

Parking Services Annual report 2018 – 2019



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Foreword

As Portfolio holder for City Development I am pleased to present the tenth Annual Report published by Sunderland City Council's parking services operation covering the period from 1 April 2018 to 31 March 2019. The report provides an overview of council operated parking in the city in addition to highlighting achievements in 2018-2019 and service developments for 2019-2020.

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 in 2018-2019 and development plans for 2019-2020 and innovative projects we have been involved in. 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, even though they may be temporary in nature, 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 of the right parking at the right location for the right price.

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; the Tall Ships Race came to the City in 2018 and the Spice Girls tour in 2019 which attracted 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.

Councillor Amy Wilson
Cabinet Member for City Development

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 and the impact of the Government's Public Spending cuts has had an effect on parking income which has made it all the more important for councils to review the services they provide to ensure they are achieving 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.

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.



The City Plan identifies the Councils Vision and Values.

VISION – by 2030 Sunderland will be a connected, international city with opportunities for all

VALUES – we innovate, we enable and we are respectful.

The three key themes in the plan are:

A DYNAMIC CITY - BY 2030 WE WILL HAVE:

- More and Better Jobs
- More and Better Housing
- More Local People with Better Qualifications and Skills to Enable Them to Participate in And Benefit from A Stronger Economy
- A Stronger City Centre with More Businesses, Housing and Cultural Opportunities
- A Lower Carbon City with Greater Digital Connectivity for All

A HEALTHY CITY - BY 2030 WE WILL HAVE:

- Access to The Same Opportunities and Life Chances
- More People Living Healthier Longer Lives
- More People Living Independently
- Cleaner and More Attractive City and Neighbourhoods
- A City with Great Transport and Travel Links

A VIBRANT CITY - BY 2030 WE WILL HAVE:

- More Creative and Cultural Businesses
- More Residents Participating in Their Communities
- More Visitors Visiting Sunderland And More Residents Participating in Cultural Events
- More People Feel Safe in Their Neighbourhoods and Homes
- More Resilient People

orative Working in the North East Region

Regional Transport Plan

Vision for Transport in Tyne and Wear

Tyne and Wear will have a fully integrated and sustainable transport network, allowing everyone the opportunity to achieve their full potential and have a high quality of life. Our strategic networks will support the efficient movement of people and goods within and beyond Tyne and Wear, and a comprehensive network of pedestrian, cycle and passenger transport links will ensure that everyone has access to employment, training, community services and facilities.

Achieving this vision will mean making sure the transport system offers enhanced capacity and connectivity, is more efficient, integrated, safe and secure, supports Tyne and Wear's growth and economic development and is fair to all users. It should also encourage a cycling revolution and mode shift to walking, public transport and use of the rivers, and offer better value for money to fare- and tax-payers, whilst contributing to improving the quality of life for residents, creating opportunities for all and enhancing the environment, in all parts of Tyne and Wear.

Five goals are set out for the achievement of this overarching vision. These goals are ambitious, given that availability of funding over the short and medium-terms will be particularly constrained. The goals of the transport strategy are set out below:

- To support the economic development, regeneration and competitiveness of Tyne and Wear, improving the efficiency, reliability and integration of transport networks across all modes
- To reduce carbon emissions produced by local transport movements, and to strengthen our networks against the effects of climate change and extreme weather events
- To contribute to healthier and safer communities in Tyne and Wear, with higher levels of physical activity and personal security
- To create a fairer Tyne and Wear, providing everyone with the opportunity to achieve their full potential and access a wide range of employment, training, facilities and services
- To protect, preserve and enhance our natural and built environments, improving people's quality of life and creating high quality public places

North East Combined Authority (NECA)



The North East Combined Authority (NECA) was established in April 2014 as a new legal body that brought together the seven councils which serve County Durham, Gateshead, Newcastle, North Tyneside, Northumberland, South Tyneside and Sunderland.

Together they were successful in putting together a powerful case for a single, politically accountable body for the area, which could access devolved powers to stimulate economic growth, job creation, skills development and improved transport links.

The benefit of having devolved funding, powers and responsibilities from central Government will enable them to make decisions based on local knowledge that will maximise the area's opportunities and potential.

Their ambition is to create the best possible conditions for growth in jobs, investment and living standards, making the North East an excellent location for business and enabling residents to develop high-level skills so they can benefit long into the future.

North of Tyne Combined Authority

North of Tyne describes the area covered by Newcastle, North Tyneside and Northumberland local authorities.

It begins at the most southerly boundary of Northumberland and continues north to the border with Scotland, and spans from the North Sea on the east coast to the border with Cumbria in the west.

The area has a population of 880,000, a local economy of £17 billion, over 360,000 jobs and it is home to 23,000 businesses.

Devolution gives the North of Tyne Combined Authority the chance to make their own decisions about their future so they can target investment where they know they need it most. They want to make the strong connection between economic growth and providing people with the skills, education and confidence to benefit from the opportunities that will follow.

City of Sunderland Parking Plan 2014-2020

The Council have a Parking Plan which covers the period 2014 – 2020. The plan is regularly reviewed and 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 2020 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 sustainable modes, such as public transport, cycling and walking and reducing demand to travel as the sole occupant of a private motor vehicle. These measures will include:

- Bus priority improvements (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



Parking Operations in Sunderland

Infrastructure, Planning and Transportation Service

Parking Services form part of the Infrastructure, Planning and Transportation Service. The roles and responsibilities of the service are diverse and include Highways Operations, Infrastructure, Planning, Building Control, Commercial Design, Asset and Network Management, Transportation Development as well as Parking Services. The principal aim of the service is to ensure that the transport system, highway network 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

The council operates Civil Parking Enforcement (CPE) under Part 6 of the Traffic Management Act 2004 (TMA). The council's in-house parking team enforce on and off-street restrictions.

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

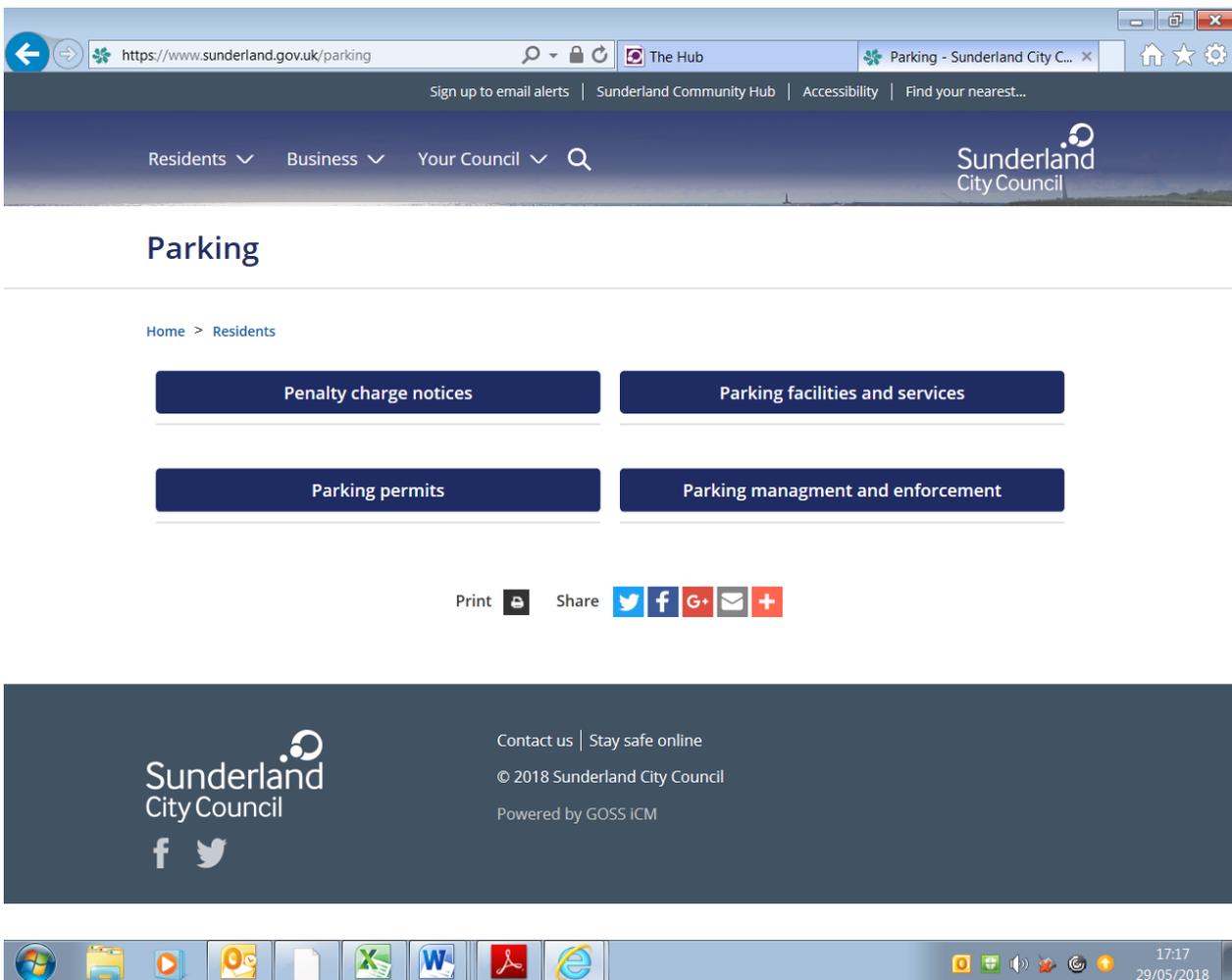
- We will reply quickly to representations against penalty charge notices whilst fully investigating motorists' comments
- We will aim to get penalty charge notices right first time using accurate "hand-held" technology
- We will develop online services to improve customer access to information
- We 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.



Key Service Achievements and Future Plans

Key Service Achievements 2017 – 2018

- Introduction of Phase 4 of the Hospital Community Parking Management Scheme – July 2017
- Introduction of Seaburn Metro/Newcastle Road Community Parking Management Scheme – April 2017
- Introduction of Pay and Display bays on Newcastle Road – April 2017
- Introduction of pay and display bays on Kayll Road – September 2017
- Introduction of pay and display facilities in Marine Walk and Harbour View car parks – April 2017
- Extend the pay and display facilities on Whitburn Road – July 2017
- Upgrade of St Marys Car Park Lifts – December 2017
- Upgrade of shutters on St Marys car park – January 2018
- Replacement of Fire Detection system in Sunnyside car park – May 2017

Key Service Achievements 2018-2019

- Upgrade of Pay on Foot machines, entry and exit barriers and associated equipment in St Marys Car Park – April 2018
- Upgrade of lighting in St Marys car park – November 2018
- Upgrade of some pay and display machines - Ongoing
- Introduction of University CPMS – March 2019
- Identify sites for new car parks and developments – ongoing
- Replacement of Road Safety Vehicle – March 2019
- NECA project for new electric filling station site in Sunderland – March 2019

Key Service Plans 2019 – 2020

- Introduction of Howick Park Community Parking Management Scheme – April 2019
- Introduction of University/Millfield Community Parking Management Scheme
- Consult on the introduction of Northcote Avenue Community Parking Management Scheme – Jan 2020
- Consult on the introduction of Ashbrooke Phase 2 Community Parking Management Scheme – Jan 2020
- Establish new car park Doxford International
- Plan the refurbishment of Civic Centre Car Park
- Upgrade of software and equipment used by the Civil Enforcement Officers and back office staff – March 2020

Innovation Projects

Parking Services are currently taking an active part in two Innovate UK projects that will benefit the businesses and visitors to the city and will help to achieve a more attractive City Centre and improve the overall economy. The projects are as follows:

Parking Perx Feasibility Study

Parking Perx uses innovative Smart Beacon technology deployed across the city's car park infrastructure and in the stores of participating merchants. Proactive, wireless handshakes between those beacons and a Consumer Smartphone App supported by a cloud based content management system facilitates the creation of a currency and data exchange platform between Consumers, Merchants and Car Park Owners. The premise is that Merchants can offer credits to Consumers in exchange for a given level of spend within their stores. This will benefit the city by driving footfall, increasing revenues, repeat custom and location loyalty and collecting powerful data about the city's consumers, their movement and merchant engagement activity.

DASH

The DASH proposition offers a smart, interoperable and scalable end to end solution that enables 'just in time' crowd sourced deliveries with multiple transport mode options (including zero-carbon vehicles), integrated pricing, routing, scheduling and parcel tracking. DASH is addressing an industry sector that has often been overlooked as part of an integrated city solution and allows co-operation between private and public sector stakeholders to achieve mutually beneficial outcomes; aiming to provide a 'win-win' situation for logistic providers, retailers, local authorities and consumers alike.

Projects Aims and Objectives

- Increase use of parking and loading spaces in the city
- Reduce delivery vehicles trips into the city centre
- Reduce operating costs for last mile delivery and deliveries.
- Reduce in carbon emissions from commercial delivery network
- Increase spend in local economies driven by the increase in independent retailer spend

Virtual Loading Bays (VLB)

The Council are currently working on a virtual loading bay concept trial with smarter grid cities, for a virtual loading bay system.

The basic idea behind it, is we nominate areas that are only available for use at certain limited times; e.g. certain times of the day and/or for very limited time periods. These would normally be covered by double yellow lines/kerb blips.

The VLB system would mainly be used by couriers and loading vehicles, which would 'book' a space for a given time/duration, via an app, for a small fee. This would automatically issue a virtual waiver and update the CEOs handheld device to allow the designated vehicle only, to wait for specified period without penalty.

Electric Charging Station

We have recently worked with partners on a project to introduce an electric charging station in a council car park in the City centre which was opened on the 6th June 2019.

The project partners were NECA, FASTNED, and the station is be 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.



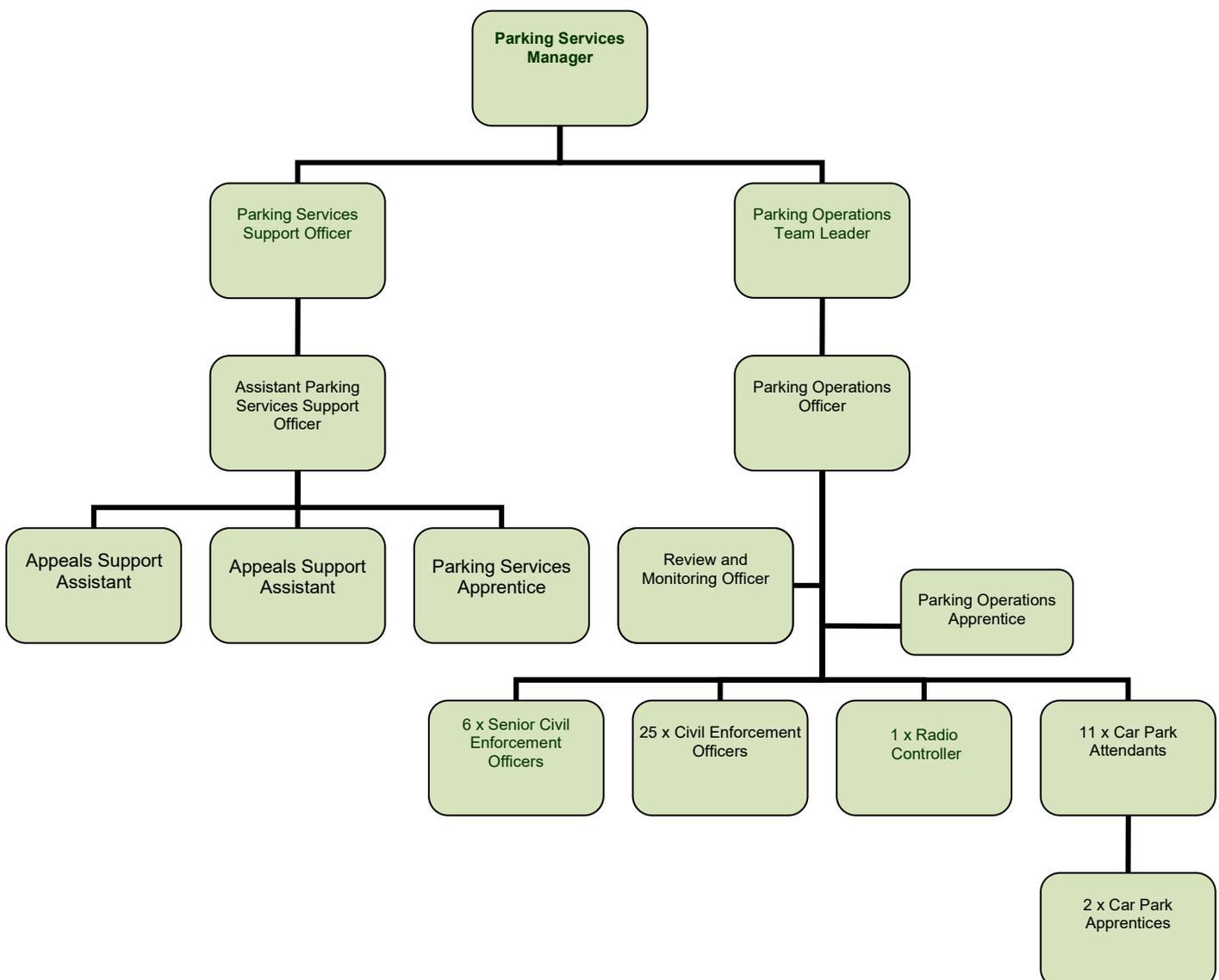
A further site is also being considered in the Washington area to give further coverage in this area of the city.

The Parking Services Team

The success of our parking operation depends largely on the commitment, training, professionalism, expertise, support and dedication of our staff. To this end it is vital that we have a fit for purpose service that can respond to the challenges it faces and deliver better services by becoming more customer-focused and responsive to local needs by having the “right people in the right places”.

Parking Enforcement and the processes and systems related to it can be extremely complicated and technical. However, by putting the right people in the right places we hope to ensure the parking staff have the most up to date training, skills, experience, qualifications and technical knowledge to deliver the best possible service to our stakeholders, businesses, visitors and residents.

The Parking Services Team



Management and Back Office Staff There are 4 members of back office staff and a modern apprentice who deal with all correspondence from the first challenge, to ultimately, a case being referred to a bailiff.

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.

Civil Enforcement Officers

The council employ 6 Senior Civil Enforcement Officers, 1 x Radio Controller/Civil Enforcement Officer, 25 Civil Enforcement Officers who patrol both on and off-street parking locations, 11 Car Park Attendants who work predominantly in St Marys, Sunnyside pay on foot car parks and Civic Centre car park and two Car Park Apprentices.

Civil Enforcement Officers (CEO) undergo induction training and then shadow a more experienced staff member until they are familiarised with their role 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.

The council encourages 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.

Uniforms

Civil Enforcement Officers must wear the correct uniform whilst on duty. The Department for Transport has published Operational Guidance which sets out various operational procedures that Local Authorities must follow. Chapter 8 of the Guidance covers Enforcement, Paragraph 8.4 sets out 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.

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 area is patrolled through 10 enforcement beats or rotas as follows:

- 4 are deployed in the city centre
- 1 in North Sunderland,
- 1 in West Sunderland,
- 1 in South Sunderland,
- 1 in Houghton, Hetton and Washington,
- 1 that sweeps around the outskirts of the city centre
- 1 mobile operator who deals with discrete issues such as school keep clear markings and acts on any incident reports.

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 due course it is intended that local authorities will also be given the power to enforce certain moving offences such as contravention of 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 enforceable offences such as 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 locations such as school keep clear and bus stop clearway markings and to attend to reports of inconsiderate parking.

In addition, all surface car parks are patrolled regularly throughout the day. Sunnyside Multi Storey car park is manned 24 hours a day, 7 days a week except Christmas Day and St Marys Multi Storey car park is manned between 8am – 11.30pm Monday to Saturday and 10am – 6pm on a Sunday, except some Bank Holidays.

Periods of Enforcement

Sunderland City Council enforcement hours are Monday to Sunday between the hours of 8am – 10pm (including bank holidays).

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. 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 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 it will issue a PCN. 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 persons 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 minutes 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.

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 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

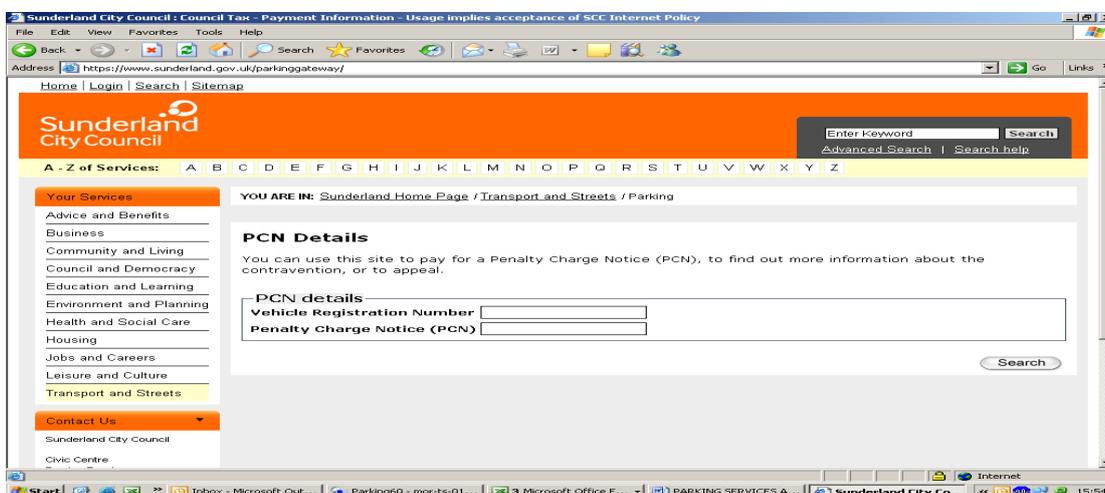
A Penalty Charge Notice may be issued to any vehicle parked in contravention of the parking and waiting restrictions. The TMA 2004 introduced differential sums of £70/£50 and £60/£40, a 50% discount amount is applied to both charge amounts if it is paid not later than the last day of the period of 14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

During the period 1 April 2018 to 31 March 2019 Sunderland City Council issued 17,277 Penalty Charge Notices and the income generated from PCN's for the same period was £550,180.

All Penalty Charge Notices issued contain details about how to pay or how to make an appeal and all appeals must be made in writing either by letter, email or on line in accordance with the legislation. Sunderland City Council Parking Services team deal with correspondence at all stages of the appeals process

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

Any appeal against or payment for a PCN and any photographic evidence in relation to a PCN can be made at: www.sunderland.gov.uk/parkinggateway/
Please have the PCN number and the vehicle registration to hand. The log on screen is shown below:



The screenshot shows a web browser window displaying the Sunderland City Council website. The page title is "Sunderland City Council: Council Tax - Payment Information - Usage implies acceptance of SCC Internet Policy". The address bar shows "https://www.sunderland.gov.uk/parkinggateway/". The page content includes a search bar, a navigation menu, and a "PCN Details" section. The "PCN Details" section contains the following text: "YOU ARE IN: Sunderland Home Page / Transport and Streets / Parking", "PCN Details", "You can use this site to pay for a Penalty Charge Notice (PCN), to find out more information about the contravention, or to appeal.", and a form with two input fields: "Vehicle Registration Number" and "Penalty Charge Notice (PCN)", followed by a "Search" button.

Challenges, Representations and Appeals

Anyone who feels that a penalty charge notice has been incorrectly served may challenge it in writing by letter, email, and fax or on line as detailed on the Penalty Charge Notice. Each stage of the appeals process is explained below:

Informal Written Challenge

Anyone wishing to challenge a penalty charge notice may appeal. Such an appeal must be made in writing either by letter, email or on line to the City Council's Parking Services team within 28 days of the date of service of the penalty charge notice. The address is on the back of the penalty charge notice. If a challenge is made within 14 days of the ticket being served and the appeal is rejected the appellant will receive a letter explaining the reasons why the penalty charge notice is not being cancelled and will also be given another opportunity to pay the discounted amount. If the appeal letter is received outside of the 14 day discount period and the appeal is rejected the discounted rate will no longer apply.

Notice to Owner

If after a period of 28 days beginning with the date the PCN was served and the amount owed remains outstanding the Council obtains the registered keeper's details from the DVLA and sends out a "Notice to Owner" (NtO) to the registered keeper. Regardless of who was driving at the time it is the registered keeper who is responsible. The notice requests the registered keeper to either pay the outstanding amount or make a formal written representation to challenge the issue of the PCN. At this stage the opportunity to pay the discounted sum is no longer available.

The Notice to Owner will advise that there are 28 days beginning with the date on which the Notice to Owner is served to either:

- pay the penalty charge notice in full; or
- make a formal written representation to the council based upon the grounds detailed in the Notice to Owner

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 www.sunderland.gov.uk/parkinggateway/

Formal Written Representation

On receipt of the formal representation the council will carefully consider all the relevant facts and mitigating circumstances and all information relating to the contravention held on our computer records and in the Civil Enforcement Officer's pocket book.

If the representation is accepted the owner/keeper of the vehicle will be notified that the penalty charge notice has been cancelled and no further action will be taken.

Otherwise, a formal Notice of Rejection will be forwarded to the registered owner/keeper of the vehicle together with a Traffic Penalty Tribunal appeal form. The Notice of Rejection will advise the registered owner/keeper to either pay the penalty charge notice in full or to appeal to an independent adjudicator on the form supplied with the Notice of Rejection.

Late representations will normally not be accepted unless there are mitigating circumstances that the council may wish to take into consideration.

Anyone who requires advice on how to challenge a penalty charge notice or has any other queries should contact Parking Services on 0191 561 7833.

Appeal to an Independent Adjudicator – Traffic Penalty Tribunal

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. 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, 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. 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 on line, 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/>

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.

If you disagree with the council's decision you can appeal to the independent adjudicator at the **Traffic Penalty Tribunal**. The adjudicators are independent of the council and their decision is final.

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

The website explains what the adjudicator can consider and how to appeal. There is no charge for appealing and costs are not normally awarded. The website gives full details. **You will need the information in the box below to hand when you begin your appeal.**

Notice of Rejection date: 01/03/2017

PCN Numbers(s): SX12345678

Vehicle Registration Mark: VV88 JUH
 Online Code: **92F71A**
You should appeal within 28 days of delivery of this Notice of Rejection (usually 2 working days after the 'Notice of Rejection' date above – our website explains this)

If you are unable to appeal online you may request a paper form from the Traffic Penalty Tribunal by calling **01625 44 55 99** and leaving your name, address, telephone number, vehicle registration mark and penalty charge notice number.

All information in relation to the on-line appeal process is contained in the Council Notice of Rejection correspondence including a personal identification number as shown in the example above. TPT also provide on-line assistance to motorists as they complete the appeal form.

A summary of Sunderland's TPT statistics for 2018/2019 are shown below:

Cases heard by TPT	Cases Dismissed	Cases Allowed	No Contest	Pending
40	24	12	5	n/a

Traffic Penalty Tribunal contact details are as follows:

Traffic Penalty Tribunal
 Springfield House
 Water Lane
 Wilmslow
 Cheshire
 SK9 5BG

Telephone: 01625 445 555
Fax: 01625 445 560
Email: info@trafficpenaltytribunal.gov.uk
Website: www.trafficpenaltytribunal.gov.uk

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 £8.00. 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 charges may be applicable as shown 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 2018-2019 are as follows:

	On Street	Off Street	Parking Services/ CPE	Total
Income	£	£	£	£
Pay on Foot & Pay and Display	403,560	1,642,275	0	2,045,835
PCN's	0	0	550,180	550,180
Permits	0	0	412,064	412,064
Other Income	0	0	6,364	6,364
	403,560	1,642,275	968,608	3,014,433
Direct Costs				
Employees	266,002	529,709	278,619	1,074,331
Premises	5,200	587,608	1,028	593,836
Transport	4,830	17,600	2,652	25,082
Supplies and Services	336	314,743	126,080	441,188
	276,397	1,449,660	408,380	2,134,437
(Deficit)/ Surplus				880,006
In addition, indirect costs are incurred as follows;				
Support Services Charges				393,696

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

Free After Three Parking on a Thursday

Free after Three parking on a Thursday is offered all year round in all council run car parks and on street pay and display bays in the City Centre.

Free after Three Christmas Parking Offer

From the 10th – 14th December and the 17th – 21st December the Council offered free after three parking in all council run car parks. In addition, on Saturday the 15th and Saturday the 22nd the Council offered free parking all day in all council operated car parks.

Off Street parking income 2018-2019

Name of Car Park	Type of Car Park	Total Number of Spaces	Income 2017 - 2018
St Marys Car Park	Multi	482	£734,494
Sunniside Car Park	Multi	653	£174,537
Civic Centre Car Park	Multi	580	£113,920
Boughton Street	Surface	56	£83,760
Charles Street	Surface	28	£7,899
Gorse Road	Surface	54	£18,315
Nile Street	Surface	49	£39,715
Tatham Street	Surface	93	£44,136
West Wear Street	Surface	40	£23,891
Livingstone Road	Surface	150	£77,500
High Street West Car Park	Surface	39	£72,453
Harbour View	Surface	128	£52,497
Marine Walk	Surface	50	£71,737

Chargeable On Street City Centre Car Parking Income 2018-2019

On Street Parking Places	Number of Spaces	Income Received 2018-2019
Foyle Street	12	£26,348
Frederick Street	33	£64,649
Norfolk Street	5	£6,088
West Sunnyside	9	£20,157
Bridge Street	4	£10,865
Laura Street	10	£27,067
Villiers Street	8	£8,224
High Street West	12	£33,845
Toward Road	9	£16,677
Green Terrace	10	£10,228
Murton Street	9	£14,069
St Thomas Street	7	£6,465
John Street	5	£12,099
Derwent Street	6	£10,927
Olive Street	6	£11,108
Burdon Road	13	£20,563
Sea Front	33	£63,068
Tunstall Terrace West (Phone and Pay only)	11	£12,376
Tunstall Terrace (Phone and Pay only)	12	£5,020
Newcastle Road	6	£12,177
Kayll Road	30	£36,582

Occupancy figures in 2018-2019

In order to arrive at the occupancy figures for 2018-2019 surveys of the cars parked have been undertaken on a typical weekday and Saturday. 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:

Car park type & location	Typical Weekday %age	Peak Time Weekday Between 11am - 2pm %age	Typical Saturday %age	Peak Time Saturday Between 11am - 2pm %age
ST MARY'S				
Ground	20.55%	34.02%	34.74%	50.26%
Level 1	12.61%	31.95%	34.47%	60.78%
Level 2	35.55%	82.35%	42.60%	88.97%
Level 3	9.17%	20.23%	13.79%	34.77%
SUNNISIDE				
Level 1	65.18%	68.82%	64.55%	81.78%
Level 2	52.02%	62.03%	51.66%	59.88%
Level 3	58.91%	68.60%	66.00%	81.93%
Level 4	32.62%	34.92%	39.87%	52.62%
Level 5	18.85%	12.54%	30.42%	40.96%
Level 6	17.41%	14.55%	21.19%	27.87%
Level 7	4.25%	3.31%	1.00%	1.00%
Level 8	3.50%	3.31%	1.23%	1.38%
Level 9	11.32%	20.49%	1.00%	1.00%
Level 10	4.30%	8.77%	1.00%	1.00%
CIVIC CENTRE				
Level 2	28.93%	36.36%	8.66%	12.58%
Level 3	60.16%	71.79%	2.91%	4.32%
Level 4	74.17%	82.04%	16.33%	24.64%
Level 5	80.48%	92.11%	2.67%	4.18%
Off street				
Boughton Street	58.43%	69.79%	35.96%	74.18%
Charles Street	9.89%	18.30%	13.27%	13.91%
Gorse Road	37.93%	48.22%	22.30%	27.55%

Nile Street	39.08%	47.36%	35.18%	33.47%
Tatham Street	46.55%	55.91%	15.59%	22.52%
West Wear Street	26.24%	28.49%	21.97%	40.88%
Livingstone Road	36.78%	50.92%	41.41%	36.65%
High Street West	71.89%	86.46%	74.53%	91.60%
Harbour View	18.07%	25.26%	29.76%	31.60%
Marine Walk	61.81%	65.47%	73.47%	79.92%
On Street				
Foyle Street	42.19%	53.30%	38.26%	47.53%
Frederick Street	60.31%	74.05%	39.32%	51.97%
Norfolk Street	29.96%	35.64%	28.67%	33.79%
West Sunnyside	49.22%	56.01%	55.65%	61.66%
Bridge Street	79.79%	89.58%	81.01%	91.25%
Laura Street	62.20%	75.42%	52.34%	70.63%
Villiers Street	35.30%	42.71%	41.09%	39.23%
High St West	51.13%	63.28%	54.13%	61.82%
Toward Road	42.59%	61.11%	43.64%	60.46%
Green Terrace	62.16%	69.81%	64.17%	75.26%
Murton Street	31.46%	45.36%	27.75%	46.33%
John Street	68.50%	78.06%	53.15%	65.21%
Olive Street	73.63%	88.52%	78.32%	84.17%
Derwent Street	81.87%	88.54%	88.73%	94.43%
Burdon Road	43.22%	58.63%	50.42%	67.48%
St Thomas Street	63.34%	74.29%	56.30%	78.94%

Phone and Pay 2018 - 2019 - is available in all Council pay and display car parks and on street parking places except St Marys and Sunnyside car parks as shown below. It provides a simple and cost effective way of paying for parking and has significant customer benefits. This is reflected in the increase of customers using this method of payment year on year.

Location	Location No.	Total
Civic Centre	2900	£8482.40
Boughton Street	2906	£7216.45
Nile Street	2907	£2635.35
West Wear Street	2908	£1710.75
Charles Street	2909	£497.20
Tatham Street	2910	£2647.15
Gorse Road	2912	£1598.35
Foyle Street	2913	£2513.30
Frederick Street	2914	£7582.20
Norfolk Street	2915	£789.00
West Sunnyside	2916	£2714.35
Bridge Street	2917	£719.00
Laura Street	2918	£5989.25
Villiers Street	2919	£924.60
High Street West	2920	£3088.30
Toward Road	2921	£3692.50
Green Terrace	2922	£1537.90
Livingstone Rd	2923	£3412.40
High Street West car park	2924	£10297.65
Marine Walk car park	2925	£3030.40
Harbour View car park	2926	£2062.10
Burdon Road	2927	£1906.70
Derwent Street	2928	£1410.80
John Street	2930	£1597.10
Murton Street	2931	£2501.80
Olive Street	2932	£1390.65
Saint Thomas Street	2933	£1336.10
Tunstall Terrace	2934	£14188.60
Tunstall Terrace West	2935	£5935.30
Newcastle Road	2937	£1275.30

Kayll Road	2938	£2190.05
TOTAL		£106,873

Payment of PCNs

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 2018-2019 13,542 payments were received totalling £551,998.35.

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	£82
PCN £70	£35	£70	£70	£105	£112

Payments Received

Number Paid	Status	£s
2639	Paid at £25	£65,975
7474	Paid at £35	£261,590
448	Paid at £50	£22,400
918	Paid at £70	£64,260
37	Paid £82	£3,034
74	Paid at £83	£6,142
247	Paid at £105	£25,935
178	Paid at £112	£19,936
262	Paid at £113	£29,606
1265	Other amount	£53,120

Method of Payment

13,542 PCN's were paid using the following methods:

Number Paid	% Paid	Method of Payment
11,449	85%	Debit/Credit Card Payment
456	3%	Cheque Payment

699	5%	Cash Payment
938	7%	Other Payment Method

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.

Most Common Contraventions

The most repeated types of contraventions in Sunderland are shown below:

Contravention Code and Description	2017/2018
12 - parked in a residents' or shared use parking place without clearly displaying either a permit or voucher or pay and display ticket issued for that place	3994 (23%)
01 - Parked in a restricted street during prescribed hours	3147 (18%)
02 - parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	1727 (11%)
06 – Parked without clearly displaying a valid pay & display ticket or voucher	1564 (9%)

CCTV Operation – Road Safety Vehicle



From the 1st April 2018 to 31st March 2019 the following income has been received from the 1069 Penalty Charge Notices issued by the Road Safety vehicle.

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.

Contravention Code	PCN's Issued	Income Received
48J – School Keep Clear	275	£8,036
47J – Bus Stop/Clearway	794	£24,600

PCN's Issued in Area

The total number of PCN's issued in 2018-2019 in each zone is as follows:

Area	No of PCN's Issued	% of Total PCN's Issued
City Centre	7075	40%
South Sunderland	3734	21%
North Sunderland	2385	15%
West Sunderland	2296	14%
Houghton and Hetton	1455	8%
Washington	335	2%

Cancellations

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 council cancelled 3023 PCN's as a result of appeals being received.

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

Reasons for Cancellation	Number Cancelled
Mitigating Circumstances	692
Valid Ticket/Permit Produced	589
Valid Blue Badge	528

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 2018-2019 1857 warrants were issued.

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%

Correspondence

In 2018-2019 the Parking Services team dealt with items of incoming and outgoing correspondence as detailed below:

No of items received and sent	Correspondence Type
4505	Informal Representations
2838	Accepted Informal Representations
2093	Dismissed Informal Representations
7308	DVLA Requests
3736	Notice to Owners
1104	Regulation 10/Notice to Owners
956	Formal Representations
242	Notice of Rejections
185	Notice of Acceptance
40	TPT Correspondence
40	TPT Requests for evidence
40	TPT Appeals Submitted
5	TPT No Contest
12	TPT Allowed
24	TPT Dismissed
3081	Charge Certificates
2289	Statutory Declarations
1862	Warrants
6214	Non-Statutory/Misc Correspondence
459	Payments received by post

The Parking Facilities and Services we Provide

Parking provision in Sunderland

The council currently manages 3,826 parking spaces across the city. They consist of 2 Pay on Foot car parks, 1 Multi Storey car park, 10 chargeable off-street car parks, 22 locations where there are chargeable on street bays and 22 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	10	621
On Street parking	22 locations	330
Free off-street car park spaces	22 locations	1043
Permit Only Car Parks	3	87
Total		3,826

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.

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.

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

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 330 chargeable on street parking bays located in the city centre and sea front areas which operate a pay and display system of parking.

The council's 22 free car parks are located across the city, 9 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

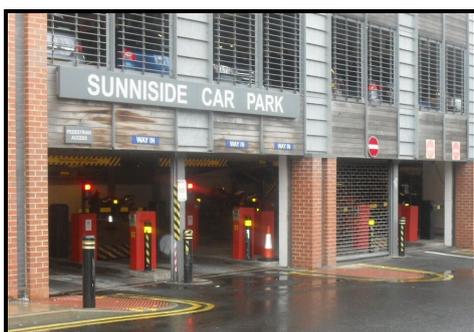
There are two Council operated pay on foot car parks within the city centre these are St Mary's and Sunnyside multi-storey car parks details shown below:

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 Thursdays 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 Thursday 3pm – Midnight - Free 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 Thursdays 3pm – 6pm – Free

City centre off street surface car parks

In 2018-2019 the council had ten chargeable off-street surface car parks located in the city centre which operate a pay and display system.

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 Thursdays 3pm – 6pm - Free
Charles Street	27	3	2	£1.00 per hour or part thereof Thursdays 3pm – 6pm - Free
Gorse Road	50	3	0	80 pence per hour or part thereof Thursdays 3pm – 6pm - Free
Nile Street	48	2	2	£1.20 pence per hour or part thereof Thursday 3pm – 6pm - Free
Tatham Street	92	3	1	£1.00 per hour or part thereof Thursdays 3pm – 6pm - Free
West Wear Street	33	3	6	£1.00 per hour or part thereof Thursdays 3pm – 6pm – Free
Livingstone Road	87 +7 Bus Bays	8	2	8am – 6pm = £1.30 per hour or part thereof 6pm – Midnight = £2.00 flat rate Thursdays 3pm – Midnight - Free Coach Bays = £7 per day
High Street West Car Park	39	3	0	90 pence per hour or part thereof Thursdays 3pm – 6pm - Free
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 2018-2019 the council had 330 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 Thursdays 3pm – 6pm - Free
Frederick Street	30	2	£1.00 per 30 minutes or part thereof Thursdays 3pm – 6pm - Free
Norfolk Street	9	3	£1.00 per 30 minutes or part thereof Thursdays 3pm – 6pm - Free
West Sunnyside	9	0	£1.00 per 30 minutes or part thereof Thursdays 3pm – 6pm - Free
Bridge Street	6	2	£1.00 per 30 minutes or part thereof Thursdays 3pm – 6pm - Free
Laura Street	10	0	£1.30 per hour or part thereof Thursdays 3pm – 6pm - Free
Charles Street	8	0	£1.00 per hour or part thereof Thursday 3pm – 6pm - Free
Villiers Street	8	1	90p per hour or part thereof Thursdays 3pm – 6pm - Free
High Street West	17	0	£1.00 per 30 minutes or part thereof Thursdays 3pm – 6pm - Free
Toward Road	11	2	80 pence per 30 minutes or part thereof Thursdays 3pm – 6pm - Free
Green Terrace	8	1	£1.00 per hour or part thereof Thursdays 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 Thursdays 3pm – 6pm - Free
Murton Street	9	0	£1.00 per hour or part thereof Thursdays 3pm – 6pm - Free
John Street	15	6	£1.00 per 30 minutes or part thereof Thursdays 3pm – 6pm - Free
St Thomas Street	7	0	£1.00 per 30 minutes or part thereof Thursdays 3pm – 6pm - Free

Burdon Road	18	6	70p per 30 minutes or part thereof Thursdays 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

Free Off-Street Car Parks City Wide

The council also manages 22 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
Ocean Park	211
Silksworth Road	6
Total	374

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 assessed 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, Livingstone 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. To this end, employees in Parking Services now make use of an

electric pool vehicle – with estimated savings of over £3,500 on running costs over a three year period.

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

www.sunderland.gov.uk/chargeyourcar

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 on 0191 561 7835 or 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.

Criteria for the Introduction of CPMS

If a request is received by the Council for the introduction of a Community Parking Management scheme a series of steps are followed prior to the introduction of any scheme. The steps are as follows:

Assessment Technique - Once a parking problem has been highlighted to the council, an officer will investigate whether there is a longstanding issue in the area.

Qualifying Criteria - Upon collation and assessment of parking survey data, the kerbside parking capacity and non-residential parking are calculated.

Ranking Methodology - Once a scheme has been established, a ranking system is used to ensure that schemes are prioritised based on the level of parking problem evident in the area.

Ranking/Priority of CPMS Requests for Service - An appraisal has been undertaken on existing requests for CPMS, following the assessment, qualifying and ranking procedure set out in this report. Based on this data, it is proposed to take a number of areas forward as an initial programme of CPMS's:

Community Support - Public Engagement and Vote - Once a CPMS is deemed feasible based on the above criteria; it is then put forward to all affected stakeholders in the community by way of an informal consultation (letter and vote). Community support is then identified through 2 tests:

Step 1 - That there is insufficient kerbside space in the community to accommodate all users when at least 75% of the measured available kerbside parking capacity is being used;

Step 2 - The community is affected by a level of non-residential parking and that when the level parking is measured is found to be greater than 30%.

If a property falls within the limits of the parking management scheme area the resident is entitled to apply for a permit (s) or scratch cards if they meet the criteria outlined in the terms and conditions of the scheme.

The Council have erected signs at each entry point into the zones which state "**Permit holders parking only past this point**" and specifies the days or dates it applies. The exit

signs state “**Permit parking area ENDS**” you need to drive beyond these exit signs to leave the zone. In addition, there are also repeater plates placed throughout the zone which state “**Permit Holders Only**”.

Only vehicles displaying a valid permit, dispensation or voucher and park within the zone specified on the front of the permit. The permit, dispensation or voucher must be clearly displayed and the permit details should be clearly visible (i.e. Zone, expiry date) from the outside of the vehicle. Any vehicle observed parked without displaying a valid permit, voucher or blue badge may be issued with a penalty charge notice.

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	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	Monday - Saturday between 9:00am and 10:00am and again between 2:00pm and 3:00pm.
Barbury Drive	2017	All Days and All Hours
Ferryboat Lane	2016	All Days and All Hours

Hospital Community Parking Management Scheme

In 2011, 2013, 2014 & 2017 the council introduced phases of a community parking management scheme in the area surrounding Sunderland Royal Hospital to address parking concerns associated with people working at and visiting the hospital.

The restrictions which apply within the Hospital Area Parking Management Scheme are Monday to Friday 10am – 11am and 2pm – 3pm. An example of the signs are shown below:



Stadium of Light Community Parking Management Scheme

In August 2014 and 2016 the Council introduced and extended an event only based community parking management scheme in the streets surrounding the Stadium of Light the home of Sunderland Association Football Club.

The restriction which applies within the scheme is “Permit Holders only” on match and events days. The signs are changed to reflect the date of the event.



Ashbrooke CPMS

Ashbrooke and Thornholme Road Area CPMS came into effect on 8th August 2016.

The restrictions which apply within the Ashbrooke and Thornholme Road Area CPMS are Monday - Saturday between 9:00am and 10:00am and again between 2:00pm and 3:00pm. Examples of the signs are shown below:



Seaburn Metro and Newcastle Road CPMS

Sunderland City Council implemented the Seaburn Metro and Newcastle Road Corridor Community Parking Management Scheme (CPMS) in April 2017.

The restrictions which apply within the Seaburn Metro and Newcastle Road Corridor Community Parking Management Scheme are Monday - Saturday between 9:00am and 10:00am and again between 2:00pm and 3:00pm. Examples of signs are shown below:



Barbury Drive

Sunderland City Council implemented the Barbury Drive scheme in April 2017.

The restrictions which apply within the Barbury Drive scheme Community Parking Management Scheme are All Days and All Hours. Examples of signs are shown below:



Ferryboat Lane

Sunderland City Council implemented the Ferryboat Lane scheme in July 2016.

The restrictions which apply within the Ferryboat Lane Community Parking Management Scheme are All Days and All Hours.

Examples of signs are shown below:



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.

There has been free parking offers made by the Council as follows:

Free after Three free parking on Thursdays throughout the year

Free Christmas Parking Offers – For two weeks in December Free after Three Monday to Friday and all day on two Saturdays in all council operated car parks

Restaurant Week Parking Offers – Free after 5pm in all council car parks for the duration of the event which normally takes place for a week in March and again in September.

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 Air Show
- 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 countries 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 International Air Show



The Sunderland International Air Show was organised by Sunderland City Council and is the largest free, two-day air show in Europe. The Air show takes place in July each year and attracts in excess of 1 million visitors into Sunderland.

Due to the large numbers of people visiting the area during this event it is vital that the council ensure that there are effective traffic flow and parking control measures in place, that public transport links are well organised and park and ride facilities are available to the public in the interests of all residents, visitors, businesses and stakeholders. The Parking Services team work closely with event organisers and other agencies in order to meet these aims.



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.

Tall Ships



In July 2018 Sunderland were delighted to be the start host port for The Tall Ships Races 2018. The tall ships fleet created a stunning spectacle on the banks of the River Wear and within the prestigious port of Sunderland.

Sunderland welcomed a majestic fleet of tall ships to take part in a colourful five day festival of culture and entertainment across the city, before they set sail in spectacular style to compete in the first leg of the tall ship's races 2018.

The majestic vessels congregated in the River Wear and Port of Sunderland as they prepared to embark on a spectacular race covering over three hundred nautical miles to Esbjerg in Denmark, a cruise in company to Norway, calling at the coastal city of Stavanger, then undertaking the final leg of the 2018 Races to the beautiful city of Harlingen in the Netherlands.

In total they covered more than one thousand nautical miles over three weeks, giving thousands of young people, including 146 Sunderland Sail Trainees, a thrilling sail training experience, developing new skills, sharing fantastic memories and making friendships that will last a lifetime.

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

Tel: 0191 561 7833

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	rstuvw4	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	bdehqstwxvz4569	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	bcdefhmpsv12356789	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	bcdefhlmnpqrsuv1256789	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 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% 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.

