

Civil Enforcement Annual Report

April 2014 – March 2015

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By **COUNCILLOR NICK MCDONALD**



PORTFOLIO HOLDER FOR TRANSPORT

Welcome to the 2014-2015 Annual Report. This Report has been produced by the City Council to set out the existing parking provision in Nottingham and details specific actions which have taken place between April 2014 and March 2015.

Nottingham City Council is committed to the effective management of its road network through integrated transport measures, management of our highway network and through the operation of active enforcement regimes. This contributes to our statutory requirements to secure expeditious movement of traffic on the road network as required by the Traffic Management Act 2004.

The Council has a solid reputation for the far-sighted and integrated transport policy. Recognition as the UK's Transport City of the Year in 2012 came after a decade of focus on a single objective: to provide a high quality, integrated, attractive and affordable public transport system. This focus continues, and is contained within the Authority's Local Transport Plan, a strategy for 2011 - 2026.

Enforcement supports the continued growth of the Council's transport activities it also plays a role in supporting local economic growth whilst also providing excellent levels of accessibility for citizens to travel to work and recreational activities.

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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 nearly 60,000 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 favor shorter stay parking.
- Operation of twelve district free car parks maintained by the Council to support parking needs in our outer shopping areas.
- Nine 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 84 free 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 Parking Enforcement 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 Centre Parking



The Council operates three 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 1430 on street parking spaces served by approximately 190 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.

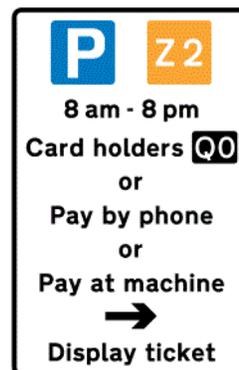
In 1993 Nottingham first introduced a Clear Zone within the City Centre which has since expanded. The Clear Zone keeps the City's heart clear of congestion by banning non-essential traffic from key streets, while ensuring essential traffic like buses and blue badge holders can still gain easy access. 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. Therefore, Nottingham City Centre remains subject to pay & display parking, however, this has been extended to cover Monday to Sundays, 8am to 8pm 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 234 streets and six residential parking schemes.

Outside 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
Bulwell	Holborn Place	45
	Gilead Street	45
	Duke Street East & West	70
	Station Car Park Station Road	72

Sherwood	Spondon Street	55
	Winchester Street	62
	Hall Street	30

Radford Hyson Green	Caulton Street	17
	Belper Road	21
	Randall Street	36
	Garfield Road	21
	Denman Street	40
	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 Sites

There are nine park and ride sites; seven associated with NET line one and two tendered bus based sites. 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.

With the extension to the tram two additional park and ride sites at Toton Lane and Clifton South have been introduced. 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 line one.

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 84 Residential Parking Schemes. These protect residential areas from extraneous parking around the City Centre, district centers and major employment sites.

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 is 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 which are actively enforced and supported by vehicle removal if necessary. In addition there are residential, business uses and commercial centres 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.

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 1430 on street spaces stretched across 234 streets. These are serviced by 190 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 84 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 (any combination of resident and visitor permits) valid for two years.

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

Students – Two 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 - £70.00 per permit

Business Permits - £100.00 per permit

Business Visitor Permits - £125.00 per permit

In September 2014 the cost of a Business Permit was increased to £200.00 per permit and a Business Visitor to £225.00 per permit.

Information and application forms can be found at:

<http://www.nottinghamcity.gov.uk/parkingpermits>

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 £200.00 for each permit which is valid for up to one year, £105.00 for a permit valid up to 6 months and £15.00 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 valid for 2014 /2015 is as follows:

Type of Permit	Number of Permits issued for 2014/2015
Resident	4649
Resident visitor	11,497
Student	895
Student visitor	134
Business	63
Business visitor	56
Residential Dispensation	1609
Workshop Dispensation	866
Total	19,962

Blue Badge Scheme



The Processing and Enforcement section 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. At present Nottingham City Council allows four hours free parking in all of our multi-storey, underground and surface car parks to blue badge holders. Customers are able to telephone in advance to Broadmarsh car park to reserve a parking space situated near to our Customer Services Offices and exits.

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 it works with other local authorities, local businesses and the NHS.

In August 2014 Nottingham City Council led by the Compliance and Fraud Officer launched the 'Crossing the Line' 'Use it Don't Abuse it' campaign.



This has resulted in the following:

Blue Badge enforcement April 2014 to April 2015

Number	Reason	Seized	PCN's issued	Warnings
20	Amended/Changed	9	16	
2	Cancelled (Lost)		2	
8	Cancelled (Deceased)	1	4	
174	Expired	55	123	2
6	Fake	3	3	
22	Illegible		17	1
80	Misuse	42	30	80
7	Refused to produce badge		3	7
73	Other	1	72	

There are over 10,000 badges on issue in Nottingham City.

Over 130 staff and frontline Officers trained in Blue Badge compliance.
5 ways for Officers to report misuse of Blue Badges (Bespoke pocket book or web form, email, text message or phone call)

4 ways for citizens to report to the Authority (Website, Email, write or call)

Nottingham City Council has created an on line form to report potential misuse and abuse using the following link: <http://www.nottinghamcity.gov.uk/article/28874/Enforcement-of-Misuse-and-Abuse>

Nottingham City Council's Blue Badges application form and information can be found at: <http://www.nottinghamcity.gov.uk/article/22159/Disabled-Blue-Badges>

In September 2015 the Authority was nominated for a National award for our work regarding enforcement of misuse and abuse of the scheme.

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 two bases within the City Centre, one in Broadmarsh and one 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.

In addition to the above, during 2014/2015 long term scooter hire was introduced at a cost of £100.00 per year.

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.



Thee 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 undr the eastside project has required some changes to the Parksmart signs to reflect the new routes traffic have to takle 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.

List of 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	2700 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	106	7am to 7pm (Mon to Sat)	Pay and Display	Yes	Core hours
Brook Street	Nottingham City Council	Surface	0	4	56	24 hours	Pay and Display	No	No
Aberdeen Street	Nottingham City Council	Surface	0	2	50	24 hours	Pay and Display	No	No
Manvers Street	Nottingham City Council	Surface	0	None	45	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
Fletcher Gate	Nottingham City Council	Multi-Storey	10	18	526	24 hours (Closed Christmas Day)	On foot	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
Broad Marsh	Nottingham City Council	Multi-Storey	10	30	1200	6.30am-2am (Mon - Sat) 9.30am-Mid (Sun)	On foot	Partial coverage	Yes
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	4030	24 hours	On foot	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	No	Yes
Queens Drive Park & Ride	Nottingham City Council	Surface	15	18	1066	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
Pheonix 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	1302	6am-1am	Pay for tram only	Yes	Yes
Clifton South Park & Ride	Tramlink Nottingham Ltd	Surface	10	45	1004	6am-1am	Pay for tram only	Yes	Yes

Parking Enforcement

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 was initially carried by a private Enforcement Contractor however the City Council has now brought enforcement in house. Nottingham City Council now 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 2014 until March 2015 Nottingham City Council deployed 22 Civil Enforcement Officers per day, of which 7 are Neighborhood Officers. In addition 4 Supervisors patrol each day and two 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 8.30 pm, Sunday and Bank Holidays 9.30am to 5.30pm



The Nottingham City Car Pound is open Monday to Friday 7.30am to 7.00pm and Saturday 9.30am to 4.30pm. This is situated near to the City Centre thereby reducing the travelling time for motorists who need to collect their vehicles.

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 2014-2015. 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 we are proud of.
- **Fairness and justice** – Find solutions, advise citizens whenever possible before a penalty charge notice.

There is a genuine need to assist in keeping our roads flowing. The removal of, or the reduction in unlawful and inconsiderate parking does much to assist in achieving this.

As an Authority we operate our own vehicle removal operation. We have our own secure Vehicle Pound where all vehicles removed are stored. We currently have two removal vehicles in our fleet which were replaced in 2013 these 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), highways works (Temporary Traffic Orders).

Please see below removals for 2014/2015 and their current state:

Current state **Number**

FOC release	31
Administration Error	5
Cancel - User Manual Import Error	5
Cancel - Blue Badge/Photo side up	1
TRO Error	1
TPT Instruction	4
Incorrect Lift Time	1
CEO Error No VRM in Removal Pocket Book	3
CEO error - No PCN Number in Pocket Notebook	2
CEO Error incorrect Location Description	3
Incorrect Date on Photographs	2
CEO Error Not Within Adopted Highway	1
CEO Error Incorrect Details on Green Form	3
Unable to trace Pocket Note Book	2
Cancelled - No PCN Pocket Note Book	2
CEO Error - TTO Not Yet Valid	1
NCC DECISION	4
SIGNS AND LINES INCORRECT	2
Vehicle in pound for 4-21 days	1
Vehicle in pound for 21+ days	1
Vehicle Aborted	1114
Vehicle Released	423
Vehicle Re-sited	8
Vehicle Scrapped	6
Sent To Auction	5
Total	1631

Please see below the number of Penalty Charge Notices issued by contraventions in 2014/2015.

Contravention	Number of PCN's issued
01 - Yellow Lines 1 or 2	6758
02 - Loading/Unloading	4826
05 - Expired Pay & Display Ticket	4782
06 - No Valid Ticket	8055
12 - Residents or Shared Place	9663
19 - Displaying Invalid Permit	387
22 - Return within time	4
23 - Wrong class of vehicle	347
24 - Incorrectly Parked	988
25 - Parked in Loading Bay	801
27 - Adjacent dropped footway	390
30 - Parked longer permitted	462
40 - Disabled bay No Badge	2971
42 - Parked in a police space	3
45 - Parked in Taxi Rank	324
46 - Stopped where prohibited	1131
47 - Parked in bus Stop	166
47. - Parked in a bus stop	5
48 - Outside school	150
57 - Coach Ban	1
62 - Wheels on Footpath	1
81 - Parked in restricted area	15
82 - Overstay P&D Ticket	302
83 - No valid P&D Ticket	1227
85 - In Permit section	199
86 - Out of Marked Bay	86
99 - Pedestrian Crossing	226
99 - Pedestrian Crossing	226
99 - Pedestrian Crossing	226
Total	44270

Please see reasons for cancellation of Penalty Charge Notices issued 20154/2015 as of the date of writing this report.

ADJUDICAT - Appeal to Adjudicator Received	1
APPNONCON - Appeal - Not Contested	9
Cancelled - PA Error	14
Cancelled - Processing Error	22
Cancelled - PD Machine Faulty	324
Cancelled - Inadequate Signing	10
Cancelled - Loading Unloading Evidence	186
Cancelled - Police / Emergency Vehicle	48
Cancelled - Vehicle Broken Down	55
Cliff Road - 1st Offence	35
Issued under wrong make	3
CEO Re-Issue Wrong Code	15
CEO Re-issue Wrong make	2
CEO Re-issue Incorrect location	28
CEO Error - Re-Issue wrong vehicle colour	1
Arts & Events Administration Error	1

NCC Registration Error	1
Camera Malfunction	1
CEO Error - Insufficient Photos of contravention	5
Cancelled - Valid Pay and Display Ticket	1463
Cancelled -Blue badge Time Clock Incorrectly Set - 1st Occasion	35
Cancelled - No PCN Pocket Note Book	2
Cancelled Emergency Works H&S	20
CEO - Administration Control Error.	11
CEO Error TTO Not Yet Valid	1
Procedural Impropriety	2
Cancelled - Offence Reason not fully printed on PCN	1
Cancelled - Dispensation Certificate	55
Cancelled - Adjudications Allowed	40
Cancelled - Special Circumstances	264
Cancelled - Handheld Void	3
Cancel - Spoiled Before Issue by operator	1
Cancel - Valid Residents' Permit Produced	176
Cancel - Valid Visitor's Permit Produced	360
Cancel - Valid Disabled Badge Produced	477
Cancelled - Challenge Accepted	4
cancelled-lost keys	5
Cancel - Permission To Park Given	186
Cancel Valid permit in Car Park	46
Council Decision	11
Cancelled - Duplicate PCN	38
P & D Not Working	2
CEO T/M error	6
Medical Reasons	36
Incorrect signs/lines	58
Incorrect street location description	7
Valid Special Access Permit	3
TRO Error	2
Cancel - CEO Re-Issued	70
CEO Incorrect Street	26
CEO Incorrect Location on Street	12
CEO Incorrect VRM	80
CEO Insufficient Time Observations	22
CEO Wrong Sign	1
Invalid Blue Badge (no clock displayed)	94
Cancelled - CEO Error Incorrect VRM	45
Incorrect contravention code	29
Ringo Permission	154
Valid Ringo Payment	289
Snow Covered Lines	4
PCN Issued on County Council Boundary	1
CEO error in notebook	4
WPC -Insufficient Information	6
CEO- Error- Ringo Unchecked	5
C67 - Arrested by police, unable to remove vehicle.	8
NCC- P&D Card Holder	3
Private Land	6

Wollaton Park	5
Commercial Services	1
P & D ticket destroyed	1
CEO Error, No Specific Photograph of Sign	5
CEO Error, Contradictory Evidence	9
P&D Purchased Confirmed via Aslam	98
CEO Error Valid Permit	3
CEO Error No Photograph of Vehicle in Contravention Reg 10	2
CEO Error - Not in contravention	39
Parked prior to TTO	70
CEO Error Insufficient Information	7
Not Adopted Highway	6
CEO Error - All Windows Not Checked	4
CEO Error (Incorrect Reg. 10 PFI/VDA)	3
CEO Error - Not Completed/Voided	4
WPL _ Instructions	4
CEO error, Reg. 9 issued, should be Reg. 10 VDA	2
Supporting evidence provided	1
CEO - Administration Error	27
Commercial Services error	46
Commercial Answer machine faulty	1
CEO Error - Wrong Ticket Destination	2
P&E - Administration Error	9
Hand held Crashed	3
Student Day Pass Purchased Prior to PCN Issue	4
Cliff Rd Bought P&D in res bay	8
CEO error - Procedural Error	5
Enforcement Supervisor Error	13
Printer Error - PCN would not print	1
FDWN - TICKET FACE DOWN	151
VALID VISITORS PARKING PERMIT	7
Closed - Full Payment Received	9
Closed - Accept Part Payment	16
Closed - End Of Life Cycle	9
Free Parking - Ringo out of use	2
Cancelled - Spoiled after issue (PCN not valid)	76
Statutory Declaration - Late (Not Opposed)	1
VDA - Accept Representation	13
Write Off 05 Foreign Vehicle	2
Total	5604

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

When fully staffed there are 12 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 3 Processing Support Assistants who deal with all correspondence addressed to Processing and Enforcement Services including sorting and distributing mail, recording the receipt of payments, scanning and franking mail.

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, at designated customer contact points, via the Post Office and Pay Point.

With regards to the issuing of Blue Badges and on street permits and dispensations there are 5 FTE Permit Assistants.

Informal challenges against PCN's can be made in writing via post, or via our website or by e mailing: parkingappeals@nottinghamcity.gov.uk. Formal challenges against PCN's can be made in writing or by our 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://www.nottinghamcity.gov.uk/article/23131/CCTV-bus-lane-and-camera-enforcement> 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.

Bus Lane 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 has been 3 years in the planning and implementation.

The system uses the current software provider for parking enforcement which uses a gateway to the DVLA for the registered keeper details and the financial management; this is interfaced with a DfT approved digital capture system and software.

There are 41 Bus Lanes 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.



There are a further 7 separate Bus and 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.

Locations of Penalty Charge Notices issued for contravening Bus Lanes/Bus Gate restrictions in 2014/2015.

Location	No. of PCN's issued
Alfreton Road	134
Arboretum Street	1
Arkwright Street	5
Aspley Lane (Eastbound)	1181
Beast Market Hill	1
Canal Street	32
Carlton Rd, Inbound Bus Lane	554
Carlton Road Inbound	2
Carlton Street	6146
Cheapside / Poultry Bus Gate	880
Cranbrook Street (northwest bound)	337
David Lane	4
Derby Road	34
Derby Road East of Park Street	1
Derby Road Near to Hermon St	1
Derby Road Near Triumph Road	1845
Derby Road 24 hour Bus Lane	7
Edale Road	1
Edwards Lane (Southbound)	568
Edwards Lane, Inbound Bus Lane	406
Friar Lane Bus Gate	2381
Goldsmith Street	6188
Hucknall Road	206
Ilkeston Road Inbound	229
Junction with London Road	263
Kingsbury Drive	1
Lower Parliament Street (Westbound)	8214
Lower Parliament Street Bus Lane (South)	1
Maid Marian Way	5
Mansfield Road Near Burnham Street	76
Mansfield Road Near Yew Tree Avenue	21
Mansfield Road	234
Market Street Bus Gate	619
Meadows Way	6
Milton Street (Southbound)	6869
North of Bluecoat Street	53
North of Woodborough Road	2
Nottingham Road	705
Outside Victoria Centre	1
South Sherwood Street	95
Wollaton Road	1997
Woodborough Road Bus Lane	1210
Total	41516

Please see reasons for cancellation of Bus Lane Penalty Charge Notices issued 2015/2016 as of the date of writing this report.

Admin Spur	1
Appeal - Not Contested	8
Bad Debt 04 Unable to establish owner	1
Returned - HOLD	3
Cancelled - PA Error	5
Cancelled - Processing Error	24
Cancelled - Inadequate Signing	2
Cancelled - Loading Unloading Evidence	2
Cancelled - Police / Emergency Vehicle	39
Cancelled - Vehicle Broken Down	15
Cancelled - Stolen Vehicle	4
Cancelled - Owner Cannot Be Traced	35
Cancelled - Representations Allowed	18
Cancelled - Adjudications Allowed	26
Cancelled - Special Circumstances	135
Cancel - Valid Disabled Badge Produced	675
Cancel - Permission To Park Given	1
Council Decision	29
Cancelled - Duplicate PCN	10
CEO Error	16
Registered Bus	10
Medical Reasons	21
Exempted Police Vehicle	12
Wheelchair Accessible Taxi	14
Tram Maintenance Vehicle	1
Performing Statutory Duties	1
Authorised Vehicle	199
Cancelled - CEO Error Incorrect VRM	21
System Error	24
CEO error, Already on white list yet still processed by CEO	3
CEO error incorrect contravention time in bus lane	1
Incorrect VRM	13
No signed alternative route	3
Cheapside - Warning Notice	214
Market Street - Warning Notice	117
Friar Lane - Warning Notice	721
Valid Access Permit	29
Unable to see Registration Plate on Photograph	8
Reversed out of Bus Gate	1
Office Administration Error	1
AP failed to add VRM to authorised list	16
Closed - Full Payment Received	24
Closed - Accept Part Payment	13
Closed - End Of Life Cycle	2
Total	2520

Workplace Parking Levy

The WPL scheme is a demand management tool which is influencing the travel behaviour of commuters through the introduction of a charge on employers within the City of Nottingham administrative boundary that provide 11 or more liable workplace parking places. The WPL scheme is generating significant revenue which is being invested in improving local transport and is leveraging in substantial inward investment.

The WPL is in its 4th full year of operation and has raised in excess of £25 million in its first 3 years.

In the third year of charging (2014/15) the WPL raised £8.6 million from 489 liable organisations. Enforcement focused on making sure that organisations had licensed the correct number of workplace parking places. High levels of compliance have been achieved, with no criminal or civil prosecutions needing to be made. Business support continued with travel planning, car park management, work with partner organisations and the continuation of small grants of up to £5,000 to provide cycle facilities at business sites.

100% compliance of liable employers was achieved in year 1 and remains the case and the emphasis of the WPL team is engaging with and supporting employers to achieve compliance as opposed to enforcement; to date no employer has been issued with a Penalty Charge Notice for non-compliance with the scheme.

WPL revenue is being invested back into transport improvements in the city – namely the expansion of Nottingham's tram network and the redevelopment of Nottingham Station, both projects are complete and operational; the WPL continues to fund the city's Link Bus Network which serves key employment sites including hospitals, universities and Park and Ride services. The Link network includes the largest fleet of electric buses in Europe and will soon include the only electric Park & Ride service in the UK.

The council has supported more companies moving into the city since the WPL was introduced than the previous five years, with new companies the council has supported creating over 2000 jobs since 2012 – the year in which charging for workplace parking was introduced.

The WPL is delivering two of the three top transport objectives of the Nottingham business community – these are the expansion of NET tram services and the redevelopment of Nottingham Station.

The schemes which the levy funds have generated nearly four times the amount raised by the levy (£100m) and has been invested back into Greater Nottingham firms through contracts generated by the tram and station construction contracts alone, some 1,500 people have been directly employed on these projects.

The introduction of the WPL, combined with improved travel planning and parking management support for employers and public transport improvements, is expected to reduce road traffic growth in Nottingham from 15% to 8%. Public transport journeys in and out of the city centre are also expected to increase by 20% and the demand for park and ride will increase by 45% with an extra 2,500 park and ride places available.



The Council is working with partner organisations to provide cycle training and has introduced a small grants scheme to encourage the uptake of cycling and to enable companies to put car park management in place.

Workplace Parking Charge

The WPC scheme is embedded with over 2800 members across 3 schemes and City schools.

Active enforcement takes place with 159 compliance visits this year resulting in the issue of 23 PCN's.

Other parking change

- With effect from 1 September 2014 charges for , business and business visitor permits, residential dispensations, workshop dispensations, business restricted access permits were revised and a charge was introduced in respect of disabled restricted access permits with the revenue contributing to the administration and enforcement of the schemes.

During March 2014 discussions took place with Barbour Logic with a view to the implementation of Response Master.

During 2014/2015 Traffic Management has been reviewing the Articles for moving and static restrictions in light of the pending completion of NET Lines 2 and 3. This has offered the perfect opportunity to revisit these documents which have been in existence for over 10 years in their current form.

New Developments and Initiatives

NET Phase Two

The construction of NET Phase Two has seen a 17.5km tram extension which is a significant step to expanding the NET to serve Wilford and Clifton in the south and Beeston and Chilwell in the southwest of the city, with a new strategic 1,300 space Park & Ride site which has been created near to the Bardills Island on the A52 and a further 1,000 space Park and Ride site on the A453 at Clifton. The expansion has taken three years to complete. The works were phased and completed in sections along the two new routes. Work took place to update ticketing processes and depot facilities on the existing line between the City Centre and Hucknall.

Enforcement of the permanent restrictions along the route is crucial to its success.

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.

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.

Working on behalf of Leicester City Council

Since July 2012 Nottingham City Council is providing the enforcement and processing of two 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.

Local Sustainable Transport Fund 2011 – 2016

Nottingham Local Sustainable Transport Fund (LSTF)

In January 2011 the Government announced the details of a £560 million Local Sustainable Transport Fund (LSTF) over the four year period 2011/12 to 2014/15. The fund is specifically for packages of transport measures that support economic growth and reduce carbon in local communities.

The City Council led the preparation of the Nottingham Urban Area bid partnership comprising Greater Nottingham Transport Partnership, Sustrans, NHS Nottingham City, Nottinghamshire County Council and Derbyshire County Council.



Bids were submitted in two phases: a Tranche 1 Key Component bid for £4.925m in April 2011 and a further Main Bid for £10.820m which was submitted in December 2011. The Nottingham Urban Area bid successfully received 100% of the key component funding amounting to £4.925 million and in July 2012 the Secretary of State approved £10.320 million for the Main Bid. In April 2015 as part of the final settlement the project was successful in receiving a further £178,825 consisting of £95,654 (revenue) and £83,171 (capital). Including local contributions from matched Nottingham Local Transport Plan capital programme and partner contributions the total LSTF package is worth £34.9808 million.

The LSTF programme consists of four main work strands and progress during 2014/15 is described below:

Smartcard development, integrated ticketing and multi-modal integration

- Citycard smartcard retail network was introduced following extensive negotiation and procurement work with 20 on-street ticketing vending machines allowing card top-up and purchase of 1 day and 10 day Kangaroo tickets. Individuals can also top up at 140 Payzone outlets across Nottingham.
- Following an initial £1 million award from the DfT to carry out a Smartcard Jobseeker Trial for Nottingham jobseekers in 2013/14, the half price travel offer was continued with LSTF funding providing discounted travel for over 3,600 jobseekers in 2014/15.
- Support for students continued in 2014/15 with 3,200 students aged 16-18 provided with free days of travel for those previously in receipt of Educational Maintenance allowance and those from low income families.
- Citycard Cycles recorded over 5,600 hires during 2014/15 helped by the introduction of a free winter day hire promotion allowing anyone to hire a bike for 24 hours for free.

Community smarter travel hubs and places for people

- Engagement with local communities through the Community Smarter Travel Hub has continued in 2014/15 with Neighbourhood Community Smarter Travel Coordinators reaching over 400,00 residents through activities and events around sustainable transport with over 1,100 people taking part in led cycle rides, almost 2,000 people taking part in led walks, nearly 1,200 residents benefiting from cycle training and personal journey planning support was provided to over 5,000 residents.
- The Jobseeker Citycard was complemented with an employability support package benefiting over 1,015 jobseekers who received a one month free travel smartcard, free bike hire and accessories and assistance with costs of travel to interviews or training. Area wide 20mph limits scheme was successfully delivered during 2014/15 with 10 defined areas within the City.

Worksmart business support activities and green transport infrastructure

- The Greater Nottingham Transport Partnership (GNTP) Big Wheel business club support provided business travel advice, journey planning and information on services available to 4,000 businesses of which 67 are Workplace Parking Levy (WPL) liable.
- The national ECOSTars fleet recognition scheme continued to grow with 73 business/organisations signed up as members and over 4,800 vehicles being provided with a vehicle efficiency rating.
- Nottingham City Car Club launched in May 2014 with 221 members registered who collectively booked 7,649 vehicle hours and drove over 43,300 miles in 2014/15.

Active travel solutions

- The Ucycle project engaged with over 4,460 members of staff and students across the participating organisations (University of Nottingham, Trent University, Nottingham Universities Hospitals Trust, Central College Nottingham, Bilborough College and New College Nottingham). During 2013/14, 359 Ucycle bikes were loaned to staff and students across the University campuses.

- Bikeability, Lifecycle and Sustrans secondary schools programme delivered activities in 61 primary and 6 secondary schools, engaging over 2,649 primary pupils and 6,280 secondary pupils and providing Levels 1 and 2 Bikeability training to 526 pupils.
- A series of high profile active travel events took place in summer 2014. Events included Cycle Live, Light Night, The Big Day Out, Tour of Britain (first stage) and European Mobility Week. Collective attendance at the events was over 34,000 attendees, of which 3,100 were actively engaged in meaningful conversations around travel behaviour change and support. This was complemented by a regular programme of local cycle events including monthly Cycling for All Sundays and weekly Cycle Centres providing expert tuition, free cycle hire, led rides and advice and information at 8 locations across the conurbation.

Further information is available in the annual outputs and outcomes monitoring reports to DfT published on the City Council's Insight website. As part of the national LSTF programme, DfT commissioned a comparative meta-analysis of the 12 large-scale LSTF programmes including the Nottingham urban area which is expected to be published shortly. The City Council has commissioned an independent evaluation of the Nottingham urban area programme which is due to report in January 2016 and will feed into the national programme evaluation work.

LSTF 2015-16 Continuation Funding

The City Council submitted a bid in March 2014 for continuation funding of the LSTF programme for a further year. In July 2014, the government announced that the bid had been successful, with funding of £1.180m being secured for spending over 2015/16, allowing some of the current projects to continue for a further year. The project will deliver targeted support for jobseekers and young people through promoting travel options to individuals and households via personalised journey planning and cycle training to local job seekers; targeted Kangaroo smarter travel support package for low income groups; and a community wide active travel support programme. The Worksmart Business Travel Support Package for employers will promote business growth and sustainable travel via bespoke advice and one-to-one support to businesses complementing the Workplace Parking Levy business support package.

Untaxed Vehicles (DVLA)

In 2014 we added an ANPR vehicle to our fleet which we use to enforce untaxed vehicles utilising devolved powers from the DVLA. It is recognised that, while these vehicles are untaxed, many are also likely to be uninsured or without a valid MOT and even used in criminal activity. We work closely with the Police and other agencies, and will provide them with information relating to these vehicles. This is having a positive effect and reducing the number of untaxed vehicles on our roads.

Abandoned Vehicles

We also enforce and remove abandoned vehicles under the "Clean Neighborhoods and Environment Act 2005". These vehicles are seen as a nuisance, are unsightly and can attract vandalism or arson. In 2014 we set up several partnership agreements with Nottinghamshire County Council to assist in the enforcement and 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

In 2014 we introduced state of the art 'body cams' to 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. New Automatic Number Plate Recognition (ANPR) cameras have been installed along a number of routes including Aspley Lane. Here 4 key locations are covered by the ANPR cameras to ensure compliance especially close to the nearby Bluecoat School

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.

Mobile enforcement by the use of a specially equipped vehicle continues, enabling the enforcement of bus lanes further out of the City where cameras are not currently installed.

The CCTV Car is also being used to great success outside schools ensuring compliance with the school zig zag markings. This bespoke vehicle can be quickly set up in any part of the City, providing enforcement in difficult areas and trouble spots.

In 2014/2015 Nottingham City Council achieved British Standard 7958 for its CCTV operations of bus lane enforcement. In addition it has been certified in accordance with the Protection of Freedoms Act 2012 as complying with the 12 guiding principles of the surveillance camera code of practice. It is the first Local Authority to have this certificate of compliance.



Better use of technology

As with the bus lane enforcement system and the CCTV Car, Nottingham continues to look for innovative methods of enforcement. Currently, we are working with our camera suppliers to develop and test a School Keep Clear camera to be deployed around Nottingham's Schools to improve the road safety in these areas.

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.



Processing and Enforcement 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. Every month lines and signs associated with Bus Lanes are inspected by in house Bus Lane Enforcement Officers who are employed within the Processing and Enforcement team.

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 following program during their 12 week probation period:
 - One week in the classroom learning Traffic Management Act 2004 legislation and enforcement codes
 - Two weeks on street with a trained CEO learning the equipment and putting into practice what was learned in the class room
 - Classroom training relating to Blue Badge enforcement and ongoing mentoring
 - Attend the Council Induction training.
 - Attend the 3RG conflict management training.
 - Regular weekly update/performance meetings with assigned Line Manager.

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

2016 will see the CEO training format changed and assimilated into the Community Protection program

The Processing and Enforcement 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 Senior Case Officers 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.

Due to staff shortages and a recruitment review the team has been under immense pressure and has found it very difficult to maintain previous high targets. This has resulted in a backlog, particularly in respect of responses to challenges, however great strides have been made to reduce this with a quicker turnaround of correspondence being achieved.

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.



Due to problems with taxi's parking in contravention changes to the TRO were made and additional experimental taxi ranks have been introduced.

The introduction of the Driver Improvement Point Scheme to challenge non-compliance with licensed conditions.

Nottingham City Council has a responsibility to ensure that all drivers of Nottingham City Council licensed vehicles adhere to minimum standards and to apply this in a consistent and transparent manner. The standards concerned are defined by legislation, licence conditions, byelaws adopted by the Council and in this Scheme.

The Driver Improvement Points Scheme (DIPS) is a new non-statutory enforcement tool designed to enable Authorised Officers of Nottingham City Council to issue penalty points to those drivers licensed by the Council who persistently fail to meet the required standards contained within licensed conditions and licensing legislation.

Drivers who accumulate 12 or more points within any 12 month rolling period will have their licence reviewed by the Council.

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 traveled.

In practice we do not issue Penalty Charge Notices to vehicles that travel less than 20 meters in a bus lane.

Service Delivery Targets

Enforcement

During 2014 /2015 Processing and Enforcement team had been struggling to respond to the number of informal challenges within acceptable time frames due to staff shortages and an increase in the number of telephone calls with regards to student parking permit applications. However, with the introduction of Response Master the number of challenges/representations produced per officer has increased.

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.

Other

The Authority recognised that we needed to improve service delivery performance targets therefore, in June 2015 introduced Response Master as an aid to reduce backlogs but also giving us the opportunity to review our parking policy ensuring a consistent approach to responding to letters was achieved.

Statistics

Parking PCN's

Table 1.2: Parking Penalty Charge Notice's 2014/2015

Description	Total PCNs	Off-Street	On-Street
Number of Higher Level PCNs issued	27977	214	27763
Number of Lower Level PCNs issued	16293	1615	14678
Number of PCNs paid	32168	1163	31005
Number of PCN's unpaid	12102	666	11436
Number of PCNs paid at discounted rate	26111	943	25168
Number paid at full rate	4311	148	4163
Number of PCN's paid after the Charge Certificate has been served	958	53	905
Number of PCN's Debt Registered at the Traffic Enforcement Centre	5425	145	5280
Number of PCNs against which formal or informal representations were made	15845	891	14954
Number of PCNs cancelled as a result of formal or informal representation	5488	482	5006
Number of PCN's written off for other reasons (e.g. CEO error or driver untraceable)	1334	108	4226

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.

Table 1.3: Bus Lane Penalty Charge Notice's 2014/15

Description	Number
Number of PCN's issued	41516
Number of PCN's paid	34333
Number of PCN's paid at discounted rate	29903
Number of PCN's paid after the Charge Certificate has been served	1231
Number of PCN's Debt Registered at the Traffic Enforcement Centre	4376
Number of PCN's against which formal or informal representations were made	5016
Number of PCN's cancelled as a result of formal or informal representation	1157
Number of PCN's written off for other reasons (e.g. CEO error or keeper untraceable)	3505

Statistics

Parking PCN's

Table 1.2: Parking Penalty Charge Notice's 2014/2015 issued by CCTV

Description	Total PCNs	Off-Street	On-Street
Number of Higher Level PCNs issued	1157	1157	0
Number of Lower Level PCNs issued	0	0	0
Number of PCNs paid	1002	1002	0
Number of PCN's unpaid	155	155	0
Number of PCNs paid at discounted rate	898	898	0
Number paid at full rate	44	44	0
Number of PCN's paid after the Charge Certificate has been served	43	43	0
Number of PCN's Debt Registered at the Traffic Enforcement Centre	134	134	0
Number of PCNs against which formal or informal representations were made	185	185	0
Number of PCNs cancelled as a result of formal or informal representation	44	44	0
Number of PCN's written off for other reasons (e.g. CEO error or driver untraceable)	75	75	0

Traffic Penalty Tribunal

The following table shows statistics for those citizens who have appealed to the Traffic Penalty Tribunal for 2014/2015 for parking contraventions

PCN's referred to TPT	Witness Statement- No appeal, (% of PCN's referred to TPT)	PCN considered an appeal	PCN's issued	Rate of appeal per PCN	Not contested by NCC	Allowed by Adjudicator	Total allowed including not contested by NCC	Refused by Adjudicator including out of time and withdrawn by appellant	Consent order	Awaiting decision incl. other decided
254	32 13%	222	45433	0.49%	74 33%	51 23%	125 56%	93 42%	0 0%	4 2%

The following table shows statistics for those citizens who have appealed to the Traffic Penalty Tribunal for 2014/2015 for bus lane contraventions

PCN's referred to TPT	Witness Statement- No appeal, (% of PCN's referred to TPT)	PCN considered an appeal	PCN's issued	Rate of appeal per PCN	Not contested by NCC	Allowed by Adjudicator	Total allowed including not contested by NCC	Refused by Adjudicator including out of time and withdrawn by appellant	Consent order	Awaiting decision incl. other decided
215	15 6.98%	200	41,531	0.48%	53 27%	44 22%	97 49%	99 50%	2 12	4 1%

Financial Information

The income and expenditure for Parking Services for the financial year 2014-2015 was as follows:

Table 1.6: Financial income and expenditure 2014/2015

Description	Value
Income	
PCN Income	£1,337,990
Fees & Charges (Pay & Display, residents parking permits etc)	£2,341,120
Other Income (Tow Away)	£43,835
Re-charges	
Total Income	£3,722,945
Expenditure	
Employee Costs	£2,348,940
Premises Costs	£113,995
Transport	£42,016
Supplies & services	£924,927
Support Services	£230,896
Total Expenditure	£3,429,878
Net Surplus	£62,171

The net surplus has contributed to expenditure on the following allowable items:

- a) The provision of off street parking - £2,506,503
- b) Park and Ride Schemes - £170,156

The income and expenditure for Bus Lane enforcement for the financial year 2014/2015 was as follows: -

Description	Value
PCN Income	1,199,527.74
Total Income	1,199,527.74
Expenditure	
Employees	38,902.16
Premises	236,231.26
Transport	59.91
Supplies And Services	622,639.05
Transport Infrastructure Improvements	220,880.66
CCTV Enforcement	51,999.12
Safety Cameras	113,530.62
Total Expenditure	1,284,242.78
Net Surplus:	Nil

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 before 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.
	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.