



**TRAFFORD
COUNCIL**



**Civil Parking Enforcement
Annual Report
2014/15**

www.trafford.gov.uk

Foreword

Trafford Council have provided a parking enforcement service across the borough since January 2001, with professional services employed to ensure that a good balance of enforcement, awareness and customer service are delivered.

It is our aim to ensure that Trafford is a safe place to visit, work and live. Safety and accessibility to local businesses and amenities are key to maintaining a thriving borough and local economy.

Trafford has a number of large visitor attractions including the Trafford Centre; Old Trafford football stadium as well as Old Trafford Emirates cricket stadium. Traffic congestion and parking at busy times often requires additional civil enforcement officer support to help keep traffic flowing and monitor residential permit areas close by.

It is our aim to provide vital support to local businesses, residents and visitors; therefore we continue to provide low cost parking and free parking on Sundays and evenings across the borough. This helps keep our town centres as attractive places to visit.

Each year there are over 30 football events at Old Trafford Football Stadium attracting an average of 75,000 fans at each home game; One Day International events and NatWest Blast events at Emirates Old Trafford have also seen high numbers attending as well as over 100,000 visitors a day to the Trafford Centre at peak times.

As well as this Trafford holds the Greater Manchester Marathon which has become increasingly popular as it is one of the flattest 26 mile routes with the number of runners increasing.

I am pleased to oversee a service that provides both a reactive and a proactive solution to manage what is recognised nationally as a difficult challenge.

Executive Member – Councillor John Reilly

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Overview

Trafford Council obtained approval from the Secretary of State in 2000 to adopt the powers to operate Decriminalised Parking Enforcement on and off street borough wide. A review of the parking restrictions across the borough took place to ensure the accuracy of records held. The Council consolidated all the parking orders into one newly approved list which can be found on the Council's website: www.trafford.gov.uk/parking

The Council commenced Decriminalised Parking Enforcement in January 2001 across the borough.

In March 2008, the Department for Transport introduced changes to the Decriminalised Parking scheme through the Traffic Management Act (TMA) – part 6 of which replaced 'Decriminalised' with 'Civil'. The scheme currently operating is therefore referred to as 'Civil Parking Enforcement' (CPE). Parking officers are identified as Civil Enforcement Officers (CEO's).

About Trafford

Trafford Council is one of 10 metropolitan boroughs within the Association of Greater Manchester Authorities (AGMA). Trafford has approx. 96,000 households and 230,200 residents, with over 12,000 businesses. There are 4 town centres: Altrincham, Sale, Stretford and Urmston and a number of outlying villages and community hubs of varying sizes providing shops and other amenities to support local needs.



Trafford has many large visitor attractions including the Imperial War Museum, Dunham Massey National Trust park, one of Europe's largest out of town shopping centres - the Trafford Centre - as well as two major national sporting event grounds; Old Trafford Football Ground home to Manchester United and Emirates Old Trafford Cricket Ground. We also have one of Europe's largest industrial areas – Trafford Park which is located in the north west of the borough close to good motorway links.

The Metrolink runs through Trafford from the south of the borough from Altrincham through Old Trafford in to Manchester, linking public transport to sporting event grounds.

Trafford has a good network of well used bus routes as well as links to motorway connections to the M60/M56 and through the south to the M6.

Parking Facilities

Well-designed parking spaces are in place to provide access on streets close to town centres for long and short stays, as well as providing loading/unloading designated spaces to support businesses. Taxi ranks and disabled bays are clearly defined. The use of yellow lines across the borough helps to control traffic flow, congestion, safety and accessibility.

There are a number of resident's permit schemes in place around town centres that also provide short stay parking for non-residents to ensure areas are not sterile

during the day time and still provide short stay access to shop and amenities close by whilst giving residents some protection in the evenings when they need it most.

Across Trafford the off street car parks available are surface car parks which are mainly free to park and unrestricted in length of stay. We operate 6 car parks as pay and display to help manage demand for spaces; these are found in 2 of the larger town centres and a very busy village in the south of the borough. On street parking across most of Trafford is also free with parking charges in place in locations where some of the busiest areas are also mixed with residential premises. There are many time limited free parking areas close to shops. Appendix 1 – displays the number of car park and on street parking spaces by area.

Car parks and Parkmark Awards

Trafford has 22 public car parks across the borough close to local amenities to support low cost or free parking for residents and other users. In 2014/15 we were successful in retaining Parkmark Awards for 11 of these car parks.

Pay and display charges

Low cost parking has been available in Trafford since April 2011 to support residents and businesses. 78 pay and display machines are available across the borough: 13 machines across 6 car parks and 65 machines located in various streets in Altrincham, Sale and Stretford.

Pay and Display charges for 2014/15:

	1 hour	2 hours	3 hours	4 hours	All day
On-street	10p	30p	70p		£2
Off-Street*	10p	30p	70p	£2	£3

It has remained Council policy to keep free parking on Sundays and our charging periods have remained constant for on and off street parking for many years.

On street charging period – 9am to 5pm**, Monday to Saturday/Off street charging period – 8am to 6pm, Monday to Saturday

* Regent Road Car park all day tariff is £6

** Some roads are chargeable up to 10pm)

Levels of demand for parking

From parking surveys carried out it is known that across all Council chargeable parking spaces both on and off street - demand for parking is high. There is a high level of turnover for spaces in Altrincham, the busiest town centre, where drivers are regularly seen to be waiting for spaces. The Council car parks in Altrincham only offer around of third of the parking available, overall parking provision in Altrincham is good. Work to improve directional signs is due to take place as part of the Public Realm Improvement works planned for 2015/16.

In 2013 work was undertaken to provide a further 100 parking spaces for Altrincham town centre, these were not all chargeable spaces, some were disabled bays or limited waiting parking spaces. The additional spaces are now also highly used.

At large events such as Manchester United football matches demand for parking is high, the Council website provides information on a number of easy access Approved Car Parks which helps to reduce the need for on street parking in the area where there are a high number of residential properties. In recent years the Council has introduced protection for residents on match days with permit parking for residents operating in many streets within range of the two sporting event grounds.

Aims and Objectives of Parking Enforcement

Trafford is a very busy and often congested borough with parking patrols playing a large part in keeping traffic moving, as well as freeing up valuable parking spaces. Monitoring school road safety is a priority as well as ensuring parking patrols monitor the main arterial routes and town centre areas at peak times. The presence of CEO's across the borough helps reduce accidents by enforcement of illegally parked vehicles where restrictions are in place such as; parking too close to junctions on double yellow lines that block visibility and parking in areas that block traffic flow, especially at peak times.

Trafford has some of the highest level of school performance in the North West provided by 114 schools, many in residential areas. High numbers of vehicles at school peak times often cause problems for other road and pedestrian users, CEO patrols are planned so that 3 to 5 schools per day are monitored during term time to deter illegal and dangerous parking.

The parking restrictions in place across Trafford are clearly signed for motorists to ensure that parking is easy to find therefore avoiding the need to park illegally. Parking patrols are planned across the borough to ensure officers are in locations to provide support to motorists needing advice and to monitor the parking restrictions in place – often their presence ensures drivers select appropriate parking and also return to parking bays within the allotted time shown.

One of Trafford's aims is to provide a good level of parking enforcement to support a managed parking system where it is needed most. As there is a provision for affordable and free limited waiting parking spaces in prime locations it is important that these are monitored to ensure drivers use spaces properly to support the local economy.

The role of the Civil Enforcement Officer

Trafford employs the services of a professional parking company to carry out its parking enforcement duties. This includes that officers provide a consistent approach to monitor areas across the borough where parking restrictions have been introduced. We operate a team of Civil Enforcement Officers who patrol on foot in a number of residential or town centre locations or alternatively on a scooter or in a car to cover wider areas, all of whom provide a service to monitor and take necessary enforcement action where a parking contravention is observed a wide range of restrictions in place. These include checking: resident permit areas; pay and display parking; monitoring a number of schools per day linked to a Road Safety Rota; checking loading/unloading activity; patrolling town centres as a deterrent to stopping/parking in dangerous places and ensuring a turnover of spaces occurs; patrolling pay and display surface car parks; monitoring blue badge parking spaces to ensure genuine blue badge holders have access to available dedicated parking spaces; providing taxi rank and bus stop support alongside checking constantly the areas of yellow lines and clearway restrictions in place across the borough.

Officers undertake a certified training level prior to patrolling on street and receive additional local training to ensure they get to know the patrol areas in advance of patrolling on their own. All patrol officers are equipped with radios, for safety reasons, as well as handheld computers and printers to enable them to make observations of vehicles and take enforcement action if needed. The handheld computers allow officers to take pictures as additional evidence where a parking contravention has taken place and a penalty charge notice has been issued. The Council has in place facilities for the driver of the vehicle to see these photographs and appeal or pay the penalty via the Council's website. The full appeals process is available to the driver at the time the penalty is issued with details provided on the ticket left on the windscreen, or handed to driver.

Civil Enforcement Officers provide assistance and advice to drivers on where suitable parking is available and provide directions and other local support. Officers are to provide a professional service for the Council and are given clear guidance on their expected conduct which is to provide a high level of customer service at all times to support customer parking and general enquiries. The officers overall role is to ensure they provide valuable support to the local area through consistency and fairness as key frontline staff for the Council.

Where a new permit scheme is introduced the use of 'Advisory Notices' usually takes place for two weeks to ensure drivers are given the chance to understand the new restrictions.

Whilst patrolling the borough officers are also required to report defective, missing or damaged signs or other street furniture as well as reporting fly tipping on car parks; graffiti; broken glass, which all helps to maintain Trafford as a vibrant area to live, work and visit.

Council Priorities

Requests for enforcement

The Parking Services team receives numerous requests from residents, businesses and taxi operators who contact the council for enforcement action to be taken, often where vehicles are parked causing problems in their local area. Where possible a rapid response approach is taken to tackle reported issues and in most cases the problems are overcome by frequent visits over a few days.

Pavement Parking

Whilst this is a national problem that Police have the powers to enforce, we have tasked the Civil Enforcement Officers to help alleviate problems that are reported by concerned members of the public, usually for safety reasons as the footway is often blocked for pedestrian and wheelchair or pushchair safe passage. A joint leaflet has been produced between Trafford and Greater Manchester Police that displays examples of problem parking and explains why it is dangerous to park on the pavement. The leaflet also warns drivers that the Police may issue a penalty. Our officers place leaflets on windscreens of cars and on return visits have found that often this action has been sufficient to alleviate the problem. A copy of the leaflet is shown in Appendix 2.

Blue Badge monitoring

Blue badge fraud or misuse is monitored by a small team of specially trained staff who patrol and monitor the areas where frequent high use of blue badges occurs across the borough. Enforcement staff carry out a number of special patrols, in addition to regular patrols, where blue badge use is specifically checked. Officers will take time to speak to blue badge users and not only check badges but also give advice and support to ensure that genuine badge holders understand how and where the badge can and cannot be used. This approach has been successfully received by the public who have been pleased to see that badge use is being monitored. In 2014-15 Trafford Council did not take any Blue Badge cases to the prosecution level however there have been a small number of cases where these patrols have challenged and deterred repeated misuse of badges.

Partnership Working

A school project has been introduced with the Road Safety team to encourage a small group of Year 5 pupils at Seymour Park junior school to be Junior Parking Wardens in the morning and patrol alongside a CEO. The small group of children are given a high visibility jacket, a pocketbook to record problem vehicles and some warning notices to issue to vehicles. This has been a very successful project in raising awareness with children of the road safety issues parents cause at schools with the children issue notices to advise drivers of the problems they cause. It has

been the same CEO that attends this school for continuity and she has thoroughly enjoyed the positive reaction the children have had.



Other partnership working has included working with Police to tackle illegal parking issues on match days and also working to tackle illegal parking of private hire taxis on taxi ranks for hackney carriage vehicles only.

Website information

www.trafford.gov.uk/parking

The following parking information can be found on the Trafford Council website:

- Parking contraventions – higher and lower level details by contravention code
- How to pay/appeal or view photographic evidence online of a parking penalty issued to your vehicle
- How to find information about where to park in Trafford with on street and off street car park information listed
- Pavement parking information
- Disabled badge holder information
- Parking dispensations and suspensions
- How to apply for a resident parking permit
- Match day parking information for Old Trafford and LCCC events, including a list of Approved Car Parks

Penalty Appeals

When reviewing parking appeals, at both the informal and formal stage appeals, each appeal is reviewed on its own merit with the proper consideration given to extenuating or mitigating circumstances provided. We take time to ensure the response provided stating the Council's decision is clear and factual, ensuring customers understand the opportunities available to them with the next steps explained fully.

Our policies are applied fairly and proportionately with a cancellation policy that supports blue badge holders; resident permit holders; pay and display ticket users; loading or unloading as well as grounds for emergencies. In some cases a request for further evidence will be necessary.

Where an informal appeal is received on or within the 14 day discounted period which after full review is rejected, it is our policy to always offer the discounted payment amount for a further 14 days from the date of our correspondence.

With a dedicated parking email as well as the availability to appeal via the Council's website, out of hour's communication for appeals has made it a simpler process for our customers. The majority of our appeals are now electronic. There are still two office receptions to visit for customers who prefer a 'face to face' interaction.

Expected response times for appeals

Activity	Suggested Target from date of service, receipt of communication or relevant activity	Statutory limit
Response to challenge or pre-Notice to Owner (NtO) correspondence	14 days	None given ('In a timely manner'.)
Response to representation against PCN	21 days	Must reply within 56 days
Response to referral by the Adjudicator for re-consideration of mitigation		35 days
Despatch of Notice to Owner	56 days	6 months from the 'relevant date' – normally the date on which the PCN is served

Resident's Permits

Trafford's first resident permit scheme was introduced in 1996 and since then additional permit schemes close to town centers or large sporting event grounds have been provided to support local residents. Permits are administered by the same team who manage all parking related matters such as dispensations and suspensions. This synergy has been very helpful to residents as often when there is a change of vehicle a temporary dispensation is authorised.

Visitor cards are issued in books of 25 with each card lasting for a full days parking, these are nominally charged with a cost of £10 for a book; these have been successful and are easy to obtain.

Carer permits and residents who have a blue badge obtain permits free of charge.

Permit schemes vary in type across the borough with the introduction of 'Past this Point' schemes recently where roads are narrow or numerous within a central entrance point. There are a number of these types of permit schemes in place around sporting event grounds that operate on match days only; these alleviate the need for numerous signs and road markings.

Permits issued in 2014/15

Annual parking permits	6123
Visitor card books	4463

Appendices

A. Public Car parks

PARKING SERVICES - CAR PARKS				Height		ParkMark
	Location	Type	Spaces	Restriction	Toilets	Award
Altrincham	Regent Road, Altrincham	Pay & Display	147	No	Yes	Yes
	Oakfield Road, Altrincham	Pay & Display	220	6' 6"		
	Balmoral Road No 1, Altrincham	Free	50	No		
	Balmoral Road No 2, Altrincham	Free	25	No		
	Borough Road, Altrincham	Free	8	No		
Hale	Cecil Road East, Hale	Pay & Display	135	No	Yes	Yes
	Victoria Road, Hale	Pay & Display	47	No		
	Brown Street, Hale	Pay & Display	80	No		Yes
Timperley	Baker Street, Timperley	Free	120	No		Yes
	Thorley Lane, Timperley	Free	63	6' 6"	Yes	Yes
Sale Moor	Warrener Street, Sale Moor	Free	95	No		Yes
	Oaklands Drive, Sale	Pay & Display	76	6' 6"		Yes
	Hampson Street, Sale Moor	Free	30	6' 6"		
	James Street, Sale Moor	Free	21	6' 6"		Yes
Ashton on Mersey	Greenbank Road, Sale	Free	20	No		
Stretford	Newton Street/Lacy Street, Stretford	Free	145	No		Yes
Trafford Park	Eleventh Street, Trafford Park	Free	43	6' 6"		
Urmston	Manor Avenue, Urmston	Free	74	6' 6"		Yes
	Atkinson Road (East), Urmston	Free	25	No		
	Golden Hill Park, Urmston	Free	100	6' 6"		Yes
Flixton	Flixton Road, Urmston	Free	20	No		
Partington	Central Road, Partington (rear of Co-op)	Free	85	No		
			705	pay and display spaces		
			894	free parking spaces		
			1599	total overall number of spaces		

B. Financial Details for 2014/15

Total income	£1,643,630.22
Total expenditure	£1,186,579.26
Net surplus	£457,050.96

Income breakdown

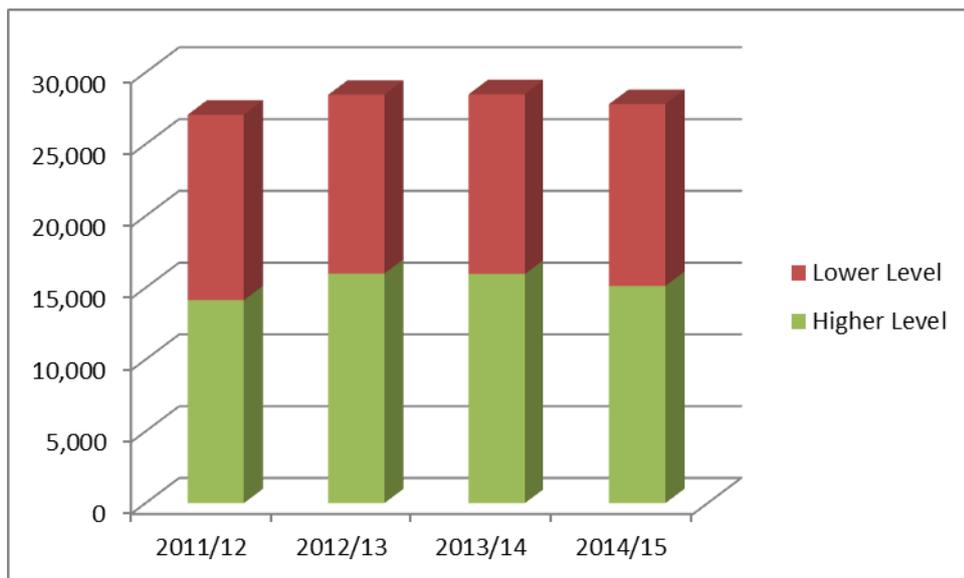
Off street Pay and Display	£466,394.30
On street Pay and Display	£180,495.86
Parking permits.....	£169,297.52
PCN income.....	£872,442.54
Total.....	£1,643,630.22

Any parking surplus generated from enforcement and car park charges is ring fenced for Highway maintenance improvement schemes, car park improvements and Traffic Management and Road Safety schemes

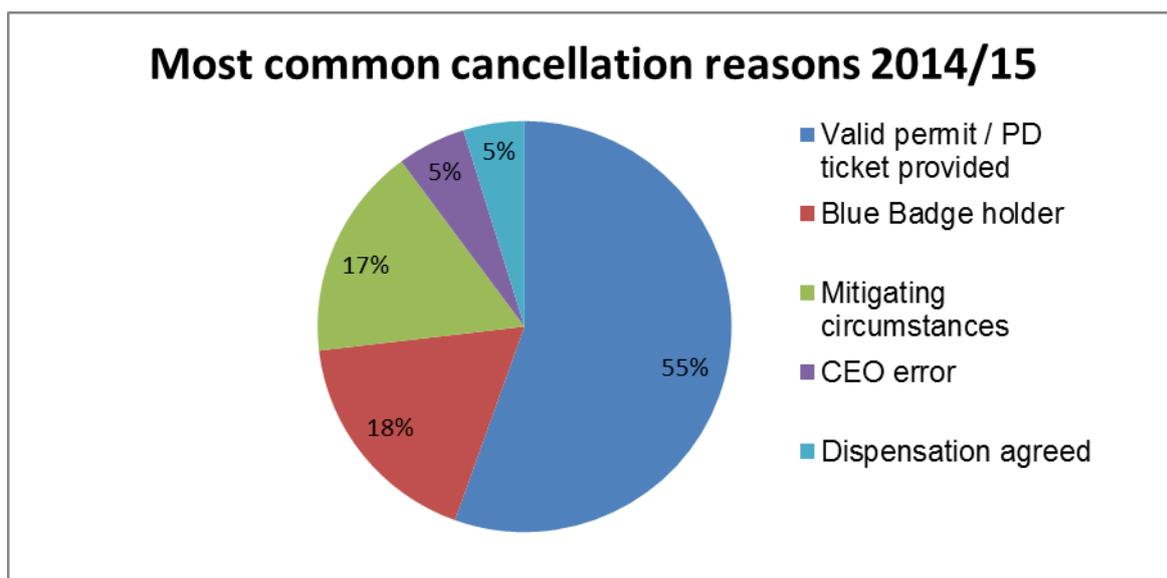
C. Statistical Report for 2014/15

	On- street	Off- street	Total issued
Number of higher level PCNs issued	18,270	550	18,820
Number of lower level PCNs issued	8,643	7,000	15,643
Number of PCNs paid	20,833	5,884	26,717
Number of PCNs paid at discount rate	17,339	5,001	22,340
Number of PCNs for which an informal or formal representation was made	5,705	1,688	7,393
Number of PCNs cancelled as a result of an informal or formal representation	2,854	1,039	3,893
Number of PCNs cancelled/written off for other reasons (e.g. CEO error or keeper untraceable by the DVLA)	331	102	433
% of higher level PCNs issued	53.01%	1.60%	54.61%
% of lower level PCNs issued	25.08%	20.31%	45.39%
% of PCNs paid	60.45%	17.07%	77.52%
% of PCNs paid at discount rate	50.31%	14.51%	64.82%
% of PCNs against which an informal or formal representation was made	16.55%	4.90%	21.45%
% of PCNs cancelled as a result of an informal or formal representation	8.28%	3.01%	11.30%
% of PCNs cancelled/written off for other reasons	0.96%	0.30%	1.26%

D. PCNs issued by year

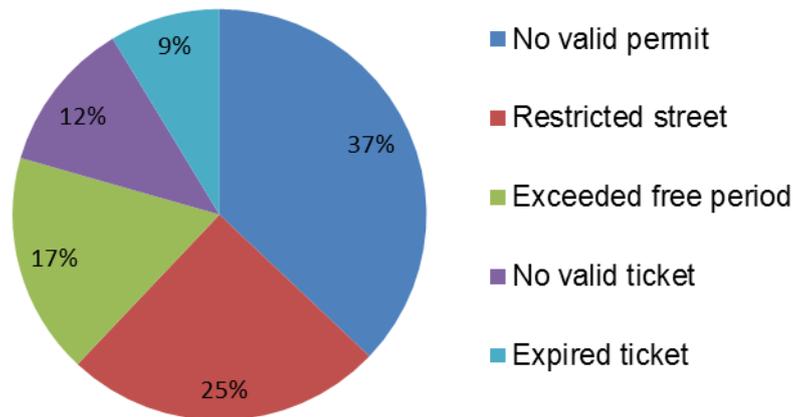


E. Most common cancellations



F. Most common contraventions

Top 5 contraventions on street 2014/15



Top 5 contraventions off street 2014/15

