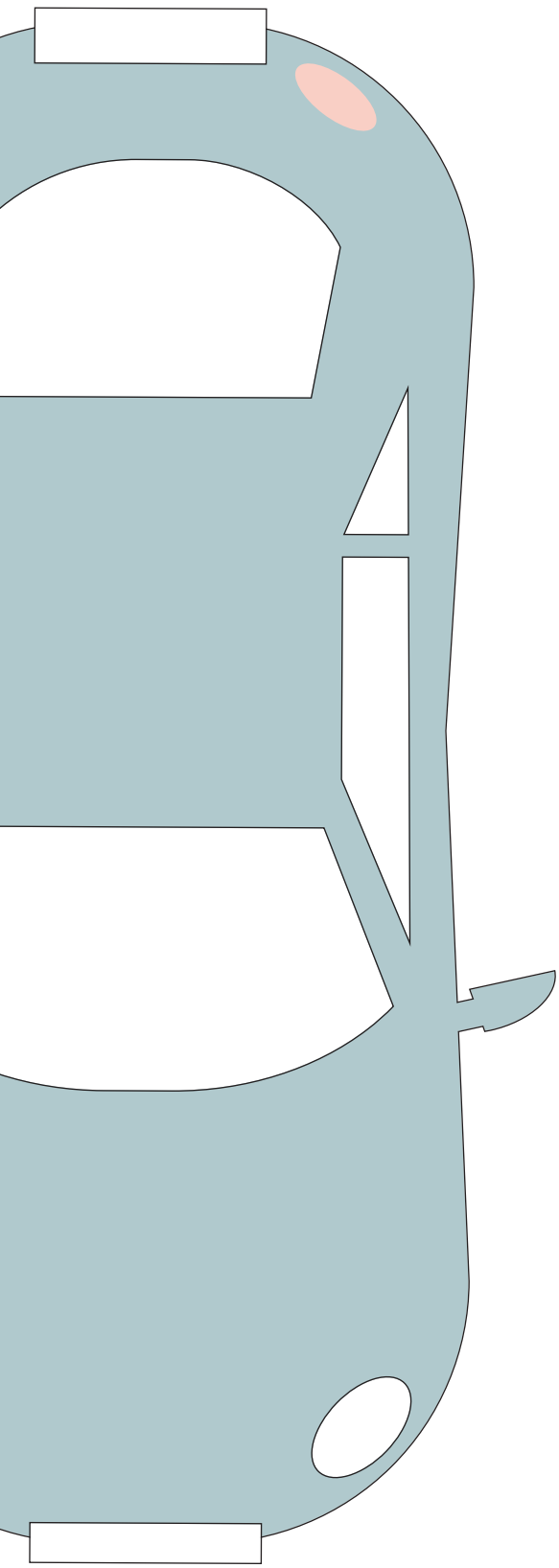


City of Stoke-on-Trent  
Parking Services  
Annual Report  
2014/2015





## Foreword



Welcome to Stoke-on-Trent City Council's parking services annual report, 2014/2015. The Parking Services team play a vital role in keeping our roads safe and free flowing. This is no easy task, enforcement teams work around the clock to patrol our streets to tackle inconsiderate and in some cases very dangerous parking.

This year's annual report provides the detail of the enforcement action taken against drivers who park in breach of the city's parking restrictions. We provide the list of streets and the number of penalties issued by reason throughout this report; although we offer advice, guidance and move on many more vehicles than we penalise.

This year the council has focused on parking around our Schools where some parents continue to ignore the parking restrictions in place in an attempt to get as close as possible to the school doors. This practice not only endangers their own children but that of any other pedestrian or motorist.

The council have invested in a second camera enforcement car to focus on parking at Schools across the city. We have developed an education package for motorists which has been publicised on the local radio during commuting times, and a video has been created on our internet page. In addition to this we have designed banners to be displayed outside the schools, introduced additional signs and provided leaflets for the children to take home to parents. By working with the Schools we have been able to educate and explain the importance of keeping the "keep clear markings" free from parked cars. This campaign has been backed up by the enforcement team who visit at least two schools each day to make our roads safer for our children. Wherever possible our aim is to arrive before the parents start to park, so that we can be visible deterrent and keep it safe.

Ian Tamburello

Strategic Manager for Enforcement and Operational Services.



# Achievements and Plans

**We strive to improve the services offered to our customers.**

## **This year:**

- We have successfully introduced the safer school parking enforcement campaign and enforcement program. This has been a key enforcement priority for 2014/2015.
- The council have invested in a second camera enforcement vehicle to tackle parking issues and this has been deployed since April 2014.
- We have replaced the handheld technology used by the enforcement officers to improve reliability.
- We have completed an extensive review of all the Car Parking Charges and implemented the new tariffs to encourage long stay parking with cheaper rates, with at least one car park in each town having all day parking for £3. The new charges were implemented from 21 April 2014.
- Following customer feedback; we have introduced new pay stations in John Street Multi Storey using machines that can accept card, coin and note payments and to provide change.
- We have replaced the access plates at the entrance and exit of John Street Multi Storey to encourage vehicles to drive slowly into and out of the car park.

## **Next Year:**

- We will extend our partnership working with the Staffordshire authorities, offering Enforcement services in addition to the Notice Processing currently provided by the team. Working with other authorities helps the council to reduce its costs by sharing resources.
- We will invest in body worn CCTV to promote the safety of our enforcement officers.
- We will replace our ageing vehicles for the enforcement teams with brand new vehicles to improve reliability.

## Abandoned and Untaxed Vehicles

We continue to remove vehicles that are either abandoned or untaxed from our streets.

This enforcement is achieved either as a result of the vehicles being seen whilst on patrol, or calls received from the public, council officers, the Police or other agencies.

The removal of the requirement to display a tax disc has resulted in an increase in the number of calls we receive regarding potentially untaxed vehicles.

The DVLA operate a website which the public can use to check a vehicles tax status.

[www.gov.uk/check-vehicle-tax](http://www.gov.uk/check-vehicle-tax)



### Removing Untaxed Vehicles:

We work in partnership with the DVLA to remove untaxed vehicles from the public highway.

**121** untaxed vehicles were reported

**16** vehicles were issued with penalties (vehicle was not removed)

**73** vehicles were removed 55 vehicles were scrapped

### Removing Abandoned Vehicles:

**100** vehicles were reported as being abandoned.

We responded to each report and inspected each vehicle within **24** hours.

**17** vehicles were removed and **22** vehicles were destroyed.



For more information about **P**arking services

**Go to:** [stoke.gov.uk](http://stoke.gov.uk)

**Email:** [parking@stoke.gov.uk](mailto:parking@stoke.gov.uk)

**Telephone:** 01782 237999

**Visit:** The Regent Centre, Regent Road, Hanley, Stoke-on-Trent, ST1 3EG.

## Blue Badges

Blue Badges are available to people who are severely disabled and have limited mobility. The blue badge is designed to help the disabled person to park closer to local amenities because they are unable to walk distance.

Wider spaces are provided on many of the council car parks. These spaces are designed to be used by people who use mobility aids or a wheelchair and help them to get into or out of the vehicle.

You may be eligible to apply for a blue badge if:

- ① You are registered blind;
- ① You receive the high rate mobility component of Disability Living Allowance, or receive 8 points or more for the moving around component of Personal Independence Payment;
- ① You receive War Pension Mobility Supplement or an award from the Armed Forces Compensation Scheme;
- ① You are applying on behalf of an organisation who looks after disabled people;
- ① You have a severe and permanent disability that means you cannot walk or have difficulty in walking;
- ① You have a severe disability in both arms, drive regularly but are unable to operate parking machines; or
- ① You are applying on behalf of a child under the age of three who is always accompanied by bulky medical equipment or needs to be close to the vehicle to be treated for their condition.

If you have a permanent disability which affects your walking you can apply for a blue badge by:

- ① Internet: go to [www.direct.gov.uk](http://www.direct.gov.uk) and complete the on-line application form
- ① Call: 01782 232091 and complete the application form over the telephone with an advisor or we can send the application form to you for completion.
- ① Visit: Parking Services, The Regent Centre, Regent Road, Hanley and complete the form in person.

You will need to provide proof of identity and proof of your address with your application. Photocopies of your documents will suffice. Please do not post your original documents.

## Blue Badge Abuse.

The council is tackling blue badge misuse and abuse. It is important that you do not let any other person use a blue badge, it is illegal. Blue badges must only be used by the person the badge was issued to. The badge holder must be present at the time the badge is used and it must be used for their benefit, so that they can get close to where they need to visit. Badges must not be used for errands for the disabled person

The council is actively promoting the Spot the Cheater campaign. This campaign provides residents with the opportunity to report fraudsters who are claiming benefits fraudulently, housing tenancy fraud, council tax fraud and blue badge fraud by calling **01782 236800** or on line: **stoke.gov.uk/reportfraud**

Type of Permit	2012/2013	2013/2014	2014/2015
Blue Badges Issued	4539	4575	5011
Number issued to automatically eligible applicants	2846	2723	2950
Number issued under discretionary criteria	1637	1813	2001
Number issued to organisations	56	39	60



## Parking Partnership

### We work in partnership with:

Staffordshire Moorlands District Council,  
East Staffordshire Borough Council,  
Stafford Borough Council,  
Newcastle Under Lyme Borough Council,  
Cannock Chase District Council,  
Tamworth Borough Council,  
Lichfield District Council,

South Staffordshire District Council and Staffordshire County Council to provide the administration and processing service for penalty charge notices issued across the whole of Staffordshire.

This provides cost saving efficiencies for all partners.



## Shopmobility

Shopmobility has been relocated to 19 Lichfield Street, Hanley on the site of the Birch Terrace Car Park. The service provides scooters and wheelchairs for visitors and shoppers who have mobility difficulties.

Shopmobility Services were used **4738** times this year.  
**195** customers renewed their membership with the service.  
**45** New Members were registered with the scheme  
**76** Light Users/Temporary members using the equipment.



Shopmobility Services are available:

**Monday to Saturday**

**10am to 4.45pm.**

Available Equipment:

**35** Scooters

**13** Power Chairs

**17** Wheel Chairs

**2** Kids Buggies

### Contact Shopmobility:

Email:  
**shopmobility@stoke.gov.uk**

Telephone: **01782 233333**

Minicom: **01782 236919**

### Visit:

19 Lichfield Street, Hanley, accessed from Birch Terrace, Car Park.



# Enforcement Priorities

## Schools

Unfortunately drivers continue to park on yellow zig zag keep clear markings outside schools when dropping off or collecting children. School visits are scheduled into the Civil Enforcement Officers' daily patrols.

The council now operates two mobile enforcement vehicle equipped with CCTV which can help to enforce parking regulations outside schools.

The visit is arranged after receipt of a complaint, either from the school staff, parents, residents or the Police. We receive information on the area(s) most affected and the worst times. Where possible, the officers arrive before the parents to stop the parking and keep it safe.

### Results for 2014/2015 are:

**777** visits were completed

**384** Penalty Charge Notices issued.

**1085** vehicles were moved on.

We recognise that there is further work to do and enforcement requests are received regularly from our 100 schools. We remain focused on dedicating resources to tackle this issue.



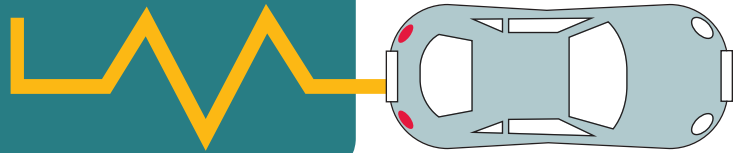
### Requests for enforcement:

The service is available for the public to call and report vehicles parked on double yellow lines or in residential parking areas when vehicles park without displaying a valid permit. We aim to respond within 35 minutes.

We received 1461 requests for enforcement with an average response time of 25 minutes, resulting in 263 vehicles being moved on and 512 Penalty Charge Notices being issued.

**To report a vehicle parked in breach of the regulations; please contact us on 01782 237999 or email: [parking.enforcement@stoke.gov.uk](mailto:parking.enforcement@stoke.gov.uk)**

## Parking on Keep Clear Markings



**48** - Stopped in a restricted area outside of a school, a hospital or a fire, police or ambulance station when prohibited

### Street Name Issued

Street Name	Issued
Abbey Road	1
Bambury Street	1
Beaconsfield Drive, Blurton	11
Belmont Road	15
Bishop Road	23
Boothan Old Road	3
Boulton Street	3
Broadfield Road	1
Burnley Street	1
Byatts Grove	13
Carberry Way	4
Chell Heath Road	4
Claud Street	1
Eastwood Road	17
Field Avenue	1
Greatbatch Avenue	70
Hampton Street	5
Harrowby Road	1
Haywood Road	5
Jackfield Street	1
Jubilee Road	2
Kelsall Street	1
Little Chell Lane	10
Meir Road	1
Milton Road	2
Norton Drive	5
Norton Lane	4
Oxford Road	1
Palmers Green	3
Park Road	19
Park Street	9
Pinewood Crescent	1
Poplar Drive North	3
Princess Drive	2
Queens Avenue	1
Ralph Drive	12
Rookery Lane	51
Sneyd Street	5
Spring Garden Road	7
The Lea, Trentham	1
Turner Street	12
Waterside Drive	2
Wellington Road	3
West Street	8
Wheatly Avenue	1
William Street	1
Wood Terrace	3
Woodall Street	31
Woodhead Road	2
<b>Totals for Contravention</b>	<b>384</b>



## Parking on Pedestrian Crossings

99 - Stopped on a pedestrian crossing or crossing

Street Name	Issued
Anchor Road, Longton	2
Belgrave Road, Dresden	1
Bethesda Street, Hanley	2
Biddulph Road	3
Birches Head Road, Birches Head	1
Blurton Road, Blurton	3
Broad Street, Hanley	7
Bucknall New Road	4
Campbell Road	1
Chell Heath Road	1
Chell Street	1
Church Street	33
City Road, Fenton	4
College Road	95
Dividy Road	1
Fenton Manor	2
Goodson Street	1
Greatbatch Avenue	5
Hamil Road	1
Hancock Street	10
Hanley Road	29
Hartshill Road	8
High Lane	10
High Street	42
Hope Street	38
Howard Place	1
Huntbach Street	514
Huntbach Street Lower C P	1
Keelings Road	8
King Street	6
Leek New Road	1
Leek Road	1
Liverpool Road	10

99 - Stopped on a pedestrian crossing or crossing

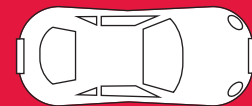
Street Name	Issued
London Road	15
Longton Road	1
Market Place	2
Market Street	24
Marsh Street North	2
Meir Road	6
Millrise Road	1
Moorland Road	2
Newcastle street	10
North Street	1
Quadrant Road	46
Roundwell Street	35
Sandon Road	1
Shelton Old Road	1
Snow Hill	5
Station Road, Stoke	736
Stoke Road, Shelton	12
The Strand, Longton	54
Town Road, Hanley	7
Trentham Road, Longton	27
Turnhurst Road	1
Upper Normacot Road	2
Victoria Road, Fenton	4
Waterloo Road	15
Watkin Street	3
Weston Road	7
Westport Road	6
Totals for Contravention	1873

Drivers on occasion park their vehicles in very dangerous places, with little thought for the safety of others.

Often challenges are received from the drivers who have received penalty charge notices to say that they were only parked for a few minutes. A few minutes is enough to cause an accident.

It is imperative that vehicles are not parked on pedestrian crossings, even for a short period.

The markings are designed to provide clear lines of sight for people using the crossings and to give drivers the best chance of seeing the pedestrian and stopping their vehicle.



# Bus Lane Enforcement

The Transport Act 2000 allows for the enforcement of Bus Lanes through camera technology by approved Local Authorities outside of the Greater London Area. This type of enforcement for traffic regulations by CCTV cameras is one part of a wide-ranging programme of measures to improve the reliability and punctuality of public transport, reduce congestion and pollution.

The aim of most traffic management measures, such as bus lanes and parking regulations is to give priority to certain groups of road users by excluding others during prescribed hours. The introduction of CCTV monitoring of traffic regulations is intended to reduce the level of contraventions and so reduce delays on the highway network.

The council started to enforce bus lanes in October 2010. Bus Lanes are situated in the following locations:

### Burslem

Waterloo Road, Wedgwood Street,

### City Centre—Hanley

Albion Street, Bethesda Street, Broad Street, Burton Place, Charles Street, Hulton Street, Lichfield Street, Lower Bethesda Street, Old Hall Street, Quadrant Road, Stafford Street, Town Road, Potteries Way and Etruria Road, Festival Way.

### Fenton

Christchurch Street.

### Longton

Commerce Street, The Strand.

### Stoke

Church Street, Glebe Street.

### Tunstall

High Street.

### Other locations

Mayne Street, Hanford.

Werrington Road, Bucknall.

Bus Lane penalty charge notices are served by post with photographs of the event. The penalty charge notice is £60.00 discounted to £30.00 if paid within 14 days from the date on which the notice was served.

## Enforcement Statistics for Bus Lane Penalty Charge Notices

### 34 - Being in a bus lane

Street Name	Issued
Bethesda Street, Hanley	45
Christchurch Street, Fenton	270
Church Street	3
Lower Bethesda Street	902
Marsh Street North	3
Quadrant Road	1008
Stafford Street	498
Town Road, Hanley	23
Waterloo Road	2
Totals for Contravention	2754



## Bus Stops and Taxi Ranks

Bus Stops and Taxi Ranks (for Hackney Carriages) are provided on some streets to allow people to access to public transport. In some cases motorists park in these facilities and therefore make it difficult for the public transport to service these facilities.

Below shows the enforcement activity carried out by street for parking in Bus Stops and Taxi Bays.

### 47 - Stopped on a restricted bus stop or stand

Street Name	Issued
Bethesda Street, Hanley	1
Broad Street, Hanley	1
Fenton Manor	2
Greengates Street	7
High Street	1
Hilton Road	1
Hinde Street	4
Norton Lane	2
Stafford Street	6
The Strand, Longton	2
Westport Road	1
<b>Totals for Contravention</b>	<b>28</b>

### 45 - Stopped on a taxi rank

Street Name	Issued
Access Road Between Moorland Road And Chapel Lane	14
Glass Street	246
Hill Street	112
Huntbach Street	4
Pall Mall	33
Quadrant Road	9
South Wolfe Street, Stoke	2
Stafford Street	45
Station Road, Stoke	1
Swan Square - East Side Of War Memorial	7
Tower Square	5
Town Road, Hanley	1327
Transport Lane, Longton	3
<b>Totals for Contravention</b>	<b>1808</b>

## On Street Disabled Bays

**40** - Parked in a designated disabled persons parking place without displaying a valid disabled persons badge in the prescribed manner

Street Name	Issued
Albion Street	2
Bagnall Street	9
Baker Street	3
Bethesda Street, Hanley	6
Birch Terrace, Hanley	3
Broad Street, Hanley	1
Burton Place	51
Butterfield Place, Tunstall	7
Chapel Lane, Burslem	7
Charles Street	10
Cheapside, Hanley	30
Drayton Road	7
Farndale Street	12
Foundry Street	78
Gilman Place	3
Gitana Street	11
Glass Street	2
Goodson Street	5
Greengates Street	10
High Street	17
Hill Street	7
Huntbach Street	16
Kingsway	2
Lower Foundry Street	15
Market Place	2
Market Place (north)	1
Market Street	1
Old Hall Street	139
Price Street	1
Queen Anne Street	6
Queen Street	5
Rossllyn Road	60
Saracen Way, Meir	39
St Johns Square	3
Station Road, Stoke	2
Swan Square	3
The Strand, Longton	4
Town Road, Hanley	46
Transport Lane, Longton	2
Trinity Street, Hanley	1
Upper Hillchurch Street	1
Victoria Square	1
<b>Totals for Contravention</b>	<b>631</b>



Disabled Bays are provided on street in the towns and city centre. These bays are designed to help people with severe mobility problems to park closer to local amenities.

All vehicles parking in a disabled bay must display a valid blue badge clearly so that the expiry date and serial number can be verified.

A time plate will accompany the disabled bay. If the sign states Disabled Badge Holders Only, with no time limit, then this bay can be used with a valid blue badge without the clock.

A time plate which states a time for example; Disabled Badge Holders Only 3 hours no return within 1 hour. This means that there is a time restriction in place and so the blue clock must be displayed alongside the blue badge. The clock must be set at the time of arrival at the parking bay.

## Permit Holders

On street permit holder parking is introduced at the request of local residents. These residential or controlled parking schemes are designed to provide dedicated parking for residents. The residents will send a signed petition to the council outlining the parking problems and support for controls, over 50% of the residents must be in support of a scheme for the council to consider implementation.

Residents purchase a permit to park near to their home. Each property pays a one-off joining fee and apply for the permits on an annual basis. Permits are restricted to two residents and two visitors permits per property.

Type of Permit	2012/2013	2013/2014	2014/2015
Residents £18.00 per year	2806	2964	3023
Visitors £25.00 per year (1 free for pensioners per household)	3384	3641	3557
Property Owner £33.00 per year	169	216	192
Business £33.00 or £155 if off road parking available	153	150	154
Trade Exemption £12.00 per week	40	32	49
Dispensation/Waiver Permit £12.00 for the 1st day and £5 for each day Thereafter.	16	66	66

**12 -** Parked in a residents or shared use parking place or zone without clearly displaying either a valid permit or voucher or pay and display ticket issued for that place

Street Name	Issued	Street Name	Issued
Adams Street	5	Bourne Street	1
Albany Grove	1	Bournes Bank	1
Albany Road	13	Brunswick Place	34
Anchor Place	19	Butler Street	18
Arbour Street	8	Caldbeck Place	3
Arthur Street	15	Campbell Road	12
Ashbourne Grove	1	Cardiff Grove, Hanley	3
Ashford Street	164	Carlton Road	74
Ashlands Avenue	2	Cauldon Road	89
Ashlands Road	111	Cemlyn Avenue	5
Ashmore Walk	1	Chamberlain Street	29
Ashwell Road	32	Chatham Street	27
Avenue (the)	1	Clayfield Grove	1
Avenue Road	44	Cleveland Road	26
Aynsley Road, Shelton	46	Cliveden Place	58
Baskerville Road	11	Clyde Street	4
Bath Street	21	Conway Street	51
Bath Terrace	3	Cope's Avenue, Tunstall	15
Belgrave Road, Dresden	14	Cornelious Street	26
Beresford Road	3	Cornwallis Street	22
Beresford Street, Shelton	68	Coronation Road	22
Birks Street	9	Corporation Street	16
Boothon Road, Stoke	24	Coverley Place	5
Boughey Road	133	Croston Street	39

## Permit Holders' Spaces

12 - Parked in a residents or shared use parking place or zone without clearly displaying either a valid permit or voucher.

Crowther Street	19	King George Street	3
Dane Walk	3	Leason Street	38
Darnley Street	73	Leek Road	36
Derry Street	4	Lewis Street, Stoke	27
Dover Street	1	Lime Street	30
Downey Street	10	Linfield Road	68
Duncalf Street	3	Lingard Street	11
Dunning Street	5	Link Road Between	3
Dyke Street	19	Newlands Street & Elgin Street	
Eastwood Place	6	Linley Road	7
Eaton Street	22	Lionel Grove	3
Egerton Road	9	Lodge Road	71
Elgin Street	48	Longfield Road	14
Festing Street	34	Lonsdale Street	7
Flax Street	8	Lovatt Street	12
Fletcher Road	31	Lower Bethesda Street	118
Floyd Street	6	Lower Mayer Street	10
Free Trade Street	3	Ludlow Street	22
Gable Street	3	Mace Street	10
Garden Street	4	Maclagan Street, Stoke	12
Garth Street	13	Manor Street	21
Gilman Street	7	Margill Close	3
Gilman Street Rear Access of Properties 76-126	1	Mayer Street	74
Grafton Street	2	Meir View	14
Greatbatch Avenue	15	Milton Road	22
Guildford Street	78	Moorland Road	15
Harcourt Street	20	Mount Avenue	4
Harding Road	3	Mountford Street	10
Harewood Street	6	Mulberry Street	3
Harley Street	18	Mynors Street	74
Haywood Street	13	Nelson Place	5
Heron Street	4	Newlands Street	92
Highfield Drive	4	Newshaw Walk	7
Hillside Walk	5	Nicholas Street	13
Hilton Road	275	Nicholls Street	7
Hodnet Grove	1	Nile Street	4
Hordley Street	49	Norfolk Street	6
Hose Street	22	Normacot Road	16
Ivy House Road	81	Northcote Street	2
Jasper Street	25	Oliver Road	14
Jenkins Street	9	Penarth Grove	1
Jervis Street	6	Penfleet Avenue	41
Jupiter Street	1	Penkhull New Road	12
Keary Street	113	Perry Close	19
Keelings Road	10	Phoenix Street	22
Kibworth Grove	1	Picton Street	2
		Plant Street	4
		Plough Street	8
		Price Street	40
		Princes Road	11
		Quarry Avenue	3



## Permit Holders' Spaces

**12** - Parked in a residents or shared use parking place or zone without clearly displaying either a valid permit or voucher or pay and display ticket issued for that place

Quarry Rd	1
Queen Anne Street	203
Queens Road	10
Richmond Terrace	11
Ridgway Road	15
Ringland Close	31
Riseley Road	17
Salisbury Avenue	21
Salisbury Street	28
Seaford Street	146
Selwyn Street	28
Seymour Street	10
Shirley Road	7
Spark Terrace	4
Spencer Road	64
Spode Street	9
St Chads Road	20
St John Street	45
St Luke Street	10
Stamer Street	9
Stanton Road	36
Station View	5
Stedman Street	4
Steel Street	4
Stowell Green	6
Sturgess Street	22
The Avenue	22
Thornton Road	76
Turner Street	3
Union Street	2
Upper Hillchurch Street	39
Walney Grove	1
Waterloo Street	2
Watford Street	51
Watson Street	15
Well Street	9
Wellesley Street	17
Wellington Street	36
Wellington Terrace	3
West Avenue	15
Whitehaven Drive	18
Whitehaven Drive (car Park Adjacent To No33)	29
Wilfred Place	6
Windsmoor Street	5
Wise Street	21
Woodgate Street	18
Yates Street	57
Yeaman Street	5
Yoxall Avenue	2
<b>Totals for Contravention</b>	<b>4712</b>

**16** - Parked in a permit space or zone without clearly displaying a valid permit

Street Name	Issued
Baker Street	1
Birks Street	8
Bougey Road	3
Bourne Street	1
Butterfield Place, Tunstall	21
Campbell Road	4
Cemlyn Avenue	5
Jervis Street	1
Linfield Road	1
Mayer Street	1
Meir View	1
Nile Street	9
Perry Close	1
Queen Anne Street	1
Selwyn Street	1
Watford Street	1
<b>Totals for Contravention</b>	<b>60</b>

**19** - Parked in a residents or shared use parking place or zone displaying an invalid permit, or voucher or pay-and- display ticket, or after the expiry of paid for time

Street Name	Issued
Ashlands Road	2
Belgrave Road, Dresden	1
Bougey Road	1
Campbell Road	1
Carlton Road	3
Cauldon Road	1
Chamberlain Street	1
Chatham Street	1
Cornelious Street	1
Coronation Road	1
Coverley Place	1
Downey Street	1
Dyke Street	1
Greatbatch Avenue	2
Guildford Street	1
Hilton Road	3
Keary Street	1
Lodge Road	1
Lower Bethesda Street	2
Mulberry Street	1
Mynors Street	1
Price Street	1
Queen Anne Street	1
Seaford Street	4
Spencer Road	2
St Chads Road	1
Thornton Road	2
Yates Street	1
<b>Totals for Contravention</b>	<b>40</b>

# Parking on Yellow Lines

Yellow lines are enforceable from the centre of the road, up to the building line; including the pavement or grass verge.

## 1 - Parked in a restricted street during prescribed hours

Street Name	Issued	Street Name	Issued
Abingdon Way	2	Bucknall New Road	28
Access Road (side Of 234 Moorland Road)	1	Bucknall Old Road	7
Adams Street	2	Bucknall Road	1
Adderley Road	1	Bull Lane	1
Adventure Place	1	Butler Street	1
Albany Road	2	Butterfield Place, Tunstall	4
America Street	1	Buxton Street	2
Anchor Place	7	Bycars Road	1
Anchor Terrace	1	Caledonia Road	41
Arbour Street	2	Calver Street	2
Ashford Street	11	Cambridge Street	14
Ashlands Road	10	Campbell Road	27
Ashwell Road	2	Cannon Place	59
Atlas Street	1	Cannon Street	14
Avenue Road	9	Cape Street	1
Aynsley Road, Shelton	6	Capper Street	1
Baddeley Green Lane	1	Cardiff Grove, Hanley	2
Baddeley Street	1	Carlisle Street	2
Baker Street	1	Caroline Street	14
Bambury Street	1	Castlefield Street	3
Barford Street	3	Cauldon Road	12
Bath Street	1	Cemetery Road	3
Bath Terrace	1	Cemlyn Avenue	1
Belgrave Road, Dresden	1	Century Street	1
Bellringer Road	14	Chancery Lane, Longton	1
Berdmore Street	1	Chapel Lane, Burslem	4
Beresford Street, Shelton	13	Chaplin Road	1
Bernard Street	1	Charles Street	4
Berry Street	3	Charlton Street	2
Bethell Road	1	Chatham Street	2
Birch Terrace (rear Service Road)	1	Cheapside, Hanley	1
Birches Head Road, Birches Head	2	Christchurch Street, Fenton	4
Bishop Road	1	Church Road	1
Blurton Road, Blurton	6	Church Street	3
Boon Avenue	1	City Road, Fenton	4
Booth Street	2	Clare Street	4
Boothen Old Road	19	Claud Street	2
Boothen Road, Stoke	3	Clayton Lane	4
Boughey Road	14	Cleveland Street	2
Boundary Street	1	Clive Street	3
Bowstead Street	1	Cliveden Place	15
Bradford Terrace	6	Clough Street East	2
Brick House Street	3	Clough Street, Hanley	2
Bright Street, Meir	2	Clyde Street	2
Broad Street, Hanley	5	College Road	3
Broadway, Meir	1	Commerce Street, Longton	2
Brockley Square	3	Connaught Street	1
Brock Street	28	Conway Street	21
Brownhills Road	2	Cooper Street	4
Browns Alley (between Stafford Street and Foundry Street)	2	Cope's Avenue, Tunstall	2
Brunswick Place	3	Copeland Street, Stoke	1
Brunswick Street, Hanley	6	Cornelius Street	11
Bryan Street, Hanley	29	Corneville Road	1
		Coronation Road	6
		Corporation Street	8

## Parking on Yellow Lines

Street Name	Issued	Street Name	Issued
Cotesheath Street	1	Gordon Banks Drive	15
Crossway Road	1	Gordon Street	2
Croston Street	2	Grafton Road	2
Crowcrofts Road	1	Grafton Street	2
Crowther Street	5	Greatbatch Avenue	5
Dane Walk	7	Greengates Street	3
Darnley Street	4	Greenhead Street	3
Dartmouth Street	2	Greville Street	2
Dawlish Drive	13	Greydown Road	6
Derby Street	1	Grice Road	4
Derry Street	3	Grosvenor Avenue	1
Dilke Street	2	Grove Avenue	6
Dimmelow Street	6	Grove Road	9
Dividy Road	2	Grove Street	4
Douglas Street	1	Guildford Street	1
Downey Street	1	(alleyway Flanking No.45	
Dover Street	1	Hallam Street	1
Drayton Road	6	Hamil Road	4
Duke Street	3	Hancock Street	5
Dunning Street	4	Hanley Road	2
Dyke Street	1	Hanover Street	4
Eagle Street	1	Harding Road	2
Easters Grove	1	Harley Street	1
Eaton Street	1	Harrowby Road	11
Edensor Road	1	Hartshill Road	1
Edgeware Street	2	Haywood Road	6
Elder Road	3	Haywood Street	8
Elenora Street	3	(alleyway Rear Of Nos 14 to 26)	2
Elgin Street	1	Heathcote Road	7
Elm Street	1	Heron Street	2
Elms Way	3	Hide Street	14
Elsing Street	1	High Lane	2
Epworth Street	2	High Street	45
Etruria Old Road	2	Higson Avenue	3
Etruria Vale Road	1	Hill Street	9
Fairfax Street	1	Hillchurch Street	1
Farmer Street	3	Hilton Road	15
Federation Road	4	Hobson Street	1
Felsted Street	1	Hope Street	5
Festing Street	4	Hordley Street	9
Festival Way	30	Hot Lane	6
Fielding Street	1	Houghton Street	3
Fife Street	1	Humbert Road	2
Flax Street	1	Ivy House Road	12
Fletcher Road	2	James Street - Trent Vale	1
Floyd Street	1	Jasper Street	4
Ford Green Road	1	Jenkins Street	1
Ford Street	2	Jervis Street	3
Frank Street	3	Keary Street	1
Garden Place	1	Keates Street	6
Garden Street	1	Keele Street	1
Geen Street	3	Keelings Road	2
Gilman Place	1	Kellsall Street	1
Gilman Street	4	Kensington Road	1
Gitana Street	3	Kidsgrove Road	1
Gladstone Street	2	King William Street	7
Glass Street	1	Kingcross Street	2
Glebe Court	5	Kings Croft	1
Glebe Street	2	Kingsway	14
Glover Street	1		

## Parking on Yellow Lines cont...

Street Name	Issued	Street Name	Issued
Ladywell Road	4	Mountford Street	5
Lakewood Grove	2	Mulgrave Street	2
Lansdowne Road	1	Mynors Street	1
Lansdowne Street	1	Nelson Place	2
Lascalles Street	2	Nelson Road	2
Leason Street	1	Neville Street	2
Leek New Road	1	New Street	10
Leek Road	28	Newcastle Lane	2
Leese Street	2	Newcastle road	3
Leveson Street	1	Newford Crescent	3
Lewis Street, Stoke	1	Newford Crescent	2
Lichfield Street	3	Newlands Street	12
Lightwater Grove	2	Nile Street	3
Lightwood Road	5	Norfolk Street	36
Lime Street	1	Normacot Road	1
Lindop Street	3	North Road	1
Lindsay Street	35	Northcote Street	2
Linfield Road	9	Oakhill Avenue	1
Lingard Street	6	Ogden Road	7
Linley Road	1	Old Hall Street	1
Liverpool Road	2	Old Town Road	1
Lodge Road	26	Oldcourt Street	1
London Road	13	Oliver Road	2
Longfield Road	1	Orgreave Street	1
Lonsdale Street	6	Pall Mall	1
Lordship Lane	4	Park Road	6
Loughborough Walk	2	Park Terrace	2
Louise Street	2	Parliament Square	2
Lowe Street	1	Penfleet Avenue	13
Lower Bethesda Street	1	Penkhill New Road	1
Lower Bryan Street	9	Penkville Street	7
Lower Mayer Street	1	Perry Close	12
Lytton Street	9	Phoenix Street	1
Macclesfield Street	2	Piccadilly	11
Mace Street	2	Pierce Street	5
Machin Street	5	Pinnox Street	1
Maclagan Street, Stoke	4	Poplar Drive	1
Madeley Street	1	Portland Road	1
Malcolm Close	1	Poulson Street	5
Manor Court Street	1	Preston Street	1
Marina Way	1	Princes Road	23
Market Place	6	Princess Drive	1
Market Place (north)	2	Quadrant Road	8
Market Place (south)	1	Quarry Avenue	7
Market Street	11	Quarry Road	4
Marlborough Road	1	Queen Anne Street	7
Marsden Street	2	Queen Street	3
Masterson Street	1	Queens Avenue	3
May Avenue	1	Queens Park Avenue	1
Mayer Street	12	Railway Passage, Longton	3
Mcgough Street	13	Ralph Drive	8
Meadowside	1	Ranelagh Street	1
Meigh Street	2	Rathbone Street	1
Minster Street	1	Ratton Street	3
Moorland Road	5	Rear Access To West	1
Morley Street	10	Side Of Gilman Street	1
Moston Street	2	Red Lion Passage	1
Mount Pleasant	1	Regent Avenue	1
Mount Street	7	Regent Road, Hanley	6
		Rhodes Street	1

## Parking on Yellow Lines cont...

Street Name	Issued	Street Name	Issued
Richmond Terrace	11	The Strand, Longton	16
Ridgway Road	1	Thornburrow Drive	1
Ringland Close	8	Thornton Road	2
Riverside Road	4	Tontine Square, Hanley	1
Robson Street	5	Tontine Street, Hanley	1
Rosedawn Close East	4	Tor Street	1
Rosedawn Close West	10	Tower Square	2
Rosslyn Road	22	Town Road, Hanley	7
Roundwell Street	5	Trafalgar Street	1
Rushton Road	2	Trentham Road, Longton	1
Rutland Road	1	Ubberley Road	6
Salisbury Avenue	2	Unnamed Access Between Vale St & Geen St	2
Salisbury Street	2	Unnamed Access Road South Of Birch Terrace	6
Sancton Green	1	Unnamed Passage (stafford St & Foundry St)	1
Sandbach Road	2	Upper Belgrave Road	3
Sandon Road	14	Upper Furlong Street	2
Saraband Place	15	Upper Hillchurch Street	12
Saracen Way, Meir	7	Upper Huntbach Street	1
School Road	1	Upper Normacot Road	3
Scotia Road	1	Uttoxeter Road	2
Seaford Street	21	Victoria Avenue	8
Selwyn Street	3	Victoria Road, Fenton	5
Service Road To Lindop Court	2	Victoria Square	1
Shelton Boulevard	35	Victoria Street	3
Shelton New Road	5	Warner Street	3
Shirley Road	5	Warren Street	2
Sidings Place	1	Warrington Street	2
Slippery Lane	5	Waterloo Road	14
Smith Child Street	1	Waterloo Street	3
Smithpool Road	2	Watford Street	6
Sneyd Hill	1	Webberley Lane	1
Sneyd Street	1	Welch Street	8
Somerset Road	1	Well Street	1
Spark Terrace	1	Wellesley Street	23
Spencer Road	3	Wellington Road	1
Spring Garden Road	2	Wellington Street	2
Springfields Road	1	Wellington Terrace	1
Squires View	22	Wentworth Grove	1
St Aidans Street	1	Werrington Road	2
St Ann Street	4	Werrington Road (service Road Flanking No.280 Werrington Road)	2
St John Street	12	Wesley Street	5
St Johns Square	2	West Avenue	1
St Martins Lane	6	West Street	3
St Michaels Road	3	Weston Coyney Road	1
Stafford Lane	14	Weston Street	1
Standard Street	1	Westport Lake Road	2
Stanfield Road	5	Westport Road	8
Stanley Road	1	Weybourne Avenue	2
Stanley Street	16	Wharf Place	9
Station Street	1	White Rock Road	181
Station View	1	Whitehaven Drive	1
Steventon Place	2	Wilfred Place	1
Stirling Street	1	Wilks Street	1
Stoke Old Road	2	William Street	1
Stoke Road, Shelton	4	Williamson Street	2
Stoneleigh Road	1	Willowfield Drive	1
Sturgess Street	2	Wilson Street	1
Summerbank Road	1	Windermere Street	4
Sun Street	10	Windmill Street	2
Sutherland Avenue	1		
Sutherland Road	11		
Swan Street	5		
The Avenue	6		

## Parking on Yellow Lines cont...

Street Name	Issued
Wise Street	12
Wood Street	2
Wood Terrace	1
Woodbank Street	1
Woodberry Avenue	1
Woodgate Street	1
Woodhouse Street	4
Yarnfield Close	1
Yates Street	2
Yaxley Place	1
Yeaman Street	1
Younger Street	2
Zion Street	3
<b>Total</b>	<b>2371</b>

### Yellow Lines explained

Vehicles are permitted to wait on single and double yellow lines (providing kerb markings are not present) for the purposes of loading or unloading.

A civil enforcement officer will observe a vehicle parked on yellow lines prior to collecting evidence, to ascertain whether the driver is engaged in loading/unloading the vehicle.

If a civil enforcement officer is unable to verify that loading is taking place, they will issue a penalty charge notice to the vehicle.

The driver can dispute the notice, providing documentation confirming the date, time and items being unloaded/loaded at the time. For example; a receipt or delivery note.

Loading is deemed to be a continuous activity that involves items that are heavy or bulky. The vehicle must be removed from the yellow lines once loading/unloading has been completed.

Blue Badge holders are able to park for 3 hours when displaying a valid badge with the expiry date and time showing and the blue clock showing the time of their arrival.

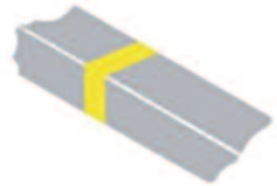
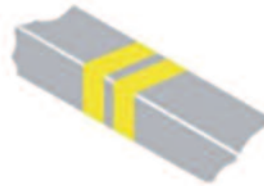
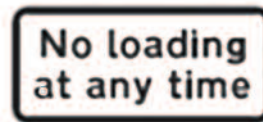
Double yellow lines mean “No Waiting At Any Time” and there is no legal requirement for a sign to accompany the road markings because the lines mean the same all over the country.

Single Yellow Lines require a time plate to indicate the enforcement times, as these can vary from street to street.

## No loading / unloading Restrictions (kerb markings)

2 - Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force

Street Name	Issued
Albion Street	5
Ashwell Road	8
Barford Street	13
Beaconsfield Drive, Blurton	19
Biddulph Road	34
Brittania Stadium Cameras	1
Brockley Square	41
Brunswick Street, Hanley	15
Burlidge Road	1
Burton Place	6
Cartlidge Street	2
Chancery Lane, Longton	18
Charles Street	11
Cheapside, Hanley	9
Church Street	2
Clough Street, Hanley	1
Dennis Viollet Avenue	2
Fenton Manor	1
Foundry Street	3
Fountain Square	1
Gilman Place	13
Glass Street	48
Glendale Street	2
Goodson Street	33
Gordon Banks Drive	2
Hill Street	264
Hillchurch Street	19
Hinde Street	25
Hope Street	3
Huntbach Street	20
John Street	10
Lichfield Street	9
Lidice Way	1
Liverpool Road	7
Lower Bethesda Street	1
Market Lane	3
Market Square	2
Marsh Street North	6
Marsh Street South	13
Meigh Street	30
Morley Street	2
New Hall Street	1
Old Hall Street	22
Pall Mall	10
Parliament Row	9
Percy Street	3
Piccadilly	100
Quadrant Road	73
Regent Road, Hanley	7
Rookery Lane	26
Shelton Old Road	1
Stafford Street	111
Stoke Road, Shelton	6



Street Name	Issued
The Strand, Longton	6
Tontine Square, Hanley	8
Tontine Street, Hanley	6
Tower Square	113
Town Road, Hanley	39
Transport Lane, Longton	47
Trinity Street, Hanley	91
Trinity Street/marsh Street	10
Turner Street	3
Upper Market Square	5
Victoria Road, Fenton	11
Waterloo Road	56
Weaver Street	2
Wellington Road	1
Weston Road	1
<b>Totals for Contravention</b>	<b>1474</b>

Areas with kerb markings are restricted so that the area is basically a clearway, vehicles are not permitted to park to load or unload in these areas. The areas are designed to be kept clear from vehicles for road safety reasons or to reduce congestion.

Blue Badges are not valid on kerb markings.



## Car Parks

### Burslem

Chapel Lane

**61** spaces

Navigation Road

**94** spaces with **2** disabled bays

### City Centre (Hanley)

Birch Terrace

**155** spaces with **21** disabled bays and **1** motorcycle space

Broad Street

**106** spaces with **2** disabled bays

Clementsons Mill

**167** spaces with **2** disabled and **7** motorcycle spaces

Hinde Street

**374** spaces with **4** disabled and **10** motorcycle spaces

Hope Street

**53** spaces with **14** disabled bays

John Street Multi Storey

**492** spaces with **13** disabled and **1** motorcycle area

Lower Huntbach Street

**160** spaces with **2** disabled bays

Meigh Street Multi Storey

**449** spaces with **7** disabled and **4** motorcycle spaces (Pay on Foot Car Park)

Meigh Street Surface

**25** spaces

Pall Mall

**14** spaces with **14** disabled bays

St Ann Street

**59** spaces with **4** disabled bays

Upper Huntbach Street

**33** spaces

Information regarding charges, opening hours, location maps and season ticket prices are available at: [www.stoke.gov.uk](http://www.stoke.gov.uk)



## Fenton

City Road

**93** spaces with **2** disabled bays

## Longton

Chancery Lane

**31** spaces with **2** disabled bays

Commerce Street

**94** spaces with **2** disabled bays

Longton Exchange

**213** spaces with **10** disabled and **4** motorcycle spaces  
(Maximum four hours stay).

## Meir

Weston Road

**29** spaces with **1** disabled bay (**14** spaces are Short Stay only).

## Stoke

Aquinas Street

**39** spaces

Copeland Street

**39** spaces

Elenora Street

**30** spaces with **2** disabled bays

Hide Street

**73** spaces

Kingsway

**195** spaces with **11** disabled bays

South Wolfe Street

**66** spaces with **4** disabled and **4** motorcycle spaces.  
(Short Stay Car Park)

Spark Street

**74** spaces with **2** disabled bays.

Vale Street

**61** spaces with **2** disabled bays.

## Tunstall

Butterfield Place

**18** spaces with **2** disabled and **2** motorcycle spaces.

Farndale Street

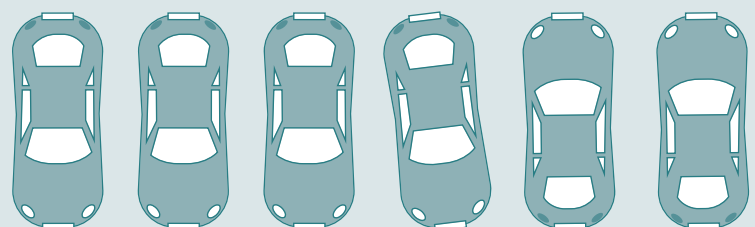
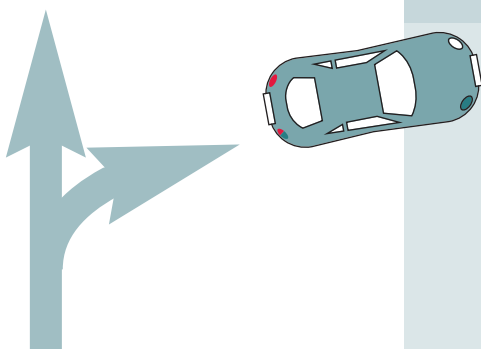
**26** spaces with **2** disabled bays

Hunt Street

**33** spaces with **2** disabled bays

Woodland Street

**39** spaces with **4** disabled bays



## Car Park Enforcement

Officers patrol the car parks to ensure that all vehicles are parked correctly and that motorists have adhered to the car park regulations.

	2012/2013	2013/2014	2014/2015
Parked in a Restricted Area of the Car Park	84	66	39
Parked displaying an expired ticket	938	520	334
Parked with no ticket on display	3473	2870	2148
Not parked correctly within the bay markings	605	381	227
Parked in a disabled space without displaying a valid blue badge	252	205	177
Parked causing an obstruction	60	9	1
Parked in a closed car park.	68	11	1
Other Car Park Contraventions	36	22	23
<b>Total Car Park Penalties (Off Street)</b>	<b>5605</b>	<b>4180</b>	<b>2950</b>

### Parking Permits

The council offer great value parking permits for the pay and display car parks. This year we introduced a significantly reduced parking permit to cover the following car parks:

Burslem:	Navigation Road
City Centre:	Hinde Street
Fenton:	City Road
Longton:	Commerce Street
Stoke:	Hide Street
Tunstall:	Farndale Street

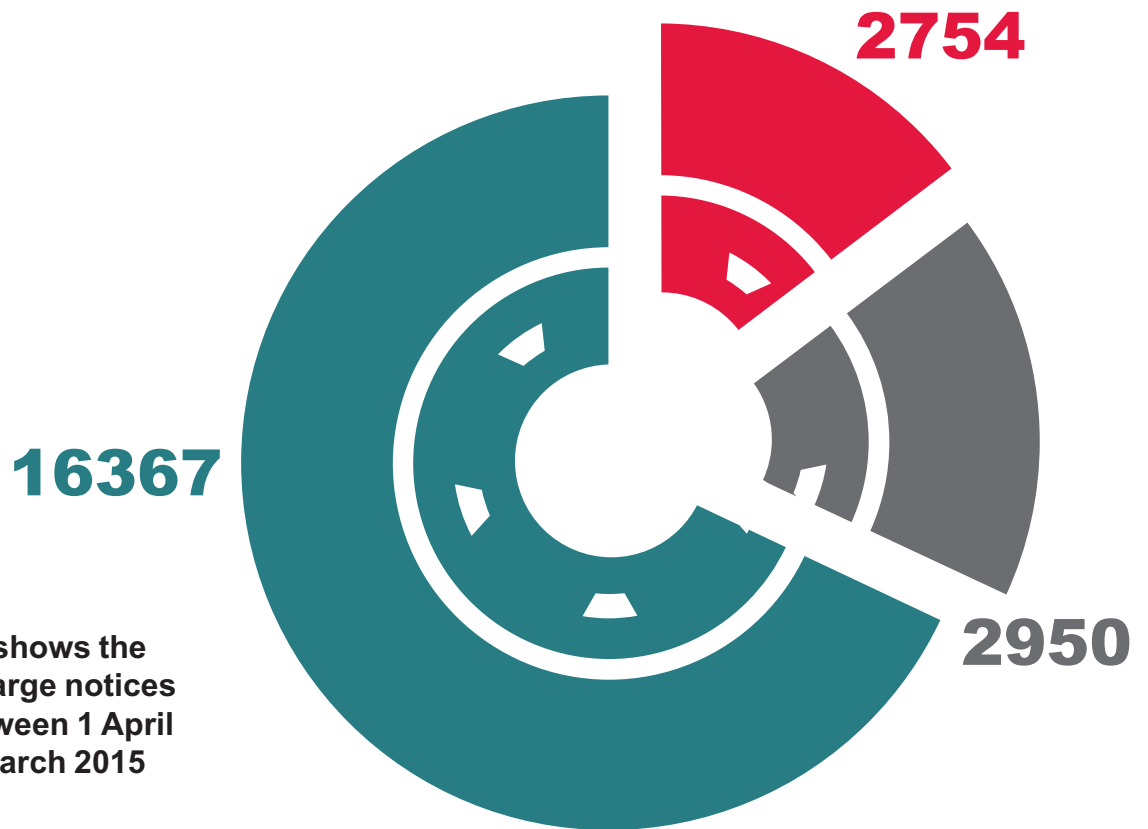
The permit is valid 24 hours daily, 7 days a week and is available for:

12 Months	£380
6 Months	£210
3 Months	£120
1 Month	£45

For more details call: **01782 237999** or go to: **[www.stoke.gov.uk](http://www.stoke.gov.uk)**

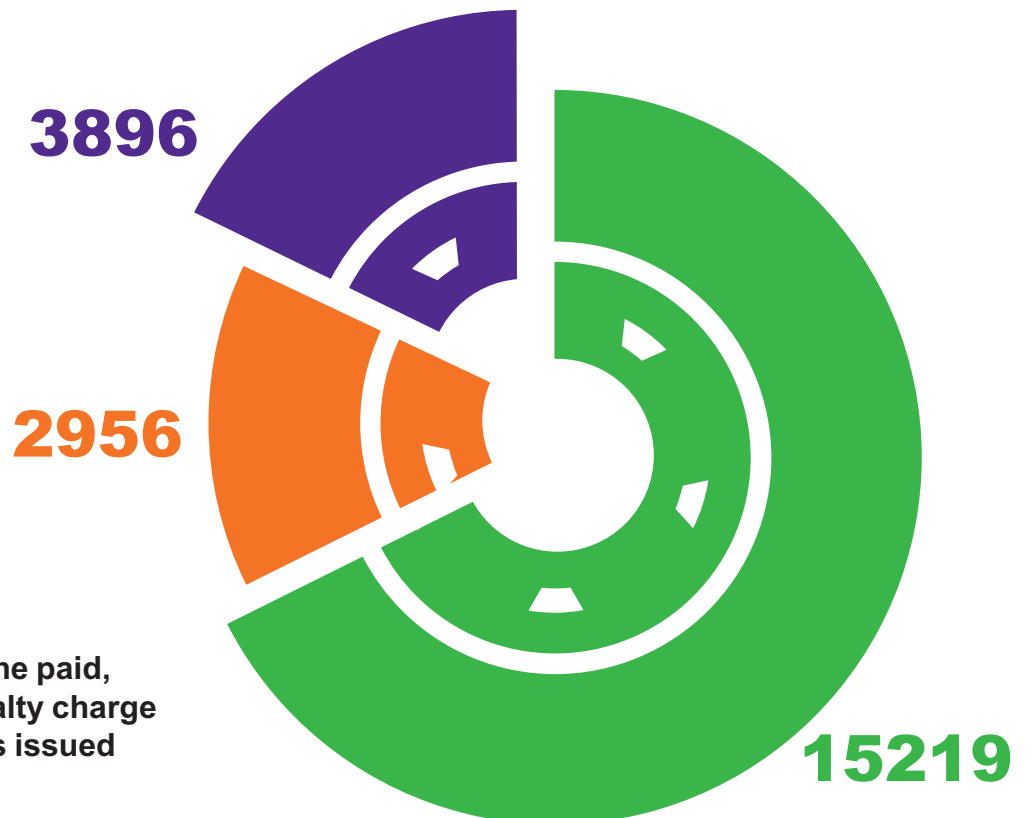
## Penalty Charge Notices Statistics

- Bus Lane
- Car Park
- On Street



This chart shows the penalty charge notices issued between 1 April 2014 - 31 March 2015

- Paid
- Cancelled
- in Progress



This chart shows the paid, cancelled and penalty charge notices in progress issued

# Penalty Charge Notices Statistical Information

2009/2010 2010/2011 2011/2012 2012/2013 2013/2014 2014/2015

<b>Penalty Charge Notices Issued</b>	<b>20317</b>	<b>29098</b>	<b>26594</b>	<b>24995</b>	<b>23873</b>	<b>22071</b>
Number of Higher Level PCN's Issued	12904	12240	11750	13467	14417	14385
Number of Lower Level PCN's Issued	7413	12071	9211	7934	5969	4932
Bus Lane PCN's	0	4787	5633	3594	3487	2754
<b>Paid Penalty Charge Notices</b>	<b>13887</b>	<b>20179</b>	<b>19212</b>	<b>17659</b>	<b>16148</b>	<b>15219</b>
Paid at the Discounted Rate	10560	17421	16902	15667	14423	13394
Paid at the Full PCN Amount	2529	1961	1468	1495	1273	1249
Paid after Charge Certificate issued	308	411	474	361	363	504
Paid after Debt Registration	113	142	133	47	69	65
Paid after Warrant issued	377	244	235	89	20	7
<b>Representations Received</b>	<b>10335</b>	<b>11161</b>	<b>11328</b>	<b>10966</b>	<b>11533</b>	<b>9942</b>
Informal Representations/Challenges	6546	7578	6796	6208	5431	4695
Formal Representations	2053	2379	2539	3112	3988	3780
Post Charge Certificate Correspondence	1034	651	1129	937	1380	701
Post Notice of Debt Registration Correspondence	547	361	420	242	382	266
Post Warrant Correspondence	155	192	444	467	352	410
<b>Cancellations at Stage</b>	<b>3139</b>	<b>3891</b>	<b>3972</b>	<b>3442</b>	<b>3439</b>	<b>2956</b>
Informal Representations/Challenges	2390	2448	2124	1895	1399	1287
Formal Representations	549	914	1003	1097	1152	1035
Charge Certificate Stage	91	149	369	209	579	320
Notice of Debt Registration Stage	26	53	108	136	15	14
Warrant Stage	83	327	368	105	299	300

# Parking Civil Enforcement Officers

The perception is often that the civil enforcement officer hides around corners or in a bush prior to pouncing to issue a penalty charge notice quickly and then retreating. This is far from the truth, they do an unpopular job for the greater good.

Our civil enforcement officers wear a highly visible uniform and are required in most cases to complete an observation period. This means

that the officer will enter the vehicle registration number into their handheld computer and the computer prohibits the ticket being issued until the necessary waiting time has expired. The exception to this being where instant tickets can be issued where vehicles cannot stop.

The majority of drivers park responsibly and appropriately, however some drivers do park indiscriminately on our roads, pavements and grass verges. The civil enforcement officers completed 43,396 vehicle observations this year these observations resulted in 22,071 penalty charge notices being served.

The officer will take photographs of all sides of the vehicle, record the vehicle details and the reason for the penalty charge notice being served, this process takes about 5 minutes.

The officer will only issue a penalty charge notice where a vehicle is parked in breach of a parking restriction. Where an error has been made, we will rectify this promptly.

The officers patrol the whole of our city, come rain or shine and work hard to keep our roads clear and safe. The team patrol in excess of 100 residents parking zones, all of our town centres (Burslem, Fenton, Longton, Stoke and Tunstall), the city centre (Hanley) and Meir.

The officers are direct employees of City of Stoke-on-Trent and do not receive any bonuses. They receive an annual salary and where necessary paid overtime for any extra time worked.

Another misconception is that Civil Enforcement Officers have quotas or targets to achieve. The council have no way of predicting how many motorists will park in breach of the regulations. The council would like 100% compliance and then no penalty charge notices would be issued.

The civil enforcement officers have no discretion on street. Disputes regarding penalty charge notices are dealt with by the compliance support team. This prevents officers from being accused of exercising favouritism or unfair practices. All penalty disputes must be made in writing by email, post or completing a challenge form in our offices.



## Letter Response Times

We endeavour to respond to penalty correspondence within 10 working days.

Response Time	Informal / Challenge	Formal Post NTO	Appeal TPT	Charge Certificate	Debt Registration	Warrant/ Bailiff Stage	Total
Same Day	164	214	34	76	72	194	754
1 Day	350	430	5	75	25	17	902
2 Days	440	558	3	154	75	25	1255
3 Days	958	330	2	92	24	27	1433
4 Days	456	348	4	90	10	60	968
5 Days	860	639	9	85	32	68	1693
6 Days	538	351	6	70	20	12	997
7 Days	366	271	9	30	2	4	682
8 Days	398	250	6	12	2	3	671
9 Days	88	140	1	11	3	0	243
10 to 13 Days	74	248	5	6	1	0	334
14 Days & Over	3	1	0	0	0	0	4
Total	4695 47%	3780 38%	87 1%	701 7%	266 3%	410 4%	9936 plus 6 refund requests.

We received 9,942 letters, emails and faxes in relation to 7,021 cases which were contested. 9,598 letters (97%) were responded to within 9 days. 7,005 (70%) letters were responded to within 5 days.

47% of correspondence is received at the informal stage. 32% of Penalty Charge Notices are subsequently challenged by motorists. 30% of disputed penalty charge notices resulted in the notice being cancelled after due consideration of the merits of the case in line with our policy. The policy is available at [www.stoke.gov.uk/parking](http://www.stoke.gov.uk/parking)

## Cancellations

We consider each case on its own merits in an open and objective manner.

Penalty Charge Notices—Reason for Cancellation.	2013/14	2014/15
<b>Total Cancelled:</b>	3439	2956
Administration Error	2	6
Civil Enforcement Officer Error	484	359
Disabled Badge was incorrectly displayed & badge validated	141	72
Disabled Badge was not displayed & badge produced	165	148
Disabled Clock not displayed	58	31
Discretionary Cancellations	283	374
Faulty Handheld Computer or Camera	69	20
Gone for Change & produced ticket	7	15
Lines Incorrect	41	36
Owner Untraceable	643	624
Pay & Display Machine Fault found	37	43
Pay & Display Ticket facedown and valid ticket produced	292	176
Pay & Display Ticket not displayed and valid ticket produced	330	247
Permit not displayed and valid permit produced	576	525
Proof of Emergency Call Out	13	12
Proof of Hospital Emergency	18	24
Proof of Loading/Unloading	161	142
Proof of Vehicle Breakdown	64	58
Signs Incorrect	24	20
Traffic Penalty Tribunal Case	4	7
Traffic Regulation Order Error	27	17

Discretionary cancellations include mitigating circumstances that fall outside of the reasons listed above. Where extenuating circumstances are cited, each case will be considered on its own merits,

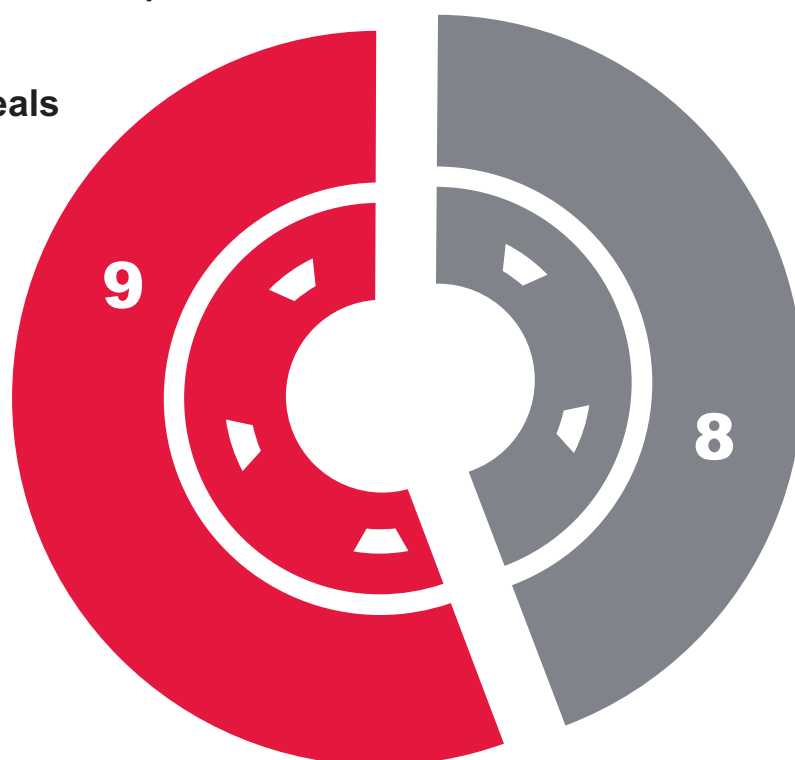
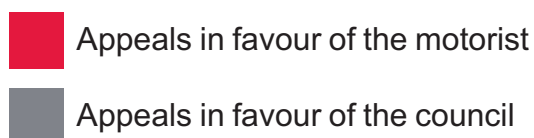
Civil Enforcement Officer error is 2% of the overall Penalty Charge Notices served. We are continually training and developing officers.

## Appeals to the adjudicator

**We learn from the feedback from the adjudicator when we are unsuccessful.**

The owner/keeper/hirer of the vehicle, having made a formal representation against the penalty charge notice to the council, can have their case considered independently by the Traffic Penalty Tribunal. The adjudicator can consider their case either in person at a personal hearing, over the telephone or in writing. The adjudicator will make a decision that is final and legally binding on both the council and the owner/keeper/hirer of the vehicle. More information regarding disputing a penalty charge notice can be found on line at: [www.patrol-uk.info](http://www.patrol-uk.info)

### Parking and Bus Lane Appeals to Adjudicator 2014/2015

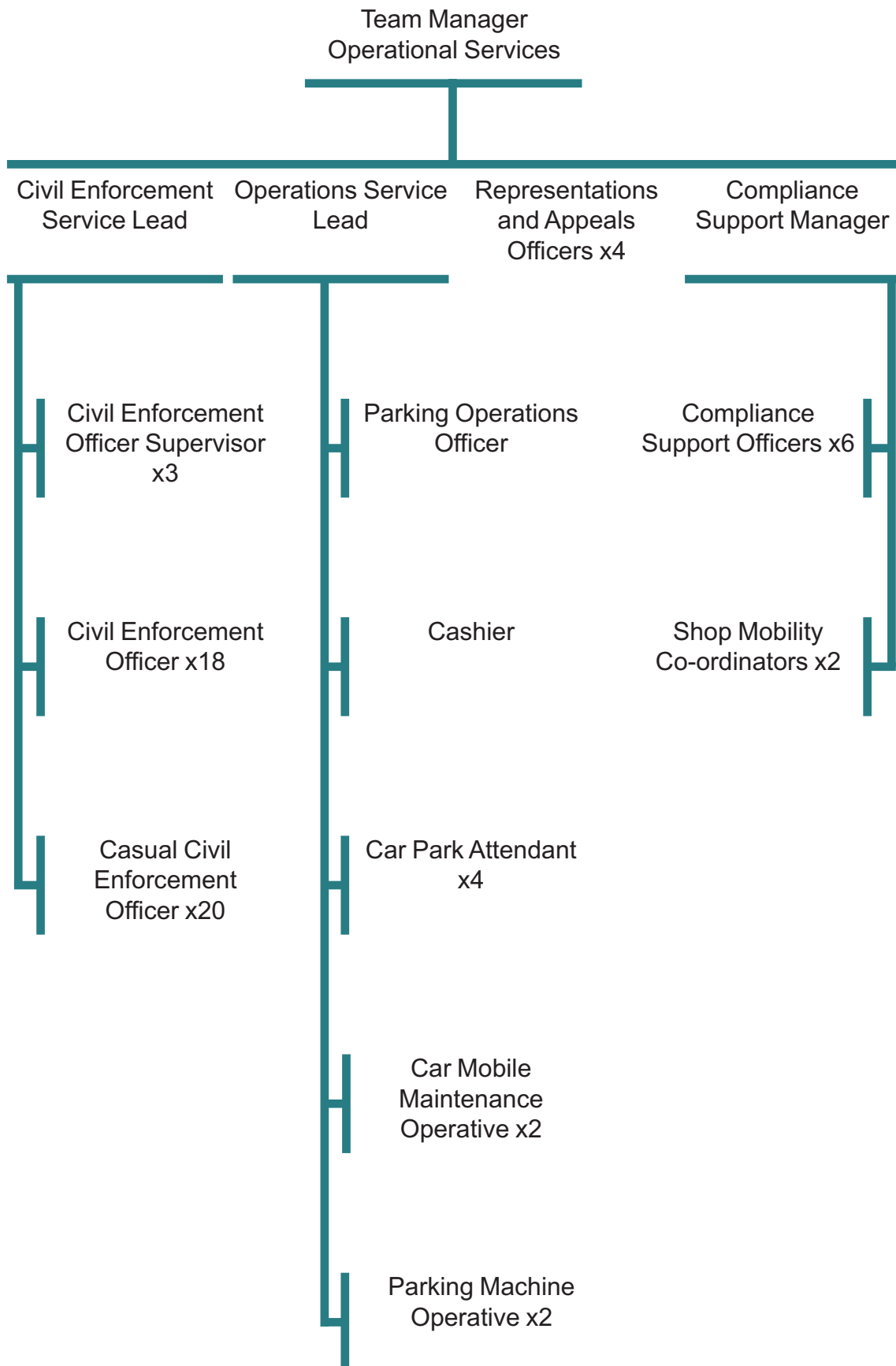


## Other Information

11,779	Number of Notice to Owners Issued (including Bus Lane Penalty Charges)
3,985	Number of Charge Certificates Issued
861	Number of cases referred to the County Court
1490	Cases referred to a Bailiff (Dukes, Equita, Jacobs and Rossendales)
0	Number of Vehicles Immobilised for parking contraventions
0	Number of Vehicles Removed for parking contraventions



# Parking Services Team Structure



## Financial Data

	2012/13	2013/14	2014/15
<b>Penalty Charge Notice Income</b>	<b>719,890</b>	<b>699,226</b>	<b>649,762</b>
On Street	362,725	371,090	394,913
Off Street (Car Parks)	170,851	162,257	117,400
Residents Permit Areas	88,228	76,882	68,523
Bus Lane PCN's	98,087	88,997	68,926
<b>Pay and Display Income</b>	<b>2,378,815</b>	<b>2,262,534</b>	<b>2,391,981</b>
On Street	532,535	508,894	551,472
Off Street (Car Park)	1,846,280	1,753,640	1,840,509
<b>Permit Income</b>	<b>243,630</b>	<b>281,486</b>	<b>330,100</b>
On Street	1,250	-	-
Off Street (Car Park)	70,144	87,863	138,151
Residents Permits	127,065	146,430	141,366
Blue Badges	45,171	47,193	50,583
<b>Other Income</b>	<b>738,178</b>	<b>645,165</b>	<b>572,520</b>
<b>Total Income</b>	<b>4,080,513</b>	<b>3,888,411</b>	<b>3,944,363</b>
<b>Service Expenditure</b>	<b>2,928,164</b>	<b>2,592,296</b>	<b>2,557,112</b>
Parking Services (contains overheads for below services)	470,000	221,649	213,726
Car Park	1,367,735	1,322,783	1,292,913
On Street	520,703	592,128	589,370
Shopmobility	47,094	43,925	55,017
Residents Parking	246,895	180,826	177,533
Abandoned Vehicles	21,538	22,317	21,093
Community Car Parks	0	0	-
Blue Badges	99,442	86,619	82,317
Bus Lane	154,757	122,049	125,143
<b>Total Surplus</b>	<b>1,152,349</b>	<b>1,296,115</b>	<b>1,387,251</b>

The surplus is used to support the councils budget for Highways and Transportation.

In 2014/2015 the council spent £6,179,865.36 on Highways and £4,320,811.64 on Transportation.





### **Parking Services**

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