Annual Performance Appraisal where they identify individual training needs. This may be either linked to their existing role or identified as personal development.

## **Enforcement Issues / Problems**

### Taxi Ranking

There are ongoing issues regarding the enforcement of taxis that over rank and park in contravention of nearby parking restrictions. Enforcement of over ranking is frustrated by drivers ignoring the CEO but driving off as a ticket is about to be issued following an observation period. The current process for observation procedures continues along with joint enforcement by the Police, CEO's and the City's taxi licensing Officers.



11 electric taxi only charging points have been created around the City capable of charging 18 vehicles. These are monitored by CEOs and Taxi Enforcement Officers to prevent them being used by other vehicles.

### **Bus Lane Contraventions**

The Traffic Regulation Orders specifically state that it is an offence to “enter or proceed in a bus lane”. When Nottingham City Council made the Orders, we intentionally excluded all non- permitted vehicles during the periods of the restrictions. An offence has therefore been committed when an unauthorised vehicle enters or proceeds in a bus lane irrespective of traffic conditions, the presence of a bus or the distance travelled.

# Service Delivery Targets

## Permits /Blue Badge Applications

Year on year applications for permits has increased due the introduction of new residential parking schemes. During September, there is an influx of applications from students in time for the new university year. Permits and blue badge applications are being issued within 5 working days.

All Penalty Charge Notices challenges and representations have a maximum of a 14 day turnaround.

## Statistics

### Parking PCN's

Description	Total PCNs	Off-Street	On-Street
Number of Higher Level PCNs issued	42,273	300	43,973
Number of Lower Level PCNs issued	21,318	2,821	18,497
Number of PCNs fully paid	47,867	2,377	45,490
Number of PCN's unpaid	4,035	106	3,929
Number of PCNs paid at discounted rate	38,991	1,891	37,100
Number paid at full rate	6,353	351	6,002
Number of PCN's paid after the Charge Certificate has been served	9,653	344	9,309
Number of PCN's Debt Registered at the Traffic Enforcement Centre	8,950	304	8,646
Number of PCNs against which formal & informal representations were made	16,878	1,215	15,663
Number of PCNs cancelled as a result of formal or informal representation	835	40	795
Number of PCN's written off	5,034	107	4,927

### Bus Lane PCN's

In accordance with the Transport Act 2000, Penalty Charge Notices are being issued for Bus Lane contraventions, currently set at £60.00 but if paid within 14 days are discounted to £30.00.

### Bus Lane Penalty Charge Notice's 2019/2020

Description	Number
Number of PCN's issued	74,485
Number of PCN's paid	59,574
Number of PCN's paid at discounted rate	53,919
Number of PCN's paid at the full rate	2,115
Number of PCN's paid after the Charge Certificate has been served	1,565
Number of PCN's Debt Registered at the Traffic Enforcement Centre	7,947
Number of PCN's paid at Debt Reg or higher	1,947
Number of PCN's against which formal representations were made	7,134
Number of PCN's cancelled as a result of formal representation	3,465
Number of PCN's written off	6,417

## **Traffic Penalty Tribunal**

The following table shows statistics for those citizens who have appealed to the Traffic Penalty Tribunal for 2018/2019 for parking contraventions

<b>PCN's referred to TPT</b>	<b>PCN considered an appeal</b>	<b>PCN's issued</b>	<b>Not contested by NCC</b>	<b>Allowed by Adjudicator</b>	<b>Total allowed including not contested by NCC</b>	<b>Refused by Adjudicator including out of time and withdrawn by appellant</b>	<b>Consent order</b>	<b>Awaiting decision incl. other decided</b>
437	430	65,591	64	179	243	175	11	1

The following table shows statistics for those citizens who have appealed to the Traffic Penalty Tribunal for 2019/2020 for bus lane contraventions

<b>PCN considered an appeal</b>	<b>PCN's issued</b>	<b>Not contested by NCC</b>	<b>Allowed by Adjudicator</b>	<b>Total allowed including not contested by NCC</b>	<b>Refused by Adjudicator including out of time and withdrawn by appellant</b>	<b>Consent order</b>	<b>Awaiting decision incl. other decided</b>
277	74,485	44	93	137	128	8	4



## Financial Information

**The income and expenditure for Parking Regulation and Compliance in addition to Parking Services for the financial year 2019/2020 was as follows:**

**Table 1.6: Financial income and expenditure 2019/20**

Description	Value £
<b>Income</b>	
Parking Income	10,492,050
Penalty Charge Notice Income	2,678,195
Workplace Parking Levy Income	10,696,189
<b>Total Income</b>	<b>23,866,434</b>
<b>Expenditure</b>	
Employee Costs	2,726,326
Running Costs	1,908,633
<b>Total Expenditure</b>	<b>4,634,959</b>
<b>Operating Surplus</b>	<b>19,231,476</b>
<b>Overhead Allocation</b>	<b>2,575,648</b>
<b>Net Surplus</b>	<b>16,655,828</b>

This Net surplus has contributed to expenditure on Public Transport and the Public Realm (2019/20 £20.750m)

**The income and expenditure for Bus Lane enforcement for the financial year 2019/2020 was as follows:**

Description	Value £
<b>PCN Income</b>	<b>2,665,198</b>
<b>Total Income</b>	<b>2,665,198</b>
<b>Expenditure</b>	
Employees	761,748
Premises	285,466
Supplies And Services	360,468
Improvements	1,659,568
Transport	-
<b>Total Expenditure</b>	<b>3,067,250</b>
<b>Net Deficit:</b>	<b>402,053</b>

# Glossary of Terms

Abbreviation	Full Term	Explanation
	Bus Gate	An area of road where only Buses and certain other classes of vehicle (as signed) may travel. Other vehicles must take an alternative route which will be signed in advance of the Bus Gate.
	Bus Lane	A lane along a road where only buses and certain other classes of vehicle may travel. Other vehicles must use the alternative lane, usually running parallel to the bus lane.
	Challenge	A challenge is an objection made against a Penalty Charge Notice (PCN) which has been affixed to a vehicle or handed to the driver <b>before</b> the issue of a Notice to Owner.
CEO	Civil Enforcement Officer	CEO's are the people who carry out enforcement of the parking restrictions on behalf of the local authority.
CPE	Civil Parking Enforcement	Parking enforcement carried out by local authorities under the Traffic Management Act 2004 which is civil (rather than criminal) law.
	Contravention	A contravention is failure by a motorist to comply with traffic or parking regulations.
CPZ	Controlled Parking Zone	An area in which parking restrictions are in place, usually including parking bays which have restricted use at certain times. A single yellow line in the area covered by a CPZ means "no waiting" during the period that the zone is in operation. Motorists need to check the zone entry signs which show the hours of operation of the zone.
DfT	Department for Transport	The government department which is responsible for transport issues, including the issue of Statutory and Operational guidance in relation to CPE.
DVLA	Drivers & Vehicle Licensing Agency	The agency responsible for maintaining records relating to vehicles and drivers in the UK.
NTO	Notice To Owner	A Notice to Owner is a statutory notice served by the authority to the person they believe is the owner of a vehicle which has been issued with a Penalty Charge Notice. This notice is served for parking contraventions where a penalty issued by a CEO remains unpaid after 28 days. Within 28 days of the Notice to Owner, the owner is required to either make payment of the full penalty charge or make representations against liability for the charge.
P&D	Pay & Display	The means of paying for parking, whereby a ticket is purchased from a nearby machine and is then displayed on the vehicle, as proof of payment. The ticket shows the expiry time of the period for which parking has been paid.
PCN	Penalty Charge Notice	The notice which is issued when a parking contravention has taken place. A PCN can be affixed to the vehicle, handed to the driver, or in certain circumstances issued by post to the registered keeper of the vehicle.
	Registered Keeper	This is the person or organisation recorded at the Driver and Vehicle Licensing Agency (DVLA) as being the keeper of a vehicle. Under the concept of owner liability, the registered keeper is presumed to be the owner of the vehicle for the purposes of enforcement, appeal and debt recovery action.
TPT	Traffic Penalty Tribunal	The independent tribunal which has been specifically set up to decide appeals against parking and certain other traffic penalties, when the appellant's representations to the local authority which issued the penalty, have been rejected.
TRO	Traffic Regulation Order	The legal document which puts in place a parking or other traffic restrictions. The signs and lines or road markings which denote restrictions must be supported by a TRO to enable enforcement to take place.
	Write Off	A PCN is written-off when we are unable to pursue the penalty and close the case without accepting payment. This may be when the DVLA has no information about the registered keeper, or even after our bailiff companies have attempted to collect the debt without success.