

# Welwyn Hatfield Borough Council

## Parking Services ANNUAL REPORT

April 2014 – March 2015



**WELWYN  
HATFIELD**




This report provides information about our performance and achievements over the last year, along with details of the work we've carried out with our partners.



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An aerial, top-down view of three cars parked in a lot. The cars are arranged vertically, with a silver car at the top, an orange car in the middle, and a yellow car at the bottom. The parking spaces are defined by thick yellow lines. The background is a textured, light brown color. The text is centered between the orange and yellow cars.

Our approach is a holistic one that looks at parking across the whole borough, rather than focusing on specific areas and isolated issues



# Foreword



## Welcome to the Welwyn Hatfield Parking Annual Report for 2014/15.

**This report provides information about our performance and achievements over the last year, along with details of the work we've carried out with our partners.**

It also gives an overview of our policy and approach to parking matters. Parking is a feature of modern life with wide ranging effects on residents, visitors and businesses. It can affect congestion, and when inconsiderate parking becomes criminal or antisocial, can cause immense problems within communities.

Our approach is a holistic one that looks at parking across the whole borough, rather than focusing on specific areas and isolated issues. At the core of this approach is our reliance on managing parking with the consent of the community, with public consultation a vital part of gaining this support.

Our extensive consultation in the Hatfield Central and East wards continues and is expected to focus on the Ryde and Birchwood areas into 2015-16.

Other consultations in the past year have led to the introduction of resident permits to relieve problems caused by commuter parking in areas such as Station Close, Bradmore Way, Peplins Way and Holloways Lane. In other places, such as Bradmore Green and Dellsome Lane, consultation has led to the relaxation

of waiting restrictions to meet the needs of local businesses.

However, when solving a problem, we must always take care that a change does not displace the issue a few streets away. All new parking schemes are therefore monitored for six months to ensure that any unintended effects can be addressed.

In addition to managing on-street parking, we also provide and maintain 15 off-street sites. We are pleased to report that once again Hunters Bridge, Campus East Upper Car Park and Campus West car parks have been awarded the Park Mark by the Association of Chief Police Officers, and that Link Drive, and Lemsford Rd in Hatfield have been awarded Park Mark status for the first time.

We have also delivered improvements to The Common car park in Hatfield Town Centre which has made the parking bays wider, added a loading bay and created two additional disabled bays.

Finally, as well as detailing the achievements and great work carried out by the Parking Services team in the past year, this report outlines our future plans to continue to manage and improve parking throughout the borough.

Councillor Helen Bromley



# Introduction



**Welwyn Hatfield Borough Council (WHBC) is an agent for the Highway Authority (Herts County Council). We are responsible for implementing parking restrictions and improvements. All safety elements regarding parking and speeding remain the responsibility of Herts County Council.**

Parking Services has a dedicated team of three parking technicians, they who work to a programme of both restrictions and improvements which is agreed each year by the Council's Cabinet.

Our aims are to:

- » **Ensure all residents receive a parking service that is fair, consistent and transparent**
- » **Protect and maximise income from our car parks**
- » **Use parking restrictions to facilitate the smooth flow of traffic**
- » **Provide effective enforcement throughout the Borough**
- » **Make all our parking information publically accessible and in plain English**

We are working to deliver our aims with a number of different partners:

- » **CP Plus manage a number of public Council car parks**
- » **East Herts provide back office staff to process penalty charge notices challenges and appeals**
- » **NSL provides Civil Enforcement Officers (CEOs) to enforce traffic regulations with respect to parking**
- » **BDI make secure cash collections from the public Council car park payment machines**

## Background

In 1984 the Road Traffic Regulation Act gave councils the authority to make Traffic Regulation Orders to regulate parking. However, the enforcement of the waiting restrictions (yellow lines) remained with the police and Traffic Wardens. The Council could only enforce their own car parks and resident parking schemes. Over time the police were unable to provide sufficient resource to enforce the parking restrictions to an acceptable level. In response to this, the Government introduced the concept of decriminalised parking enforcement (DPE) in the Road Traffic Act 1991 (RTA91).

The Act allowed local authorities to take over most of the enforcement relating to parking, including yellow lines, with only serious parking offences such as dangerous parking and obstruction being retained by the police. Adoption of the powers was mandatory for London boroughs, but discretionary for the rest of England and Wales.

WHBC adopted Decriminalised Parking Enforcement (DPE) powers in June 2005.

On 31 March 2008 new regulations and a new legal framework were introduced under the Traffic Management Act 2004 (TMA) and the enforcement regime was renamed as Civil Parking Enforcement (CPE). The Government stated the aim of the legislation was to strengthen the existing system, by providing a regulatory framework and associated statutory and operational guidance for enforcement authorities across England. It was hoped that this would produce a high level of public understanding and acceptance of CPE, which would, in turn, lead to reduction in congestion, improvements of safety and and better management of the highway network.



It also aimed to encourage greater transparency and professionalism within parking enforcement by requiring councils to produce an annual report that would include statistical and financial data.

The TMA did not fundamentally change the objectives of traffic management.

The objectives are to:

- » **Reduce congestion**
- » **Improve road safety**
- » **Improve journey time for public transport**
- » **Facilitate transference of journeys from cars to greener modes of transport**
- » **Manage and reconcile the competing demands for kerb space**
- » **Consider how to meet the needs of people with disabilities**

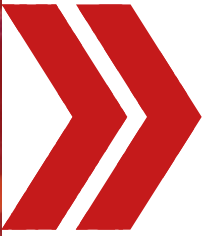
The parking provisions in the TMA extended the parking contraventions to include additional offences, allowed penalty charge notices (PCNs) to be issued by post in certain circumstances, and made changes to the administrative procedures involved in the processing of PCNs.

In an effort to make the penalty charges fairer and more acceptable to the public, the TMA introduced the concept of differential penalty charges. Each type of parking contravention is allocated either a higher-level or lower-level charge, dependent on the seriousness of the parking contravention. The lower-level charge is £50 (reduced to £25, if paid within 14 days). A higher charge of £70 (reduced to £35, if paid within 14 days) is made for parking contraventions that cause the most disruption and danger to pedestrians and other road users.



Furthermore, in order to give greater protection to residents and disabled badge holders, the higher charge also applies to resident parking permit schemes and disabled bays.

The Act emphasised that on-street parking should not to be used as a revenue raising exercise. It also recognised that the provision of parking services is a costly exercise, but that so far as possible it should be self financing and able to provide investment and continuous improvement in meeting the overall objectives. It also recommended that improved levels of communication were desirable and that transparency, fairness and consistency must be shown in the provision of such services. This report is part of that process and we welcome feedback to ensure that WHBC are meeting these objectives.



# Our Services in Detail



## The purpose of parking and traffic regulations and why they are enforced

**This annual report sets out some of the facts and figures of Welwyn Hatfield parking and associated enforcement activity.**

Demand for parking in areas of the borough can outstrip the supply of kerbside available and the Council seeks to maintain an active balance between the different demands – from residents, their visitors, businesses and their deliveries and customers, access for disabled people etc....This also needs to be balanced with the duty that the Council has to keep traffic moving, avoiding unsafe and obstructive parking, whilst making sure there is good access for pedestrians, cyclists, buses and vehicles of all sorts.



## Provision, maintenance and enforcement of all parking spaces

### Car Parks

CP Plus manage five car parks within Welwyn Garden City and one in Hatfield. These car parks are operated by automatic number plate recognition (ANPR). These are:

- » **Campus East Lower**
- » **Campus West**
- » **Hunters Bridge**
- » **Cherry Tree\*\***
- » **Campus East Upper\*\***
- » **Salisbury Square**

*\*\*These are private Monday – Friday, public use only on weekends*

CP Plus who are members of the British Parking Association (BPA) manage the charging car parks on the Councils behalf. They are responsible for cleansing, lighting, signage and maintaining of the payment machines.



In conjunction with the Council, CP Plus also look at ways to improve the usability of the machines and improve the overall customer experience. Customers are able to pay for parking using the following methods:

- » **Text payments**
- » **Credit/debit card payment at the machine**
- » **On-line payments**
- » **Season tickets**

All cash payments are collected by a cash collection company BDI, and are independent to CP Plus'.

The Welwyn Garden City car parks provide;

- » **1565 off-street ANPR parking spaces over 5 car parks**
- » **3 of the 5 chargeable car parks have obtained a Park Mark™**
- » **36 of our spaces are marked out for disabled drivers displaying their blue badge (complying with guidance from Department for Transport)**






The stay times are calculated to accommodate the needs of all our residents. For example, 1 hour of free on-street parking is available in Welwyn Garden City. This ensures a regular turnover of spaces.

Areas within easy walking distance of Welwyn Garden City offer on-street stays of up to 2 hours.

In the five Hatfield town centre car parks, there is a mixture of 3 - 4 hours waiting restrictions, all day parking spaces and permit holders only spaces.

Our charging period is car park specific, please see right:



<p><b>Campus East Lower</b> Monday – Sunday, 24 hours 7 days per week</p> 
<p><b>Campus West</b> Monday – Sunday, 5am – 7pm</p> 
<p><b>Hunter's Bridge</b> Monday – Friday, 24 hours per day Saturday 7.30am – 7pm Sunday, 10.00am – 5.30pm</p> 
<p><b>Cherry Tree</b> Saturday, 7.30am – 7pm Sunday, 10.00am – 5.30pm</p> 
<p><b>Campus East Upper</b> Saturday, 7.30am – 7pm Sunday 10am – 5.30pm</p> 
<p>Bank Holidays are charged at Sunday's rate.</p>



## Park Mark™

Park Mark™ is an initiative of the Association of Chief Police Officers (ACPO) designed to reduce crime and the fear of crime within parking facilities. The Safer Parking Award Scheme is managed by the British Parking Association through Development Managers and supported by the Home Office, the Scottish Executive and all the Police Forces in England, Scotland, Wales and Northern Ireland.

The primary aim of the scheme is to prevent criminal behaviour within the parking environment. Owners/operators of a parking facility are therefore required to adopt an active management strategy to deter and reduce crime.

After an assessment, the Police can award Park Mark status to parking facilities that are properly managed and maintained.

These facilities also need to meet required standards for the following:

- » **Surveillance**
- » **Lighting**
- » **Signage**
- » **Cleanliness**

The following car parks operated by WHBC have won this award:

- » **Hunters Bridge, Welwyn Garden City**
- » **Campus West, Welwyn Garden City**
- » **Campus East Upper, Welwyn Garden City**
- » **Lemsford Road, Hatfield**
- » **Link Drive, Hatfield**

	No of Bays	Disabled Bays	CCTV	Park Mark	Pay by Phone	Season Tickets	Pay by credit/debit card
<b>Hunter's Bridge (multi-storey)</b>	638	18	YES	YES	YES	NO	YES
<b>Campus West</b>	310	3	YES	YES	YES	YES	YES
<b>Campus East Upper</b>	148	–	YES	YES	YES	NO	YES
<b>Lemsford Road</b>	149	4	NO	YES	N/A	N/A	N/A
<b>Link Drive</b>	151	2	YES	YES	N/A	N/A	N/A



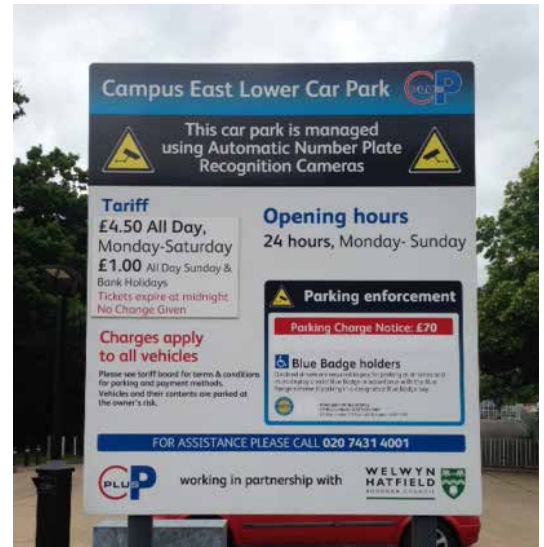
## Car Parking Charges

[www.welhat.gov.uk/carparks](http://www.welhat.gov.uk/carparks) provides details of the available car parks, capacity and their tariffs.

The Council has not increased its parking charges since 2012.

To try and improve the customer experience, a satisfaction survey is conducted each year. Using this information we look at ways to make improvements to the service.

To limit overpayments, we have changed tariffs so they require as few coins as possible.



## Season Tickets

Customers can buy season tickets, which are available in three of our car parks and can be

purchased on a monthly, quarterly or yearly basis, as summarised on the table below:

	Commuter			Local Worker/Student		
	Monthly	Quarterly	Annual	Monthly	Quarterly	Annual
<b>Campus West</b>	£83.67	£251.50	£1,004.00	£75.00	£225.00	£900.00
<b>Campus East Lower</b>	£79.17	£237.50	£950.00	£72.67	£218.00	£872.00
<b>Hunters Bridge (Multi-storey)</b>	£79.17	£237.50	£950.00	£72.67	£218.00	£872.00





## Parking Services are responsible for the maintenance in a number of other car parks throughout the borough, including:

### Welwyn Garden City

- » Haldens Shopping Parade
- » Westfields
- » Shoplands
- » Hollybush
- » Moors Walk
- » Lemsford Lane
- » Barn Theatre

### Hatfield

- » Hill View
- » Aldykes
- » Hilltop

### Old Hatfield

- » Batterdale Lower
- » Batterdale Upper
- » The Broadway
- » Salisbury Square

### Digswell

- » Digswell Park Road

## On-Street – Parking Enforcement

NSL supply the Council's Civil Enforcement Officers (CEO) who monitor compliance of a range of parking controls such as yellow lines, parking bay restrictions, bus stops and clearways, disabled parking bays and taxi ranks. These parking and traffic regulations are enforced through the Traffic Management Act 2004, to improve compliance, which has a beneficial impact on road safety and traffic flow. To ensure we are able to enforce efficiently and effectively we divide the borough into flexible 'beats' where visit requirements are determined by the levels of compliance and the restrictions in place.

CEO's are deployed on foot, motorcycles and in motor vehicles to ensure that they can respond quickly to requests for enforcement

and deliver a consistent level of parking enforcement throughout the borough. Special requests for enforcement received from members of the public are also incorporated into their daily patrols.



We are fully committed to being transparent about our parking services and enforcement activity and this report provides extensive information about what we do , why we do it and how we do it.

The primary purpose of the CEOs is not to generate revenue, but to improve compliance and penalty charge notices are issued with this goal in mind.

All CEOs attend an approved City & Guilds British Parking Association training programme, to ensure that they have the necessary skills to be able to carry out their duties and responsibilities.

Any other training which is considered to be relevant and beneficial is also provided for the CEOs. This includes Conflict Management, Equalities, Leadership, IT and Health and Safety.

Conflict Management is particularly important for CEOs, as they are often the target of verbal, and, occasionally, physical abuse. All have been trained on conflict management by training organisations that specialise in the training of CEOs.

In 2013/14, each of the CEOs had a bodycam issued. This is a camera which records their patrols. As their job is often confrontational, this camera is affixed to their uniform and offers a source of protection to CEOs, as well as providing evidence for complaints. With the introduction of the bodycams, complaints have significantly reduced from previous years.

Every member of the NSL enforcement team has an annual performance and development review meeting during the year.



## Provision and management of restricted parking areas

### Holistic approach to introducing parking restrictions

*‘Looks at the whole picture, the totality of something is much greater than the sum of its component parts and they cannot be understood by the isolated examination of their parts’*

The Council looks at areas with an holistic approach. This means instead of looking at each individual road we look at the whole area. The main reason for this is to prevent any new restrictions in one area having a negative impact in another. This means Parking Services would then have to consult residents, in other roads at a future date.

The Parking Services work programme is approved each year by the Councils Cabinet. In most cases the areas on the work programme are split into Wards or villages.

A parking study is carried out in each area, which will capture specific information, including:

- » **Number of vehicles**
- » **Location where vehicles are parked**
- » **Duration of the parking event**
- » **Possible location for parking improvements**

The consultation process begins by sending parking questionnaires to all the businesses and residents within the designated area. The completed forms are then analysed and a report is produced which indicates areas which either have been identified for possible parking restrictions, improvements (parking bays) or both.



Parking Services will generally look at areas in a specific order:

» **Car parks**

- These generally facilitate shops whether in a town centre or a small parade, where parking spaces are at a premium with shoppers and local workers vying for parking space.
- In some areas this could also have an impact on residents

» **Preventing vehicles from parking in undesirable locations**

- Parking at junctions, bus stops, outside shops
- Parking in residential areas where residents have historically reported issues with residents eg non-residents, visitors etc...
- Introduction of resident parking permit schemes
- Address other parking related issues
- Restricting parking for a period of the day to prevent non-residents from parking all day

Parking Services begin consulting residents and businesses who will be directly affected with the introduction of parking restrictions. This

is to establish what restriction will work and identify the best solution for the majority of those affected by the proposed changes.

» **Monitoring new restrictions for six months in residential areas**

All new restrictions are monitored for six months, to address any issues which are as a result of the restrictions. This can include vehicle displacement to other roads.



## The types of different parking restrictions

There are a number of different parking restrictions. The main restrictions that the Council would introduce are:

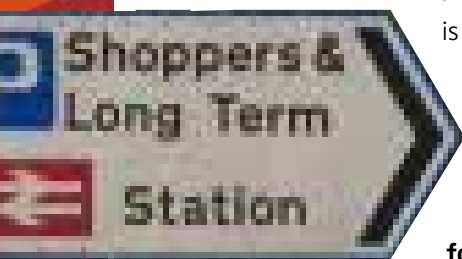
- » **Single yellow line** – this restricts all parking at specific days and times
- » **Double yellow lines** – this restriction is implemented in areas that the council do not want people to park, these can be at junctions and are enforceable at anytime.
- » **Resident parking permit schemes** – this is the only restriction that prevents non-residents from parking in a location, at specific days and times agreed by residents.

It is important to realise that parking controls cannot be introduced without complying with the legal statutory consultation process with all affected parties.

## Experimental Traffic Regulation Orders

On occasion a pilot scheme for an experimental period (up to 18 months) may be introduced to establish whether intended improvements can be achieved.

Throughout this period, objections can be lodged or feedback given and the Council will take these into consideration within the relevant period for such schemes. Experimental schemes are limited to single or double yellow line restrictions and cannot be implemented for other restrictions, such as a resident permit area.





### **Restricted single yellow line**

In areas where residents have ample off-street parking facilities a single yellow line would be appropriate, if there are problems with non-residents parking causing difficulties in these areas. The single yellow line would be restricted for a limited period of time, for example Monday-Friday, between 9-11am.

### **Double yellow line**

This double yellow line would be appropriate is used in areas in which it would be classed as a safety issue if vehicles were parked, for example on junctions, narrow roads and town centres.

People are permitted to park on double yellow lines if they are loading or unloading goods, therefore a loading ban could be introduced to prevent people from doing this. This type of restriction is generally used in town centres as people parking to carry out this function could cause obstruction for other road users.

## **Resident Parking Permit Schemes**

The Council currently issue seven types of permits that allow motorists to park in parking permit areas (PPA). Permits may be purchased online or by post. In addition, visitor vouchers can be purchased by residents to enable friends and family to park in the permit area during the restriction.

The types of permits are as follows:

- » **Residents**
- » **Business**
- » **Business employee**
- » **Contractor**
- » **Doctors / Health Visitor**
- » **Motorcycle**
- » **Contractors**

Parking Services currently manage 17 residential parking areas across the borough, where kerbside space is limited and there is often competition for parking from non-residents. The spaces are managed through the use of residents' permits, which can be purchased for a small annual fee. In addition residents can purchase up to 250 daily visitor vouchers per annum.

Further information about our residents' parking zones can be found at:

[www.welhat.gov.uk/permitsandvouchers](http://www.welhat.gov.uk/permitsandvouchers)

## **Parking Provision for Disabled Persons**

The Council is aware of the demand by disabled drivers or passengers needing to park where there are restrictions in order to easily access shops and businesses.

For more information regarding disabled parking spaces available on-street in Welwyn Garden City see [www.welhat.gov.uk/disabledparking](http://www.welhat.gov.uk/disabledparking)

An example in which this approach has worked well, this was demonstrated in Old Hatfield where a number of different types of restriction were introduced which protected the needs of both residents and businesses. These restrictions also improved free flowing movement of traffic in this area.



# Our Services in Detail



## 2.3 Dealing with challenges and appeals against PCNs - On-Street

Appeals to PCNs for WHBC is carried out by East Herts District Council. This service is operated from their council offices in Buntingford.

East Herts have a dedicated team of Notice Processing staff who, on behalf of WHBC, challenges and representations from customers who have been issued with a PCN for contravention of the parking regulations.

If a driver believes that the PCN has been issued incorrectly, or there are circumstances where they believe it should be withdrawn, they can make an informal representation.

Information on how to do this is provided on the reverse of the PCN

The process follows three stages;

- 1 The informal challenge is made at any time within the first 28 days after the PCN has been issued.**
- 2 If the informal challenge is refused customers can make a further challenge once they receive a Notice to Owner (NtO)**
- 3 The customer is given a further 28 days to either challenge the PCN or make payment.**

Customers who are not satisfied with the outcome of their representation have the option of lodging an appeal with the Traffic Penalty Tribunal (TPT), an independent body whose decision regarding the PCN is final.

The final stage of the PCN if it remains unpaid is to register it as a debt at the Traffic Penalty Tribunal Bulk County Court, Northampton.

If it continues to remain unpaid, a 'warrant of execution' may be obtained and passed to the bailiffs to recover the outstanding fine.

More information can be found at:  
**[www.eastherts.gov.uk/pcn](http://www.eastherts.gov.uk/pcn)**



## 2.4 Maintenance of existing restrictions, signs and lining

Lines and signs provide motorists with consistent and clear instructions on what they may do in a particular location. These are regulated by Traffic Signs Regulations and General Directions statute. Information about the most commonly used signs and lines can be found in the Highway Code.

Whilst out patrolling our streets the CEOs examine the road markings and signage to ensure that they are compliant.

Signs in The Highway Code can be found on-line at: [www.direct.gov.uk/en/TravelAndTransport/Highwaycode/Signsandmarkings/index.htm](http://www.direct.gov.uk/en/TravelAndTransport/Highwaycode/Signsandmarkings/index.htm)

In addition to this work, Parking Improvements are also looked at when parking studies are carried out as part of the parking restriction programme, to see where there may be areas that could benefit from such schemes.

Consultation in these areas helps decide whether any parking improvements will be implemented.

Please see more information regarding the current work programme at: [www.welhat.gov.uk/parkingimprovements](http://www.welhat.gov.uk/parkingimprovements)

## 2.5 Create additional off- street parking improvements in the form of parking bays, hardstands and vehicle crossovers (driveways)

Through the Parking Improvement Scheme, WHBC is committed to increasing the number of parking spaces and reducing parking congestion in problem areas throughout the borough.

From 2007, Parking Services have produced a list of roads that would benefit from additional parking bays. This list has been made through requests received from residents and Councillors.

At this time, a total of 54 roads have been investigated, in excess of 502 parking spaces have been created and over 98 hardstands and vehicle crossovers have been constructed.

Parking Services work closely with the Housing Trust to facilitate parking improvements for vulnerable residents.



# Our Partners



## CP Plus



In 2009, it was agreed to procure new parking equipment, due to the deterioration of the existing system.

A number of options were investigated as part of the procurement process and CP Plus were awarded the contract in October 2010. Between November 2010 and February 2011 in our charging car parks the current automatic number plate recognition (ANPR) system was introduced in car parks for which a charge is made. This system is operational in :

- » Campus East Lower
- » Campus West
- » Hunters Bridge
- » Cherry Tree
- » Campus East Upper
- » Salisbury Square

WHBC was the first local authority to use this system.

During 2014/15 over 719,311 people used the car parks. In the same period a total of 21 complaints were received.

CP Plus's other responsibilities are:

- » **Monitoring and maintenance of the ANPR cameras and payment machines**
- » **Issuing Parking Charge Notices using an approved operator scheme**
- » **Dealing with appeals to Parking Charge Notices**
- » **Monitoring and maintenance of the CCTV equipment in the car parks**
- » **Litter picking in all of our car parks**
- » **Providing and managing other methods of payment (text, season tickets, on-line)**
- » **Providing and managing the on-line payment system (Swish-park)**
- » **Patrolling and carrying out routine checks in all of our car parks**
- » **Reporting other maintenance issues (pot holes, damage) to the Council**
- » **Monitoring and maintenance of the signage and lining**





### 3.2 BDI

BDI Securities provide cash management solutions that include secure transportation.

More information on BDI Securities can be found at: [www.bdisecurities.co.uk](http://www.bdisecurities.co.uk)

Between April 2014 and March 2015 the team collected £734,000 in cash from off street ticket machines.

### 3.3 East Herts Council

This contract is in partnership with both East Herts and Stevenage councils. The contract is for five years with a possible two year extension.

East Herts provide the back office support for all appeals received by members of the public who have received a penalty charge notices (PCN) within Welwyn Hatfield.

They provide a customer services line (01279 655261), in which people are on hand to answer all parking enforcement queries from members of the public relating to the following:

- » **Dispensations**
- » **Challenging a PCN**
- » **Appealing a decision**
- » **Requests for enforcement**

The three councils meet monthly with NSL (enforcement provider) to discuss performance and possible issues which need to be addressed.

### 3.4 NSL



NSL provide the civil enforcement officers (CEOs) who enforce all parking restrictions within the borough.

There are an extensive number of KPIs which are monitored on a monthly basis to ensure best value for money and compliance against the contract.

**There are currently six CEOs and a Supervisor who cover the borough:**

- » **Two officers on foot covering Welwyn Garden City and Hatfield town centres.**
- » **Two are in separate cars for the areas which are less densely populated, for example Hatfield, Cuffley, Welham Green, Brookmans Park and Welwyn.**

When Parking Services receive a request for enforcement. It is added as a special enforcement request. The area in question will be patrolled at times when issues have been highlighted. For example if a request was near a school, patrols would be undertaken at morning drop off times and afternoon pick up times.

The Officers would report the outcome of these patrols and Parking Services would make a decision after two weeks whether this request would stay on the special enforcement list, or be removed.

Often, the presence of CEOs is enough to make everyone aware that the parking restriction is in place for a reason.



# Statistical Information 2014-15

## PCN Issuance

The table below outlines the number of PCNs issued since 2011:

	2011-12	2012-13	2013-14	2014-15
PCNs	8,069	7,158	8,367	9,023

When a PCN is issued, the recipient can either pay or make an informal representation asking us to cancel, citing relevant information and evidence for us to take into consideration.

If the PCN is paid promptly, within 14 days from the date of issue, a 50% discount applies. Representations received within the initial 14 day period can result in a PCN being cancelled, but if a decision is made not to cancel the PCN we allow a further 14 days from the decision date for payment at the 50% reduced rate.

If the decision is made not to cancel the PCN, following a formal representation, the Owner can take matters further if they wish and make an appeal through an independent adjudication service, known as the Traffic Penalty Tribunal (TPT).

## PCNs issued by location

Area	Number
Brookmans Park	270
Cuffley	633
Digswell	132
Hatfield	3489
Welham Green	223
Welwyn	206
Welwyn Garden City	4070
<b>TOTAL</b>	<b>9023</b>

## PCNs issued by contravention

### On-street

PCNs issued	Number
Restricted street	2602
Loading / Unloading	831
No valid permit	884
Electric charging place	11
Displaying invalid permit	70
Suspended bay	2
Re-parked	58
Wrong class of vehicle	312
Not within markings	7
Parked in loading place	60
Special enforcement area	15
Adjacent dropped footway	263
Parked longer permitted	1453
Disabled bay no blue badge	385
Taxi rank area	36
Restricted bus stop	12
Outside school	10
Pedestrian Crossing	4
<b>Total</b>	<b>7015</b>

### Car Parks

PCNs issued	Number
Longer than permitted	284
Restricted area	6
In permit bay	620
Parked out of bay markings	349
In disabled bay no blue badge	196
Re-parked	103
Wrong class of vehicle	31
Parked causing obstruction	1
<b>Total</b>	<b>1590</b>

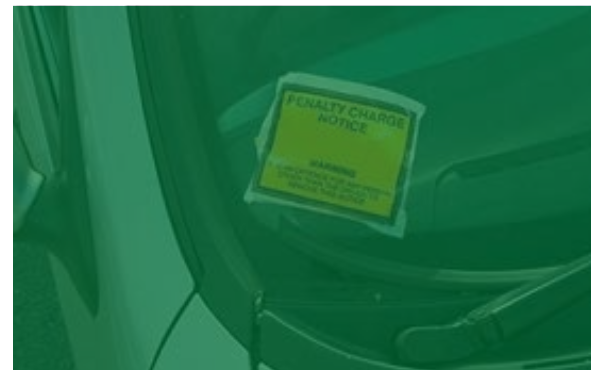


### Warning Notices

PCNs issued	Number
Restricted street	34
No valid permit	206
Displaying invalid permit	6
Longer than permitted	3
In permit bay	155
Parked out of bay markings	3
In disabled bay no blue badge	11
<b>Total</b>	<b>418</b>

### PCN cancellations

Reason for cancellation	Number
Appeal Allowed	4
Discretionary Reasons	197
CEO Error	190
Company In Liquidation	6
Disabled Badge Holder	271
No Trace From DVLA	103
DVLA Returned Foreign Registration	74
Explanation Accepted	137
Equipment Failure	1
Lines & Signs Defective	34
Proof Of Loading/Unloading Provided	29
Low Probability That Driver Is In Residency	99
Police Vehicle	4
Unenforceable Address	17
Vehicle Breakdown	41
Vehicle Outside England & Wales	2
Valid Permit Produced	54
Warning Sent	88
CEO prevented from issue	3
<b>Total</b>	<b>1354</b>





# Financial information

## Income and the financial years

	2011/12	2012/13	2013/14	2014/15
Car park Income	£1,263,000	£1,199,331	£1,235,796	£1,064,000
Season Tickets	£286,000	£308,794	£304,702	£295,564
PCN Income	£251,750	£200,392	£245,000	£240,414
Dispensations	£1,585	£1,700	£1,240	£1,998
Permit Income	£20,000	£25,568	£32,444	£36,405
<b>Total</b>	<b>£1,822,335</b>	<b>£1,735,785</b>	<b>£1,819,182</b>	<b>£1,638,381</b>

## Cost of Enforcement

	2011/12	2012/13	2013/14	2014/15
East Herts	£100,000	£100,000	£129,000	£125,000
NSL	£249,000	£249,000	£160,000	£236,200
CP Plus	£167,000	£359,000	£388,000	£373,711
Parking Services	£262,000	£189,000	£187,500	£174,280
<b>Total</b>	<b>£778,000</b>	<b>£897,000</b>	<b>£864,500</b>	<b>£909,191</b>





# Achievements 2014-2015

## Parking Restriction Work Programme

### Brookmans Park, Cuffley and Welham Green

A Parking Study was carried out in November/December 2012. Using this information with historical requests from residents and businesses, a report went to CHPP in July 2013 which outlined how Parking Services intend to deal with specific issues.

In July 2013, a general request for information about any parking issues was sent to all residents and businesses in all three locations. The response rate was very good and all three villages were approved to start further consultation with affected parties.

### Brookmans Park

A number of problems have been reported to Parking Services, specifically within Bradmore Way and Peplins Way due to inconsiderate parking.

Also the businesses within Bradmore Green have requested the current restrictions be extended, as they feel the 1 hour restriction is too limiting for some.

Currently there are a significant number of junctions which have single yellow lines which require additional signage. Parking Services will amend these restrictions to double yellow lines, which are self enforcing and need no signage.

Consultation has begun in a number of areas.



### Bradmore Way and Peplins Way

Due to its close proximity to the station, this area is heavily used by commuters. This has reduced the amount of available parking for residents, and causes congestion at school times.

A full consultation was conducted with all affected parties, including the Brookmans Park Primary School.

The outcome of the consultation was to introduce a Resident Parking Permit Scheme in both roads with sections of double yellow lines at the junctions.

This scheme became operational in March 2015.



### Bradmore Green

Businesses have requested the current restriction (1 hour, no return within 1 hour) to be extended, as well as introducing some disabled parking bays. The single yellow lines will be replaced with double yellow lines.

A full consultation was conducted with all businesses and other affected parties in Bradmore Green.

The outcome of the consultations was to extend the waiting restriction to 2 hours, and the introduction of two disabled bays. All single yellow lines on corners and junctions were changed to double yellow lines.

This scheme became operational in March 2015



### Station Close

Residents requested a resident parking permit scheme, due to the number of commuters and lack of available parking for residents.

A full consultation was conducted and the scheme became operational in August 2014.



### Bluebridge Road and The Gardens

Residents have requested double yellow lines at a number of junctions, to improve visibility for road users and pedestrians.

A full consultation was conducted and the scheme became operational in August 2014.



## Monitoring Period

All new schemes are monitored for six months after they have been introduced. This is to address any issues which are a result of the new restrictions.

Residents in Moffats Lane, Westlands Drive, Oaklands Avenue, Bluebridge Road and Avenue were all sent letters on how to contact the Council if they had any concerns as a result of the new restrictions.

The monitoring period will continue into 2015-16 and other schemes may start due to reports/requests from residents in the above roads.

More information can be found at [www.welhat.gov.uk/parkingbrookmanspark](http://www.welhat.gov.uk/parkingbrookmanspark)

## Cuffley

A number of problems were reported to Parking Services, specifically a number of requests for junction protection were received in a number of locations.

Currently there are a significant number of junctions which have single yellow lines which require additional signage. Parking Services will amend these restrictions to double yellow lines, which are self enforcing and need no signage. There were a number of requests to extend the currently single yellow line which is operational Monday-Friday, 11am-1pm to other locations within the village.



## Theobalds Road, Theobalds Close and South Drive

Consultation was carried out with all affected parties, including Cuffley School. This resulted with the introduction of a Resident Parking Permit Scheme in Theobalds Close, and sections of double yellow lines at a number of junctions within all the above roads.

A full consultation was conducted and the scheme became operational in August 2014.

## Junction protection and other restrictions

Initial consultation begun in July 2014, with residents in the following five areas:

- Homewood Avenue, Hill Leys, Brookside Crescent, Tolmers Road, Tolmers Avenue and High Ridge
- Bacons Drive, Cransfield Cescent, King James Avenue and Church Close
- Kingswell Ride, Burleigh Way, Coledales and Kingsway
- Station Road, Sopers Road and Maynards Place
- Tolmers Gardens, Tolmers Road, Thrush Lane, Starling Lane, Acorn Lane and The Meadway

The above consultations include proposed areas to introduce double yellow lines at all junctions. In addition, residents have been given an opportunity to change the restrictions outside of their homes.

Further consultations will continue into 2015-16, the final scheme will be dependent on the outcome of those consultations.

More information can be found at [www.welhat.gov.uk/parkingincuffley](http://www.welhat.gov.uk/parkingincuffley)

## Welham Green

A number of problems were reported to Parking Services, specifically in Holloways Lane and the surrounding roads due to non-resident parking making it difficult for residents to park.

Also the businesses within Dellsome Lane requested the current restrictions be extended, as they feel this is too limiting for some.

As with Cuffley and Brookmans Park, there are a significant number of junctions which have single yellow lines which require additional signage. Parking Services will amend these restrictions to double yellow lines, which are self enforcing and need no signage.



## Holloways Lane and surrounding roads

Residents have requested a restriction to prevent commuter parking, reducing the amount of parking available for residents. In addition this causes congestion in what is a narrow well used road.





A full consultation was conducted with residents; the outcome was to introduce a Resident Parking Permit Scheme in Holloways Lane, Booths Close and Nash Close and double yellow lines at the junctions. This scheme became operational in October 2014.



### **Dellsome Lane Businesses**

This area is split into two areas; residents and businesses. Businesses have requested the current restriction be extended. Residents would like the restriction to be removed completely.

A full consultation was conducted and as a result, two disabled bays were introduced and the current waiting restrictions were extended in some areas. This scheme became operational in October 2014.

### **Knolles Crescent, Gould Close and Greville Close**

Residents have requested double yellow lines at the junctions. Also Parking Services are looking to create more parking spaces, by removing part of the green.

Further consultation on proposed restrictions and parking improvements will take place with residents in 2015-16.

More information can be found at [www.welhat.gov.uk/parkingwelhamgreen](http://www.welhat.gov.uk/parkingwelhamgreen)

### **Knightsfield and Haldens**

Residents are still being consulted further on proposed restrictions in the following areas:

- Shoplands and surrounding roads
- Rowans and surrounding roads
- Harwood Hill and surrounding roads
- Sloansway and surrounding roads
- Nursery Hill and surrounding roads

Proposals are mainly double yellow lines at junctions, but residents also have a opportunity to comment on whether they would like further restrictions, outside their homes.

Further consultations will take place in 2015-16.

### **Hatfield**

With a large University, and industrial area alongside a town centre and almost 40,000 residents, there a number of issues surrounding the whole area.

A Parking Study was conducted in March 2012, looking at the area holistically. Beginning with the town centre car parks.

The consultation was concluded and new free waiting restrictions were introduced in March 2013. These were reviewed in March 2014, and some minor amendments were made.

Hatfield Central and East were then investigated and a parking questionnaire was delivered in July 2014, to residents and businesses.

The questionnaire requested general information about number of vehicles at each property, if they parked on a private driveway or on the road etc. Information about specific parking problems was requested. A total of 5,500 questionnaires were delivered and just over a 1,000 were completed and returned.

The information was collated and analysed, which resulted in the Wards being split into five areas. These areas will be prioritised as below:

- 1 The Ryde area
- 2 Birchwood area
- 3 French Horn Lane area
- 4 Lemsford Road area
- 5 Old Hatfield & Essendon

Consultations in the first two areas will begin in 2015-16.

More information can be found at [www.welhat.gov.uk/hatfieldcentralandeast](http://www.welhat.gov.uk/hatfieldcentralandeast)



## Parking Improvement Work Programme

### Northfield, Hatfield

Extending the existing parking area (four parking spaces), by removing some of the green. This created an additional 12 parking bays making 16 in total.

This scheme was completed in October 2014.



### Runsley, Welwyn Garden City

Individual dropped kerbs and hardstands for four residents.

This scheme was completed in May 2014.



### Dog Kennel Lane and Kennelwood Lane car parks, Hatfield

Marking out the permit and disabled parking bays in a more durable substance.

The new bays are colour coded and along with the existing signage, should alert users there are restrictions in operation.

This scheme was completed in August 2014





### Rectory Close, Essendon

Individual dropped kerbs and hardstands for eight residents.

This scheme was completed in August 2014



### Wellcroft Road, WGC

On behalf of Housing an individual dropped kerb and hardstand for a resident



### Shoplands car park

During the consultation in this area, residents highlighted a large number of disabled bays for the size of the car park. On inspection, Parking Services reduced the four disabled bays to two and re-surfaced the whole car park and re-lined it accordingly.

The following Housing car parks have had the parking bays marked out. This is to maximise the space available for their residents.

**Redhall Close**

**Talbot Road**

**Corners**



### Service Improvements

The Campus West car park facilitates a cinema, rollercity and theatre as well as other community groups. This means people leave all at the same time and queues can form at the payment machines for customers to pay for their parking. Working with Campus West and CP Plus they have adapted the website, so that when customers order their tickets for any of the aforementioned shows or sessions, they can also pay for their parking in advance. This went live in February 2015.



### Women's Cycle Tour – 10 May 2014

Welwyn Garden City hosted a stage finish of the UK's first ever elite road cycling race for women. The council supported the Stage Four finish of the inaugural Women's Tour which took place in the town on Saturday 10 May 2014. The Women's Tour will take place over five stages between Wednesday 7 and Sunday 11 May and was broadcast on national TV.

A number of departments were heavily involved on the run up and on the day of the event. To facilitate the event, a number of roads needed to be closed and Parking Services played an integral part in planning for this. On event day (10 May 2014) with the help of a Traffic Management Company we were instrumental on carrying out the road closures, ensuring the safety of the cyclists, other road users and pedestrians.

The event was a huge success for all taking part and good publicity for Welwyn Hatfield Council.



