




Solihull
METROPOLITAN
BOROUGH COUNCIL



Solihull Metropolitan Borough Council 2015 – 2016 Parking Services Annual Report

Solihull MBC – Annual Parking Services Performance Report 2015/16

Introduction

Welcome to the 2015/2016 Solihull Metropolitan Borough Council annual report. This report provides detailed information about our services and policies. It provides a breakdown of our performance during the past financial year as well as future initiatives. I am sure that it will prove to be a great source of information.

Following the introduction of the Traffic Management Act, the council has been given the responsibility to reduce delay and congestion of the road network for all road users. Parking services is achieving this by ensuring that we have easily accessible car parks which are well maintained for both residents and visitors alike. We are working vigorously to ensure that not only are our car parks safe and easily accessible but so too are our streets and roads. This year we have put special emphasis on ensuring that enforcement around the borough schools around peak times remains a priority based upon listening to and acting upon feedback from residents regarding what they wanted from us as an authority.

This year has seen many changes in and around the borough, namely, the completion of the Solihull Gateway Project in November 2015. The Scheme saw around £2.3m of highway improvements in the Station Road and Poplar Road area of Solihull Town Centre. The aim of the project was simple: to make visiting Solihull Town Centre more accessible and convenient, and to improve and update the look of the area. Funding for the works came from a variety of sources, including our Local Transport Plan, the Government funded Local Sustainable Transport Fund (LSTF) 'Smart Network, Smarter Choices' scheme, the Transforming Bus Travel programme and the GBSLEP (Greater Birmingham & Solihull Local Enterprise Partnership) Growing Places Fund.

Going forward, parking services are anticipating the introduction of many new and exciting schemes. Bus Lane enforcement is going to be introduced. Solihull will welcome three sections of new bus lane on Lode Lane. The two stretches of bus lane already operational, in the direction of Solihull town centre only (southbound), are located between the canal bridge and the junction with Rowood Drive and between the junction with Grove Road and Poplar Road.

Signs will be in place along the route to advise drivers of the changes. Motorists found to be using the bus lane when not permitted face being issued with a Penalty Charge Notice (PCN) and are reminded that this can delay buses and cause congestion.

The final stretch of new bus lane on Lode Lane, between Moat Lane and Hermitage Road, is due to be opened following the completion of the second phase of the scheme in autumn 2016.

Improvements are also being made to pedestrian and cycling facilities, including the introduction of a continuous off-carriageway, shared-use cycle lane between the A45 Coventry Road and Solihull town centre.

Parking Services are also looking forward to building a working relationship with Barbour Logic. We are excited to announce that Parking Services will now be using Response Master going forward when considering appeals. Response Master is currently used by 60+ councils nationwide and has won three innovation awards. It will enable our back office staff to make quicker and more accurate decisions when considering appeals.

Background to Solihull and the services provided

Solihull is a Borough in the West Midlands with a population of approximately 206,700 people (Based upon the 2011 Census of England and Wales). A number of main roads pass through Solihull including the A41 Birmingham to Warwick road and the A34 Birmingham to Stratford road. The M42 and the M40 both pass through Solihull and provide very rapid links to Oxford and London and to the rest of the motorway network surrounding the West Midlands. Birmingham International Airport (BHX) is also located in Solihull.

Parking services is responsible for operating and enforcing a number of car parks which comprise of over 4500 spaces. Parking Services also undertake the enforcement of on street restrictions to allow for the continued free traffic flow of traffic around the borough for both residents and visitors alike.

Below, is a list of car parks currently operated and maintained by Parking Services;



Car Park	Ward	Spaces
Church Hill	Solihull	127
Dominion Court	Solihull	200 (weekend only)
Council House	Solihull	174 (weekend only)
Monkspath Hall	Solihull	1049
Mell Square	Solihull	932
Lode Lane	Solihull	486
M&S Poplar Road	Solihull	569
Brueton Park	Solihull	69
Malvern Park	Solihull	60
Lode Lane/Boulton Rd	Solihull	43

Rear of Iceland	Shirley	174
Rear of Aldi	Shirley	39
Library	Shirley	84
Greswolde Arms	Knowle	125
Left Village Hall	Knowle	28
Rear of Natwest	Knowle	34
Rear of Tesco	Knowle	60
Rear of Village Hall	Knowle	43
Right of Village Hall	Knowle	23
Shelly Farm	Monkspath	214
Forest Court	Dorridge	53
Library	Balsall Common	61
Olton Station	Olton	23

In addition to working as part of the broader Highway Services team to ensure the free flow of traffic, Parking Services also carry out a number of other core statutory duties. Duties range from considering appeals from motorists who feel that a Penalty Charge Notice should not be paid and wish to appeal to considering and offering dispensation to motorists carrying out work within the borough.

If you have any questions or comments about our Parking Annual Report please let us know by telephoning our Parking information Centre on 01217046111 or E-Mailing your comments to parkingservices@solihull.gov.uk. Thank you for taking the time to read our Annual Report.

Legislation

Parking Enforcement in Solihull is carried out under the Traffic Management Act 2004. Penalty Charge Notices are issued on our behalf by our Civil Parking Enforcement Contractor, NSL Services Limited.

The Traffic Management Act was introduced in 2004 to tackle congestion and disruption on the road network. The Act places a duty on local traffic authorities to ensure the expeditious movement of traffic on their road network.

It gives authorities additional tools to better manage parking policies and moving traffic enforcement (Bus Lane Enforcement). Solihull MBC parking is now enforced under the Traffic Management Act 2004. This came into effect from 31 March 2008.

Penalty Charge Notices (PCNs) can be issued by Civil Enforcement Officers (CEOs) patrolling the borough should a vehicle be deemed to be parked in contravention of Part 6 of the Traffic Management Act 2004.

On Street Contraventions:

Contravention Code	Description	Level
01	Parked in a restricted street during prescribed hours	Higher
02	Parked or loading / unloading in a restricted street where waiting and loading / unloading restrictions are in force	Higher
05	Parked after the expiry of paid for time	Lower
06	Parked without clearly displaying a valid pay & display ticket or voucher	Lower
12	Parked in a residents' or shared use parking place or zone without either clearly displaying a valid permit or voucher or pay and display ticket issued for that place, or without payment of the parking charge	Higher
22	Re-parked in the same parking place or zone within one hour after leaving	Lower
24	Not parked correctly within the markings of the bay or space	Lower
25	Parked in a loading place or bay during restricted hours without loading	Higher
30	Parked for longer than permitted	Lower
40	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	Higher
45	Stopped on a taxi rank	Higher

46	Stopped where prohibited (on a red route or clearway)	Higher
47	Stopped on a restricted bus stop or stand	Higher
48	Stopped in a restricted area outside a school, a hospital or a fire, police or ambulance station when prohibited	Higher
62	Parked with one or more wheels on or over a foot-path or any part of a road other than a carriageway	Higher
99	Stopped on a pedestrian crossing or crossing area marked by zigzags	Higher

Off Street Contravention Codes

Contravention Code	Description	Level
80	Parked for longer than permitted	Lower
81	Parked in a restricted area in a car park	Higher
82	Parked after the expiry of paid for time	Lower
83	Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock	Lower
86	Not parked correctly within the markings of a bay or space	Lower
87	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	Higher
90	Re-parked in the same car park within 90 Minutes after leaving	Lower

91	Parked in a car park or area not designated for that class of vehicle	Higher
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Higher Level Contraventions:

Higher Level Contraventions are initially charged at £70.00 and are reduced to £35.00 if paid within 14 days; if a Higher Level Contravention PCN's remain unpaid they increase by 50% to £105.00 upon issue of a Charge Certificate, and to £112.00 upon issue of a Warrant of Execution. (Please see lifecycle of a Penalty Charge Notice for more information)

Lower Level Contraventions:

Lower Level Contraventions are initially charged at £50.00 and are reduced to £25.00 if paid within 14 days; if a Lower Level Contravention PCN's remain unpaid they increase by 50% to £75.00 upon issue of a Charge Certificate, and to £82.00 upon issue of a Warrant of Execution. (Please see lifecycle of a Penalty Charge Notice for more information)

Appealing a Penalty Charge Notice:

Any motorists who believe that a Penalty Charge Notice should not be paid and wishes to appeal have the right to do so. Appeals should be made in writing to: Appeals, Parking Services, Council House, Solihull, West Midlands, B91 9QT

In any appeal, appellants should quote their PCN Number, Vehicle Registration Number and Return Home Address in order for the appeals team to be able to provide a prompt response. If the challenge is within 28 days of the PCN's service date and the challenge is rejected then the council will re-offer the 14 day discount period.

Civil Enforcement Officers (CEO's):

Civil Enforcement Officers are deployed by NSL Services Limited on behalf of Solihull MBC to carry out a contractually agreed minimum number of hours of enforcement per year. The Role of a CEO is more than just enforcing restrictions and issuing PCNs. CEO's have been known to offer a first point of contact for members of the public for a wide range of public facing enquiries. Civil Enforcement Officers also assist with the cleanliness of the car parks and report any fly tipping and/or graffiti to the Parking Services Team.

In the financial year 2015/16 Solihull MBC had 19 Civil Enforcement Officers on active duty. A majority of Civil Enforcement Officers carry out their duties on foot. However,

at our disposal, we have a car, a van and four scooters which are used to carry out enforcement around the borough. Civil Enforcement Officers are regularly complimented by members of the public and in the last year, we have seen a dramatic rise in the number of compliments which is something that Solihull MBC take great pride in. We use compliments as a way of measuring our reputation and hope to build on this in the future.



Parking Services

The team are responsible for a wide variety of parking operations around the borough. This year has seen the Parking Services Team consider and respond to more than 5,000 appeals. Every day, the team deal with numerous enquiries ranging from dispensation requests to general car park enquires. At present, the team is made up of a parking services manager, two parking officers and a part time administration assistant.

Enforcement requests:

Residents are often inconvenienced by inconsiderate and anti-social parking behaviour. The Solihull MBC parking services department endeavour to ensure that enforcement action is available should it be required in a prompt manor. Residents are entitled to call the Parking Services Department should they require enforcement on 01217046111. Enforcement commitments mean that Enforcement cannot be guaranteed on every single occasion. However, it is our aim to respond to as many requests as is feasibly possible.

Permits:

Solihull MBC currently offers two town centre season permits as well as residents parking permits. The town centre parking permits which we offer are in Lode Lane Car Park and Monkspath Hall Road Car Park. The pricing structure for our Town Centre car parks is as follows:



	Quarterly	Annually
Monkspath Hall Road Car Park	£200	£800
Lode Lane Pay & Display Car Park	£405	£1400

People wishing to purchase a town centre car park permit can do so online at www.mipermit.com.

Residents parking permits are available throughout the borough. We currently have resident's permits available in the following locations:

- Austcliff Drive
- Thorngrove Avenue
- Sevington Close
- Edwardian Close
- Kilsby Grove

Residents of these roads can apply for either a residents or visitors permit by telephoning 0121 704 6111. The permit costs £95 and allows residents to park on the road during normally restricted hours. Proof of residency also has to be provided when purchasing a residents parking permit in the form of a Bank Statement, Council Tax Bill, Utility Bill, Phone Bill, Employment Letter, Driver's License, Doctors Letter.

Applying for a residents parking scheme

A Residents' Parking Permit Scheme is typically introduced on a road or in an area where residents have difficulty parking within the vicinity of their home for the majority of the day. This is usually due to parking generated by facilities, such as in areas close to town centres or places that attract a high number of visitors.

Each household wishing to join a Residents' Parking Permit Scheme must pay a joining fee of £180. In the joining year and annually thereafter, an annual permit charge of £95 is also applicable.

If residents would like to apply for a scheme to be introduced on their road then this can be done by filling out the application form at:

<http://www.solihull.gov.uk/Resident/Parking-travel-roads/parking/parking-at-home/resident-parking-permit>

Disabled Person Parking Bays

Disabled persons parking bays are provided for the exclusive use of Blue Badge Holders. All council pay and display car parks have disabled persons parking places and there are also a number of on street bays throughout the borough. Blue Badge holders are entitled to park for free in any council Pay & Display Car Park. There are also a number of bays in residential streets at the request of blue badge holders provided that their application for a bay is approved. These bays are not issued for exclusive use and can be utilised by any Blue Badge Holder. Should you require more information regarding Blue Badges then please contact our Blue Badge team on:

Email at **bluebadges@solihull.gov.uk** or call 0121 704 6000.

Park Mark Safer Parking Scheme

The Safer Parking Scheme is a national standard for UK car parks that have low crime and measures in place to ensure the safety of people and vehicles. A Park Mark is awarded to each car park that achieves the challenging standards. The distinctive Park Mark signage helps drivers find car parks where they can confidently leave their vehicle, knowing the environment is safer.

2015 – 2016 Statistical Analysis

Annual Accounts – Car Parks Balance Sheet Annual Accounts - Civil Parking Enforcement Balance Sheet

Expenditure	Budget	Actual	Variation
Employee Cost	£38,270	£29,966	-£8,304
Utilities	£170,120	£131,369	-£38,751
Premises Costs	£669,060	£673,110	£4,050
Maintenance	£226,630	£92,588	-£134,042
Other Costs	£2,000	£47,813	£45,813

Equipment Costs	£145,450	£133,969	-£11,481
Contracts	£278,960	£267,800	-£11,160
Internal Charges	£76,060	£115,105	£39,045
Total	£1,606,550	£1,491,720	-£114,830

Income	Budget	Actual	Variation
Internal Income	-£41,000	-£17,419	£23,581
Parking Charges	-£3,042,150	-£2,805,305	£236,845
Season Permits	-£110,000	-£274,651	-£164,651
Rents	-£228,560	-£239,936	-£11,376
Contributions	-£146,440	-£113,529	£32,911
Total	-£3,568,150	-£3,450,840	£117,310

Outturn	Budget	Actual	Variation
Total Expenditure	£1,606,550	£1,491,720	-£114,830
Total Income	-£3,568,150	-£3,450,840	£117,310
Balance	-£1,961,600	-£1,959,120	£2,480

Expenditure	Budget	Actual	Variation
Employee Cost	£89,330	£72,127	-£17,203
Utilities	£0	£0	£0
Premises Costs	£540	£540	£0
Maintenance	£0	£0	£0
Other Costs	£19,330	£13,999	-£5,331
Equipment Costs	£10,700	£5,625	-£5,075
Contracts	£301,330	£325,768	£24,438
Internal Charges	£1,030	£1,637	£607
Total	£422,260	£419,696	-£2,564

Expenditure	Budget	Actual	Variation
Internal Income	£0	£0	£0
Parking Charges	-£400,000	-£375,708	£24,292
Season Permits	£0	£0	£0
Rents	£0	£0	£0
Contributions	-£38,620	-£39,913	-£1,293
Total	-£438,620	-£415,621	£22,999

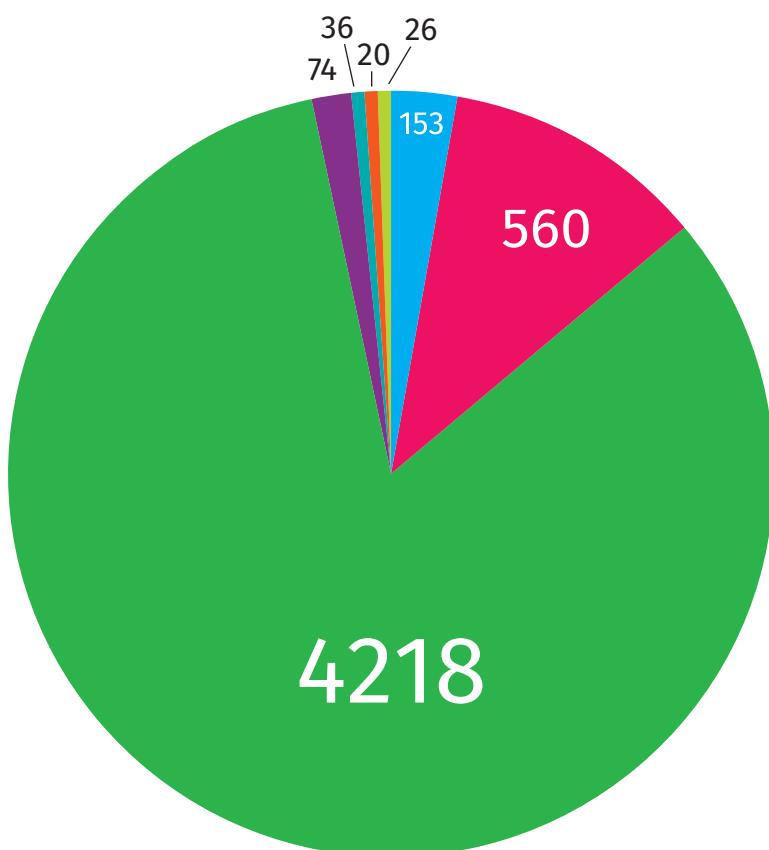
Outurn	Budget	Actual	Variation
Total Expenditure	£422,260	£419,696	-£2,564
Total Income	-£438,620	-£415,621	£22,999
Balance	-£16,360	£4,075	£20,435

Appeals Data – Incoming correspondence by type

Incoming - Post Charge Certificate Correspondence	153
Incoming - Post Notice To Owner Correspondence	560
Incoming - Pre Notice To Owner Correspondence	4218
Incoming – Traffic Enforcement Centre - Late Statutory Declaration	74
Incoming – Traffic Enforcement Centre - Late Statutory Declaration Revoke/ Refusal	36
Incoming – Traffic Enforcement Centre – Order For Recovery Revoke Document	26
Incoming – Traffic Penalty Tribunal - Decision & Appeal Pack	20
	5031



Correspondance in by type



Incoming-Post Charge Certificate Correspondance

Incoming-Post Notice to Owner Correspondance

Incoming-Pre Notice to Owner Correspondance

Incoming-Traffic Enforcement Centre-Late Statutory Declaration

Incoming-Traffic Enforcement Centre-Late Statutory Declaration Revoke/Refusal

Incoming-Traffic Enforcement Centre-Order for Recovery Revoke Document

Incoming-Traffic Penalty Tribunal-Decision and Appeal Pack

2015 – 2016 Off Street Penalty Charge Notices issued by contravention

Off Street – Higher		Total	Spoiled	Test	Issued
Contravention Code 85	Parked in a permit bay	108	0	0	108
Contravention Code 87	Disabled person's parking	305	3	0	302
Contravention Code 89	Wrong size of vehicle	1	0	0	1

Contravention Code 91	Wrong class of vehicle	51	0	0	51
	Total for Category:	465	3	0	462

Off Street – Lower		Total	Spoiled	Test	Issued
Contravention Code 73	Parked without payment	1	1	0	0
Contravention Code 80	Parked longer than permitted	102	4	0	98
Contravention Code 82	Parked after payment expired	2,156	37	1	2,118
Contravention Code 83	Parked without clear display	6,015	33	1	5,981
Contravention Code 84	Feeding the meter	6	0	0	6
Contravention Code 86	Parked beyond the bay markings	433	3	0	430
Contravention Code 90	Re-parked in the same place	3	2	0	1
Contravention Code 93	Parked in closed car park	2	1	0	1
	Total for Category:	8,718	81	2	8,635

CPE - On Street - Higher		Total	Spoiled	Test	Issued
Contravention Code 01	Parked in a restricted street	2,915	13	0	2,902
Contravention Code 02	Loading in restricted street	135	1	0	134
Contravention Code 12	Parked in a residents' place	12	0	0	12
Contravention Code 23	Wrong class of vehicle	51	0	0	51
Contravention Code 25	Parked in a loading place	61	0	0	61
Contravention Code 40	Disabled person's parking	545	13	6	56
Contravention Code 45	Taxi rank	148	1	0	147
Contravention Code 46	Clearway	466	10	0	456
Contravention Code 47	Restricted bus stop or stand	53	1	0	52
Contravention Code 48	Restricted school area	19	0	0	19
Contravention Code 61	Commercial footpath parking	23	0	0	23
Contravention Code 62	Footpath parking	226	2	0	224
Contravention Code 99	Pedestrian crossing	6	0	0	6
	wTotal for Category:	4,660	41	6	4,613

CPE - On Street - Lower		Total	Spoiled	Test	Issued
Contravention Code 05	Parked after payment expired				
Contravention Code 06	Parked without clear display	1,267	4	0	1,263
Contravention Code 08	Parked at out-of-order meter	1	0	0	1
Contravention Code 22	Re-parked in the same place	6	6	0	0
Contravention Code 24	Not parked correctly	2	0	0	2
Contravention Code 30	Parked longer than permitted	457	12	0	445
Contravention Code 36	Disc longer than permitted	1	0	0	1
	Total for Category:	2,641	32	0	2,609
	Total for Report	16,622	158	8	16,456



Post Charge Certificate (CC) Correspondence Out to appellants

Accepted Correspondence

Post CC - Accept - Blue Badge 1st Offence	5
Post CC - Accept - Blue Badge Supplied	8
Post CC - Accept - Dispensation Supplied	1
Post CC - Accept - Evidence Supplied	12
Post CC - Accept - Machine Fault	1
Post CC - Accept - Mitigating Circumstances	34
Post CC - Accept - PCN Issued In Error	4
Post CC - Accept - PD - 1st Offence	36
Post CC - Accept - Permit - 1st Offense	4
Post CC - Accept - Problem With Signs and	1
Post CC - Not Keeper No Docs	3
Post CC - On Hire	8

Rejected Correspondence

Post NTO - Reject - Discount Offered	80
Post NTO - Reject - General	37
Post NTO - Request Further Evidence	14
Post NTO - Residents - 1st Offence	8

Pre Notice to Owner(Pre NTO) Correspondence out to appellant

Accepted Correspondence

Pre NTO - Accept - Blue Badge 1st Offence	56
Pre NTO - Accept - Blue Badge Supplied	383
Pre NTO - Accept - CEO Error	97
Pre NTO - Accept - Dispensation Supplied	3
Pre NTO - Accept - Evidence Supplied	185

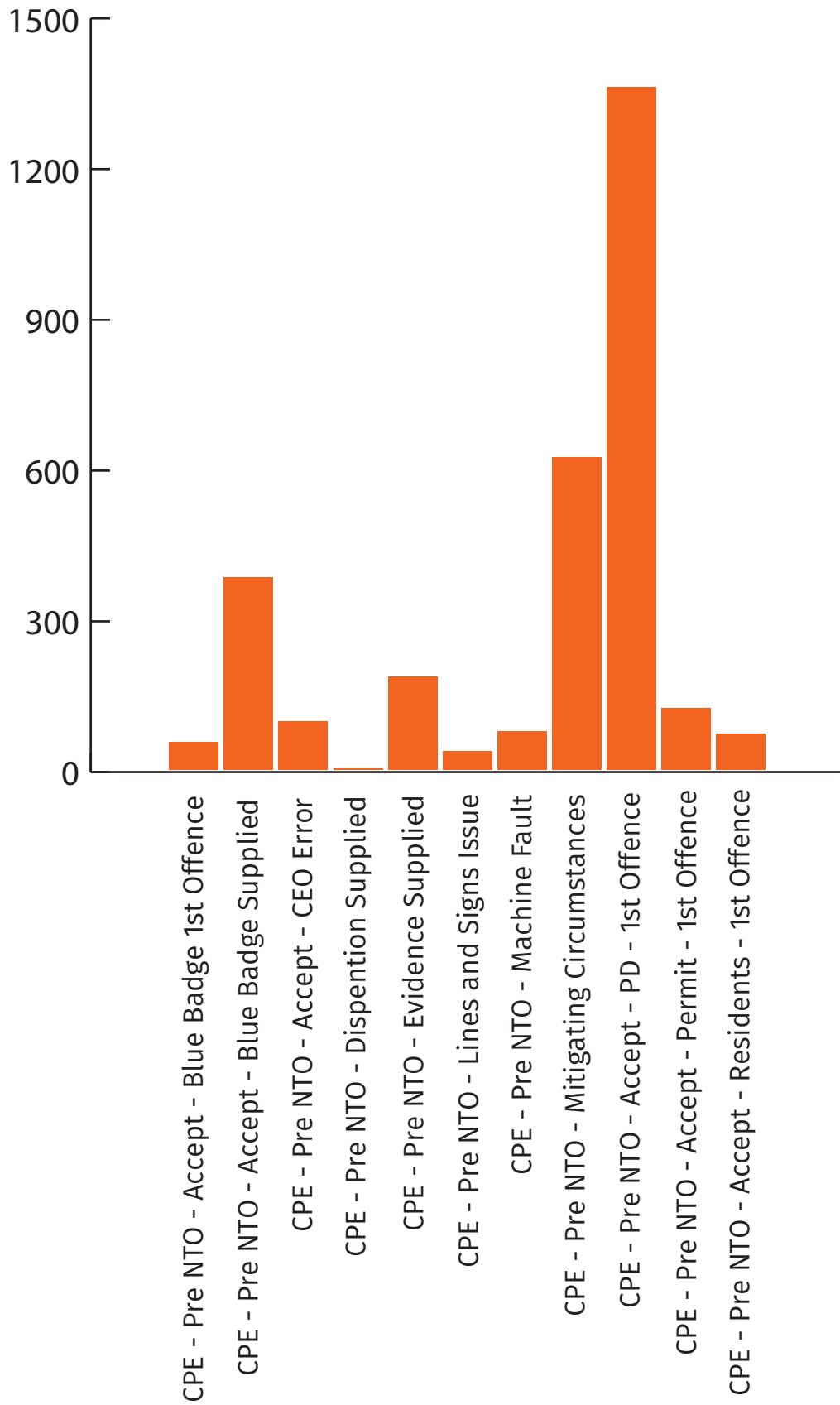


Pre NTO - Accept - Lines and Signs Issue	37
Pre NTO - Accept - Machine Fault	76
Pre NTO - Accept - Mitigating Circumstances	623
Pre NTO - Accept - PD - 1st Offence	1,361
Pre NTO - Accept - Permit - 1st Offence	123
Pre NTO - Accept - Residents - 1st Offence	71

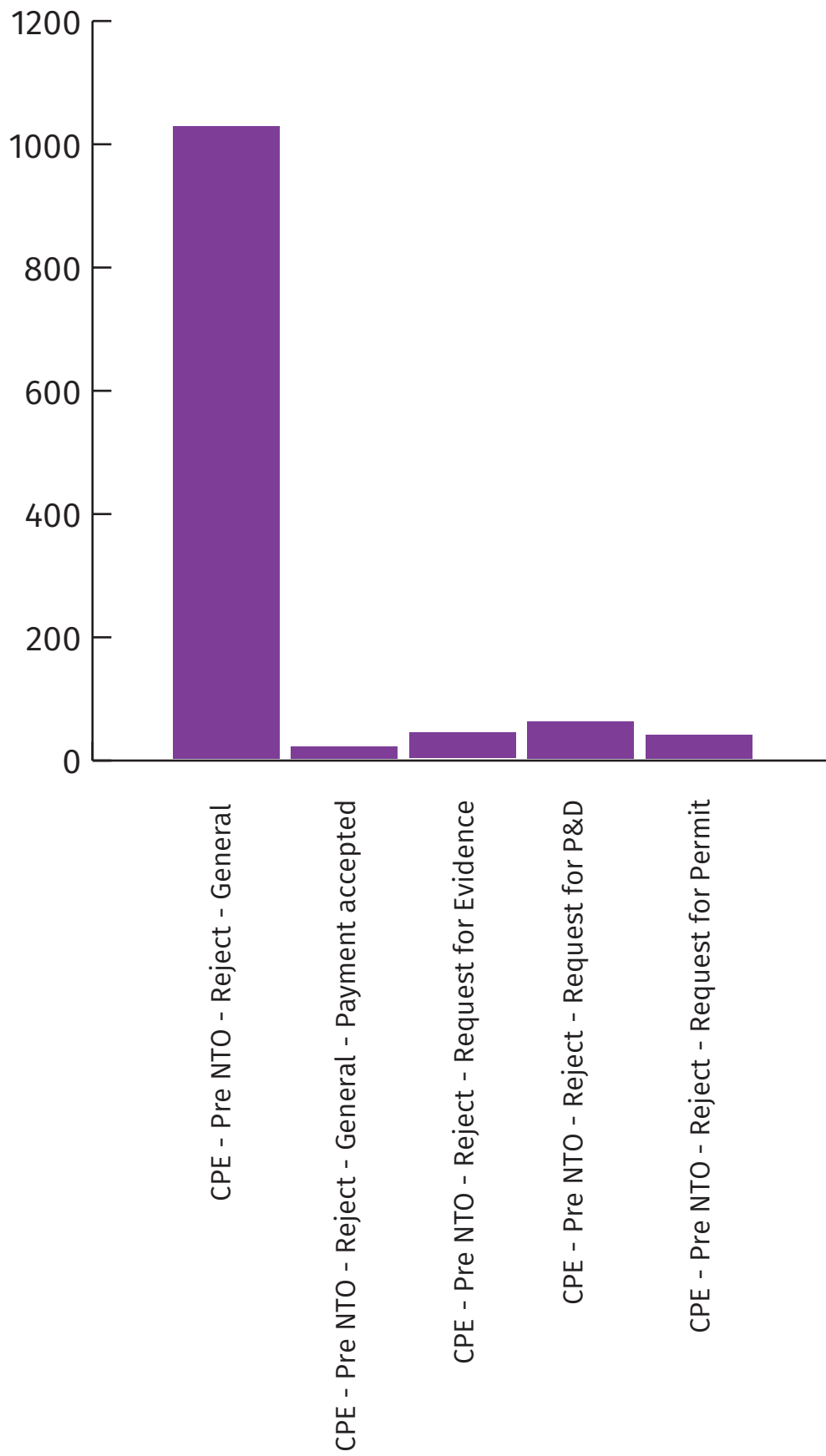
Rejected Correspondence

Pre NTO - Reject - General	1,027
Pre NTO - Reject - General - payment accepted	19
Pre NTO - Reject - Request For Evidence	42
Pre NTO - Reject - Request For P&D	60
Pre NTO - Reject - Request For Permit	38

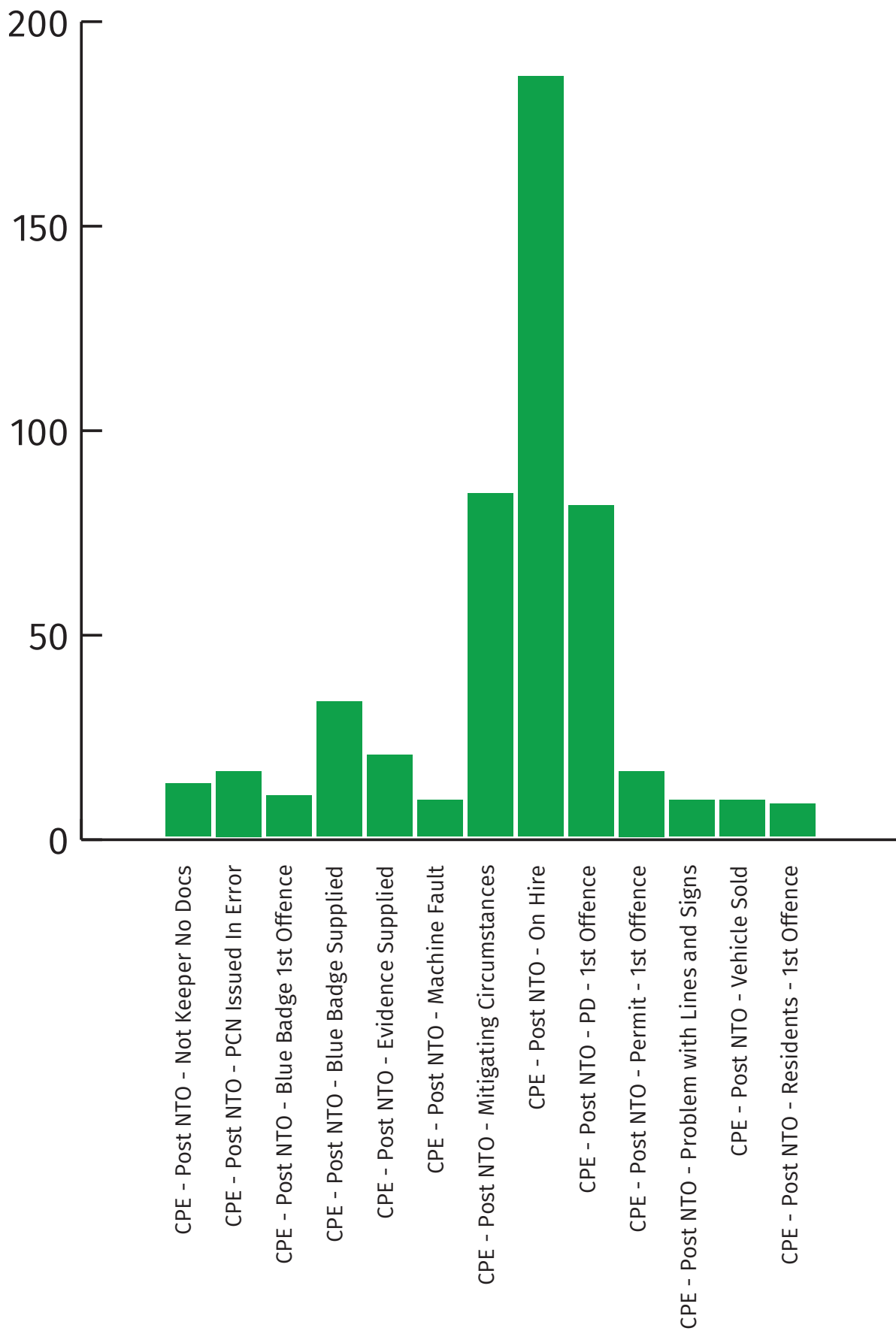
Pre Notice to Owner Accepted Appeals



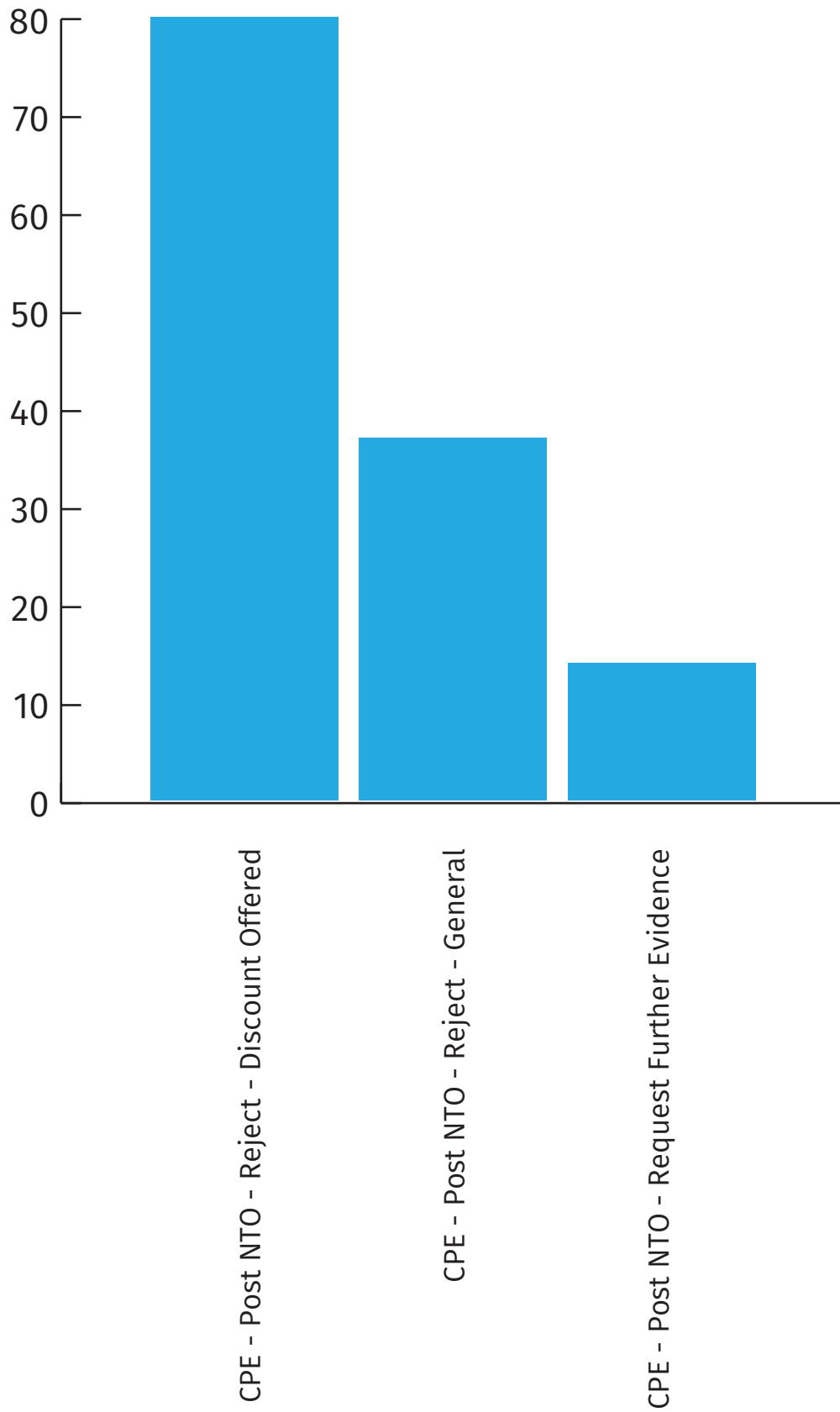
Pre Notice to Owner Rejected Appeals



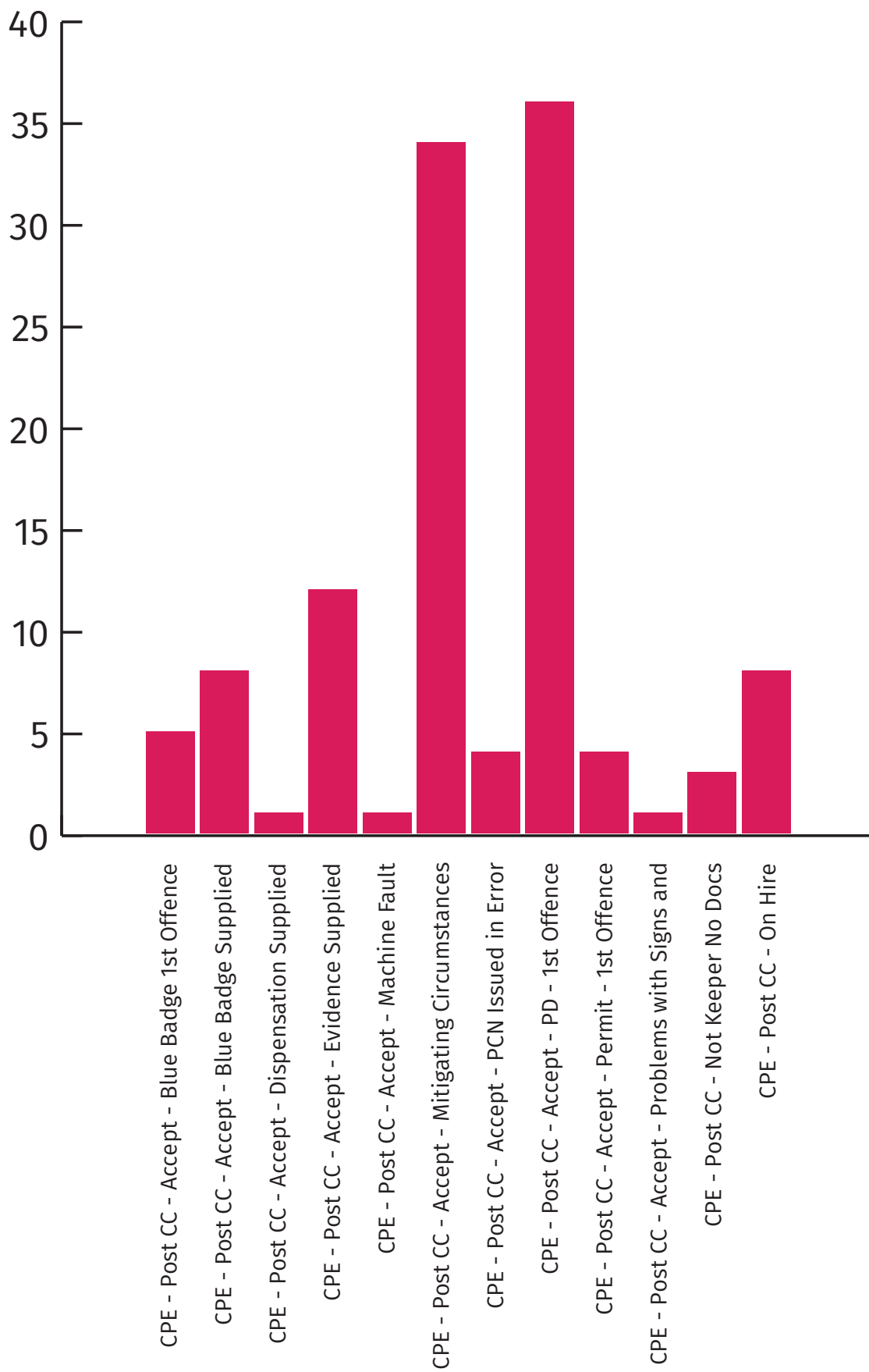
Post Notice to Owner Accept Appeals



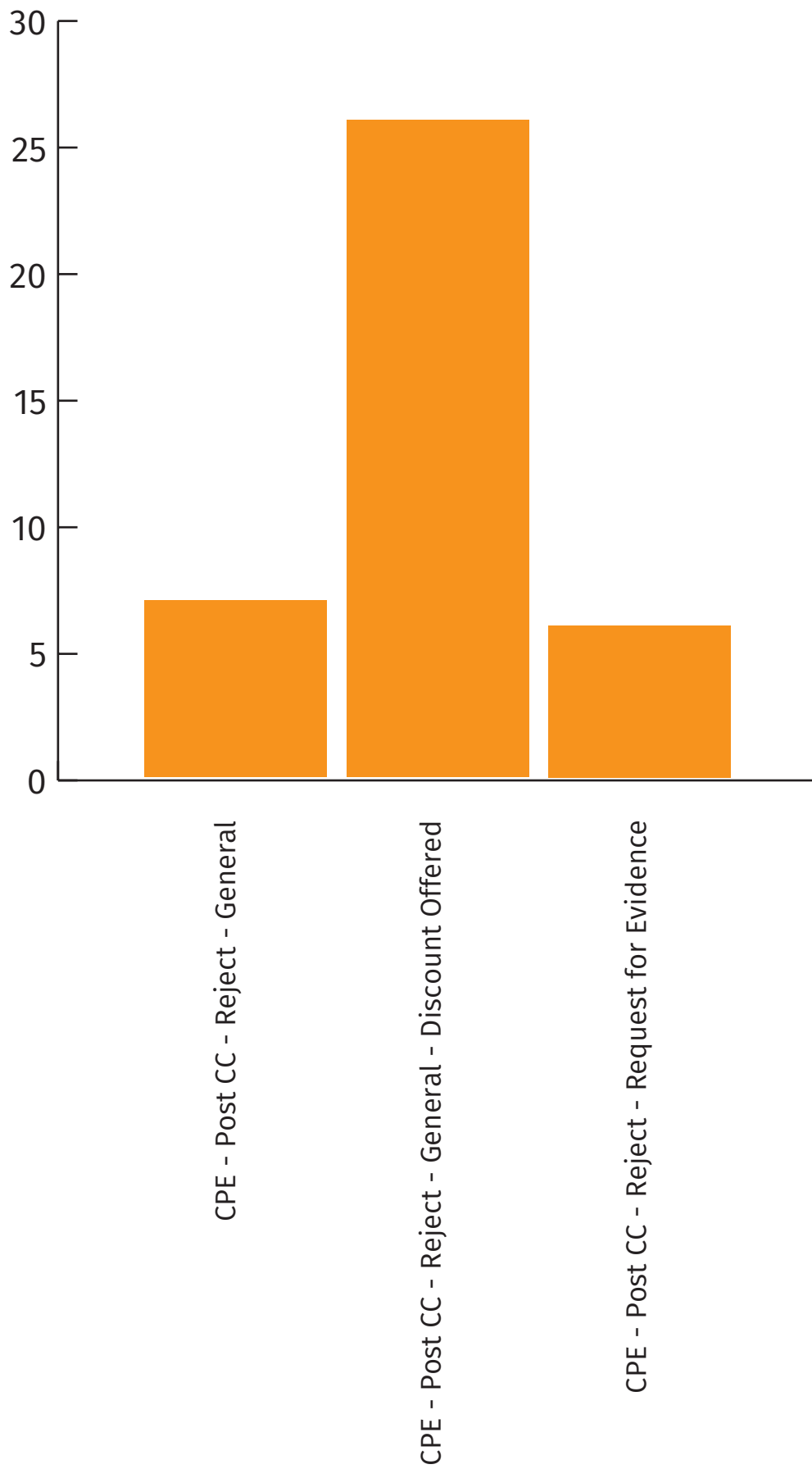
Post Notice to Owner Rejected Appeals



Post Charge Certificate Accepted Appeals



Post Charge Certificate Rejected Appeals



We are pleased to announce that parking services have agreed a contract extension with NSL Ltd to act as our enforcement contractors for an initial two year period. This will see NSL enforcing both our on and off street restrictions.

From January 18 2017 Solihull MBC will process all appeals to the Traffic Penalty Tribunal online. The Traffic Penalty Tribunal are independent adjudicators who consider evidence from both an appellant and the council surrounding a Penalty Charge Notice. This will mean that application forms will no longer be sent as standard along with the notice of rejection and instead we will highlight how to appeal to the Traffic Penalty Tribunal online. For those who do not wish to appeal online then they can still appeal manually to the Traffic Penalty Tribunal.

Rather than contacting the council, we will be advising motorists to contact the Traffic Penalty Tribunal directly. Some councils are already using this system and all our parking officer have now been trained on using this system going forward. Parking services are also looking to introduce an online appeals process for appeals which come directly to us, this will make the appeals process easier for both an appellant and the council alike. This will allow motorists to make an appeal 24 hours a day and will reduce the amount of administration involved in processing an appeal.

A view to the Future: Lode Lane Route Enhancement Project:

The Lode Lane Route Enhancement project will see a £4.5 million investment in the route between Jaguar Lane Rover and Solihull town Centre.

Lode Lane is one of the busiest roads and highest frequency bus corridors in the borough. It plays a vital role in connecting Solihull town Centre with Jaguar Land Rover, the area around the NEC and Airport, the A45 Coventry Road and North Solihull / East Birmingham.

Nearly 3,500 people travel this route into the town centre in the morning, half of which use the bus. However, the road suffers from congestion during this period and, along some parts, does not provide an attractive environment for those who may wish to cycle.

Solihull is growing - our ambitious proposals for UK Central mean that without investment in public transport, walking and cycling, congestion along Lode Lane will worsen in future years, significantly affecting people who live, work and travel through the borough.

The changes to Lode Lane seek to accommodate this future growth by focusing on making better use of the existing road space to give more priority to bus users and cyclists but without affecting people who may still wish to use the car.

The two stretches of bus lane, in the direction of Solihull town centre only (southbound), are located between the canal bridge and the junction with Rowood Drive and between the junction with Grove Road and Poplar Road.

The bus lanes will be indicated by a thick white line on the road and will be in operation 24 hours a day. Other vehicles permitted to use the lane are licensed taxis, bicycles and motorcycles.

In the town centre, the bus and cycle-only lane will now connect Lode Lane with the previously no-through road between Radcliffe House and Brueton Gardens. This is expected to benefit all traffic moving through the town centre by removing buses from the busy Lode Lane/Warwick Road roundabout.

Signs will be in place along the route to advise drivers of the changes. Motorists found to be using the bus lane when not permitted face being issued with a Penalty Charge Notice (PCN) and are reminded that this can delay buses and cause congestion.

The final stretch of new bus lane on Lode Lane, between Moat Lane and Hermitage Road, is due to be opened following the completion of the second phase of the scheme in autumn 2016.

Improvements are also being made to pedestrian and cycling facilities, including the introduction of a continuous off-carriageway, shared-use cycle lane between the A45 Coventry Road and Solihull town centre.

Solihull Metropolitan Borough Council
Council House, Manor Square
Solihull, B91 3QB