

SUNDERLAND CITY COUNCIL

Parking Services Annual report 2021 – 2022



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Foreword

Sunderland City Council are pleased to present the Parking Annual Report published by Sunderland City Council's parking services operation covering the period from 1 April 2021 to 31 March 2022.

The report provides an overview of council operated parking in the city in addition to highlighting achievements in 2020-2021 and service developments and achievements for 2021-2022. The aim of this report is to demonstrate that the council is operating a civil parking enforcement scheme satisfactorily and transparently that is regularly reviewed.

We have improved the information provided in the body of the report to include more detailed information including working with our Communities, achievements and development plans for 2021-2022. This demonstrates appropriate schemes are being planned and implemented by listening to feedback and requests from residents, businesses and visitors to the City and investing in the service and its facilities to improve the service offered to our customers.

The provision of parking in Sunderland needs to be aligned with the council's focus on the economic regeneration of the city. As well as it being important to support economic growth and regeneration in the city, we also seek to address some existing operational parking issues.

It is recognised that the council is not the sole provider of publicly available parking in the city; however, it is the organisation best placed to bring about required changes in parking provision and will work with other private sector providers to motivate and influence their decisions. This is particularly relevant when it comes to planning adequate parking provision to service retail and commercial need in the city.

The council continue to plan and maintain an adequate mixture of long and short-term parking in the city. New car parks are being built and even though some of them temporary in nature, they will be constructed to meet the needs of economic regeneration where a robust business case exists. The approach will be to provide the right amount parking at the right locations for the right price.

Introduction

The regulations accompanying TMA 2004 urges greater communication by local authorities of their parking policies, guidelines and performances. It is important that our stakeholders appreciate what we do, why we do it and how these actions contribute to achieving improvements for our local communities, businesses and residents.

The rationale behind this report is that it helps to make clear that the council is operating the scheme satisfactorily and more openness enables the public to see that this is the case, which in turn helps to increase understanding of Civil Parking Enforcement at a local level.

The council is committed to improving road safety, reducing traffic congestion and pollution, and encouraging the use of public transport, as part of our Local Transport Strategy. Parking controls form an essential part of this traffic management, by helping to balance the conflicting requirements of providing sufficient parking to allow the economy to thrive, with managing parking to help reduce traffic congestion and air pollution. Kerbside space is at a premium, the use of this limited resource must be balanced between the needs of residents, businesses, visitors and the disabled.

The provision and management of council-controlled parking in Sunderland is a very important function undertaken by the council. Parking can be the subject of intense public interest including attracting both local and national media. The council's primary aims related to parking management are to support the economic activity and viability of the city centre and other local shopping areas and to reduce congestion in the interests of all highway users.

Parking can be an issue of concern to local communities. Members of the public often express concerns about problems caused by parking whether these relate to indiscriminate parking, parking on grass verges, obstructions, illegal parking or other more locally specific parking related problems. It is therefore important that the approach to parking management is informed by an understanding of these concerns so that future issues can be avoided or mitigated.

The current economic climate, the impact of the Government's Public Spending cuts and the COVID 19 pandemic has had an effect on parking income which has made it all the more important to review the services we provide to ensure they are effective and efficient services in the best possible way.

To achieve this aim Sunderland City Council is about working together for a common purpose and about recognising everyone's unique contribution. The new operating model is a framework and standard to support the council's approach to become more efficient and flexible. It will allow the council to become more customer focused and responsive to changing circumstances by placing the right people in the right places doing the right things.

There is currently many projects being undertaken in Sunderland City Centre and sea front areas which include the introduction of new residential areas, office and recreational spaces, hotels and new businesses moving into the City centre. As part of this, a review is being carried out of the existing parking facilities within the City and there are plans moving forward to introduce new facilities to support these new projects and the potential increase of people living, working and visiting the City. Further details of new projects are contained in this report.

Parking plays a very active part in supporting events that take place in the City. The City have some very exciting events which parking positively contributes too for example we

have the annual air show, concerts at the Stadium of Light and the Sunderland Marathon which attract many visitors.

Our transport priorities are to improve safety, accessibility and air quality and to reduce congestion. Our parking facilities and the way we manage them contribute to achieving these priorities, and it is important therefore that they are appropriately controlled.

Our rules are fair but firm and our aim is to assist people to park, pick up, set down, load and unload conveniently and lawfully to make the City accessible to everyone.

The City of Sunderland



The City of Sunderland covers an area of 137 square kilometres with a population of 280,300, making it the largest and most heavily populated of the five districts in Tyne and Wear. As well as Sunderland itself, other key centres are Washington, Houghton-le-Spring and Hetton-le-Hole, in the heart of the former Durham coalfield. Although traditionally an industrial area, it has a rich heritage and an environment which includes attractive features such as the River Wear valley and the North Sea coastline.

There are ambitious plans for renewal along the banks of the Wear, including the new Northern Spire Bridge as part of the Sunderland Strategic Transport Corridor project.

Northern Spire Bridge



The new road bridge is a two-span cable-stayed bridge with an A-frame pylon rising to 105m (344ft) crossing the River Wear between Castletown on the north to Pallion on the south bank.

The new bridge has two lanes of traffic in each direction, plus dedicated cycleway and footpaths along its full length. This pylon is twice as high as Gateshead's Millennium Bridge and taller than Big Ben's clock tower.

It provides a vital new transport link across the River Wear that will help connect the Port of Sunderland and Sunderland city centre with the A19, the developing IAMP Enterprise Zone and the wider Tyne and Wear city-region.

As well as improving road transport links and making journeys quicker and more reliable, the new bridge opens the Metro network to thousands of people who live, work and play on the north side of the River Wear to employment and leisure opportunities right across the region.

Redevelopment of our City - Riverside Sunderland



The Riverside Sunderland masterplan is creating 1,000 homes for a community of 2,500 people, and 1 million square feet of offices and workspace for 8,000 – 10,000 quality jobs. Beautiful parks and public spaces will create a memorable landscape setting for Riverside Sunderland.

The Council's new City Hall is located on the Riverside Sunderland site offering state of the art technology and facilities for our residents and staff.



Riverside Sunderland Multi Storey Car Park

The Council are also building a 650 space Multi Storey car park on the adjacent Farrington Row site which will service the Riverside Sunderland development, the new developments on Farrington Row and the City Centre as a whole.



A place to live



1,000 SUSTAINABLE NEW HOMES PROVIDING THE PERFECT LAUNCHPAD FOR URBAN ADVENTURES AND ASPIRATIONAL LIFESTYLES

A place to work



1 MILLION SQUARE FEET OF MODERN OFFICES, COMMERCIAL PREMISES AND OTHER EMPLOYMENT SPACE, CREATING EXCITING NEW SITES FOR BUSINESSES TO GROW.

A place to play



RIVERSIDE SUNDERLAND'S LOCATION IS SPECTACULAR: AMAZING VIEWS ACROSS THE CITY, THE RIVER, THE BRIDGES, AND OUT TO SEA; GREENSPACES, WOODLANDS AND RUGGED CLIFFS... THERE IS NO REGENERATION SITE TO MATCH THIS IN THE UK.

THE CITY PLAN 2020 – 2030

The City Plan identifies the Councils Vision and Values as shown below:

DYNAMIC CITY

The Beam
Is the first building on Riverside Sunderland to be completed

106 new build affordable homes have been built in 2018-19

16 Private housing companies or individuals developing 24 sites across the city

43.6% of care leavers aged 19-21 are in employment, education or training

66% Key Stage 2 pupils achieving the expected standard in reading, writing and mathematics in 2019

1,300+ Student job opportunities in 2018-19. The Work Discovery Sunderland programme provides young people with insight into jobs available.

Ofsted rate the council's Adult Learning as good

2,700+ people are now digitally connected to 'Go Online', as part of the Sunderland Digital project. Helping to save money on household bills.

£1.3m financial support from Historic England and the council for the delivery of the Sunderland Historic High Streets Heritage Action Zone. The investment includes Mackies Corner and 170-175 High Street West in Sunnyside.

£1.17m of Community Led Local Development Funding was allocated to some 15 projects by the end of 2019.

£1.3m worth of investment by Legal and General in further high-quality offices on the former Vaux Brewery site

90 global companies in Sunderland, employing 26,350 people.

69.7% Working age residents in employment. Up 3.6 percentage points on five years previously, compared with a 2.2% point rise across the North East

£120m worth of investment by Legal and General in further high-quality offices on the former Vaux Brewery site

Riverside Sunderland was launched, an ambitious and exciting regeneration plan spanning both sides of the river.

STACK A brilliant shipping container concept bringing exciting new bars, eateries and retailers to Seaburn.

New City Hall Construction has started which the council will move into in 2021 along with partners.

5G

Sunderland is the first city in the UK to deploy 5G-ready Wi-Fi in the city centre.

500 projects
Creating £2.17 billion of investment
Over 18,000 jobs

Green Energy
Sunderland was named the best place in the UK to find electric vehicle charging stations in a UK-wide survey by green energy provider Tonik Energy.

Rogue landlords have been tackled through legal action. The council has prosecuted five landlords for various housing standards offences since 2017.

Rough sleepers in the city are low numbers compared to regionally and nationally

THE BEAM

10 years of inward investment

500 projects
Creating £2.17 billion of investment
Over 18,000 jobs

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HEALTHY CITY

1,300 users of the online counsellors service to improve mental health for young people aged 11 to 18

300 Community-based Health Champions, enabling passionate individuals to make a difference to health in their work, community and social networks

840 open Early Help plans as more families are getting help earlier, involving over 2,000 children

Ofsted rate Together for Children's Fostering and Adoption services Good with Outstanding features.

3,500 residents are now attending regular events, activities and clubs in their neighbourhoods, which is improving their independence, minds and fitness levels

107 businesses have signed up with the Workplace Health Alliance and 19 workplaces have achieved the regional Better Health at Work Award up to December 2019

764 miles of roads are maintained

1,500 miles of paths are maintained

48,000 street lights are maintained

6.5 miles of coastline are maintained

6,000 vulnerable people are supported by Sunderland Care and Support each week

18,000 new customer contacts received and managed around each year for adult Social Care

1,200 litter pick volunteers have been carrying out a series of campaigns around the city to make their neighbourhood cleaner. #cleangreency

30,000 tonnes of waste was recycled/composted. The current level of household waste sent for reuse, recycling and composting is 28.3%; we aim to improve this to 32% or better by April 2021

Waste recycling Plans have been agreed to develop a new waste recycling site in Pallion, replacing Beach Street in the city centre. The new facility is due to open in 2021

126,500 bins are emptied every week – that's 7 million bins per year

Blue Flag
Roker and Seaburn beaches have both won international Blue Flag status

Green Flag
The city has five Green Flag status parks - Barnes, Hetton Lyons Country Park, Roker Park, Mowbray Park and Herrington Country Park

Step-Up Sunderland
a new app to encourage people to be more active by walking in their day-to-day lives, was launched in 2019 with over 2,000 steppers involved by December 4

Healthy life expectancy at birth in Sunderland is increasing, but remains lower than the North East and England (58 years for males and 59 years for females)

100% of schools and civic buildings hold 4 or 5 stars in Food Standards Agency rating

£3.7 million improvements made to maintained schools, with a new school providing places for 90 autistic children

63 schools have achieved a Gold or Silver in the Sunderland Anti-Bullying Charter Mark.

VIBRANT CITY

Let's Talk Sunderland



The 'Let's Talk' Resident Engagement strategy was launched.

The outcome of engagement with over **155,000 residents**

is supporting development of the five Neighbourhood Investment Plans



1,100 CCTV cameras are monitored by the council



13,000 people had registered at The Washington Hub within the first 6 weeks of it opening.

£14.2m was awarded to Sunderland to provide 3 new Football Hubs and construction started in January 2019.



£160,000 grant funding has been awarded to 36 community groups to deliver 688 sessions, with the aim of engaging with over 5,000 children.

5,000kg

of food was provided across the city each month. There was an increase in residents supported by foodbanks in July and August due to school holiday pressures



1,304 Crisis support awards were issued by the council for food and fuel.

399 Community Care awards were issued for furniture, beds and white goods



6.5% Increase of spend by visitors



6% Increase of visitors to Sunderland



Elephant Tearooms purchase in the city centre

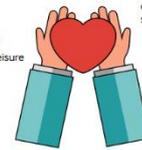


252 local voluntary and community organisations have been awarded local grants worth a total value of £245,647



350 hate crime champions are being trained across the city.

174,260 people attend a leisure facility monthly



96% of our residents feel safe in their local area

5 Area Committees have awarded over £1,805,669 to meet local priorities in neighbourhoods

26 Community Protection Warnings were issued for unreasonable behaviour having a detrimental effect on the locality

£877,490.05 Was generated by the local advice providers for vulnerable people who sought help

DELIVERING EXCELLENCE

£109m of council tax was collected, with over



70% of people paying by direct debit



Code of Practice on Drugs and Alcohol

to protect employees from the dangers of drug and other substance misuse and to encourage those with alcohol and substance dependencies to seek help

1.4m customer transactions take place annually



42.7% of transactions were self-serve



New housing benefit claims were processed within **22 days** of the date they were made



Employee Protection Register

developed to protect employees from any potential violence, aggression and abusive behaviour risks



Controlling Migration Fund

the council has been awarded monies which will allow new work aimed at community integration to take place.



15,000 facebook views of the rainbow crossings being laid

PRIDE Sunderland City Council supported annual PRIDE celebrations and raised the profile through social media.

We secured significant social value including spending:

£155m with Sunderland suppliers (40%) **£11.6m** with local voluntary and community organisations **£190m** with North East suppliers (66%).



95% of suppliers are satisfied or very satisfied with our approach



76th place the council ranked in Stonewall's Workplace Equality Index Top 100

City of Sunderland Parking Plan 2014-2025

The Council have a Parking Plan which covers the period 2014 – 2025. This plan is a working document and is regularly reviewed. It seeks to provide a framework for the effective management of parking provision in the city and, in doing so ensure that the city's approach to parking supports the council's strategic objectives particularly those relating to the vision for the city "for sunderland *to be a smart, sustainable city, synonymous with the north east with a high performing and admired council.*"

From 2014 to date the parking service have continued to adapt and introduce changes projects and schemes when appropriate by working with businesses and our residents to ensure the schemes are successful and meet the aims within the parking plan. Based on the need to balance a number of priorities the plan will support the following aims:

- 1. Support Sunderland's economy, our local businesses and our city and neighbourhood centres through consistent parking arrangements which support the vitality of the city's commercial centres and wider regeneration aims;**
- 2. Provide an effective and efficient parking service, which manages income and revenue to enable the service to be fully funded and parking charges to be reflective of the council's wider policy objectives;**
- 3. Manage parking to ensure a safe environment for all our customers, including appropriate enforcement outside schools and improved lighting and security measures for car parks;**
- 4. Serve the requirements of the community of Sunderland as a whole by providing an appropriate level and range of car parking arrangements and restrictions.**
- 5. Ensure that all new developments follow best practice with regard to parking;**
- 6. Recognise the importance of car parking management in influencing travel choices and promoting sustainable transport;**
- 7. Communicate regularly and effectively with all stakeholders in order to promote and improve the relevance of services that better meet the community's requirements;**
- 8. Ensure that customers are treated efficiently, effectively and fairly.**

Parking is not a standalone issue as the availability and location of parking provision can significantly influence the decisions that people make about how they travel and where they travel to and what time of day they decide to travel. As a result, parking will impact on a wide range of people businesses, organisations and places and it is therefore important that we manage parking provision with an understanding of the key influences.

The people of Sunderland want the city to be a good place to live which offers all the amenities that are considered fundamental to a good quality of life and a vibrant economy that provides access to good quality employment. The council shares these ambitions and is committed to the delivery of policies and services that will support their realisation. Parking provision and management clearly has a role to play and it is important that

parking policies are guided by the city's vision and the dynamic context within which it operates.

The strategy covers the period 2014 to 2025 seeks to balance the needs of all stakeholders, residents, businesses and visitors in the city whilst at the same time seeking to provide a safe and congestion free transportation network for all modes of transport. The strategy will ensure the service is focused on agreed priorities; this involves some policy development and a set of clear actions across a three year timeframe.

The Council will continue to implement measures with the objective of encouraging travel by more sustained modes, such as public transport, cycling and walking and reducing demand to travel as the sole occupant of a private motor vehicle. These measure will include:

- ❖ Bus priority improvement (to assist in reducing journey times)
- ❖ Developing school and workplace travel plans
- ❖ Measures to assist cyclists and pedestrians (such as cycle lanes and cycle parking facilities)
- ❖ Parking control schemes
- ❖ Improvements to address safety and security issues on walking routes.

The Local Cycling and Walking Infrastructure Plans (LCWIP) are designed to create cycling and walking networks and is a crucial step for Sunderland in achieving our vision of a city that thrives.

The Government encourages local authorities to develop LCWIPs based on a methodology set out by the Department for Transport.

LCWIPs ensure that a long-term approach is taken to develop local cycling and walking networks, ideally over the next 10-year period and form a vital part of the Government's strategy to increase the number of trips made on foot or by cycle.

LCWIPs are intended to:

- ❖ Plan for cycling and walking using evidence and data on existing and future potential demand
- ❖ Target investment where it can have the greatest impact
- ❖ Identify cycling and walking infrastructure improvements in readiness for funding bids
- ❖ Plan cycling and walking network that meet core design outcomes, meeting the needs of users



Parking Operations in Sunderland

Infrastructure, Planning and Transportation Service

The Parking Service forms part of the Regulatory Services service which sits within the City Development Directorate. The roles and responsibilities of the service are diverse and include Planning, Building Control, Environmental Health, Trading Standards and Licensing, Environmental Enforcement, as well as Parking Services. The principal aim of the service is to ensure that the Council's regulatory services and associated assets in Sunderland positively contribute to increasing the city's economic competitiveness and meet the community's requirements for access in a way which seeks continuous improvement in sustainability and people's quality of life.

Parking Services – Our Responsibilities

Sunderland is a Civil Parking Enforcement city, where parking contraventions are controlled under Part 6 of the Traffic Management Act 2004 (TMA). Parking contraventions are not a criminal offence in Sunderland, but penalties are legally enforceable.

Parking enforcement is there to ensure traffic continues to flow, while giving consideration to the safety of other road users and pedestrians.

The council's in-house parking team enforce on and off-street restrictions and are responsible for all parking Penalty Charge Notices (PCN's) served in Sunderland including on street restrictions and parking places, resident's community parking management schemes, taxi ranks, disabled parking places, limited waiting parking places, and Council operated car parks. In addition, we also enforce dropped footways, in a special enforcement area there are areas where the footway has been lowered (or the carriageway has been raised) to create a dropped footway. Parking in such an area is likely to create a road safety hazard or an obstruction particularly for the blind, disabled and those pushing prams or buggies, therefore vehicles are not permitted to park across a dropped footway at any time.

Sunderland's approach to parking enforcement is to be fair but firm and this approach is detailed in the City Council's parking charter which outlines how we intend to deliver the best possible service to motorists.

Fair

- We will explain and communicate the parking rules
- Where possible we will photograph parking contraventions to support the issue of a penalty charge notice
- We will regularly monitor traffic signs and road markings to help motorists parking throughout the city
- We will review parking services regularly to see how they can be improved

Firm

- We will take consistent enforcement action to deter inconsiderate parking
- We will pursue people who try and evade penalty charges to recover debt owed to the City Council
- We will work with the police to prevent crime and anti-social behaviour and to protect our Civil Enforcement Officers against abuse and violence

Best possible service

- We will reply quickly to representations against penalty charge notices whilst fully investigating motorists' comments
- We will aim to get penalty charge notices right first time using accurate "hand-held" technology
- We will develop online services to improve customer access to information
- We will develop the on-street parking service to include Blue Badge enforcement, school patrols, advice and information and assistance at special events

Civil Enforcement Officers will adopt a helpful attitude and a consistent approach to enforcement in order to encourage lawful and considerate parking. Our customer promise is we will always:

- Be professional, fair and courteous
- Be polite, calm and understanding
- Be open and honest
- Offer advice on the appeals procedure if requested

Sunderland Parking Web Pages - <https://www.sunderland.gov.uk/parking>

Sunderland City Council's parking website promotes self-service and enables drivers to pay or appeal a PCN, find out where they can park in Sunderland, obtain information on permit schemes including how to apply for a permit or obtain information relevant to parking facilities and services.

Parking

Penalty charge notices

Parking facilities and services

Parking permits

Parking management and enforcement

Did you know?

- ❖ Sunderland is a Civil Parking Enforcement Area therefore parking contraventions that occur in Sunderland are dealt with as a civil matter.
- ❖ Sunderland's approach to parking enforcement is to be Fair, Firm and to provide the best possible service.
- ❖ There are two rates in Sunderland for Penalty Charge Notices £70 for higher level of contraventions (discounted to £35 when appropriate) and £50 for lower level contraventions (discounted to £25 when appropriate).
- ❖ All penalty charge notices issued by Sunderland City Council have a prefix of SX.
- ❖ All appeals in relation to Penalty Charge Notice are dealt with by the Councils in house parking services team
- ❖ All appeals in response to the issue of a Penalty Charge Notice must be made in writing by either email, on line or by letter .
- ❖ When a Regulation 9 PCN is issued the full outstanding amount is £70 or £50 depending on the level of contravention however a 14 day 50% discount period automatically applies (as shown above) i.e. £35 or £25 from the date of issue.
- ❖ If an appeal is made to the Council within 14 days from the date of issue on receipt of the appeal the case is placed on hold until a decision is made if the notice is not cancelled the 50% 14 day discount rate may still apply from the service date of the correspondence.
- ❖ In 2021/2022 there were 14,231 Penalty Charge Notice issued in Sunderland.
- ❖ 10,920 for on street contraventions
- ❖ 3,102 for off street contraventions
- ❖ 209 PCN's were issued by the Road Safety Vehicle for parking on school keep clears and bus stops/clearways.
- ❖ If you are the DVLA registered keeper of a vehicle you are responsible for any penalty charge notice issued to your vehicle regardless of who was driving the vehicle at the time of issue.
- ❖ If you no longer own a vehicle report the change to DVLA at the earliest opportunity <https://www.gov.uk/sold-bought-vehicle>

Key Service Achievements, Investments and Future Plans

Key Service Achievements and Investments 2020 – 2021

- Introduction of Northcote Avenue Community Parking Management Scheme – September 2020 - Completed
- Introduction of Ashbrooke Phase 2 Community Parking Management Scheme – August 2020 - Completed
- Construction of Dykelands Road car park – Completed
- Open an Electric Charging Station in Speculation Place car park, Washington - Completed
- Review the Pay by Phone system and look at the technological opportunities – January 2021 - Completed
- Introduce the Parking Perx project in St Marys and Sunnyside car parks - Completed
- Review Free After Three on a Thursday to Monday to Friday – September 2020 - Completed
- Introduce Daily Rates in some car parks – September 2020 - Completed

Plans 2021 – 2023

- New 650 space Multi Storey car park at Farringdon Row – planned to open Spring 2023
- New car park in Holmeside – Planned to open Spring/Summer 2024
- Introduction of Pay point payment methods to all customers – Dec 2023
- Planning for the introduction of Moving Traffic Contraventions – 2024
- Replace current Road Safety vehicle and associated technology - 2023
- Planning for the introduction of Bus Lane Enforcement 2023
- New Community Parking Management Schemes

The Parking Services Team

Parking Enforcement and the processes and systems related to it can be extremely complicated and technical.

The success of our parking operation depends largely on the commitment, training, professionalism, knowledge, expertise, skills, support and dedication of our staff. To this end it is vital that we have the right people in the right places to provide a fit for purpose service that can respond to the challenges it faces and deliver the best possible service better services to our stakeholders, businesses, visitors and residents by being customer-focused and responsive to local needs.

Staffing Structure

The parking service forms part of the Infrastructure, Planning and Transportation service. The roles and responsibilities of the service are diverse as detailed below.

Staffing Structure

OFFICE BASED
Parking Services Manager
Parking Operations Team Leader
Parking Operations Officer
Parking Services Support Officer
Review and Monitoring Officer
Assistant Parking Services Support Officer
Parking Appeals Officer
Senior Parking Services Support Assistant
Assistant Review and Monitoring Officer
Parking Services Support Assistant
Parking Services Apprentice
Car Park and On Street
Parking Operations Superintendent
4 x Senior Civil Enforcement Officers
18 x Civil Enforcement Officers
13 x Car Park Attendants
2 X Agency Staff

Back Office Staff There are 5 members of back-office staff who deal with all correspondence from the Penalty Chare Notice being issued to ultimately, a case being referred to a bailiff and everything in between.

All staff have received full training in the Traffic Management Act 2004 in addition to training on all relevant legislation, guidelines and statutory processes in accordance with the legislation and council policies and procedures in relation to enforcement and appeals.

Staff receive full training in order to assist them in providing accurate, fair and consistent information and to deal with all challenges/representations in a fair and consistent manner in accordance with the legislation and the councils parking charter. This ensures that the process for recovering outstanding penalties, the way challenges, representations and appeals to the Parking Adjudicator are dealt with are fair, efficient, effective and above all impartial. The council aims to deal with appeals in a timely fashion whilst ensuring that the points raised are investigated and addressed accordingly.

There are 4 members of staff who deal with everything relating to the operational side of the service, for example car parks, enforcement staff, the maintenance of all parking facilities and services CCTV, vehicles and equipment.

There is one Car Park Operations Superintendent who oversees the work delivered on a daily basis in the car parks and on street with assistance from 5 Senior CEO's who work a 24/7 shift rota.

Civil Enforcement Officers

The role of a Civil Enforcement Officer is to ensure that parking regulations are observed and enforced in a fair, accurate and consistent approach.

In order to ensure our Civil Enforcement Officers (CEO) receive a comprehensive training package they will initially shadow a more experienced member of staff before undergoing a 5 day training programme they then again work with a more experienced staff member until they are familiarised with their role and responsibilities and management is satisfied that an appropriate level of competency is established. All patrolling staff have received full training and have completed a Parking Enforcement qualification prior to enforcing regulations. Refresher training is also undertaken by existing staff when required

When a CEO is on patrol and believes a parking contravention is taking place they will follow the enforcement procedure which involves observing the vehicle for the required time (if appropriate), noting vehicle details which would include vehicle registration, make, colour, a description of any documents, permits, blue badges displayed in the vehicle and the valve positions of the vehicle.

A penalty Charge notice can then be issued and placed on the windscreen of the vehicle. Photographs will then be taken of the vehicle with the notice attached. Alternatively, the notice can also be handed to the person the CEO believes to be the person who is in charge of the vehicle.

The council expects all parking staff to be customer focussed and to act as ambassadors for the city. A CEO or Car Park Attendant may be the first person a visitor sees when arriving in the city and the aim is to make a good first impression even in what at times may be difficult circumstances.

In addition to issuing PCN's a Civil Enforcement Officers duties also include:

- ❖ To act as an ambassador for the City

- ❖ Provide information to the public i.e. directions, information on events etc
- ❖ Inspecting car park equipment and signage
- ❖ Provide assistance to support City events
- ❖ Reporting any issues in relation to signs and lines i.e. faded lines, missing signs
- ❖ To report and suspected cases of blue badge abuse

Car Park Attendants

The car park attendants work a 24/7 shift rota and work in St Marys and Sunniside car parks. They will also cover Riverside car park on opening. They provide advice and support to our customers when needed, maintain the equipment including pay on foot machines, barriers, lifts etc, keep the car park clean, monitor CCTV when needed and help customers with directions and advice on parking in the City.

Body Cameras

The use of body cameras benefits both Parking Services staff and the general public. Staff wearing cameras feel more confident when undertaking patrols and feel they have a degree of protection. Evidence would be readily available that may protect the integrity of staff when counter allegations are made against them. The film footage also provides an excellent training tool to ensure consistency of staff approach and behaviour. Body cameras will only ever be deployed in an overt fashion.

Uniforms

Sunderland City Council Civil Enforcement Officers must wear the correct uniform whilst on duty. The uniform comprises of dark grey trousers shirt, tie and jumper and either a fleece jacket or a high visibility coat which is clearly marked Sunderland City Council. The Department for Transport has published guidance which covers uniform requirements.

Photo Identity Cards

The Operational Guidance also recommends that CEOs carry a photo-identity card.

Sunderland City Council CEO's comply with this recommendation and motorists can request sight of this to verify their identity. CEO's are not obliged to give their name to motorists however they will always be able to supply their unique CEO number if requested. This number is also shown on any Penalty Charge Notices they issue.

Our Customer Promise



Enforcement

Sunderland City Council enforces approximately 110km of waiting restrictions across the whole of the city. Enforcement hours range between 8am – 10pm in all areas of the City Monday to Sunday inclusive.

The enforcement area covers the following areas in the City:

- City Centre
- North Sunderland i.e. Roker, Seaburn, Southwick etc
- West Sunderland i.e. Barnes, Pallion, Chester Road etc
- South Sunderland i.e. Silksworth, Farringdon, Doxford International etc
- Houghton
- Hetton
- Washington
- A mobile operator who deals with customer requests, incident reports and outlining areas.
- Road Safety Vehicle – school keep clears and bus stops across the City.

CPE operates using two differential parking penalties (higher and lower charges) depending on the seriousness of the contravention. For example, parking in a place where it is always prohibited, such as on double yellow lines, is considered to be more serious than overstaying where parking is permitted, such as in a parking place. Details of each contravention and the band which applies to each one are shown in Appendix 1 (page 58).

There are two band levels which local authorities can apply either. Band 2 comprises of £70 (higher) and £50 (lower) charges. Band 1 comprises of £60 (higher) £40 (lower) charges. During 2018-2019 the council operated under band 2 charges.

In 2022 it is intended that local authorities will also be given the power to apply for the powers to enforce certain moving traffic offences such as one way street contraventions, no entry restrictions, prohibited turns, yellow boxes, pedestrian zones etc. In the meantime, the police will continue to be responsible for enforcement of these offences.

The police remain responsible for the enforcement of dangerous parking, obstruction, failure to comply with police “no parking” signs placed in emergencies, and any vehicle

where security or other traffic policing issues are involved, including the need to close roads or set up diversions.

Frequency of Patrols

The city centre is where most congestion occurs and we aim to make three visits to each location in the morning and the afternoon. Other areas such as primary routes into the city and local shopping centres are visited twice during a morning and afternoon with other areas on a lesser and “as and when” basis. A mobile patrol is also employed to patrol less accessible locations and to attend reports of inconsiderate parking.

In addition, all surface car parks are patrolled regularly throughout the day. Sunnyside Multi Storey and St Marys car parks are manned 24 hours a day, 7 days a week except Christmas Day and certain holidays (please check signs in each car park or on the Councils parking web pages).

Periods of Enforcement

Sunderland City Council enforcement hours are Monday to Sunday between the hours of 8am – 10pm (including bank holidays). These hours may be extended if there is an event taking place in the City i.e. concerts at the Stadium of Light, Airshow etc. or if there is a requirement.

Motorists should ensure that they observe the regulations displayed in the area in which they park or the Controlled Parking Zone signs (if appropriate) and park in accordance with them. Failure to do so may result in the issue of Penalty Charge Notice.

Bank holidays and public holidays are classed as normal working days of the week there are no special rules in force on those days therefore if it is a bank holiday motorists cannot park on restrictions that apply i.e. double yellow lines. In view of this, any Penalty Charge Notice that is issued on Bank Holidays will be upheld unless the circumstances are such that they fall into the criteria for cancellation.

Observation Periods

Sunderland City Council’s Civil Enforcement Officers are given training and guidance on what the minimum length of observation time vehicles must be given (when appropriate) before a PCN can be issued. The electronic handset is set up such that the minimum period of time must elapse before a PCN can be issued. The observation periods are also included in the council’s Parking Charter which can be viewed at:

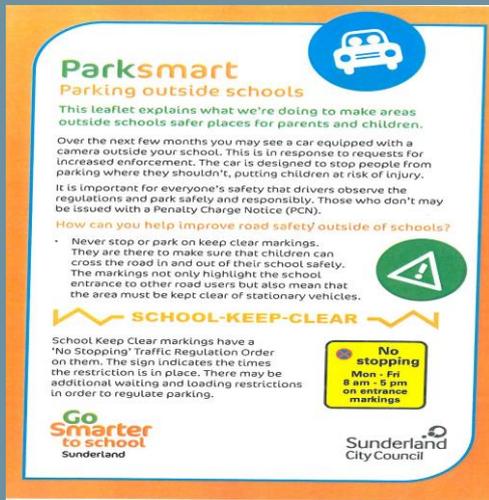
[HTTPS://WWW.SUNDERLAND.GOV.UK/MEDIA/19628/SUNDERLAND-CITY-COUNCIL-PARKING-CHARTER/PDF/SUNDERLAND CITY COUNCIL PARKING CHARTER.PDF](https://www.sunderland.gov.uk/media/19628/sunderland-city-council-parking-charter/pdf/sunderland-city-council-parking-charter.pdf)

Parking on a loading restriction, parking out of the bay markings, in a restricted part of a car park, parking in a designated disabled persons parking space without a valid disabled badge and parking in a car parking space not designated for that type of vehicle do not require an observation period, therefore a penalty charge notice can be served immediately. A full list of parking contraventions are shown in Appendix 1 (page 58).

Grace Periods

10 minute grace periods were introduced in April 2015 to prevent drivers from receiving penalties for being a few minutes late back to their vehicle. The 10 minute grace period only applies to permitted parking spaces (free or paid).

CCTV Enforcement



The introduction of enforcement of traffic regulations by mobile CCTV cameras was introduced in Sunderland in April 2013 as part of a wide-ranging programme of measures to improve the reliability and punctuality of public transport, reduce congestion and pollution.

The primary purpose of any CCTV camera enforcement system is to ensure the safe and efficient movement of traffic through the detection of contraventions of traffic regulations thereby reducing delays on the highway network.

The vehicle visits approx.125 schools in the City on a rotational basis. Parking Services have also utilised the vehicle to respond to numerous service requests from Head Teachers, school staff, residents and parents/carers reporting indiscriminate and dangerous parking in and around schools, which they try and respond to within 48 hours resources allowing.

There is a plan to replace the current vehicle and associated technology in November 2023.

Penalty Charge Notices and the Appeals Process



Our parking team are committed to being firm but fair, transparent and consistent in our approach to Penalty Charge Notice challenges, representations and appeals.

The primary purpose of a penalty charge notice is to encourage motorists to comply with parking restrictions, encourage safe and considerate parking and by acting as a deterrent to those motorists who choose to disregard the regulations.

The council is legally obliged to consider and respond to correspondence at any stage in the process. The Traffic Management Act requires responses to be sent in a timely fashion. We aim to respond to all initial challenges in a timely fashion and all formal representations must, by law, be responded to within 56 days as laid out in the legislation.

Penalty Charge Notices, Challenges, Representations and Appeals

During the period 1 April 2021 to 31 March 2022 Sunderland City Council issued 14,231 Penalty Charge Notices which generated £403,200 income.

A Penalty Charge Notice may be issued to any vehicle parked in contravention of the parking and waiting restrictions. The TMA 2004 introduced differential sums that can be used by local authorities they are either £70/£50 or £60/£40, a 50% discount amount is applied to both charges if it is paid not later than the last day of the period of 14 days beginning with the date on which the PCN is served.

Sunderland Council adopted penalty charge levels of £70 and £50 respectively, again the 50% discount amount is applied to both charges within the 14 day discount period.

Sunderland City Council Parking Services team deal with correspondence at all stages of the appeals process from the Penalty Charge Notice being issued until the case is passed to Enforcement Agents as a result of a Warrant being issued.

The civil enforcement process is tightly regulated and there is an appeals process that can be followed by anyone who receives a Penalty Charge Notice. All Penalty Charge Notices and correspondence issued contain information on how a motorist can pay, challenge/appeal a notice and the next stage of the process.

Penalty Charge Notices issued by Sunderland City Council will have a prefix of **SX** followed by eight numbers i.e. SX12345678.

All appeals must be made in writing:

- By letter to: Parking Services, City Hall, Plater Way, Sunderland,

- SR1 3AA – Please provide PCN number SX.....
- Online at: www.sunderland.gov.uk/parkinggateway/ - PCN number and vehicle registration is required.
- By email: parking@sunderland.gov.uk – Please provide PCN number.

There are various different stages in the process after the PCN has been issued which are detailed below.

A Penalty Charge Notice can be served directly to a vehicle by a Civil Enforcement Officer or in some cases can be served by post to the DVLA registered keeper of the vehicle.

- If a challenge is received within the 14 day period the notice is placed on hold until a decision is made and the motorist is notified. Then one of two things may happen:
 - The appeal is accepted and a letter of acceptance is sent to the motorist, the PCN is cancelled
 - The challenge is rejected, a letter of rejection will be sent to the motorist explaining why the notice has not been cancelled. If the challenge was received within 14 days from the date the PCN was issued the motorist will be given another opportunity to pay the notice at the discounted amount.
- After 28 days from the date of issue, if a notice has not been paid, the Council will request the registered keeper details from the DVLA.
- On receipt of the details from the DVLA a Notice to Owner (NTO) will be served to the person recorded as the DVLA registered keeper. If a driver has been issued with a postal PCN this also acts as a Notice to Owner. Full details are provided on the documents on how motorists can appeal at this stage to the Council.
- On receipt of a Notice to Owner or postal PCN a driver has 28 days to make a formal representation to the Council. Full details are given on the Notices of how this can be done.
- If a driver makes a formal representation one of two things will happen:
 - 1 The appeal is accepted and a Notice of Acceptance is sent to the motorist, the PCN is cancelled
 - 2 If the challenge is not accepted, a Notice of Rejection will be served to the DVLA Registered Keeper giving the reasons it has not been cancelled. This correspondence gives the registered keeper the opportunity to make a submission to the Traffic Penalty Tribunal where an Adjudicator independent of the Council will consider evidence from the motorist and the Council and make a decision, the Adjudicator's decision is binding on both parties.
- If no payment or appeal is made to the Adjudicator after 28 days beginning with the date the Notice to Owner or Notice of Rejection is served a Charge Certificate will be served. At this stage the amount outstanding increases by 50% i.e. £70 is then £105 and £50 is then £75 with a time limit for payment of 14 days.

- If as a result of the Charge Certificate being served no payment is made within the 14 day period, the debt will be registered with the Traffic Enforcement Centre (TEC) and an Order for Recovery will be served. A registration fee of £9 is then added to the outstanding amounts i.e. £105 increases to £114 and £75 increases to £84.
- An Order for Recovery must be paid or challenged within 21 days. There is a specific criteria for challenging an Order for Recovery which is as follows:
 - The registered keeper did not receive the Notice to Owner (NTO)
 - The registered keeper made a formal representation to the Council within 28 days of receiving the Notice to Owner, but did not receive a Notice of Rejection
 - The registered keeper appealed to the Traffic Penalty Tribunal within 28 days of receiving the Notice to Rejection, but did not get a response
 - The penalty charge has already been paid (proof of payment should be provided)
- If the challenge is successful the Traffic Enforcement Centre (TEC) will revoke the order, and the local authority may either cancel the penalty, issue a new NTO, or refer the case to the Traffic Penalty Tribunal (TPT) for consideration.

If you are contacted by Enforcement Agents about a PCN and you did not know about it or alternatively you thought it had already been paid you can submit an 'Out of Time Witness Statement'. This will pause enforcement action by the agents until your statement has been dealt with. If TEC allow your late witness statement to be filed, they will then ask the council if they accept or oppose your witness statement.

- If the Local authority refuse to accept the late witness statement they return it to TEC detailing the reasons for the refusal. A TEC officer will then make a decision on the case and inform the local authority and the keeper of the decision in writing.
- If TEC refuse the application, the keeper can request a review of the officer decision but this must be made within 14 days of the original TEC decision and a fee may be payable. Further information and the relevant form are available on the Governments website www.gov.uk/parking-tickets

The council publishes clear information in its Parking Charter about the appeals process and ensures that any correspondence is informative, whilst ensuring it also meets the necessary legal requirements.

Any appeal or payment in relation to a PCN and any photographic evidence can be made/viewed at: <https://webapps3.sunderland.gov.uk/3sixtycitizen> Please have the PCN number and vehicle registration to hand. The log on screen is shown below:

Penalty charge notices

[Home](#) > [Residents](#) > [Parking](#)

PCN Details

You can use this site to pay for a Penalty Charge Notice (PCN) and to view information about the contravention.

◆ Please enter the required information as printed on your Penalty Charge Notice.

◆ Fields marked with * must be entered.

PCN details

Vehicle Registration Number *

Penalty Charge Notice (PCN) *

SEARCH

Regulation 10 PCN and Notice to Owner

A regulation 10 Penalty Charge Notice/Notice to Owner would be issued to the owner/keeper of a vehicle that has been recorded by an approved device (in the form of a CCTV vehicle) parked in contravention of the regulations.

The owner/keeper who is the recipient of a penalty charge notice served by post on the basis of a record produced by an approved device, can either pay the outstanding amount which is reduced to a discounted rate for a period of 21 days from the date the above notice is served or can appeal against the issue of the notice. Full details of how to pay or appeal against the Notice are contained in the Regulation 10 Penalty Charge Notice/Notice to Owner document. The footage/evidence can also be viewed online at [imperial civil enforcement solutions 3sixty citizen \(sunderland.gov.uk\)](http://imperialcivilenforcementsolutions3sixtycitizen.sunderland.gov.uk)



The Traffic Penalty Tribunal (TPT) is an adjudication service made up of qualified solicitors with a minimum 5 years' experience in road traffic law. They are independent of the council and arrive at decisions based on evidence placed before them. You may only appeal to an independent adjudicator on receipt of the Notice of Rejection. Appeals at this stage should be forwarded to the Traffic Penalty Tribunal using the appeal form provided with the Notice of Rejection letter.

Please note: You will need to receive a Notice of Rejection from the Local Authority in order to appeal to the Traffic Penalty Tribunal. An example extract from a Notice of Rejection letter is shown below which provides the details needed to appeal to the Traffic Penalty Tribunal.

How to appeal your decision:



IF YOU DISAGREE WITH THE COUNCIL'S DECISION, YOU CAN APPEAL TO THE INDEPENDENT ADJUDICATOR AT THE TRAFFIC PENALTY TRIBUNAL.

The adjudicators are independent lawyers and their decision is final.

You can appeal online by visiting the tribunal's website: www.trafficpenaltytribunal.gov.uk.

The website explains further what the adjudicator can consider and how to appeal.

If you are unable to appeal online, you may request a paper form (and find further information) from the Traffic Penalty Tribunal by calling **0800 160 1999**, leaving your name, address, telephone number, vehicle registration mark and penalty charge notice (PCN) number.

There is no charge for appealing and costs are not normally awarded. Details about when an order for costs can be made can be found on the website, or by calling the number above.

YOU WILL NEED THE INFORMATION BELOW TO HAND WHEN YOU BEGIN YOUR APPEAL:

NOTICE OF REJECTION DATE: 13/01/2021
 PCN NUMBER: SX?????????
 VEHICLE REGISTRATION MARK: ???? ??
 PIN CODE: 12345

YOU SHOULD APPEAL BEFORE THE END OF 28-DAYS BEGINNING WITH THE DELIVERY OF THIS NOTICE OF REJECTION (THIS IS USUALLY TWO WORKING DAYS AFTER THE "NOTICE OF REJECTION" DATE ABOVE). OUR WEBSITE WILL EXPLAIN THIS FURTHER.

The adjudicator may only consider appeals on the grounds listed in the Notice to Owner. The decision of the adjudicator is final and binding on both parties.

Appeals may be heard either in person, on line, by telephone or by post, depending on the appellant's preference or arranged by the Traffic Penalty Tribunal. Appeals in person can take place in various locations throughout the UK depending on the motorist's preference or alternatively on line. The current locations can be viewed on the Traffic Penalty Tribunal website: <http://www.parking-adjudication.gov.uk/olappeals/hearingvenues.asp>

The Traffic Penalty Tribunal introduced a new on-line appeals process in December 2016 which has a facility for motorists to appeal to them online, allows the Council and the appellant to submit an appeal and evidence and also allows all evidence to be viewed on the TPT portal. <https://www.trafficpenaltytribunal.gov.uk/want-to-appeal/>

A summary of Sunderland's TPT statistics for 2020 - 2021 are shown below:

Cases heard by TPT	Cases Dismissed	Cases Allowed	No Contest	Consent Agreement
9	3	3	1	2

Traffic Penalty Tribunal contact details are as follows:

You can get in touch with the Traffic Penalty Tribunal for assistance with [submitting an appeal](#), or if you have any questions about what to do [after receiving a Penalty Charge Notice \(PCN\)](#) issued by a local authority or charging authority in England (outside London) and Wales.

You can also browse information about what to expect when [appealing to TPT](#) and view answers to common questions on their [Frequently Asked Questions \(FAQs\)](#) page or find definitions of common words and terms related to parking and traffic penalties, enforcement and appeals in the [Glossary](#).

Tel: 0800 160 1999 (Please note all calls are recorded for quality and training purposes).

Webpage: <https://www.trafficpenaltytribunal.gov.uk/>

Email: help@trafficpenaltytribunal.gov.uk

Address Details: Traffic Penalty Tribunal, PO Box 472, Merlin House, 8 Grove Avenue, Wilmslow, Cheshire, SK9 0HL

Charge Certificate

If an Informal representation is refused or an appeal to the Adjudicator is dismissed and no payment is received the Council will serve a Charge Certificate, please note this increases the amount outstanding by 50%. The Charge Certificate will be taken to have been served on the second working day after the day of posting unless you can show that it was not.

Please Note: If this increased Penalty Charge is not paid before the end of the period of 14 days beginning with the date on which this certificate is served, The Enforcement Authority may, if a County Court so orders, recover this increased charge as if it were payable under a County Court Order.

Correspondence before Debt Registration

If the Penalty Charge remains outstanding the Council will send correspondence reminding the motorist that if the current outstanding amount is not paid within 7 days from the date of the letter the outstanding amount will be registered as a debt With the Traffic Enforcement Centre this will increase the outstanding amount by an additional £8.00.

Order for Recovery (TE3/TE9)

If payment is not received as a result of the above reminder the Council will register the case as a debt with the Traffic Enforcement Centre and the amount outstanding will increase by £9.00. Thereafter an Order for Recovery will be served.

The motorist then has the choice to either pay the outstanding amount before the end of the period of 21 days beginning with the date on which the Order of Recovery was served or file a witness statement (TE3/TE9 enclosed with the Order of Recovery) to the Traffic Enforcement Centre. The correspondence contains full details on how this should be submitted.

Letter before Warrant is Issued

If the Penalty Charge remains outstanding the Council will send correspondence reminding the motorist that if the current outstanding amount is not paid within 7 days from

the date of the letter a Warrant of Execution will be issued and passed to Enforcement Agents to enforce. The letter also advises that at this point further charges may be incurred as detailed in the table below.

Warrant Issued and passed to Enforcement Agents

When a warrant has been authorised by the Traffic Enforcement Centre the Council will pass the case to an Enforcement Agent to enforce the warrant this may incur additional charges as shown above. At this stage further fees may be applicable; the current fees are shown in the table below.

Fee Stage	Fixed Fee	Percentage Fee (Regulation 7): Percentage of Sum to Be Recovered Exceeding £1500
Compliance Stage	£75.00	0%
Enforcement Stage	£235.00	7.5%
Sale or Disposal Stage	£110.00	7.5%

Statistical and Financial Information

The current operational and financial statistics for 2021-2022 are as follows:

	ON STREET	OFF STREET	PARKING SERVICES/ CPE	TOTAL
<u>INCOME</u>	£	£	£	£
PAY ON FOOT & PAY AND DISPLAY	418,633	1,375,924	0	1,794,557
PCN'S	0	0	403,200	403,200
PERMITS	0	0	289,424	289,424
OTHER INCOME	8,880		3,781	12,661
	427,513	1,375,924	696,405	2,499,842
<u>DIRECT COSTS</u>				
EMPLOYEES	273,571	628,115	315,540	1,217,226
PREMISES	13,395	584,739	105	598,239
TRANSPORT	5,360	0	711	6,071
SUPPLIES AND SERVICES	2112.98	113,726	173,565	289,403
	294,438	1,326,579	489,921	2,110,939
<u>(DEFICIT)/ SURPLUS</u>				388,903
IN ADDITION, INDIRECT COSTS ARE INCURRED AS FOLLOWS:				
SUPPORT SERVICES CHARGES				474,990

Please note: any surplus on the Parking account (after applying support costs) would be used to update, refurbish and modernise parking facilities and contribute to the delivery of transport schemes in the City.

Free After Three Parking

For several years the Council have offered free after three parking in all on and off street council locations on a Thursday. However, in 2020 due to the Covid pandemic the Council extended this to Free after Three Monday to Friday to offer more flexibility and support to our businesses in the City Centre.

Off Street parking income 2021-2022

Name of	Type of	Total Number	Income
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Car Park	Car Park	of Spaces	2021 - 2022
St Marys Car Park	Multi	482	£578,846
Sunniside Car Park	Multi	653	£111,099
Civic Centre Car Park	Multi	580	£66,101
Boughton Street	Surface	54	£79,941
Charles Street	Surface	27	£7,420
Gorse Road	Surface	50	£13,611
Nile Street	Surface	49	£26,427
Tatham Street	Surface	93	£25,073
West Wear Street	Surface	33	£16,609
Livingstone Road	Surface	87	£145,107
High Street West Car Park	Surface	39	£55,998
Harbour View	Surface	134	£108,841
Marine Walk	Surface	57	£97,014
Dykelands Road	Surface	92	£43,837

Chargeable On Street City Centre Car Parking Income 2021-2022

On Street Parking Places	Number of Spaces	Income Received 2021-2022
Foyle Street	12	£22,811
Frederick Street	33	£57,945
Norfolk Street	5	£5,847
West Sunniside	9	£17,037
Bridge Street	4	£10,871

Laura Street	10	£17,142
Villiers Street	8	£3,943
High Street West	12	£33,322
Toward Road	9	£15,703
Green Terrace	10	£13,256
Murton Street	9	£7,275
St Thomas Street	7	£17,485
John Street	5	£12,269
Derwent Street	6	£9,883
Olive Street	6	£8,928
Burdon Road	13	£20,297
Sea Front	33	£97,318
Tunstall Terrace West (Phone and Pay only)	11	£5,023
Tunstall Terrace (Phone and Pay only)	12	£10,289
Newcastle Road	6	£2,570
Kayll Road	30	£18,868
Railway Row	7	£3,366
Johnson Street	13	£7,185

Occupancy figures in 2021-2022

In order to arrive at the occupancy figures for 2021-2022 surveys of the cars parked have been undertaken on a typical Tuesday and Saturday, however due to the Covid pandemic there were periods when no data has been available, therefore the figures are not a complete year. Occupancy figures include all different types of vehicles including pay on foot, pay and display, permit holders and blue badge parking. The occupancy figures are shown in the table below:

Spaces	Car park type & location	Typical Weekday %age	Typical Weekday Numbers	Peak Time Weekday Between 11am - 2pm %age	Peak Time Weekday Between 11am - 2pm Numbers	Typical Saturday %age	Typical Saturday Numbers	Peak Time Saturday Between 11am - 2pm %age	Peak Time Saturday Between 11am - 2pm Numbers
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	Pay On Foot								
	ST MARY'S								
112	Ground	31.14%	34.88	66.29%	74.24	36.23%	40.58	44.64%	50.00
120	Level 1	13.67%	16.40	74.58%	89.50	31.67%	38.00	47.70%	57.24
119	Level 2	37.53%	44.66	100.00%	119.00	48.56%	57.79	88.02%	100.00
121	Level 3	21.21%	25.66	88.40%	106.96	21.56%	26.09	63.29%	76.58
	SUNNYSIDE								
29	Level 1	62.34%	18.08	82.75%	24.00	45.24%	13.12	59.48%	17.25
45	Level 2	42.76%	19.24	62.77%	28.25	41.67%	18.75	56.66%	25.50
44	Level 3	43.67%	19.21	89.20%	39.25	55.00%	24.20	60.79%	26.75
55	Level 4	29.32%	16.13	51.81%	28.50	11.56%	6.36	20.45%	11.25
48	Level 5	16.93%	8.13	56.77%	27.25	15.78%	7.57	3.13%	1.50
120	Level 6	11.55%	13.86	43.00%	51.60	11.67%	14.00	2.08%	2.50
44	Level 7	1.14%	0.50	14.77%	6.50	0.14%	0.06	2.27%	1.00
120	Level 8	0.97%	1.16	6.88%	8.25	0.11%	0.13	0.00%	0.00
48	Level 9	4.87%	2.34	4.68%	2.25	0.32%	0.15	1.72%	0.83
114	Level 10	2.23%	2.54	0.43%	0.49	0.14%	0.16	0.00%	0.00
	Multi Storey								
	CIVIC CENTRE								
182	Level 2	2.1%	3.7	1.15%	2.08	0.2%	1	1%	1.77
154	Level 3	2.5%	3.99	2.6%	4.00	0.02%	0.87	1.4%	1.34
158	Level 4	6%	21.08	13.5%	22.0	1.5%	1.8	1.56%	2.46
127	Level 5	14%	18.0	18%	22.5	1.6%	0.00	1.34%	1.70
	Off street								
56	Boughton Street	63.87%	35.77	70.90%	39.70	61.24%	34.29	75.59%	42.33
28	Charles Street	11.86%	3.32	25.89%	7.25	18.34%	5.14	5.95%	1.67
54	Gorse Road	32.05%	17.31	30.90%	16.69	16.93%	9.14	36.42%	19.67
49	Nile Street	29.67%	14.54	45.41%	22.25	33.56%	16.44	44.89%	22.00
93	Tatham Street	41.07%	38.20	28.22%	26.24	19.37%	18.01	26.34%	24.50
28	West Wear Street	13.43%	3.76	61.60%	17.25	21.67%	6.07	25.00%	7.00
157	Livingstone Road	31.33%	49.19	76.77%	120.53	35.00%	54.95	55.73%	87.50
39	High street west	66.23%	25.83	83.33%	32.50	71.27%	27.80	73.50%	28.67
117	Harbour View	28.56%	33.42	47.22%	55.25	35.66%	41.72	0.00%	0.00
49	Marine Walk	61.45%	30.11	100.00%	49.00	79.54%	38.97	72.95%	35.75
	On Street								
12	Foyle Street	45.23%	5.43	50.00%	6.00	41.67%	5.00	79.17%	9.50
31	Frederick Street	61.87%	19.18	56.45%	17.50	78.79%	24.42	94.35%	29.25
9	Norfolk Street	33.01%	2.97	50.00%	4.50	28.67%	2.58	5.55%	0.50
9	West Sunnyside	43.46%	3.91	86.11%	7.75	55.55%	5.00	80.55%	7.25
4	Bridge Street	82.22%	3.29	100.00%	4.00	82.24%	3.29	75.00%	3.00
10	Laura Street	61.23%	6.12	72.50%	7.25	45.69%	4.57	45.00%	4.50

8	Villiers Street	27.12%	2.17	43.75%	3.50	18.33%	1.47	12.50%	1.00
16	High St West	49.45%	7.91	96.68%	15.47	55.65%	8.90	67.18%	10.75
0	Charles St	0.00%	0.00	0.00%	0.00	0.00%	0.00	0.00%	0.00
9	Toward Rd	49.44%	4.45	69.44%	6.25	51.09%	4.60	75.00%	6.75
7	Green Tce	63.12%	4.42	85.71%	6.00	66.71%	4.67	95.23%	6.67
9	Murton St	47.34%	4.26	38.88%	3.50	21.54%	1.94	69.44%	6.25
5	John St	71.00%	3.55	84.23%	4.21	37.76%	1.89	73.33%	3.67
6	Olive St	70.23%	4.21	79.16%	4.75	76.18%	4.57	88.88%	5.33
6	Derwent St	81.68%	4.90	100.00%	6.00	88.45%	5.31	100.00%	6.00
14	Burdon Rd	48.43%	6.78	51.56%	7.22	51.15%	7.16	52.38%	7.33
7	St Thomas Street	65.23%	4.57	85.71%	6.00	56.13%	3.93	89.28%	6.25
2592		21.70%	562	42.54%	1103	22.72%	589	29.07%	753

RingGo – Cashless payment provider



Sunderland City council introduced a cashless payment facility in partnership with RingGo on the 1st January 2021. From April 21 to Mar 22 the following transactions have been made:

Date	No of transactions per month	Parking Income
Apr-21	8,470	£18,456.45
May-21	9,801	£22,254.25
Jun-21	11,751	£25,901.65
Jul-21	13,236	£29,049.80
Aug-21	14,029	£31,689.70
Sep-21	15,894	£36,155.55
Oct-21	18,141	£42,758.75
Nov-21	17,453	£42,436.85
Dec-21	15,061	£35,996.80
Jan-22	15,474	£34,922.60
Feb-22	16,240	£39,734.05
Mar-22	19,779	£45,558.05
Total	175,329	£404,914.50

The methods of payment are shown below:

Method of Payment	Number of Payments
IVR	3,787
Web	4,821

I Phone	116,069
Android	50,444
Car Play	65
In Car	39
SMS	10
	175,235

*IVR (Interactive Voice Response payments) is a method that allows callers to enter their card data via touch tones,. This self-service process enables debit and credit card payments to be handled 24/7.

This app provides a quick, secure and convenient way to pay for your parking without leaving your vehicle.The service is available in all Council pay and display car parks and on street parking places except St Marys and Sunnyside.

It provides a simple and cost effective way to pay for parking and has significant customer benefits. This is reflected in the increase of customers using this method of payment year on year.

What are the benefits of using RingGo?

- Touch free parking without visiting a machine
- No more coins - you'll never have to worry about carrying change to pay for parking again. Just download the RingGo app.
- Extend your parking - Just click the extend button in the RingGo app, wherever you are. No need to return to the parking machine.
- Reminders to alert you when your parking is running out and you can top up without returning to your vehicle.

Further information is available on the Councils web page at:

www.sunderland.gov.uk/RingGo



Penalty Charge Notices

There were 14,231 penalty charge notices issued in 2021-2022 in Sunderland

To encourage prompt payment, the regulations provide discount if the penalty is paid within 14 days of the service of the PCN. This discount is currently 50%. In 2021-2022 payments were received totalling £403,200.

This was made up of:

Off Street = £69,980

On Street = £327,895

The PCN amounts payable in Sunderland according to the time within which it is paid are shown in the table below:

Level of PCN	Paid within 14 days	Paid between 15 days and service of a Notice to Owner	Paid between issue of Notice to Owner and services of Charge Certificate	Paid after service of the Charge Certificate	Paid after outstanding amount is Registered as a debt
PCN £50	£25	£50	£50	£75	£84
PCN £70	£35	£70	£70	£105	£114

PCN's Issued by Area

The total number of PCN's issued in 2021-2022 in each zone is as follows:

Area	No of PCN's Issued	% of Total PCN's Issued
City Centre	6136	43%
South Sunderland	3247	23%
North Sunderland	1881	13%
West Sunderland	1813	13%
Houghton and Hetton	1009	7%
Washington	145	1%

Types of Contraventions

There are over 70 contraventions that could be enforced (as can be seen in Appendix 1) depending on what is contained within relevant traffic regulation orders. These range from enforcing yellow lines on the street to vehicles being parked outside bay markings in a car park.

CCTV Operation – Road Safety Vehicle



From the 1st April 2021 to 31st March 2022 there have been 120 Penalty Charge Notices issued by the Road Safety.

The Council have recorded an increase in compliance for School Keep Clears and bus stop parking which shows the effectiveness of the scheme and the improved road safety for all highway users.

Cancellations Due to Appeal

All appeals must be made in writing detailing any mitigating circumstances. Because the council adopt a firm but fair approach, appeals are considered on their own merits and inevitably there are a number of cancellations for various reasons. It is important that the decisions which are made are consistent, supported by firm evidence, not only to assist the notice processing staff to arrive at the correct decision but also to confirm to the council's auditor that we are operating a fair, proportionate and consistent regime.

The most frequent reason for cancellations are shown in the table below:

Reasons for Cancellation	Number Cancelled
Valid Blue Badge Produced	208
Mitigating Circumstances	161
Valid Ticket Produced	151

Recovery of Debts

If the registered keeper fails to pay the outstanding charge it will ultimately be referred to the Traffic Enforcement Centre at Northampton County Court and the outstanding charge is registered as a debt to the council and thereafter enforcement agents may be employed to recover the debt.

In 2021-2022 there were 2,306 warrants issued to Enforcement Agents.

Please note that the costs applied if enforcement action commences in accordance with the Taking Control of Goods Regulations (Fees) 2014 are detailed in the table below.

Fee Stage	Fixed Fee	Percentage fee (regulation 7): percentage of sum to be recovered exceeding £1500
Compliance Stage	£75.00	0%
Enforcement Stage	£235.00	7.5%
Sale or Disposal stage	£110.00	7.5%

All correspondence is dealt with by the Parking Services in house team from the PCN being issued until the end of the appeals process.

The Parking Facilities and Services we Provide

Parking provision in Sunderland

The council currently manages 3,725 parking spaces across the city. They consist of 2 Pay on Foot car parks, 1 Multi Storey car park, 11 chargeable off-street car parks, 24 locations where there are chargeable on street bays and 21 free off-street car parks and 3 permit only car parks. The table below shows the total number of parking spaces by type:

Car Parking Type	No of Car Parks/Locations	Total number of spaces
Pay on foot Car Parks	2	1123
Multi Storey Car Parks	1	622
Off Street car parks	11	711
On Street parking	24 locations	350
Free off-street car park spaces	21 locations	832
Permit Only Car Parks	3	87
Total		3,725

The car parking facilities are used every day by thousands of people coming into Sunderland to shop, work, and study or visit the city. The availability of car parking facilities is one of the main factors people consider in determining if they choose to travel by car.

There are two city centre pay on foot car parks. These are the St Mary's and Sunnyside multi-storey car parks which are council operated car parks and operate a Pay on Foot system of parking. There is one other council operated multi storey car park in the city centre at the Civic Centre, which operates a pay and display method of parking and the RingGo cashless option.

The council's eleven chargeable off-street car parks are located in the city centre and Roker and operate a pay and display system and the RingGo cashless option.

There are also three city centre off street car parks that are reserved for permit holders only. Prince Street and South Street car parks are located immediately behind Jacky Whites Market and permit holders are allocated a specific bay number that is for their sole use. Central car park is located above Jack Whites Market and is a fob controlled car park.

The council presently has 350 chargeable on street parking bays located in the city centre and sea front areas which operate a pay and display system of parking and the RingGo cashless option.

The council's 21 free car parks are located across the city, 8 are in Sunderland, 5 are in Houghton le Spring, 6 are in Hetton and there are 4 in Washington.

City centre car parks

A city centre map is shown in Appendix 2 which shows places of interest in the city centre in addition to the car parking facilities that are available. Each car park is numbered for ease of identification.

A breakdown of the Council car parks are shown below and overleaf. Please note the income figures for each individual car park (including permits) is included in the operational and financial statistics table shown on page 19 of this report.

Pay on Foot Car Parks

There are two Council operated pay on foot car parks within the city centre these are St Mary's and Sunnyside multi-storey car parks details shown below:

St Mary's Car Park



Total No of Spaces	Disabled Bays	Electric Bays	Tariff
474	8	4	£1.50 - 8am – 6pm 90p - 6pm – 8am Sunday – Daily Flat Rate £2.00 Mon – Friday 3pm – Midnight - Free Lost Ticket £12

Sunnyside Car Park



Total No of Spaces	No of Disabled Bays	No of Electric Bays	Tariff
649	18	4	£1.30 – 8am – 6pm 90p – 6pm – 8am Sunday – Daily Flat Rate £2.00 Monday to Friday 3pm – Midnight – Free Daily Rate £5 Lost Ticket £12

Multi-Storey Car Parks Operating Pay and Display

There is one other multi storey car park in the city centre, which operates a pay and display method of parking, which is located adjacent to the Civic Centre.

Civic Centre Car Park



Total No of Spaces	No of Disabled Bays	No of Electric Bays	Tariff
622	17	6	£1.20 per hour or part thereof Monday to Friday 3pm – 6pm – Free Daily Rate £3.50

City centre off street surface car parks

In 2021-2022 the council had eleven chargeable off-street surface car parks located in the city. They all operate a pay and display system with the option to also use the RingGo cashless parking solution.

Name of Car Park	Total No of Spaces	No of Disabled Bays	No of Electric Bays	Tariff Mon – Sat 8am-6pm (unless stated otherwise)
Boughton Street	54	3	2	£1.30 per hour or part thereof Monday to Friday 3pm – 6pm - Free
Charles Street	27	3	2	£1.00per hour or part thereof Monday to Friday 3pm – 6pm - Free– Daily Rate £5
Gorse Road	50	3	0	80 pence per hour or part thereof Monday to Friday 3pm – 6pm - Free– Daily Rate £5
Nile Street	48	2	2	£1.20 pence per hour or part thereof Monday to Friday 3pm – 6pm - Free– Daily Rate £5

Tatham Street	92	3	1	£1.00 per hour or part thereof Monday to Friday 3pm – 6pm - Free– Daily Rate £5
West Wear Street	33	3	6	£1.00 per hour or part thereof Monday to Friday 3pm – 6pm - Free Daily Rate £5
Livingstone Road	87 +7 Bus Bays	8	2	8am – 6pm = £1.30 per hour or part thereof 6pm – Midnight = £2.00 flat rate Monday to Friday 3pm – 6pm - Free Coach Bays = £7 per day
High Street West Car Park	39	3	0	90 pence per hour or part thereof Monday to Friday 3pm – 6pm - Free
Dykelands Road Car Park	90	4	0	All Days 8am – 10pm 70p per hour or part thereof Or £3 All Day
Marine Walk Car Park	57	7	0	All Days 8am – 10pm 60p per hour or part thereof Or £3 All Day
Harbour View Car Park	134	11	2	All Days 8am – 10pm 60p per hour or part thereof Or £3 All Day

Chargeable on street city centre car parking

In 2021-2022 the council had 350 chargeable on street parking bays located in the city centre which operate a pay and display system of parking as shown in the tables below:

On Street Parking Places	Total No of Spaces	No of Disabled Bays	Tariff Monday-Saturday 8am – 6pm (unless stated otherwise)
Foyle Street	12	0	£1.00 per 30 minutes or part thereof Monday to Friday 3pm – 6pm - Free
Frederick Street	30	2	£1.00 per 30 minutes or part thereof Monday to Friday 3pm – 6pm - Free

Norfolk Street	9	3	£1.00 per 30 minutes or part thereof Monday to Friday 3pm – 6pm - Free
West Sunnyside	9	0	£1.00 per 30 minutes or part thereof Monday to Friday 3pm – 6pm - Free
Bridge Street	6	2	£1.00 per 30 minutes or part thereof Monday to Friday 3pm – 6pm - Free
Laura Street	10	0	£1.30 per hour or part thereof Monday to Friday 3pm – 6pm - Free
Charles Street	8	0	£1.00 per hour or part thereof Monday to Friday 3pm – 6pm - Free
Villiers Street	8	1	90p per hour or part thereof Monday to Friday 3pm – 6pm - Free
High Street West	17	0	£1.00 per 30 minutes or part thereof Monday to Friday 3pm – 6pm - Free
Toward Road	11	2	80 pence per 30 minutes or part thereof Monday to Friday 3pm – 6pm - Free
Green Terrace	8	1	£1.00 per hour or part thereof Monday to Friday 3pm – 6pm - Free
Whitburn Road	68	3	70p per hour or £3 all day
Derwent Street	6	0	£1.00 per 30 minutes or part thereof Thursdays 3pm – 6pm - Free
Olive Street	6	0	£1.00 per 30 minutes or part thereof Monday to Friday 3pm – 6pm - Free
Murton Street	9	0	£1.00 per hour or part thereof Monday to Friday 3pm – 6pm - Free
John Street	15	6	£1.00 per 30 minutes or part thereof Monday to Friday 3pm – 6pm - Free
St Thomas Street	7	0	£1.00 per 30 minutes or part thereof Monday to Friday 3pm – 6pm - Free
Burdon Road	18	6	70p per 30 minutes or part thereof

			Monday to Friday 3pm – 6pm - Free
Tunstall Terrace	13	0	80p per hour or part thereof or £4 all Day
Tunstall Terrace West	10	0	80p per hour or part thereof or £4 all Day
Newcastle Road	21	0	60p per hour or part thereof £3 all day
Kayll Road	29	3	70p per hour or part thereof of £3 all day
Railway Row	7	0	70p per hour £4 all day
Johnson Street	13	0	70p per hour £4 all day

Free Off-Street Car Parks City Wide

The council also manages 21 free car parks that are located throughout the city.

Central Area	
Car Park Name	No of Spaces
Booth Street	15
Brookside Terrace	19
Commercial Road	64
Morgan Street	38
Ocean Road	21
Silksworth Road	6
Total	163

Houghton Area	
Car Park Name	No of Spaces
Brinkburn Crescent	86
Fatherley Terrace	25
Eden Terrace	16
Station Road	90
Westbourne Terrace	30
Total	247

Hetton Area	
Car Park Name	No of Spaces
Barnes Street	38
Barnes Street Church	8
Market Street	31
Railway Street	8

Park View	5
Elemore Lane	5
Total	95

Washington Area	
Car Park Name	No of Spaces
Coach Road Estate	56
Manor Road	78
Speculation Place	151
Village Lane	42
Total	327

Private Permit Holders Only Car Parks

Name of Car Park	No of Spaces	Tariff
Prince Street	19	£360 per quarter
South Street	12	£360 per quarter
Central Area	56	Business Permits £290 per quarter £1090 per annum Residents Permits (Astral, Solar, Planet Houses only) £155 per quarter £545 per annum

Car parks with the Safer Parking Award



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.

In the UK, a quarter of car parks have achieved the Park Mark Award. That's 5,000 of an estimated 17,000 – 20,000 car parks across the country. Most car parks are safe places, most of the time. But not all! Park Mark helps you tell the difference.

Each car park undergoes a rigorous assessment by specially trained police assessors and it is the car park that is awarded not the organisation. This is because organisations, such as local authorities or large private companies can have many car parks, but not all of them will pass. The car parks that do achieve the award have management practices and security measures and these practices actively reduce crime.

There are nine car parks in Sunderland city centre that have achieved the Safer Parking Award. These are St Mary's multi-storey, Sunnyside multi-storey, Central car park, Nile Street, Tatham Street, Charles Street, High Street West, Dykelands Road and West Wear Street surface car parks.

Designated Parking for Blue Badge Holders



The Council have designated blue badge parking places located across the whole of the City in car parks and on street.

Blue badge holders can park free of charge without time limit in any of the on-street and off-street parking bays as long as they display a valid blue badge. The only exceptions are St Marys and Sunnyside car parks where normal charges apply.

Electrical Charging Points



One of the five aims of the Economic Master plan was to position Sunderland as 'a national hub of the low-carbon economy' and this is a good opportunity to look at the many things that we do as a council to lead the way in this aim, all year round.

Nissan is building its electric vehicle, the Leaf, in Sunderland which is great news for the city. In addition, the council placed a successful bid for matched grant funding to install electric vehicle charging points.

As one of the city's biggest employers, and an organisation that works closely with Nissan, it's important that we embrace the use of Electric Vehicles and promote this to residents and businesses alike.

There are EV bays located across the City of Sunderland further information is available on the council website at:

Equality Impact Assessment (INRA)

It is essential that the varying needs of all the people of Sunderland are taken into consideration when determining parking policies. What we do and provide can have a large impact on the community and will also have diverse effects on the different individuals, groups and communities within the city.

Equality analysis is required to assess the impact of policies, stimulate discussion and refine proposals that will best meet the needs of all of Sunderland's residents including car borne visitors to the city.

Parking policy is generally implemented through the introduction of parking places orders that is subject to a statutory process involving consultation with a range of organisations, groups and disabled agencies.

The previous impact needs risk assessment that was produced in October 2007 is currently being redrafted and it is proposed that the revised document will be considered by both the Sunderland council for the disabled and the disability independent advisory group and their views taken on board prior to the document being adopted as policy by the council. The document will continue to be regularly reviewed thereafter.

Working with our Communities and Businesses



City Centre Residents Parking Schemes

The council currently operate a city centre residents parking scheme which allows residents who live in the City Centre to purchase a permit that will allow parking at any time (subject to availability) in any of the council controlled multi storey and off-street car parks (except Prince/South Street car parks which are reserved for private permit holders).

The car parks involved in the scheme are as follows: St Mary's, Sunnyside, Civic Centre, Boughton Street, Nile Street, West Wear Street, Charles Street, Tatham Street and Gorse Road.

The residents of Astral, Solar and Planet Houses can also apply for a City Centre Residents permit to park in Central Car Park.

Currently the cost of a permit is £155 per quarter or £545 per annum. These figures are subject to review from time to time.

Applicants should be registered for council tax at a property within the city centre area and produce DVLA documentation of vehicle ownership. If the vehicle is leased or is a company vehicle letter headed correspondence to confirm identity and eligibility must be provided for verification purposes. Anyone wishing to apply for a City Centre residents permit should contact: Parking Services by email: parking@sunderland.gov.uk

Community Parking Management Schemes

The Council have introduced community parking management schemes in the City on the request of residents. Any requests are fully reviewed and there is an agreed procedure to follow before any schemes are implemented. The Council work with Ward Councillors, resident associations, residents and businesses to determine the needs and requirements in an area and involve as many people as possible in the consultation process. A scheme is only implemented if the majority of residents in the proposed area vote in favour of the scheme.

Community parking management schemes are introduced to address parking problems, improve road safety for all highway users, improve access and parking for the disabled, give residents some priority in parking their cars as close as possible to their property and to discourage parking by commuters.

In general, requests usually fall within one of four categories:

- Residential amenity affected by commuter parking (all day)

- Residential amenity affected on a regular basis for short periods by an influx of traffic (e.g. traffic associated with schools, parks, football matches, events etc.)
- Insufficient kerbside space in a residential area
- Certain streets under more 'parking' pressure than neighbouring streets.

The council continue to consider the introduction of further community parking management schemes following a rigorous planning and consultation process.

Based on the above to date the following Community Parking Management Schemes have been introduced:

Name of CPM Scheme	Implementation Date of Phases	Restriction that applies
Hospital	2011,2013,2014 & 2017	Monday to Friday 10am – 11am and 2pm – 3pm
Stadium of Light	2014 & 2016	Event days only
Ashbrooke	2016, 2018 & 2020	Monday - Saturday between 9:00am and 10:00am and again between 2:00pm and 3:00pm.
Ferryboat Lane	2016	All Days and All Hours
Seaburn Metro/Newcastle Road	2017, 2019 & 2021	Monday - Saturday between 9:00am and 10:00am and again between 2:00pm and 3:00pm.
Barbury Drive	2017	All Days and All Hours

Electric Charging Stations

We introduced an electric charging station in a council car park (West Wear Street) in the city centre which opened on the 6th June 2019.

The project partners were NECA, FASTNED, and the station was one of the first in the UK. The station is available for use by the public on a 24/7 basis and will contain rapid charges giving motorists the quickest charging facility available.



In 2019-2020 a further electric charging station was created in Speculation Place car park in Washington to provide more charging options in the outlying areas of the City.



Partnership Working

The Parking Services Team understands that collaborative working is vitally important to meeting our aims and objectives in addition to those of our partners to achieve excellent service delivery for all stakeholders.

During this year the Parking Services team have also worked closely with partners with an aim to deliver the best possible service and offer parking facilities to meet their business requirements and objectives.

Sunderland BID

The Council work with Sunderland's Business Improvement District (BID) to promote our City and offer advice and promotions to encourage visitors into the City. Sunderland BID and the Council are currently working to produce information in the form of a leaflet that will be available to Businesses and visitors to the City called "Getting into Sunderland is EASY". This provides information on Transport options i.e. parking facilities, buses, Metro and Taxis in addition to information on different parts of the City centre i.e. Cultural and Retail Quarters etc.

The Council have also worked with the BID to provide business owners who use their own vehicles for transporting goods a loading/unloading permit (as shown below). This permit, when displayed, using non-commercial vehicles for loading/unloading (this must be visibly in operation), the same time limit as a commercial vehicle, in the designated locations provided throughout the City Centre and the disc must be set at the time of arrival.



Collaborative working is also essential to encourage visitors into the City and encourage commuters to make more use of the facilities in the City. Also, to set up and deliver various events in the City for example the Christmas programme which has included an ice village, Christmas illuminations, restaurant week to name but a few.

British Parking Association



The British Parking Association is a not for profit organisation, representing, promoting and influencing the parking and traffic management profession throughout the UK and Europe. They have a membership of more than 700 organisations and individuals including local authorities, car park operators, retail parks, healthcare facilities, universities, railway stations, technology providers, trainers and consultants.

They work with their partners to support growth for our communities, improve compliance by those managing and using parking facilities, and encourage fairness to achieve our vision of excellence in parking for all. They work with the government to influence changes and improvements to legislation and guidance in relation to parking across the country. Any surplus income arising from their work is reinvested back into activities to support their members or put into a reserve fund to ensure they can continue to raise standards and encourage professionalism.

The BPA works hard to bring about collaboration between stakeholders, members and government to support local communities and improve compliance with regulations amongst those managing and using parking facilities.

The Events Team

Parking Services work closely with the events team to assist in the delivery of various events across the City for example:

- City Centre and Sea Front illuminations
- Tall Ships race in 2018
- Sunderland Marathon
- Christmas events
- Stadium of Light events.

North East Managers Forum

Sunderland Parking Services are actively involved in the North East Managers forum which brings together Parking Managers from across the north east to discuss best practice schemes, local initiatives, discuss legislative changes and impacts, and all aspects of service delivery by information sharing and local networking.

This helps us to benchmark ourselves against other north east authorities, keeps us updated with projects and initiatives being carried out by The British Parking Association and other organisations.

Northumbria Police



The Parking Services team work in partnership with Northumbria Police on a number of projects, events and areas across the City.

For example:

- Events Management
- Collaborative working
- Assisting in the easing of congestion in and around the City
- Crime assessments, reports and statistics
- Eyes and ears on the street (i.e. reporting goods left in view in vehicles)
- Indiscriminate parking issues in our Communities

Sunderland Association Football Club



The Stadium of Light is the home of Sunderland Association football club. It was opened in July 1997 and currently has a capacity of 49,000. In addition to hosting Sunderland AFC games the stadium has also hosted international football games and has now become a very popular venue for some of the country's most famous bands to hold concerts and have recently seen Oasis, Take That, Pink and The Kings of Leon perform at the Stadium.

As a result it is vitally important that the Parking Services Team work in partnership with the club and provide staff to assist in marshalling and patrolling the area when events are taking place in order to reduce congestion and ease traffic movement around the Stadium both before, during and after events to ensure traffic flow is as smooth as possible and the area is as safe as possible for all highway users.



SUNDERLAND MARATHON

The council work with events of the north the event organisers for the Sunderland marathon which is held every year.

The run normally takes place at the beginning of May starting at keel square, a symbol of the city's renewal and regeneration, following a successful move into the city centre in 2016.

There were 4000 people who took part in the 10k or half marathon. The council provided car parking facilities for the event, baggage services and coordinated the traffic management arrangements.

**If you require this document in an alternative format (i.e. Braille, large print, audio tape etc), or in another language, please contact Parking Services
Email: parking@sunderland.gov.uk**

APPENDICES

Appendix 1 - Standard PCN Codes

Appendix 2 - City centre map

Appendix 3 - Glossary of terms

Appendix 1 - Standard PCN Codes v6.7.8

On-Street

Code	General suffix(es)	Description	Diff. level	Notes
01	aoyz	Parked in a restricted street during prescribed hours	Higher	Suffixes y & z for disabled badge holders only
02	ao	Parked or loading / unloading in a restricted street where waiting and loading / unloading restrictions are in force	Higher	
04	cs	Parked in a meter bay when penalty time is indicated	Lower	
05	cpsuv1	Parked after the expiry of paid for time	Lower	
06	cipv1	Parked without clearly displaying a valid pay & display ticket or voucher	Lower	Higher level in Wales
07	cmprsv	Parked with payment made to extend the stay beyond initial time	Lower	'meter feeding'
08	c	Parked at an out-of-order meter during controlled hours	Lower	Electronic meters only
09	ps	Parked displaying multiple pay & display tickets where prohibited	Lower	
10	p	Parked without clearly displaying two valid pay and display tickets when required	Lower	"two" may be varied to another number or "multiple".
11	gu	Parked without payment of the parking charge	Lower	
12	rstuw4	Parked in a residents' or shared use parking place or zone without a valid virtual permit or clearly displaying a valid physical permit or voucher or pay and display ticket issued for that place where required, or without payment of the parking charge	Higher	
13		---- RESERVED FOR TfL USE (LOW EMISSION ZONE) ----	n/a	
14	89	Parked in an electric vehicles' charging place during restricted hours without charging	Higher	
16	bdehqtswxyz4569	Parked in a permit space or zone without a valid virtual permit or clearly displaying a valid physical permit where required	Higher	Suffix "s" only for use where bay is completely non-resident
17		---- RESERVED FOR ROAD USER CHARGING USE ----	n/a	
18	bcdefhmprsv12356789	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited	Higher	
19	irsuvwxyz4	Parked in a residents' or shared use parking place or zone with an invalid virtual permit or displaying an invalid physical permit or voucher or pay and display ticket, or after the expiry of paid for time	Lower	
20		Parked in a part of a parking place marked by a yellow line where waiting is prohibited	Higher	
21	bcdefghlmnpqrsuv1256789	Parked wholly or partly in a suspended bay or space	Higher	
22	cflmnopsv1289	Re-parked in the same parking place or zone within one hour after leaving	Lower	"one hour" may be varied to another time period or "the prescribed time period"
23	bcdefghklprsv123789	Parked in a parking place or area not designated for that class of vehicle	Higher	Suffix required to fully describe contravention
24	bcdefhlmnpqrsv1256789	Not parked correctly within the markings of the bay or space	Lower	
25	n2	Parked in a loading place or bay during restricted hours without loading	Higher	On-street loading bay or place
26	n	Parked in a special enforcement area more than 50 cm from the edge of the carriageway and not within a designated parking place	Higher	"50 cm" may be varied to another distance in Scotland.
27	no	Parked in a special enforcement area adjacent to a footway, cycle track or verge lowered to meet the level of the carriageway	Higher	
28	no	Parked in a special enforcement area on part of the carriageway raised to meet the level of a footway, cycle track or verge	Higher	
29	j	Failing to comply with a one-way restriction	n/a	London and Wales only
30	cflmnopsu12789	Parked for longer than permitted	Lower	

31	j	Entering and stopping in a box junction when prohibited	n/a	London and Wales only
32	jdt	Failing to proceed in the direction shown by the arrow on a blue sign	n/a	Code-specific suffixes apply. London and Wales only
33	jbcefgghikqrsyz	Using a route restricted to certain vehicles	n/a	Code-specific suffixes apply. London and Wales only
34	j0	Being in a bus lane	n/a	
35		Parked in a disc parking place without clearly displaying a valid disc	Lower	
36	j	Being in a mandatory cycle lane	n/a	Wales only
37	j	Failing to give way to oncoming vehicles	n/a	London and Wales only
38	jlr	Failing to comply with a sign indicating that vehicular traffic must pass to the specified side of the sign	n/a	Code-specific suffixes apply. London and Wales only
39		---- RESERVED FOR TfL USE (ULTRA LOW EMISSION ZONE) ----	n/a	
40	n	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	Higher	
41		Stopped in a parking place designated for diplomatic vehicles	Higher	
42		Parked in a parking place designated for police vehicles	Higher	
43		Stopped on a cycle docking station parking place	Higher	
45	nw	Stopped on a taxi rank	Higher	"stopped" may be varied to "waiting"
46	n	Stopped where prohibited (on a red route or clearway)	Higher	
47	jn	Stopped on a restricted bus stop or stand	Higher	
48	j	Stopped in a restricted area outside a school, a hospital or a fire, police or ambulance station when prohibited	Higher	CCTV can be used on a restricted area outside a school only
49		Parked wholly or partly on a cycle track or lane	Higher	
50	jlru	Performing a prohibited turn	n/a	Code-specific suffixes apply. London and Wales only
51	j	Failing to comply with a no entry restriction	n/a	London and Wales only
52	jgmsvx	Failing to comply with a prohibition on certain types of vehicle	n/a	Code-specific suffixes apply. London and Wales only
53	j	Failing to comply with a restriction on vehicles entering a pedestrian zone	n/a	London and Wales only
54	j	Failing to comply with a restriction on vehicles entering and waiting in a pedestrian zone	n/a	London and Wales only
55		A commercial vehicle parked in a restricted street in contravention of the Overnight Waiting Ban	Higher	
56		Parked in contravention of a commercial vehicle waiting restriction	Higher	Non- overnight waiting restriction
57		Parked in contravention of a bus ban	Higher	Non- overnight waiting restriction
58		Using a vehicle on a restricted street during prescribed hours without a valid permit	n/a	London Lorry Control Scheme
59		Using a vehicle on a restricted street during prescribed hours in breach of permit conditions	n/a	London Lorry Control Scheme
61	124cgn	A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways	Higher	Code-specific suffixes apply.
62	124cgn	Parked with one or more wheels on or over a footpath or any part of a road other than a carriageway	Higher	Code-specific suffixes apply.
63		Parked with engine running where prohibited	Lower	
64	124	Parked in contravention of a notice prohibiting leaving vehicles on a grass verge, garden, lawn or green maintained by a local authority	n/a	Code-specific suffixes apply. For use in Essex only
65	124	Parked in contravention of a notice prohibiting leaving vehicles on land laid out as a public garden or used for the purpose of public recreation	n/a	Code-specific suffixes apply. For use in Essex only.
66	124cg	Parked on a verge, central reservation or footway comprised in an urban road	n/a	Code-specific suffixes apply. For use in Exeter only.
67		Using a vehicle on a restricted street without a valid safety permit	n/a	Direct Vision Standard

72		--- RESERVED FOR BUILDERS' SKIPS CONTRAVENTIONS ---		London only
75		--- RESERVED FOR LITTERING FROM MOTOR VEHICLES ---		
76		-- RESERVED FOR WASTE RECEPTACLE CONTRAVENTIONS --		London only
99	no	Stopped on a pedestrian crossing or crossing area marked by zigzags	Higher	Pedestrian Crossings

Off-Street

70		Parked in a loading place or bay during restricted hours without loading	Higher	Off-street loading areas
71		Parked in an electric vehicles' charging place during restricted hours without charging	Higher	Off-street car parks
73	u	Parked without payment of the parking charge	Lower	Off-street car parks
74	prs	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited	Higher	Off-street car parks
77		--- RESERVED FOR DVLA USE ---	n/a	
80	u	Parked for longer than permitted	Lower	Off-street car parks
81	o	Parked in a restricted area in a car park	Higher	Off-street car parks
82	puv4	Parked after the expiry of paid for time	Lower	Off-street car parks
83	4	Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock	Lower	Off-street car parks
84	u	Parked with payment made to extend the stay beyond initial time	Lower	Off-street car parks
85	btrwyz45	Parked without a valid virtual permit or clearly displaying a valid physical permit where required	Higher	Off-street car parks
86	prs	Not parked correctly within the markings of a bay or space	Lower	Off-street car parks
87		Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	Higher	Off-street car parks
89		Vehicle parked exceeds maximum weight or height or length permitted	Higher	Off-street car parks
90	psuv	Re-parked in the same car park within one hour after leaving	Lower	Off-street car parks. "one hour" may be varied to another time period or "the prescribed time period"
91	cg	Parked in a car park or area not designated for that class of vehicle	Higher	Off-street car parks
92	o	Parked causing an obstruction	Higher	Off-street car parks
93		Parked in car park when closed	Lower	Off-street car parks
94	p	Parked in a pay & display car park without clearly displaying two valid pay and display tickets when required	Lower	Off-street car parks. "two" may be varied to another number or "multiple"
95		Parked in a parking place for a purpose other than that designated	Lower	Off-street car parks
96		Parked with engine running where prohibited	Lower	Off-street car parks

APPENDIX 2 - CITY CENTRE MAP



No of Car Park	Name of Car Park	Post Code
1	St Marys	SR1 3AH
2	Bridges (Private Operator)	SR1 3DR
3	Bridges Roof Top (Private Operator)	SR1 3DR
4	Sunniside	SR1 1UL
5	Boughton Street	SR1 3NH
6	Nile Street	SR1 1EY
7	Prince Street and South Street (Permit only)	n/a
8	Civic Centre	SR2 7SN
9	West Wear Street	SR1 1XD
10	Charles Street	SR1 1UZ
11	Closed	n/a
12	Tatham Street	SR1 2QD
13	Gorse Road	SR2 7DE
14	Livingstone Road	SR1 3AX
15	High Street West	SR1 1UN

Appendix 3 - Glossary of Terms

Term	Explanation
Adjudication	The process by which, at a personal, telephone or postal hearing, an Adjudicator from the Traffic Penalty Tribunal (TPT) decides the appeal either for the motorist – the appellant or the Council – the respondent. The decision of an Adjudicator is final and binding on both parties to an appeal.
Adjudicator	An independent lawyer, un connected with any council who has practised for at least five years. Their appointment is sanction by the Lord Chancellor.
Appeal to an Adjudicator	The act of referring a dispute concerning the issue of a Penalty Charge Notice to an independent Adjudicator at the Traffic Penalty Tribunal. A motorist may only after the Council have served a Notice of Rejection to the motorist as a result of a formal representation.
Bailiff	Any Penalty Charge Notice that remains unpaid and has been registered at the Traffic Enforcement Centre can be passed to a certified bailiff for recovery. The bailiff may add additional costs, incurred in recovering the debt, to the amount owed to the Council.
Charge Certificate	If a PCN is not paid in full within 28 days of receipt of a Notice to Owner, or an unsuccessful appeal, a Charge Certificate can be issued by the Council. The charge Certificate increases the original full penalty charge by 50%.
Civil Enforcement Officer (CEO)	The Councils parking enforcement officers, who were previously known as Parking Attendants. They are uniformed officers employed to issue Penalty Charge Notices for parking contraventions under a civil enforcement scheme.
Civil Parking Enforcement (CPE)	Parking Enforcement undertaken by Council's under the Traffic Management Act 2004 (TMA) which is civil (rather than criminal) law.
Contravention	A parking contravention is a failure by a motorist to comply with the parking regulations as set out by Traffic Regulation Orders. (TRO)
County Court	The court where a debt is registered following non-payment of a Penalty Charge Notice 14 days after the service of a Charge Certificate. Such debts are registered at the Traffic Enforcement Centre (TEC) at Northampton County Court.
Debt Registration	If payment is not received within 14 days of receipt of a Charge Certificate any outstanding charges owed can be registered as a debt with the Traffic Enforcement Centre. A fee of £7 is added at this stage and an Order for Recovery issued by the Council.
Department for Transport (DfT)	The government department, which is responsible for transport issues, including the issue of Statutory and Operational guidance for Civil Parking Enforcement.

Differential Parking Penalties	The name for the different levels of charges implemented by the Traffic Management Act 2004. High level contraventions are £70 and lower levels are set at £50. The different charges reflect the seriousness of the contravention.
Discount Period	The amount of time given to pay a Penalty Charge Notice at a reduced rate. The penalty charge is reduced by 50% if it is paid not later than the last day of a period of 14 days beginning with the date on which the PCN was served.
Driver and Vehicle Licensing Agency (DVLA)	The agency responsible for maintaining records relating to vehicles and drivers in the UK. The DVLA provide the Council with the details of the registered keeper from their database, if the PCN is not paid within 28 days from the date of issue.
Economic Master Plan	Sets the direction for the city's economy over 15 years and the proposed vision for the City.
Local Transport Plan	The plan, which covers the council's proposals for dealing with transport issues.
Notice of Rejection of Representations (NOR)	A letter served by the Council to a motorist following their formal representation against a Notice to Owner, indicating that their representations have been rejected.
Notice to Owner (NtO)	A statutory notice served by the Council on the person believed by them to be the owner/hirer of a vehicle that has been issued with a PCN, in respect of a parking contravention, that remains unpaid after 28 days beginning with the date on which the Penalty Charge Notice was served.
Challenge	The first stage of the appeal process where a motorist can make an informal representation against the issue of a PCN. If the challenge is received during the discount period, the 50% discount may be re-offered if unsuccessful.
Off-Street Parking	These are facilities provided through car parks.
On-Street Parking	These are facilities provided on the street (kerbside) for example, pay and display or permit parking places.
Order for Recovery	A statutory notice issued to the motorist informing them an unpaid penalty charge has been registered as a debt at the Traffic Enforcement Centre (TEC) at the County Court.
Park Mark	To be awarded the safer parking status a stringent set of standards must be met, including patrolling security patrols, good levels of lighting and closed circuit television. The Safer Parking Award aims to raise security standards within car parks and effectively reduce car related crime.
Penalty Charge Notice (PCN)	A penalty issued to a vehicle that appears to have contravened a parking restriction. A PCN can be affixed to the vehicle, handed to the driver, or on certain circumstances issued by post to the registered keeper/hirer of the vehicle.

Registered Keeper	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”, councils may assume that the registered keeper is also the owner of the vehicle for the purposes of enforcement, unless there is clear evidence to the contrary.
Representation	Following receipt of a Notice to Owner the registered keeper may make a formal representation against the issue of a PCN. There are various grounds on which a representation may be made.
Road Traffic Regulation Act 1984 (RTRA 1984)	The Act of Parliament which provided many of the powers for councils to control parking in their area
Road Traffic Act 1991 (RTA 1991)	The Act of Parliament that decriminalised certain parking offences, making them civil contraventions, enforceable by local authorities where a SPA or PPA Order is in force
Special Parking Area (SPA)	An area approved by the Secretary of State for Transport within which the enforcement of parking controls has been decriminalised and where enforcement may therefore be undertaken by the Council.
Traffic Enforcement Centre (TEC)	Any unpaid PCN's are registered at the Traffic Enforcement Centre
Traffic Management Act 2004 (TMA 2004)	An Act of Parliament which repealed the RTA 1991 and replaced it with new laws and regulations giving civil enforcement authority councils some additional powers to control parking. The associated Regulations came into force on 31st March 2008.
Traffic Penalty Tribunal (TPT)	An independent tribunal which was set up to decide appeals against parking appeals, when the appellant's representations to the council have been rejected.
Traffic Regulation Order (TRO)	An official order made by a council under the Road Traffic Act 1984 which details the nature and extent of parking controls within the council's area. It is a contravention of these controls as detailed in a TRO that may give rise to the issuing of a Penalty Charge Notice.
Warrant of Execution	Authority issued by the County Court to enforce an unpaid debt, following registration at TEC. Warrants must be in the possession of a certified bailiff when attempts are made to recover the debt.
Witness Statement	A witness statement is a legal statement from a motorist in response to a County Court Order for Recovery to the effect that in their opinion an earlier stage in the enforcement process has not been complied with. It is a criminal offence to make a false Witness Statement.
Write Off	A PCN is written-off when a Council are unable to pursue the penalty and have to close the case without payment.

