



**TRAFFORD
COUNCIL**



Civil Parking Enforcement
Annual Report
2015/16

www.trafford.gov.uk

Foreword

Welcome to Trafford Council's Annual Parking Report for 2015/16.

The borough of Trafford oversees a large number and range of parking challenges as we host sporting events at both the Old Trafford Football Stadium and Emirates Old Trafford Cricket Ground as well as having some of the top performing schools in the North West. We are a thriving borough and with 15 years of experience delivering a parking enforcement service that helps protect residents and keep roads free flowing to ensure the borough is a safe place to visit, work and live with good accessibility to our town centres and other attractions.

Our responsibility is to ensure a balanced service is delivered in a fair and consistent way with regular patrols monitoring restrictions, using enforcement where needed to regulate safety. Our offices also provide drivers with customer support and advice where needed.

It is our aim to provide vital parking 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.

Through the operation of chargeable parking areas across the borough the service is self-financing without the need for financial support from Council Tax to fund the service. In fact there is a surplus income each year that is invested back in to highway improvements and maintenance across the borough.

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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Civil Parking Enforcement

Trafford Council obtained the legal powers to operate Decriminalised Parking Enforcement (DPE) in 2001 which included enforcing parking restrictions in place across the borough in both on street locations and public car parks.

In March 2008, the Department for Transport introduced changes to the Decriminalised Parking scheme through the Traffic Management Act (TMA) – part 6 replacing ‘Decriminalised’ with ‘Civil’, known as ‘Civil Parking Enforcement’ (CPE). Parking officers are now identified as Civil Enforcement Officers (CEO’s).

About Trafford

Trafford is in the south of the Greater Manchester region and is one of 10 local authorities within the Greater Manchester Combined Authority (GMCA).

Trafford is a thriving borough for industry, retail, residential, leisure and offers many well-known visitor attractions such as the Imperial War Museum, Dunham Massey National Trust park, Silverblades Ice Rink and the Trafford Centre. Important drivers of growth in the local economy also include our four Town Centres; Altrincham, Sale, Stretford and Urmston; as well as Trafford Park, the first planned industrial estate in the world, which remains the largest industrial centre in Europe. Transport access to these locations is provided through a good road network also linking to nearby motorways; the M60/M56 and to the south, the M6.

Public transport services operate throughout the borough with a Bus Interchange in Altrincham as well as Metrolink services available at 8 stops across the borough linking through from Altrincham to Manchester.

Parking Facilities

Across the borough we have introduced a range of parking controls including a number of residential permit areas close to town centres and sporting event grounds to help provide accessible parking at busy times. Access to well-designed parking spaces for loading/unloading activity close to businesses; taxi ranks in suitably busy locations; a wide range of disabled parking areas close to amenities and a range of long and short stay parking on streets close to town centre locations. The use of yellow lines across the borough helps to control traffic flow, congestion, safety and accessibility. School safety is managed with the use of School Keep Clear markings.

Car Parks

Across the borough there are 22 surface car parks providing a mix of unrestricted lengths of stay in small village locations to highly desirable spaces close to busy town centres, with the operation of Pay and Display. There are 3 car parks providing pods to charge electric

vehicles through the Government scheme provided by the Office for Low Emission Vehicles (OLEV) using the “Charge your Car” membership scheme.

There are many time limited free parking areas close to shops.

In 2015/16 we were successful in retaining the safety standard “Parkmark Awards” for 11 public car parks.

Pay and display charges

Low cost parking has been a priority across Trafford for many years providing much needed support for local residents and businesses and to continually attract visitors to the borough.

Pay and Display charges for 2015/16:

	1 hour	2 hours	3 hours	4 hours	All day
On-street	20p	60p	£1.00		£2.00
Off-Street*	20p	60p	£1.00	£2	£3.00

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

Town centre parking is at a premium in Altrincham, our Historic Market town; with shopper parking provided as a mix of short stay on street parking for up to 2 hours which is available widely and a range of longer stay car park provision, both public and private. Car parks are provided across the town with close access to shops, restaurants, leisure and other facilities such as the minor injuries hospital unit and other local businesses.

Public Realm works across Altrincham are improving the visual Streetscene and linking the town in a more strategic way. Improvements for directional on street signage are part of the planned work to help people find accessible parking in the right locations.

Other areas, including when large events take place, also see a high demand for parking. Details of how to find Approved Event Parking can be found on our website: www.trafford.gov.uk/parking/event-parking to help reduce the need for visitors wrongly parking in residential areas which operate resident permit schemes on event days. There is also a RingGo scheme in operation in the Trafford Park area to accommodate a large number of vehicles on event days at the low cost of £4 per event using the RingGo mobile app or phoning to pay to park on arrival. Metrolink ‘park and ride’ facilities are also available within the borough at Sale Water Park.

Parking Enforcement

Parking patrols keep traffic moving, as well as helping to ensure turnover of much needed parking spaces. Across Trafford, we value the role of the Civil Enforcement Officer (CEO) when monitoring school road safety as a priority, as well as ensuring parking patrols monitors the main arterial routes and town centre areas at peak times. The presence of CEO's across the borough helps reduce accidents by acting as a deterrent and where needed enforcing illegally parked vehicles where restrictions are in place such as; parking too close to junctions on double yellow lines blocking visibility and parking in areas that block traffic flow, especially at peak times.

Trafford has the highest levels of school performance in the North West provided by 114 schools, many of which are 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 Role of the CEO

Trafford employs the services of a professional parking company, Indigo, to carry out Civil Parking Enforcement across the borough. The team carry out patrols both on foot in a number of residential or town centre locations or alternatively on a scooter/car to provide cover in out of town areas. Their duties 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; ensuring bus stops are kept free to maintain bus journey times as well as patrolling town centre locations where it is important they are seen as a deterrent to dangerous parking occurring as well as there is a turnover of spaces to support local businesses. CEO's also patrol pay and display surface car parks to ensure they are safely used as well as monitoring blue badge parking spaces on and off street, to ensure genuine blue badge holders have access to available dedicated parking spaces, checking badge holders are not misusing the badge and providing advice on where the badge allows a parking exemption. Officers also monitor taxi ranks in busy areas alongside checking 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 view any photographs taken with the driver able to appeal or pay the penalty directly through 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.

When the Council introduces a new permit scheme the use of 'Advisory Notices' takes place for one or two weeks, as needed, 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 and worn or broken lines as well as other street furniture. They also report any fly tipping that may occur on car parks as well as graffiti or broken glass, which all helps to maintain Trafford as a vibrant area to live, work and visit.

There is also a requirement for officers to check that pay and display machines are operating correctly to ensure members of the public have the correct access to park.

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.

Partnership Working

Children's safety at school busy times is something we are proud to say we monitor closely to help keep our children safe. Where we can we work with schools to encourage participation in road safety initiatives and listening to concerns from Head teachers and parents at meetings. We continue to provide the Junior Parking Warden project at Seymour Park Junior School which helps children and parents understand the need to be more careful when stopping and parking close to the school entrance. It is hoped this project can be delivered at more schools in the future.



Pavement Parking

Whilst this is a national problem that Police have the powers to enforce in unrestricted areas, we have tasked the CEO's to help alleviate problems that are reported by concerned members of the public, usually for safety reasons as the footway is often blocked for pedestrians 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 fixed 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.

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 2015-16 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.

Parking Penalty Appeals

The Traffic Management Act 2004 became operational in April 2008 introducing a differential penalty charge structure;

Higher level charge (£70) - introduced to deter parking where there was a greater impact on other users.

Lower level charge (£50) - introduced where it was felt that the situation caused less of an impact on other users.

Both charges are discounted by 50% if paid within 14 days.

Challenges, Representations and Appeals

Informal Challenge

Written correspondence received following the issue of the penalty, usually within the first 14 days, is regarded as an “informal” challenge.

Formal Representation

The DVLA recorded owner/keeper of the vehicle are served with a Notice to Owner document if the penalty charge is not paid in full or challenged successfully. This document allows “formal representations” to be made and mitigating circumstances may be considered.

Traffic Penalty Tribunal Appeals

Where a “Notice of Rejection” of a formal representation is sent, a form advising how the appellant can apply for an independent review to the Traffic Penalty Tribunal to appeal against the Council’s decision is also included. A final binding decision will be made by an Independent Adjudicator. When acceptable additional evidence is submitted during this process the Council will not contest the appeal.

The role of the Council

The Council reviews parking appeals at the informal and formal stages considering each appeal on its own merits taking the proper consideration of any extenuating or mitigating circumstances provided. The Council ensures that responses to customers are clear and factual to allow customers the understanding of the appeal opportunities available to them.

Council 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 been made a simpler process for our customers. The majority of our appeals are now electronic. There are also two office receptions to visit for customers who prefer a 'face to face' interaction.

Debt Recovery & Bailiffs

If a penalty is not paid or successfully challenged the statutory process allows for the case to become registered as a debt at the Traffic Enforcement Centre (Northampton County Court). The motorist is served an Order for Recovery and is liable for full payment of the outstanding penalty and the additional court registration fee. Alternatively, a witness statement may be filed should the appellant meet one of the 4 criteria available to them at this stage of the appeal process.

The final stage of the Traffic Management Act 2004 statutory process allows the Local Authority to apply to the Traffic Enforcement Centre for the authorisation of a warrant which is provided to a contracted Enforcement Agent (formerly bailiffs) to recover the debt.

Once the case is passed to an Enforcement Agents the following statutory notices will have been served to the motorist or owner/keeper of the vehicle:

- Penalty Charge Notice (14/28 days to respond)
- Notice to Owner (28 days to respond)
- Notice of Rejection (28 days to refer case to independent Traffic Penalty Tribunal)
- Charge Certificate (14 days to respond)
- Order for Recovery/Witness Statement (21 days to respond)

Appeals

An overview of the guidance for response times

Activity	Suggested target from date of service, receipt of communication or relevant activity	Statutory limit
Informal challenge	14 days	None given ('In a timely manner'.)
Formal Representation	21 days	Must reply within 56 days
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 centres 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 2015/16

Annual parking permits	5,831
Visitor card books	4,520

Website information

www.trafford.gov.uk/parking

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

- 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 providing on street and off street car park information
- Pavement parking information
- Parking dispensations and suspensions to help with house moves or building works
- How to apply for a resident's parking permit or visitor cards
- Event/match day parking information for Old Trafford and LCCC, including a list of Approved Car Parks

A. Financial Details for 2015/16

	2015/16	2014/15
On Street Income		
On street parking income	£264,180	£180,496
Permit income	£144,656	£146,889
On street PCN income*	£798,654	£827,443
Blue badge application fees	£ -	£ -
Other	£29,784	£21,741
Total On Street Income	£1,237,273	£1,176,568
On Street Parking Direct Costs		
Civil enforcement**	£451,312	£476,009
Admin, appeals, debt recovery & maintenance***	£517,711	£513,177
Scheme review / new schemes	£ -	£ -
Capital charges	£820	£820
Other direct costs of on street parking	£ -	£ -
Total On Street Direct Costs	£969,842	£990,005
On Street Parking Surplus / Deficit	£265,679	£186,562
On Street Parking Surplus / Deficit Spend		
Off street parking provision	£ -	£ -
Park & Ride	£ -	£ -
Supported bus service	£ -	£ -
Concessionary fares & passes	£ -	£ -
Community transport	£ -	£ -
Shopmobility	£ -	£ -
School crossing patrols	£ -	£ -
Highway maintenance & traffic improvement	£265,679	£186,562
Transport planning costs	£ -	£ -
Other	£ -	£ -
Off Street Income		
Off street parking income	£581,200	£466,394
Off street PCN income*		
Other off street parking income	£4,944	£668
Total Off Street Income	£586,143	£467,063
Off Street Parking Direct Costs	£322,504	£196,574
Off Street Parking Surplus / Deficit	£263,639	£270,489

* pcn income cannot be split between on-street and car parks

**parking contract and enforcement - total enforcement contract costs included here as no split between on and off street

***all staffing and running costs and central costs less enforcement and capital

B. Statistical Report for 2015/16

	On- street	Off- street	Total issued
Number of higher level PCNs issued	12,189	452	12,641
Number of lower level PCNs issued	7,027	4,966	11,993
Number of PCNs paid	13,468	3,825	17,293
Number of PCNs paid at discount rate	11,643	3,306	14,949
Number of PCNs for which an informal or formal representation was made	3,741	1,238	4,979
Number of PCNs cancelled as a result of an informal or formal representation	1,845	766	2,611
Number of PCNs cancelled/written off for other reasons (e.g. CEO error or keeper untraceable by the DVLA)	232	28	260
% of higher level PCNs issued	49.48%	1.83%	51.32%
% of lower level PCNs issued	28.53%	20.16%	48.68%
% of PCNs paid	54.67%	15.53%	70.20%
% of PCNs paid at discount rate	47.26%	13.42%	60.68%
% of PCNs against which an informal or formal representation was made	15.19%	5.03%	20.21%
% of PCNs cancelled as a result of an informal or formal representation	7.49%	3.11%	10.60%
% of PCNs cancelled/written off for other reasons	0.94%	0.11%	1.06%

C. PCNs issued by contravention

On-street

Higher Level	12,587
Parked in a permit space without displaying a valid permit	5,099
Parked in a restricted street during prescribed hours	3,879
Parked in a loading place during restricted hours without loading	841
Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	765
Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	720
Parked on a taxi rank	353
Stopped on a restricted bus stop or stand	125
Parked in a residents' or shared use parking place or zone without clearly displaying either a permit or voucher or pay and display ticket issued for that place	102
Stopped in a restricted area outside a school when prohibited	83
Parked in a suspended bay or space or part of bay or space	61
Stopped on a pedestrian crossing or crossing area marked by zigzags	46
Parked wholly or partly on a cycle track or lane	35
Parked in a parking place or area not designated for that class of vehicle	24
Stopped where prohibited (on a red route or clearway)	2
Lower Level	
Parked for longer than permitted	3,074
Parked without clearly displaying a valid pay & display ticket or voucher	2,302
Parked after the expiry of paid for time	1,331
Re-parked in the same parking place or zone within one hour* of leaving	190
Parked with payment made to extend the stay beyond initial time	112
Parked without payment of the parking charge	1

Off-street

Higher Level

Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	408
Parked in a restricted area in a car park	16
Parked in a permit bay without clearly displaying a valid permit	11
Parked in an electric vehicles' charging place during restricted hours without charging	9
Parked in a car park or area not designated for that class of vehicle	8

Lower Level

Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock	2,534
Parked after the expiry of paid for time	1,570
Parked beyond the bay markings	508
Parked for longer than the maximum period permitted	244
Parked with additional payment made to extend the stay beyond time first purchased	96
Re-parked within *** hour of leaving a bay or space in a car park	3
Parked in a parking place for a purpose other than the designated purpose for the parking place	1

D. PCNs issued by year

Trafford Council
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