

Nottingham City Council

Civil Enforcement Annual Report

April 2018 to March 2019



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:

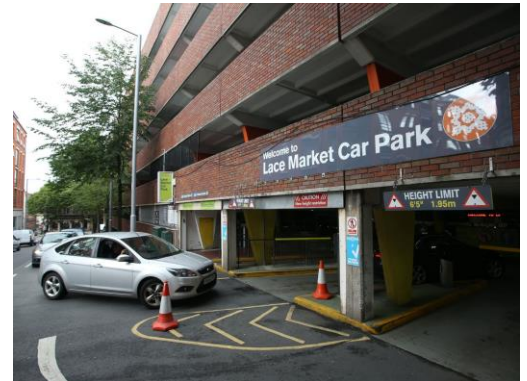
- Multi storey, underground and surface car parks are located in the City Centre with a sustainable balance between long and short stay parking supported by our pricing policy, which is structured to favour shorter stay parking.
- Operation of district free car parks maintained by the Council to support 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 129 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 120 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 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	51
	Gilead Street	48
	Duke Street East & West	72
	Station Car Park Station Road	61

Sherwood	Spondon Street	57
	Winchester Street	64
	Hall Street	31

Radford	Caulton Street	15
	Belper Road	21
	Randall Street	36

Hyson Green	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 129 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 129 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 - £70.00 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/

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 2018/2019 is as follows:

Type of Permit	Number of Permits issued for 2018/2019
Resident	5,589
Resident visitor	16,671
Student	1,520
Student visitor	187
Business	85
Business visitor	50
Residential Dispensation	1,430
Workshop Dispensation	644
Total	26,176

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 in 2019 found-

Reason	Number
Amended/Changed	2
Cancelled (Lost)	6
Cancelled (other)	9
Expired	200
Fake	20
Illegible	6
Incorrectly used (wrong vehicle, area or displayed)	229

Sanction	Number
Warning / Notice of concern	127
Removed to Vehicle Pound	0
Cancelled	15
Seized / Surrendered	65
Penalty Charge Notice	451

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

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 April 2018 to April 2019

Reason	Number
Amended/Changed	2
Cancelled (Lost)	27
Cancelled (Deceased)	27
Cancelled (Stolen)	9
Cancelled (Other)	12
Expired	227
Fake	7
Misuse	128
Refused to produce badge	18

Sanction	Number
Penalty Charge Notice	247
Badge Seized	231
Vehicle Tow Away	16
Warning	129
Prosecution	0
Caution	26

A total of 9479 are currently on issue 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.

As part of new Community Protection frontline officer training, a Blue Badge session now forms part of it.

There are five ways for Officers to report misuse of Blue Badges: Bespoke pocket book, Secure Web form, Email, Text message or Phone call

Thirty-six 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)

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)

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/

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)

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 7pm (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	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	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



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 2018 until March 2019 Nottingham City Council deployed 33 Civil Enforcement Officers per day, of which 6 are Neighbourhood Officers. In addition, 5 Supervisors 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 we are proud of
- **Fairness and justice** – Find solutions, advise citizens whenever possible before a penalty charge notice.

R.E.A.C.T

The Regulation Enforcement and Compliance Team or REACT is a small group of Civil Enforcement Officers who operate around the Neighbourhoods and City Centre. They are tasked with responding to Citizen Complaints, liaising with Councillors and undertaking other special duties such as School Clearways, Blue Badge investigations and attending Residents Group Meetings. They also respond to complaints about vehicles parking across residential driveways, preventing access or exit. These vehicles can be issued a PCN and removed to the Vehicle Pound at the residents' request.

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.



We operate our own vehicle removal operation. We have our own secure Vehicle Pound where all vehicles removed are stored. We currently have three 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) or highways works (Temporary Traffic Orders).

The Nottingham City Car Pound relocated to larger premises in Bulwell in October 2017. The pound is open Monday to Friday 8.00 am to 6.00 pm and Saturday 9.30 am to 4.00 pm for customers to reclaim their vehicles. All vehicle releases are by appointment only. Two forms of identification in addition to the vehicle key (which must open the vehicle) are required.

Number of Penalty Charge Notices issued by contraventions in 2018/2019.

Contravention Code	Amount
01 - Yellow Lines 1 or 2	12,896
01 - Yellow Lines 1 or 2 BB	4
02 - Loading/Unloading	6,812
05 - Expired Pay & Display Ticket	3,664
06 - No Valid Ticket	8,507
11 - Parked without Payment	1,026
12 - Residents or Shared Place	12,252
16 - Not displaying permit	83
19 - Displaying Invalid Permit	745
22 - Return within time	13
23 - Wrong class of vehicle	292
24 - Incorrectly Parked	281
24. - Parked wrong on one way street	5
25 - Parked in Loading Bay	1,251
27 - Adjacent dropped footway	135
27. - Blocking tactile crossing	485
28 - Parked on raised crossing	17
28. - Blocking tactile crossing	1
30 - Parked longer permitted	1,404
40 - Disabled bay No Badge	4,022
42 - Parked in a police space	9
45 - Parked in Taxi Rank	548
46 - Stopped where prohibited	1,224
47 - Parked in bus Stop	214
47. - Parked in a bus stop	14
48 - Outside school	149
61 - HGV on Footway	4
62 - Wheels on Footpath	12
73 - Parked without payment	23
81 - Parked in restricted area	45
82 - Expired P&D Ticket	429
83 - No valid P&D Ticket	1,717
83. - Blue Badge Overstay	1
85 - In Permit section	442
86 - Out of Marked Bay	184
99 - Pedestrian Crossing	503

Reasons for cancellation of Regulation 9 Penalty Charge Notices issued 2018/2019 and cancelled between 1 April 2018 and 31 March 2019.

C01 - Cancelled - PA Error	2
C02 - Cancelled - Processing Error	8
C05 - Cancelled - PD Machine Faulty	117
C06 - Cancelled - Inadequate Signing	10
C07 - Cancelled - Loading Unloading Evidence	202
C08 - Cancelled - Police / Emergency Vehicle	28
C09 - Cancelled - Vehicle Broken Down	61
C100 - Cliff Road - 1st Offence	0
C102 - CEO Re-Issue Wrong Code	40
C103 - CEO Re-issue Wrong make	13
C104 - CEO Re-issue Incorrect location	21
C105 - CEO Error - Re-Issue wrong vehicle colour	0
C106 - Arts & Events Administration Error	1
C108 - Camera Malfunction	0
C109 - CEO Error - Insufficient Photos of contravention	12
C11 - Cancelled - Valid Pay and Display Ticket	441
C110 - Cancelled – Blue Badge Time Clock Set Incorrectly (1 st Occasion)	102
C111 – Cancelled – No PCN Notebook	1
C112 - Cancelled Emergency Works H&S	38
C113 - CEO - Administration Control Error.	4
C114 – CEO Error TTO Not Yet Valid	2
C115 - Procedural Impropriety	31
C117 - P & D in Car Club space - 1st Chance	0
C12 - Cancelled - Dispensation Certificate	6
C120 - Cancelled - Double Jeopardy	10
C122 - NCC Registration Service Error	0
C125 – CEO Error - Incorrect VRM re-issue	0
C126 - Traffic Management Permission to Park	12
C127 - CEO Re-issue Incorrect Street	92
C128 - CEO Error incorrect street	16
C129 - Issued for Training	0
C130 - Change of Policy - One way Street	0
C131 - Re-Issue Incorrect Colour	0
C132 - Ringo off-line	3
C133 - Goose Fair 2016 - TTO Error	0
C134 - No Obs given	1
C135 - Police on Call	2
C136 - Victoria Embankment Event Day	0
C137 - Leaves covering restriction	5
C139 - CEO Error - Damaged Vehicle at Handle Street	0
C140 - Stolen vehicle - Removals	0
C141 - Traffic Management Removed TTO to early - Finch Close	0
C143 – CEO Error Incorrect Foreign Vehicle Entered	1
C144 – Traffic Management Error - Clifton	0
C146 – Permit Issue Error	5
C147 – RingGo Connection Error	9
C148 – Incorrect Street Logged in Hand Held	2
C149 – CEO Re-Issue – No Backlog Entry in Pocket Note Book	0

C151 – CEO Error – On TTO List	3
C152 – Reported to Police – Stolen Vehicle	10
C153 – RTA – Vehicle Unsafe to Move	0
C154 – DVLA Clamp Car	0
C155 – Traffic Management Error	15
C156 – Boarding/Alighting	17
C157 – Removed - TTO in situ too Early	13
C158 – CEO Incorrectly Entered as Foreign Vehicle	2
C159 – Cancelled Markets and Fairs Error	12
C160 – NCC Legal Advice	0
C161 – Network Management Error	1
C162 – Night Camera Equipment Failure	3
C17 – Representations Allowed	27
C18 - Cancelled - Adjudications Allowed	108
C20 - Cancelled - Special Circumstances	39
C22 - Cancel – Hand Held Void	1
C23 - Cancel - Valid Residents' Permit Produced	243
C24 - Cancel - Valid Visitor's Permit Produced	387
C25 - Cancel - Valid Disabled Badge Produced	271
C26 – Challenge Accepted	5
C27 – Lost Keys	0
C28 - Cancel - Permission To Park Given	38
C33 - Cancel Valid permit in Car Park	38
C34 - Council Decision	18
C35 – TRO Sign Error	0
C35 - Cancelled - Duplicate PCN	30
C36 - P & D Not Working	6
C38 – TRO Sign Error	1
C41 - System Error	0
C42 – FOC Release	1
C43 - Medical Reasons	42
C44 – Incorrect Signs/Lines	33
C44 - Incorrect signs/lines	0
C45 - Incorrect street location description	2
C46 - Valid Special Access Permit	3
C47 - TRO Error	7
C48 - Cancel - CEO Re-Issued	8
C49 – CEO Incorrect Distance Recorded	0
C50 - CEO Incorrect Street	18
C51 - CEO Incorrect Location on Street	5
C52 - CEO Incorrect VRM	113
C53 - CEO Insufficient Time Observations	15
C54 - CEO Wrong Sign	0
C56 - Invalid Blue Badge (no clock displayed)	17
C57 - Cancelled - CEO Error Incorrect VRM	76
C58 - CEO Incorrect contravention code	27
C59 - Ringo Permission	722
C60 - Valid Ringo Payment	291
C61 – Snow Covered Lines	0
C62 - PCN Issued on County Council Boundary	0
C63 - CEO error in notebook	13

C64 – WPC – Insufficient Information	0
C65 - CEO- Error- Ringo Unchecked	4
C67 - Arrested by police, unable to remove vehicle.	4
C68 - NCC- P&D Card Holder	4
C69 - Private Land	4
C73 - CEO Error, No Specific Photograph of Sign	2
C74 - CEO Error, Contradictory Evidence	1
C75 - P&D Purchased Confirmed via Aslam	2
C76 - CEO Error Valid Permit	3
C77 – CEO – No Photograph of Vehicle in Contravention Regulation 10	5
C78 - CEO Error - Not in contravention	68
C79 - Parked prior to TTO	28
C80 - CEO Error Insufficient Information	12
C81 - Not Adopted Highway	2
C83 - CEO Error (Incorrect Reg 10 PFI/VDA)	0
C84 - CEO Error - Not Completed/Voided	0
C85 - WPL _ Instructions	0
C86 - CEO error, Regulation 9 issued, should be Regulation 10 VDA	3
C87 - Supporting evidence provided	36
C88 - CEO - Administration Error	4
C89 - Commercial Services error	24
C90 - Commercial Answer machine faulty	1
C92 - P&E Administration Error	35
C93 – Hand Held Crashed	1
C95 - Cliff Rd Bought P&D in res bay	0
C96 - CEO error - Procedural Error	7
C97 - Enforcement Supervisor Error	12
C98 - Printer Error - PCN would not print	5
C99 – Cancelled Test Notice	0
CANCEL-FDWN - TICKET FACE DOWN	0
CL01 - Closed - Full Payment Received	45,479
CL02 - Closed - Accept Part Payment	8
CLOSED - Closed - End Of Life Cycle	0
FP - Free Parking - Ringo out of use	1
PFI REP ACC - PFI - Accept Representation	2
SENTNTO - NTO - Sent	35
SPOILED - Cancelled - Spoiled after issue (PCN not valid)	189
VDA REP ACC - VDA - Accept Representation	12
WOC39 - Response to rep outside of 56 days	2
Total	49,974

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 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.



Locations of Penalty Charge Notices issued for contravening Bus Lanes/Bus Gate restrictions in 2018/2019.

Alfreton Road	0
Arkwright Street	0
Arkwright Street (Bus Gate)	0
Aspley Lane (Eastbound)	598
Aspley Lane BL (Westbound)	0
Cantrell Road	1
Carlton Rd, Inbound Bus Lane	0
Carlton Road Inbound	4,371
Carlton Road Outbound	0
Carlton Street	2,211
Carrington St BG near Canal St	1,708
Carrington St BG near Station St	16,199
Carrington Street (Bus Gate)	0
Carrington Street Northbound	3,149
Cheapside / Poultry Bus Gate	4,630
Cranbrook St (northwest bound)	0
Derby Road	0
Derby Rd East of Park Street	566
Derby Rd Near to Hermon Street	44
Derby Rd Near Triumph Road	1,055
Edwards Lane (Southbound)	401
Friar Lane Bus Gate	5,068
Goldsmith Street	3,712
Hucknall Road o/s City Hospital	3,684
Hucknall Road	0
Ilkeston Road Inbound	0
Lower Parliament St (Westbound)	6,296
Mansfield Rd Near Burnham Street	326
Mansfield Rd Nr Mapperley Rd	1,455
Mansfield Rd Nr St Andrew's Rd	168
Mansfield Road	0
Market Street Bus Gate	2,775
Milton St (Southbound)	2,445
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	574
Outside Victoria Centre	0
Shakespeare Street East Bound Bus Gate	2734
Shakespeare Street West Bound Bus Gate	8,750
South Sherwood Street	0
Wollaton Road	819
Woodborough Road Bus Lane	530
Total	74,269

Cancellation of Bus Lane Penalty Charge Notices issued and cancelled between 2018/2019

ADJUDREFUS Appeal to Adjudicator Refused	2
APPNONCON - Appeal - Not Contested	4
BLERETHOLD - BLE - Returned - HOLD	0
C02 - Cancelled - Processing Error	7
C03 - Cancelled - Foreign Vehicle	1
C06 - Cancelled - Inadequate Signing	0
C07 - Cancelled - Loading Unloading Evidence	0
C08 - Cancelled - Police / Emergency Vehicle	67
C09 - Cancelled - Vehicle Broken Down	10
C10 – Cancelled - Stolen Vehicle	19
C14 – Cancelled – Owner Cannot be Traced	17
C101 – Cancelled – Nottm Road, Near Valley Road Warning Notice	81
C102 – Cancelled - Mansfield Road, Near St Andrew Road Warning Notice	36
C103 – Cancelled – Mansfield Road, Near Mapperley Road Warning Notice	227
C12 – Dispensation Certificate	1
C17 - Cancelled - Representations Allowed	63
C18 - Cancelled - Adjudications Allowed	52
C20 - Cancelled - Special Circumstances	105
C25 - Cancelled - Valid Disabled Badge Produced	1,532
C32 – Cancelled - NPAS	2
C34 - Council Decision	65
C35 - Cancelled - Duplicate PCN	0
C37 – NTO Sent Early	1
C38 - Cancelled CEO Error	22
C39 - Registered Bus	1
C40 - Medical Reasons	22
C42 - Exempted Police Vehicle	19
C43 - Wheelchair Accessible Taxi	1
C44 - Double Jeopardy	8
C45 -Tram Maintenance Vehicle	0
C46 - Performing Statutory Duties	0
C47 - Authorised Vehicle	193
C57 - Cancelled - CEO Error Incorrect VRM	95
C58 - System Error	1
C60 – CEO Error, Already on white list yet still processed by CEO	2
C62 – CEO Error, Incorrect contravention time in bus lane	1
C64 – Incorrect VRM	9
C71 - No signed alternative route	24
C76 - Valid Access Permit	7
C78 - Reversed out of Bus Gate	5
C79 - Office Administration Error	2
C80 - Camera Error	48
C82 - Vehicle reversed back through Bus Gate	2
C83 - Vehicle performed U-turn immediately after going through Bus Gate	29
C86 – Stuck in Processing	0
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
C96 - Unsuccessful Judicial Review	0
C97 – Cancelled Performed U turn After Contravention	26
C98 – Cancelled Traffic Manager Instruction	8
C100 – Software issues with Camera/Whitelist	0
CL01 - Closed - Full Payment Received	62,305
CL02 - Closed - Accept Part Payment	11
CLOSED - Closed - End Of Life Cycle	1
Total	65,134

Parking Regulation and Compliance

When fully staffed there are 22 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 8 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, at designated customer contact points, via 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 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

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 into improving local transport and has levered in substantial inward investment.

The WPL is in its 8th full year of operation and has raised in excess of £64 million in its first 7 years.

In the seventh year of charging (2018/19) the WPL raised £10.2 million from 472 liable employers. There is a strong compliance focus supporting employers to ensure that they correctly license the correct number of workplace parking places. Very 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 has been achieved since year 1 and this remains the case; 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 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 support the city's Link Bus Network which serves key employment sites including hospitals, universities and Park and Ride services. The Link network includes the world's largest bio-gas double decker bus fleet and one of the largest fleet of electric buses in Europe. WPL revenue is used as seed, pump primer and match funding to access grants around sustainable travel and has levered in significant further investment.

The WPL has delivered 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.

Workplace Travel Service Grants allow employers to benefit from up to £25,000 financial support to encourage workplace travel improvements, such as electric vehicle charge points, cycle parking, showers, drying cabinets, pool bikes, car sharing and car parking management.



Workplace Parking Charge

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

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

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 six 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 December 2014, the Office for Low Emission Vehicles (OLEV), a cross-Government policy team, announced a £500 million package for 2015 - 2020 to help deliver a step-change in the number of Ultra Low Emission Vehicles (ULEV) buses, cars and vans in the UK.

The objectives of the package are to deliver significant air quality benefits, reduce carbon emissions and create ULEV-related growth opportunities for car manufacturing and businesses locally and beyond.

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 project is now heavily underway, delivering the following projects:

- £2m is being 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. 230 charge points will be introduced by March 2020. Construction commenced in April 2018 and 54 charge points are now available for use.
- 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. 80 businesses have been assisted in the last year. The project includes a sustainable transport grants scheme providing up to £25,000, so far 16 businesses have benefited from £200,000 grant support collectively supporting the creation of 72 charge points in workplaces, 20 lockers, four showers and seven electric bikes.
- Conversion of the City Council pool car fleet to Ultra Low Emission Vehicles has commenced in earnest with 45 ULEVs in the Council's fleet and plans to have 22% of the fleet converted by March 2020. A related Vehicle to Grid project will allow the Council to purchase 40 vehicle to grid compatible vehicles on a large scale demonstration to provide grid balancing services
- 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 is being invested 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 approved and are currently awaiting programming and these will be located at Hanley Street (3 x rapid chargers) and Victoria Embankment Road (2 x rapid chargers)

£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.

£408,000 Defra funding is being used to provide financial support for drivers who opt for ULEV hackney carriages. 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 100 new hackney carriages have been licensed, 79 are euro 6 and 21 LECV ULEV



Image: Bio-gas bus, electric bus and tram lineup, National Clean Air Day 2017

▪ Low Emission Bus Scheme

The bus strand was also progressed with a bid for both bio-gas buses working in partnership with Nottingham City Transport, and a separate electric bus bid for additional City Council owned Link buses, was submitted at the end of October 2015. An announcement of the bus bids was provided in July 2016, with both bids receiving funding. Further funding was bid for in 2017 to the Clean Bus Technology Fund for the retro-fitting of existing buses to improve air quality.

Nottingham City Transport commenced the roll-out of gas buses across selected routes in 2017. The electric buses were introduced on contracted Link services over late 2017. After a further successful bid to the Clean Bus Technology Fund announced in February 2018, further NCT Euro

V buses will be retro-fitted to ensure buses meet the latest emissions standards, helping to improve local air quality in the City.

▪ Access Fund Project

Access Fund Programme

The City Council in partnership with Derby City Council and Nottinghamshire County Council secured £2.735 million of Access Fund grant for the period 2017/18 to 2019/20.

The Nottingham Derby Access Fund programme aims to support travel behaviour change for people living and working in Nottingham's urban area & Derby. The programme has delivered the following activities in 2017/18 to provide sustainable travel solutions for businesses and communities:

Household Personalised Travel Planning in Nottingham Urban Area and Derby

- This project is being delivered by AECOM in Nottingham urban area and Derby City under the Midlands Highways Alliance PSP2 framework, managed by Nottinghamshire County Council as a rolling programme alongside the County Council's own Access Fund PTP programme.

This approach offers economies of scale for delivery of both programmes. Wards were selected on the basis of having higher levels of car ownership and air quality concern. Phase one delivery commenced on the 27th March 2018 to 4,725 households in four residential areas in Nottingham City (Silverdale, The Meadows, Lenton and The Park). Delivery areas were selected that are within 400m of an Air Quality Management Area and have more than 50% of households with one or more cars.

A travel information pack offering print materials and special offers and incentives covering active travel, public transport, £5 Robin Hood taster cards and special membership deals with delivery partners (British Cycling, Enterprise Car Club, WEGO delivery service) was developed to support the project. The evaluation of phase one, including follow up surveys and focus groups with participants, is taking place in autumn 2018 and the results made available in December 2018 including data on level of mode shift achieved.



Community Active Travel Services - Four pop-up Community Cycling Centres have been established in areas of the city with lower levels of physical activity to provide a rolling programme of cycle training, support and led rides to encourage more adults to cycle.

Cycle Centres in the Meadows and Lenton Abbey area launched in October 2017, followed by Bulwell and Carlton (King Edwards Park) in March 2018. The Cycle Centres take place every two weeks in each location, with two cycle centres operational each week, from March to October. In 2017/18 the programme attracted 700 people of which 530 took part in cycling activities.

Active Travel Culture - The City Council secured a two-year partnership with British Cycling leveraging in an additional £920,000 of investment for cycling events and promotion across Nottingham for 2017/18 and 2018/19. The British Cycling HSBC programme provides the next step for people introduced to cycling through the Community Cycle centres programme.

This programme has delivered 55 organised led rides and 14 self-organised and self-guided rides involving 323 participants, delivered training for volunteer ride leaders with 24 ride leaders and 30 Breeze champions established. The Go Ride schools programme engaged 2,243 participants across five schools and held eight holiday camp days attracting 176 participants. Other targeted sessions were also run for women and girls, para-cyclists, university coaching sessions and cycling club cluster sessions engaging a further 1,167 participants.

The City Council launched a “Try before you buy” e-bike hire scheme in spring 2018 with four bike recharging units installed at Loxley House and a fleet of 12 e-bikes available to NCC staff and for public hire.

Jobseeker One Stop Shop with Referral Service – A jobseeker PTP service has been jointly commissioned for Nottingham and Derby until March 2020. The project launched in Derby in February 2018 and delivery came on stream in Nottingham in August 2018 following on from the ESIF funded Youth Employment Initiative Nottingham Gets2Work programme.

The jobseeker travel support service offers eligible participants advice, support, journey planning journey buddying and referrals to cycle support services (including cycle training, bike skills, qualifications, cycle loan, recycled and reconditioned bikes) to help address barriers to accessing employment and training. In 2017/18, 449 jobseekers were engaged in a one-to-one conversation, receiving information about sustainable travel. 78 jobseekers have enrolled into the programme for ongoing travel support and 63 jobseekers have received a personalised travel plan.

Supporting Low Carbon Business Innovation – Work has started to explore sustainable solutions for last mile delivery including building the business case for establishing a “last mile” freight consolidation hub.

Communications and marketing - To support transport communications, the new Transport Nottingham website was launched in February 2018 providing an information hub for travel and transport information including one stop shop for journey planning at 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)**

In 2014 we added an ANPR vehicle to our fleet and a memorandum of understanding was signed 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 enforce and remove abandoned vehicles under the “Clean Neighbourhoods and Environment Act 2005”. These vehicles are seen as a nuisance, are unsightly and can attract vandalism or arson. We continue to work with 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**

During 2018/2019 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. 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.

▪ **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 following program during their 12 week probation period:
 - One week in the classroom learning Traffic Management Act 2004 legislation and enforcement codes
 - Six 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.

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.



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

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 Penalty Points Scheme (DIPPS) is a 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 license 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 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	41,544	189	41,355
Number of Lower Level PCNs issued	18,017	2,326	15,691
Number of PCNs fully paid	45,479	1,829	43,654
Number of PCN's unpaid	3,407	115	3,292
Number of PCNs paid at discounted rate	36,444	1,432	35,012
Number paid at full rate	6,649	295	6,354
Number of PCN's paid after the Charge Certificate has been served	921	28	893
Number of PCN's Debt Registered at the Traffic Enforcement Centre	8,356	305	8,051
Number of PCNs against which formal & informal representations were made	14,454	1,023	13,431
Number of PCNs cancelled as a result of formal or informal representation	1,143	65	1078
Number of PCN's written off	5,425	134	5,290

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 2018/2019

Description	Number
Number of PCN's issued	74,272
Number of PCN's paid	61,328
Number of PCN's paid at discounted rate	55,338
Number of PCN's paid at the full rate	2,324
Number of PCN's paid after the Charge Certificate has been served	1,581
Number of PCN's Debt Registered at the Traffic Enforcement Centre	7,368
Number of PCN's paid at Debt Reg or higher	3,171
Number of PCN's against which formal representations were made	6,295
Number of PCN's cancelled as a result of formal representation	3,063
Number of PCN's written off	6,901

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

PCN's referred to TPT	PCN considered an appeal	PCN's issued	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
381	372	59,561	77	145	222	156	13	0

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

PCN considered an appeal	PCN's issued	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
210	74,275	26	50	76	98	5	0

Financial Information

The income and expenditure for Parking Regulation and Compliance in addition to Parking Services for the financial year 2018/2019 was as follows:

Financial income and expenditure 2018/2019

Description	Value £
Income	
Parking Income	9,377,067
Penalty Charge Notice Income	2,036,357
Workplace Parking Levy Income	10,113,713
Total Income	21,527,137
Expenditure	
Employee Costs	2,369,440
Running Costs	3,302,380
Total Expenditure	5,671,821
Operating Surplus	15,855,316
Overhead Allocation	2,931,791
Net Surplus	12,923,525

This Net surplus has contributed to expenditure on Public Transport Concessionary Fares (2018/2019 £14,989m)

The income and expenditure for Bus Lane enforcement for the financial year 2018/2019 was as follows: -

Description	Value £
PCN Income	2,124,877
Total Income	2,124,877
Expenditure	
Employees	324,970
Premises	117,946
Supplies And Services	661,057
Improvements	529,197
Transport	-
Total Expenditure	1,633,169
Net Surplus:	491,708

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.