

# Parking Services Annual Report

## 2018/19

Published January 2020



**WELWYN  
HATFIELD**

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Former Car Park, near Stonehills, Welwyn Garden City

NUMBERS  
CLOSE-UP

20

The number of PCN's issued to the same vehicle over a 5 month period for parking on a single yellow line. The driver seems to have since seen the error of their ways and not parked in contravention.

# Introduction

Welcome to the 2018/19 annual report for Parking Services in Welwyn Hatfield Borough Council (WHBC). The report highlights the information often requested, as well as the work of the enforcement team and Parking Services.

We are an agent for the Highway Authority (Hertfordshire County Council) and responsible for introducing parking restrictions, managing permit schemes and introducing parking improvements.

Safety regarding parking and other highways issues such as speeding and carriageway maintenance (potholes etc) remain the responsibility of Hertfordshire County Council.

Parking Services are managed by the Parking, Cemeteries and Playgrounds Manager. Within Parking Services a Senior Parking Officer oversees the main processes such as Traffic Regulation Orders and parking permits. Another Senior Parking Officer, a qualified highways engineer, looks after our parking improvements programme, which includes looking at designing and

creating additional parking facilities in areas where residents need extra spaces.

Also within Parking Services, we have 3 Parking Officers who consult residents on possible parking restrictions, checking our permit application processes and other general enquires.

In late 2019, management

of our public car parks in Welwyn Garden City will pass back to the Council after several years of being managed by CP Plus. A Car Parks Officer will take on the role to oversee the car parks, and new payment machines in the paying car parks is due to be introduced in October 2019.

Our parking enforcement service is managed under an Agency Agreement with East Herts council who provide the civil enforcement officers for our service, as well as processing the PCN appeals. East Herts also enforce parking restrictions for Stevenage Borough Council, however, this report only covers Welwyn Hatfield Borough Council.

Our approach to parking restrictions is as a holistic approach, where our approved Parking Services works programme focuses on larger areas, often council wards to ensure we do not focus on a parking problem in one road only to displace it into the next one. Focusing on larger areas also offers residents a voice to make their opinions known on what they would like to see in their road. We go with the majority decision in consultations, however we are aware not every person is happy with an outcome as we all share many different views on parking “problems” or non-problems.

All new parking schemes are monitored for 6 months to ensure any unintended effects caused can be investigated and addressed.

In addition to on-street parking, we also provide over 15 off-street car parks. We are proud to have Park Mark for Campus East, Campus West, Cherry Tree and Hunters Bridge in Welwyn Garden City, as well as in Lemsford Road, The Common, Salisbury Square, Kennelwood Lane, Link Drive, Batterdale A & B, and The Broadway car parks in Hatfield. Park Mark is a national standard for UK car parks that have low crime and measures in place to ensure the safety of vehicles and people.



School parking - Theobalds Road, Cuffley



Digswell Road, Welwyn Garden City

# About the borough of Welwyn Hatfield

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Welwyn Hatfield is a medium sized borough council on the near reaches of Greater London. We are a passionate council who are committed to working together with our residents, businesses and visitors to ensure Welwyn Hatfield is a great place to live, work, visit and study in.

We are fortunate to have good transport links crossing the borough, with the A1(M) passing through (and under Hatfield via the 1km Hatfield

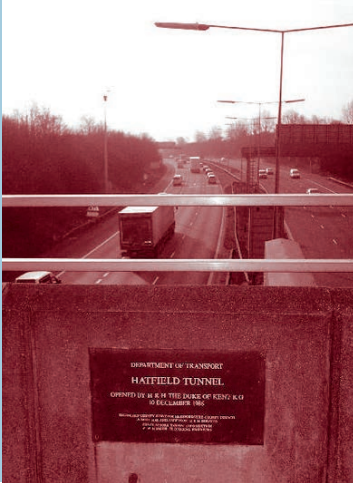
Tunnel) and a short journey to the M25. We also have 6 railway stations serving our Borough, 5 of which are located on the East Coast Mainline. The East Coast Mainline passes over the impressive Grade II\* listed Welwyn Viaduct, which comprises of 40 arches and sits over 100ft from ground level. It was styled upon a Roman aqueduct, and according to a railway legend was opened by Queen Victoria in 1850, however the monarch was so afraid of the height

she refused to travel over it, so the train was stopped, and she surveyed it from the comfort of a horse drawn carriage!

The railway stations bring their own challenges around parking, with a strong demand for commuter parking in areas where local residents need to park.

## Hatfield

Hatfield Tunnel



Hatfield town centre is a “New Town” with modernist architecture. It is currently undergoing a major renewal project to create a more welcoming environment and drive footfall to local shops and businesses. Part of the **Hatfield2030+** vision includes input from Parking Services to assist in the creation of a new multi-storey car park to serve the town centre. The plan also includes a pro-active works programme to ensure that parking in residential streets near the town is prioritised for the benefit of residents whilst the works go on and beyond. One of Hertfordshire’s biggest employers, University of Hertfordshire, is also based in Hatfield.

Hatfield also has a great historical background to be proud of. It was once the site of the famous de Havilland Aircraft company, and Hatfield House, located in the beautiful Old Hatfield. It is an historic Jacobean country house built in 1611 on the site of the former Royal Palace of Hatfield, where three of Henry VIII’s children lived before they became monarchs (Edward VI, Mary I and Elizabeth I). It has also featured extensively in recent multi-award winning movie “The Favourite”.

## Welwyn Garden City

Sir Ebenezer Howard

The other town in our borough, Welwyn Garden City, is unique in being a Garden City AND a New Town. It was founded as a Garden City in 1920 by Sir Ebenezer Howard following his first Garden City in Letchworth. Howard’s idea of city planning part inspired Walt Disney’s idea surrounding Epcot. The upcoming centenary year in 2020 will be celebrated with a series of events, including a Carnival, festival of music and a possible Royal visit. Parking Services will work alongside our council colleagues and external partners to ensure events are safe and parking managed in an effective way.

Three “rail trail” cycleways exist in our borough – Alban Way linking St Albans and Hatfield, Ayot Greenway linking Welwyn Garden City to Wheathampstead, and Cole Green Way linking Welwyn Garden City to Hertford.

We also have a variety of villages within the borough. In the north, Woolmer Green, Digswell, Welwyn and “The Ayots” (Ayot Green, Ayot St Peter and Ayot St Lawrence). In the west Lemsford. Essendon in the east and to the south of the Borough Welham Green, Brookmans Park, Cuffley, Northaw and Newgate Street. Highlights from the Villages include the National Trust property Shaw’s Corner, Welwyn Roman Baths, the listed St Lawrence churches, Brocket Hall, Danesbury Fernery and Panshanger Park.

As you can see Welwyn Hatfield is a place with hidden gems just waiting to be explored.

Artist image of New Common car park



# Resident permit areas

As of 2019, we have 36 Resident permit zones and 2 business permit zones, spread across our 2 towns and in 4 villages.

Since 2017, resident permits and vouchers can be managed online via NSL Apply, and all resident permits are now paperless.

Our Parking Services team are currently consulting in other areas of the borough with a view to more

resident permit areas being introduced in the future to assist residents.

Resident permit schemes are often introduced to reduce vehicles from the road, as it can encourage some householders to park in garages and

on driveways, and it also creates better opportunity to get parking near home for permit holders by removing non-residents parking during the restriction hours and days.

Permit Zone	Roads	Restriction Hours	No. of Permits Issued (Aug 19)
<b>WELWYN GARDEN CITY</b>			
AK	Bennett Close, Kingsley Court & Wyndams End	Mon - Fri 8am - 8pm	34
AV	Digswell Rise, Gresley Close, The Vineyard & Vine Close	Mon - Fri 8am - 6pm	172
A 03	Parkway (Northbound) & Parkway Close	Mon - Sat 8am - 6pm	42
A 04	Parkway (Southbound)	Mon - Sat 8am - 6pm Resident Parking and limited waiting 2 hours, no return within 2 hours	7
A 05	Barleycroft Green	Mon - Sat 9am - 5pm	6
A 06	Parkway Gardens	Mon - Sat 8am - 6pm	6
A 07	The Cloisters	Mon - Sat 8am - 6pm	8
A 08	Lodgefield & Nursery Gardens	Mon - Fri 9am - 5pm	90
A 09	Birdcroft Road, Longcroft Gardens, Longcroft Lane, Lytton Gardens, Rooks Close & Wilkins Grove	Mon - Sat 9am - 5pm	93
A 10	Honeycroft & Parkway	Mon - Sat 9am - 5pm	8
A 11	Parkway	Mon - Sat 9am - 5pm	8

## DIGSWELL

C 01	Foxley Grove, Hazel Close, Warren Way & Woodside Road	Mon - Fri 9am - 11am	45
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## BROOKMANS PARK

D 01	Hawkshead Lane	Mon - Fri 8am - 6pm	0
D 02	Station Close	Mon - Sat 8am - 6:30pm	10
D 03	Bradmore Way, Peplins Close & Peplins Way	Mon - Fri 10am - 11am	57
D 04	Brookmans Avenue	Mon - Fri 1am - 12noon	5
D 05	Bluebridge Avenue, Moffats Close, Moffats Lane, Park Close & The Grove	Mon - Fri 11am - 12noon	29
D 06	Oaklands Avenue, The Gardens & Westland Drive	Mon - Fri 10am - 11am	62



Permit Zone	Roads	Restriction Hours	No. of Permits Issued (Aug 19)
<b>HATFIELD</b>			
<b>B 01</b>	Batterdale, Church Street, Church Lane, Fore Street, Park Close, Park Street & The Broadway	Mon - Fri 9am - 6pm B01 permits can also be used in Batterdale A and B car park permit bays. Shared use bays in Park Street 2 hours, no return within 2 hours.	<b>169</b>
<b>B 01S</b>	Salisbury Square Car Park Permit Bays	Mon - Fri 10am - 6:30pm. Permit holder parking and limited waiting 2 hours, no return within 2 hours	<b>97</b>
<b>B 02</b>	Glebeland & St Etheldredas Drive	Mon - Fri 8am – 10am	<b>45</b>
<b>B 03</b>	Old Hertford Road, Park Meadow & Park Street	Mon - Fri 8am - 10am	<b>122</b>
<b>B 04</b>	Dog Kennel Lane Car Park Permit Bays	Mon - Sat 9am - 5pm	<b>33</b>
<b>B 05</b>	Kennelwood Lane Car Park Permit Bays	Mon - Sat 9am - 5pm	<b>0</b>
<b>B 06</b>	Bull Stag Green, Burleigh Mead, Fawn Court, Greenfield, Highlands, Lodge Drive, Park View, Pleasant Rise, Stag Green Avenue, Sunnyfield, The Holdings & The Ryde	Mon - Fri 10am - 11am	<b>86</b>
<b>B 07</b>	Arm and Sword Lane	Mon - Sat 8am - 6:30pm	<b>5</b>
<b>B 08</b>	Heyford Way	Mon - Fri 9am - 5pm	<b>13</b>
<b>B 09</b>	Cecil Crescent	Mon - Fri 9am - 5pm	<b>21</b>
<b>B 10</b>	Comet Road, Days Close, Days Mead, De Havilland Close, Haven Close, Meadow Croft, Meadow Dell, Orchard Mead, Pond Croft, Roe Green Lane, St Albans Road West & St Peters Close	Mon - Sat 8am - 6pm	<b>249</b>
<b>B 11</b>	Clarks Road & Stonecross Road	Mon - Fri 9am - 5pm	<b>22</b>
<b>B 12</b>	Great North Road	Mon - Fri 9am - 5pm	<b>14</b>

## CUFFLEY

<b>E 01</b>	Theobalds Close	Mon - Fri 11am - 1pm	<b>16</b>
<b>E 02</b>	Tolmers Gardens	Mon - Sat 9am - 5pm	<b>6</b>
<b>E 03</b>	Church Close	Mon - Fri 11am - 1pm	<b>2</b>
<b>E 04</b>	Bacons Drive & Cranfield Crescent	Mon - Fri 11am - 1pm	<b>33</b>

## WELHAM GREEN

<b>F 01</b>	Booths Close, Holloways Lane & Nash Close	Mon - Fri 10am - 12noon	<b>43</b>
<b>F 02</b>	Bulls Lane	Mon - Sat 8am - 6pm	<b>6</b>
<b>F 03</b>	Somers Road	Mon - Sat 8am - 6pm	<b>4</b>

# Permit information 2018/19

Applications for our paperless resident permits can now be made online at:  
<https://welhat.nsl-apply.co.uk>

The benefits to a paperless system are that residents can apply online 24/7, make secure online payments and not rely upon the postal system like our previous applications used to face. Paperless Visitor vouchers can often be purchased and used within the same working day.

It also makes it easier to instantly cancel a permit when we are made aware the permit holder has moved out of a property. Some residents have also highlighted to us that it is more reassuring not displaying a permit indicating which area they live in. This ensures that only the enforcement team and our parking services team can see information about permits.

The only information that can be seen by our civil enforcement officers show the vehicle registration, which zone it is for and if the permit is still valid. Our officers on the street only need this basic data in order to check if the vehicle is parked in the right place. The Parking Services team based in the council offices can see further information in terms of who the permit is issued to, and other details of the permit such as make model and colour in order to assist our applicants.

The annual resident permit costs for 2018/2019 are:

- 1st vehicle permit £25 (Disabled badge holders can acquire a 100% discount on 1st vehicle permit).
- 2nd Vehicle permit costs £40.
- 3rd or subsequent vehicles permit £60 each.
- Motorcycle permit costs £10 annually.

The prices for a resident permit have remained unchanged since our first permit scheme was introduced in 2009.

Residents also have the option to purchase up to 240 visitor vouchers in a 12-month period, priced at 50p per voucher, sold in blocks of 20 vouchers. Residents who are in receipt of state pension are eligible for a 50% discount on voucher price.



When applying for a permit, we request proofs are provided to show eligibility, and our team check every application before it can be approved.

As of August 2019, there were 1,929 valid resident parking permits:

1st Permit Blue Badge Holder	1st Permit (£25)	2nd Permit (£40)	3rd Permit (£60)	4th Permit (£60)	5th Permit (£60)	Motorcycle Permit (£10)
123	1,339	391	62	9	2	3



Branch Close, Hatfield



We also sell Business permits at £225 per year for businesses that are located directly within a resident permit area boundary. The Zone B04 business permit scheme is currently discounted to assist regeneration of the town centre annual permit cost £50.

We also offer to local healthcare providers “all zones” healthcare permits priced annually at £20. This permit allows healthcare professionals to park in resident permit areas to visit residents requiring care.

Business Permit in Resident Zone (£225)	Business Permit B04 Hatfield TC (£50)	Healthcare Permits (£20)	B01S (Salisbury Square CP) Business Permit	B01S (Salisbury Square CP) Resident Permit
123	1339	52	94	3

A full breakdown of permits sold by zone, along with other parking reports can be found online at: <https://www.welhat.gov.uk/access/published-information/parking>

NUMBERS CLOSE-UP

1242

1242 applications were made in 2018/19 for visitor vouchers. The minimum amount upon application is 20 vouchers for £10, the maximum being 240 vouchers for £120. Residents in receipt of state pension are eligible for a 50% discount.

# What we have been working on

**Our works programme for 2018/19 included continuing consultations in Handside, Welwyn Garden City. A resident permit scheme was introduced into the other parts of Parkway to ensure residents have designated areas to park without competing with commuters.**

Three resident permit schemes were introduced in Hatfield – B09, B11 and B12. The B09 and B11 areas off St Albans Road East had for years high demand from commuters and local workers and many residents faced parking further away from their home to find somewhere to park. The B12 scheme in Great North Road is a fairly unique road, where one side has residential properties, and the other side industrial units. Many residents had been finding parking difficult due to overspill from the industrial units as well as railway commuters. The resident permit scheme now highlights where is appropriate for residents to park.

Plans were also finalised during this financial year for parking restrictions in Oldings Corner, Hatfield. This had for years been blighted by a large demand from HGVs for parking as it was seen as being convenient to access the A1(M) instead of drivers utilising overnight lorry parking a short drive away at the South Mimms services. Due to regular overnight lorry parking, there had been significant amounts of littering along the road, as well as damage to kerbstones and verges. The Clearway to be introduced in June 2019 will tackle the HGV parking and make it a clear access point to get in and out of a busy retail park without sightline obstruction. We are also at the same

time introducing a short section of double yellow lines, and an 8 hour limited waiting bay for cars and motorbikes only. This is to assist in better vision by a busy pedestrian crossing point, as well as removing HGV parking and providing local workers and visitors with long stay parking, whilst stopping vehicles being left for days on end.

Plans have progressed to finish works in Cuffley – some additional 30-minute parking bays will be introduced to the main shopping area to give extra parking provision for that quick nip to the shops, as well as an enforceable disabled bay in the centre of the shopping area to give better access.



Cornerfield, Hatfield



Great Dell, former garages site



In Hatfield, we have worked on roads surrounding the town centre in anticipation of the proposed building of a multi-storey car park, as some parking may be lost during construction, and residents near the town have in the past reported high demands from shoppers, workers and commuters. 2 resident permit schemes are due to be introduced in the second part of 2019.

The Aldykes area is also being worked on in anticipation of the town centre works and will be progressed further into 2019/2020.

Parking improvement works took place in parts of Birchwood and Aldykes area of Hatfield, by removing some sections of grass verges and creating extra parking spaces.

A set of underused garages were demolished enabling our improvements officer to create high quality parking spaces providing extra spaces for local residents.



White Lion Square, Hatfield

## Future plans and schemes

**Our works programme for 2019/2020 includes progressing the rest of Handside, Essendon, Old Hatfield. We will also start initial preparatory works to begin consultation in Salisbury Village and Peartree ward.**

Residents in Handside ward have already been consulted in some parts on what they want to see, and 2019/2020 will see this go to the public notice stage.

Essendon, being a small village has been part of a consultation, and all options are being looked at to improve safety, but reduce impact of losing any roadside space where possible. A highway safety issue around the village bus stop will be looked into alongside the County Council.

The Hatfield multi-storey car park planes will be progressed during 19/20, as well as the works in surrounding areas including Aldykes and French Horn Lane. Proposals will be advertised to change car park restrictions to enable the works, as well as two temporary car parks whilst the buildings works are ongoing.

Aldykes and Essendon are subject to assessment for extra parking bays where possible including seeking relevant planning permissions.

In Welwyn Garden City, our contract with CP Plus is due to come to an end in October 2019, and management of the paying car parks will come back to be managed directly by the council. The payment machines are also due to be changed due to change of contract (currently ANPR systems) and looking towards bringing in additional payment options where possible.

Hunters Bridge car park will be refurbished to improve the surface quality, along with other remedial works including new signage to go with the new payment machines.

NUMBERS  
CLOSE-UP

3

Least number of eligible properties for a permit zone. Zone F03, located in Somers Road, Welham Green allows residents who do not have a driveway to park on their road near two busy pubs.

# What is a Traffic Regulation Order?

**We are an agent for the Highway Authority (Hertfordshire County Council) and responsible for introducing parking restrictions. We receive many requests to “just paint lines on the road”. It is however not as simple as that, and a legal document called a TRO that underpins parking restrictions needs to be created after a consultation. It allows us to restrict, regulate or prohibit use of parts of roads.**

Parking restrictions can stir lots of emotions, and it is very unusual to find a whole road in agreement that they want to see the same thing. Some residents do feel strongly that something must be brought in as soon as possible, however, we ensure that the majority (and not just the most outspoken resident) are in favour of changes such as single yellow lines and resident permit schemes.

The process from start to finish can be lengthy to ensure all correct parts have been adhered to and that all concerned have had their chance to be consulted. Some recent schemes have taken up to 2 years from initial survey to restrictions introduction.

## How we consult on changes to parking:

Areas are added onto our works programme, which is assessed and approved by councillors on the Cabinet Planning and Parking Panel (CPPP). Most areas added tend to be Council wards to ensure the best can be made of budgets and to reduce on parking displacement.

## Initial design stage

During this stage, the council asks all residents and businesses in the consultation area their opinion to possible solutions and highlight any parking problems. This would also include any organisations, local

councils, Herts County Council and emergency services. We carefully look at ALL feedback and take into consideration what parking problems there are and if it is reported by many as an issue.

We may also send out another survey based upon responses if we feel further feedback is needed on initial designs.

## Notice of Intent

This stage is formally advertised in the Welwyn Hatfield Times via a public notice, as well as letters to all within the affected area and notices placed on the lamppost. We also send out maps advertising what is proposed and invite objections to be made against the proposals. The objection period opens for at least 21 days to allow anyone with interest to object if they feel there is reasons why it should not go ahead in its current form.

We will look at every objection made, and all objections are included into a report created by Parking Services, along with any reasons we place against the objections, and then must be considered by CPPP in a public meeting and they will make their recommendation. This is presented to a following Cabinet meeting who will make a decision to either:

- Allow the proposed restrictions to go ahead as advertised
- Amend the restrictions (this can only be done when it makes it less restrictive)
- Stop the proposals from being put in place (and may mean starting the consultation process again)

If approval is given, we will then create and design the signs and lines order and choose an appropriate date in the future for the restrictions to start, and advertise again in the paper a “Notice of Making” indicating that it is going ahead and on what date.

We also sometimes create Experimental Traffic Regulation Orders (ETRO), it is different in that it only applies to single or double yellow lines and consultation takes place once the restriction has been introduced. Anyone may object to the experiment within the first 6 months of the notice being published. The experiment must end after 18 months. All objections are taken into consideration as the same way as the above processes.

We publish all of our Made TRO's on the Traffic Penalty Tribunal website at:

[https://tro.trafficpenaltytribunal.gov.uk/authority\\_tro/?authority=Welwyn%20and%20Hatfield](https://tro.trafficpenaltytribunal.gov.uk/authority_tro/?authority=Welwyn%20and%20Hatfield)

# PCN Statistical information

## 2018/19

The table below provides the number of PCN's (Penalty Charge Notices) which have been issued in Welwyn Hatfield since 2011:

Years	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19
No. of PCN issued	8,069	7,158	8,367	8,533	8,283	11,281	12,044	12,140

When the PCN is issued, the recipient can either pay or make an informal challenge asking to cancel the PCN by citing relevant information and evidence to us to take into consideration. If the PCN is paid within 14 days from the date of issue, a 50% discount applies.

**If you want to appeal a PCN you should not at that point pay it. If you do the council could close the case. When appealing within 14 days the discount period is placed upon hold until the appeals team have reviewed the case.**

To challenge a PCN, you should follow all the details on the back of the issued notice. Please ensure when appealing that you quote the PCN number, vehicle registration and the reason why you believe you should not pay. This stage is called the informal challenge.

The appeals and challenge process is managed on our behalf by East Herts Council.

Challenges made within the initial 14 day period put the discount period on hold, but if it is decided not to cancel the PCN we allow a further 14 days from decision date for payment at the 50% reduced rate.

If the decision is not made to cancel the PCN, the owner can choose to either pay the PCN, or await the Notice to Owner. The NtO is sent to the person the DVLA has as registered keeper of the vehicle. Any driver who chose not to challenge or pay the PCN within 28 days in the initial stage are also sent a NtO. At this point the PCN amount will be at the full amount of £50 or £70.

**Occasionally, some drivers choose to ignore a PCN hoping that it will be forgotten, or it won't be chased. One common myth is that no car park issued Notices are ever followed up. When it is a PENALTY CHARGE NOTICE, it indicates it is issued by a local authority in the same way it does on the street. Private operators may issue tickets or notices with similar names such as Parking Contract/Charge Notices. Although they may be similarly worded, they are issued under different rules. We always recommend that drivers take action on any Penalty Charge Notice issued to them, as ignoring it can lead to further costs down the line including bailiffs.**



The NtO includes a form or link to enable you to make a “formal representation” to the council. In this it gives you options of reasons why the PCN should not be paid.

At this stage, you get 28 days from when the NtO was delivered to submit the appeal against it. If the NtO is ignored and not appealed or paid, it would lead to the authority applying to Northampton County Court Traffic Enforcement Centre (TEC), to register the penalty as an unpaid debt. An Order for Recovery would then be sent to the registered keeper along with a Witness Statement/Statutory Declaration form. This allows an option to put forward reasons why the PCN should not have progressed to that stage. It would have to be completed and sent to TEC within 21 days.

Where the penalty is still not paid, we can apply to the TEC for a Warrant of Execution, which allows the authority to pass the debt onto Civil Enforcement Agents (also known as bailiffs) in order to recovery the unpaid

(and by this point escalated) debt. If you have appealed the NtO the council then considers the formal representation. If they agree, the PCN is cancelled and you do not pay anything. If the council does not agree, you are sent a Notice of Rejection and gives you further details on how to appeal to the adjudicator.

You then have the option to either pay the PCN or appeal to the independent adjudicator. The independent adjudication service called the Traffic Penalty Tribunal (TPT).

You have 28 days from the Notice of Rejections to pay or appeal, but if you decide to appeal you should do so as soon as possible as if you delay beyond 28 days you could lose the right for the case to be considered by the adjudicator.

You can only appeal to the adjudicator. at this stage once the Notice of Rejection has been issued and not before.

There are only certain grounds/reasons why to appeal. Full details can be found online at: <https://www.trafficpenaltytribunal.gov.uk/grounds-of-appeal-parking-penalty-charge-notice/>

Statistics relating to the tribunal are published showing how many PCN’s are referred to tribunal, and other details such as rate of appeal – this is the percentage of ALL PCN’s issued by that authority during that period was taken to tribunal.

The outcomes are either allowed by adjudicator – e.g. the Council lost and the motorist won or Refused by the Adjudicator where the Council won the case against the motorist.

	2014/15	2015/16	2016/17	2017/18	2018/19
PCN’s Referred to Tribunal	23	12	10	12	8
PCN’s Issued	8,533	8,283	11,281	12,044	12,140
Rate of Appeal	0.3%	0.1%	0.1%	0.1%	0.1%
Contest Order	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
Witness Statement	0 (0%)	1 (8.3%)	0 (0%)	0	0
Not contested by Authority	0 (0%)	2 (18.2%)	0 (0%)	0	4 (50%)
Allowed by Adjudicator (Council Lost)	7 (30.4%)	2 (18.2%)	3 (30%)	2 (16.7%)	0
Total Allowed	7 (30.4%)	4 (36.4%)	3 (30%)	2 (16.7%)	4 (50%)
Refused by Adjudicator (Council Won)	16 (69.6%)	7 (63.6%)	7 (70%)	10 (83.3%)	4 (50%)

NUMBERS  
CLOSE-UP

70

Most resident permits issued in one road – Park Meadow (B03) – the permit scheme operates near Hatfield Railway Station Monday to Friday 8am to 10am.

# Number of PCN's issued by area and contravention

Issued By Area	No of PCN Issued
Brookmans Park	744
Cuffley	1137
Digswell	115
Essendon	17
Hatfield	4241
Lemsford	0
Little Heath	130
Newgate Street	1
Northaw	0
The Ayots	0
Welham Green	208
Welwyn	328
Welwyn Garden City	5217
Woolmer Green	2
<b>Total</b>	<b>12140</b>



Campus East Upper Car Park, Welwyn Garden City

NUMBERS  
CLOSE-UP

1104

Between 2016/16 and 2018/19 October is on average the month the most PCN's are issued—1104. May is on average the quietest month with 798 PCN's issued.

NUMBERS  
CLOSE-UP

9

The number of brand new parking spaces on vacant amenity land created in Cornerfield, Hatfield to assist residents nearby who did not have access to a driveway.



**On Street Contravention Code****No of PCN Issued**

01 – Parked in a Restricted Street during prescribed hours	2498
02 – Parked or loading where waiting and loading restrictions are in force	1049
12 – Parked in a resident's or shared use parking place or zone without a valid Residents Permit or voucher	3445
14 – Parked in an electric charging place without charging	15
16 – No Valid permit	60
19 – Invalid resident permit or voucher	41
21 – Parked in a suspended bay	6
22 – Re-parked in same place or zone within no return period	53
23 – Parked in a parking place not designated for that class of vehicle	274
24 – Not parked within markings of bay	2
25 – Parked in a loading bay without loading	26
26 – Parked more than 50cm from the edge of the carriageway	35
27 – Parked adjacent to a dropped kerb	515
30 – Parked for longer than permitted	1454
40 – Parked in a disabled bay without displaying a valid disabled badge	432
45 – Parked in a taxi rank	88
47 – Parked in a restricted bus stop	30
48 – Stopped on school keep clear markings	20
55 – Commercial vehicle parked during an overnight waiting ban	11
56 – Parked in a commercial vehicle waiting restriction	1
61 – HGV parked wholly or partly on footway or verge	52
62 – Parked with more wheels on a footpath or verge in a verge and footway prohibition	59
99 – Parked on pedestrian crossing or its zig-zags	33
<b>Total</b>	<b>10199</b>
W01 – Warning for parked on new yellow lines	16
W12 – Warning for a new permit scheme	259
W19 – Warning for displaying invalid permit	2
W62 – Warning for being parked on new footway and verge prohibition	5
<b>On Street Warnings Total</b>	<b>282</b>

**Off Street Contravention Code****No of PCN Issued**

70 – Parked in a loading bay without loading in a car park	41
80 – Parked for longer than permitted in a car park	302
81 – Parked in a restricted area of a car park	25
82 – Parked after paid expiry of time in a car park	96
83 – Parked in a car park without displaying a valid pay and display ticket	217
84 – Parked with payment made to extend stay beyond initial time in a car park	5
85 – No valid permit in a car park permit bay	395
86 – Parked beyond bay markings in a car park	326
87 – Parked in a car park disabled bay without displaying a valid disabled badge	178
90 – Re-parked in a car park within the no return period	26
<b>Total</b>	<b>1611</b>
W80 – Warning for parking longer than permitted in a car park	41
W86 – Warning for parking beyond bay markings in a car park	4
W87 – Warning for parking in a disabled bay in a car park	3
<b>Off Street Warnings Total</b>	<b>48</b>

# What contraventions do our Civil Enforcement Officers issue and what does it mean?



Contravention descriptions on PCN's are set nationally as part of the crucial information to tell us and the driver why the Notice was issued. We occasionally get questions of "What does the contravention description on my PCN mean?"

Let's take a closer look:

**CODE 01** Parked in a restricted street during prescribed hours

It often means that the vehicle was parked on a double yellow line (which applies 24 hours a day – and no sign is required) OR on a single yellow line during the restriction hours as shown on the nearby signage. Code 01 could also apply if parking in a pedestrian or restricted zone. Blue badge holders can park on double or single yellow lines (as long as there is no kerb marks) for up to 3 hours as long as obstruction isn't caused.

**2498 PCN's were issued for this in 2018/19.**

**CODE 02** Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force

This applies where double yellow lines with signage stating "no loading at any time" with double yellow kerb marks, or single kerb marks – for example "no loading Mon-Sat 8am-6pm" Good examples of this in our borough is Howardsgate in Welwyn Garden City where we have double yellow lines and double kerb marks meaning no loading or waiting on that restriction at any time. Blue badge holders also cannot park on this restriction.

It is designed to ensure parking should never occur where it causes serious traffic flow issues.

**1049 PCN's were issued to vehicles parked on a loading restriction during 2018/19.**





**CODE 12** Parked in a residents' or shared use parking place or zone without a valid virtual permit

Resident permit areas are designed to make parking available for those who live within that permit zone. Often resident schemes are introduced in areas where there has been a high demand on parking from commuters, shoppers or local workers. Permit restrictions only apply during the days and times listed on the signage, and the majority of our 45 permit schemes are "past this point" zones. This is when we place signage at every vehicle entrance point into the zone advising it is a permit area, and then repeater signs throughout to ensure drivers are aware. Past this point schemes also help improve the look of the road as anywhere not yellow lines on the public carriageway is part of the permit zone without the need to mark out parking bays giving residents better control on where they can park.

3445 PCN's were issued to vehicles parked within a resident permit zone during 2018/19.



**CODE 14** Parked in an electric vehicles' charging place during restricted hours without charging

A more recent modern parking restriction and one we are likely to see more of as we go electric. Welwyn Hatfield Borough Council currently have 4 on street electric charging bays, which we time limit to ensure every electric vehicle owner gets a fair chance to charge their car. It can at times be frustrating when an electric vehicle needs charging and a petrol vehicle is blocking the charging point. Our enforcement officers issue to any vehicle not charging at the electric point. There are also at least 7 other charging points across the borough located in public and private run car parks. A big online movement is highlighting the practice of being "ICE'd" – that is when an internal combustion engine vehicle has parked in a space reserved for electric plug in vehicles.

15 PCN's were to vehicles for not charging in an electric bay during 2018/19.

**CODE 21** Parked wholly or partly in a suspended bay or space

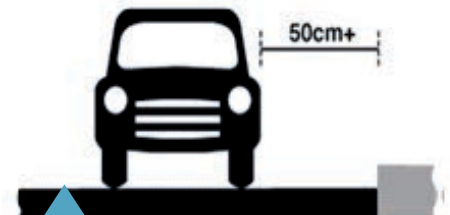
We occasionally have events in our town centres which require extra space to be create event setup, or there to temporarily assist safety along the road. When a bay is suspended, we ensure that yellow signs are placed around the parking place advising the days and times of the suspension. Where possible we also cone off the suspended space(s). Drivers should ensure they check the signage each and every time they park as a suspension is a break from the normal restrictions.

6 vehicles were issued PCN's in 2018/19 parking in a suspended bay.



**CODE 22** Re-parked in the same parking place or zone within the prescribed time period after leaving

Some of our parking restrictions such as 1 or 2 hour free parking will state on the signage “no return within...”. This applies to the bays in that road or zone and is there to ensure fairness, and that others get opportunity to park as well. “Bay Hopping” can affect parking availability and long term parking should be sought in a suitable place such as a car park.  
**53 PCN’s were issued in 2018/19 to vehicles who returned to the same parking area before the end of the no return period.**



**CODE 23** Parked in a parking place or area not designated for that class of vehicle

Some parking places are designed for one type of vehicle. We introduced one in June 2019 in Hatfield where Lorry parking was creating visibility issues, as well as related littering offences. As part of the works, 8 hour parking bays for cars and motorbikes only were introduced. This in turn has removed the lorries parking near a frequently crossed road by pedestrians.

A class of vehicle bay could also apply to a “goods vehicles” only bay.

**In 2018/19 274 PCN’s were issued for a wrong class of vehicle being parked in one.**

**CODE 25** Parked in a parking place during restricted hours without loading

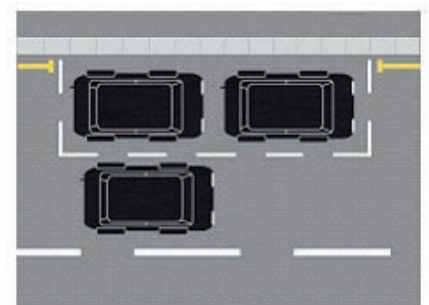
We have loading bays located in strategic places around the borough to assist delivery drivers providing essential parcel deliveries etc. Vehicles that are seen to park and NOT load in a loading bay could be issued a PCN.

**In 2018/19, 26 vehicles parked and not loading in a loading bay were duly issued a PCN.**

**CODE 26** Parked in a special enforcement area more than 50cm from the edge of the carriageway and not within a designated parking place

Simply put, this is when a vehicle has parked too far away from the edge of the kerb. Stopping even for a short while in the middle of a road can lead to localised congestion.

**It may seem common sense not to park a vehicle in such a way, however, 35 PCN’s were issued by our officers for this in 2018/19.**





**CODE 27** Parked adjacent to a footway, cycle track or verge lowered to meet the level of the carriageway

Footways are often lowered to assist pedestrians crossing the road in a safe place. Those in wheelchairs and pushchairs rely on dropped kerbs being kept clear so they can get on and off the footway, many dropped kerbs are found by junctions. Vehicle crossovers leading to driveways also are a dropped kerb, and residents can request enforcement against vehicles blocking their driveway. We can only issue a PCN to a vehicle adjacent to a dropped kerb when at least one whole wheel is in the lowered section of the dropped kerb.

**In 2018/19 515 PCN's were issued to vehicles parked partly or fully adjacent to a dropped kerb.**

**CODE 30** Parked for longer than permitted

Many non-residential parking spaces around our town and village centres are time limited to ensure we can offer parking to as many as possible for free. A sign would be placed by the parking bays showing the time limit that applies. The time limit applies to give better parking availability for short term visitors.

**1454 vehicles were issued a PCN during 2018/19 for overstaying in a time limited space**

**CODE 40** Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner.

We have enforceable disabled bays in each Town and Village centre across the borough where multiple shops are located. With the scheme being extended in August 2019 to grant access for a badge to people with hidden disabilities (Autism, ADHD and ME for example), it is even more important that non-badge holders do not take advantage of parking in a disabled bay even for a few minutes. Some disabled badge holders can face an anxious time wondering if they are able to find an available disabled bay. Many of our disabled bays are time limited to ensure that there is better availability for all. Badge holders should ensure they display their clock alongside the badge to ensure the arrival time is indicated.

**In 2018/19, 432 vehicles were issued a PCN for not displaying a valid disabled person's badge in the prescribed manner.**



**CODE** Parked on a taxi rank  
**45**

Hackney carriage vehicles are an essential part of our transport network and can be vital for those who at the time cannot drive and need quick access to transport home. The parking restriction is in place to ensure that only licenced taxis ready to pick up passengers can stop on the rank.

**88 drivers of non-taxis in our area who got a PCN for this in 2018/19 seemed to think it was OK to park on a taxi rank.**



**CODE** Stopped where prohibited  
**46**

This is a very recent contravention for Welwyn Hatfield Borough Council. A Clearway means no vehicle should wait on the carriageway for that distance as indicated by the sign. From June 2019, a Clearway was introduced in Oldings Corner in Hatfield. The road is mainly used for accessing a retail park, however, for many years obstructive parking from lorries caused vision and access issues. Another issue caused by large scale lorry parking in that road was littering. The council's cleansing teams faced a regular challenge of clearing litter from the undergrowth, including bodily waste in containers. It is anticipated by introducing this restriction, it will not only improve road safety, but also reduce littering.

**No PCN's were issued in a Clearway before June 2019.**



**CODE** Stopped on a restricted bus stop  
**47**

This applies when a vehicle other than a public service on an operational scheduled service waits in the bus stop during the times shown on the sign. This also means other vehicles should not park in a bus stop to "grab a quick sandwich".

**30 vehicles were issued for being in one of our bus stops in 2018/19.**





**CODE 48** Stopped in a restricted area outside a school when prohibited

Many drivers may remember seeing markings painted on the road outside their school, as they were first introduced in 1964 when they had white lines. In 1975 it changed to what we see today – a yellow zig-zag with the words “School Keep Clear”. School keep clear markings are in place to help with safety for school children, and parents should know it is their child’s (and their friends) interest to ensure the markings are observed. The Highway Code already forbids parking, waiting or dropping off on yellow zig-zags outside schools.

**Our enforcement officers regularly patrol all 50 schools throughout our borough, and 20 PCN’s during 2018/19 were issued to vehicles that had been parked on the school keep clear markings**



**CODE 55** A commercial vehicle parked in a restricted street in contravention of the Overnight Waiting Ban.

This is introduced to ensure commercial vehicles do not park long term where the road is either not suitable for, or to ensure the vehicles are parked up inside registered premises.

**11 vehicles were issued a PCN during 2018/19 for parking in contravention of a overnight waiting ban.**



**CODE 61** A heavy commercial vehicle wholly or partly parked on a footway, verge or land in between two carriageways

As part of a general national ban under Road Traffic Act 1988, any goods vehicles with a gross weight of over 7.5 tonnes are subject to a ban on parking on the footway and verges. Parking any vehicle on a verge or footway can be damaging to the street scene and also cause extra cost to repair. We take the approach the only situation where a lorry may have to stop partly on a footway is to allow unloading to take place where, if stopping on the road would cause a full obstruction.

**In 2018/19 our enforcement officers issued 52 PCN’s for this.**

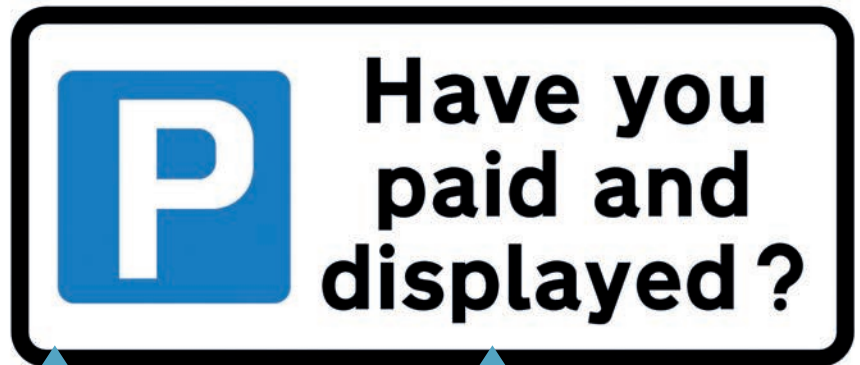




**CODE 62** Code 62 – Parked with one or more wheels on or over a footpath or any part of the road other than a carriageway

Parking Services over the last 3 years have been introducing verge and footway prohibition orders when consulting in areas on our works programme. Over many years, we have been receiving complaints from many people across the borough who report obstructive parking of vehicles on pavements. Within London footway parking is automatically banned unless a sign tells a driver they can park on a footway, outside of London the opposite applies, where a sign has to tell a driver not to park on verge or footway. Parked vehicles were also damaging verges, causing mud to be spread on the road and making it difficult for public verges to be maintained. Pedestrians often find navigating footpaths difficult when vehicles are parked in such a manner. The verge and footway prohibitions introduced since 2016 now cover over 70 roads in our borough now have a prohibition, and we will continue introducing more when our consultations cover other areas of the borough.

**In 2018/19 59 PCN's were issued to vehicles parked on verge or footway prohibition.**



**CODE 82** Parked after paid expiry of time in a car park

We began enforcing the pay and display car parks in Cuffley over the last year, and from October 2019, all council enforced paying car parks will be pay and display. Drivers should ensure when they park in a car park that they check the signage before walking away from their vehicle and ensure they make payment for the time they are planning to park for. There are occasions where drivers may overstay the time they paid for and receive a PCN.

**96 PCNs were issued for overstay in 2018/19.**

Drivers can and sometimes will appeal the PCN if they have a good reason of why they stayed for longer than expected, and the appeals team at East Herts Council who manage this part of the service for us will consider each appeal made.

**CODE 83** Parked in a car park without displaying a valid pay and display ticket

As mentioned above, drivers should always ensure to check signage and make a payment when parking in a pay and display car park.

**217 vehicles in 2018/19 were issued a PCN for not buying/displaying a pay and display ticket.**







**CODE 85** No valid permit in a car park permit bay

We have a couple of car parks in our borough where permit bays are included to enable local business workers to park closer to their workplace.

**395 PCN's were issued to vehicles not displaying a valid car park permit during 2018/19.**

**CODE 86** Parked beyond bay markings in a car park

Parking bays are marked clearly in our car parks to ensure the space available is maximised. Lines help give drivers better guidance on how to park neatly and not take up space of 2 vehicles. Many drivers often feel aggrieved seeing vehicles parking over the bay markings.

**In 2018/19 326 PCN's were issued to vehicles parked over the bay markings.**

**CODE 99** Parked on pedestrian crossing or its zig-zags

Pedestrian crossings and Zebra crossings have white zig zags painted around the crossing area to ensure pedestrians can be clearly seen by oncoming drivers. The zig zags can also be dealt with by local police in way of a fine and points on the driving licence.

**33 PCN's were issued to vehicles parked on zig-zags in 2018/19.**

**Off street contravention codes**

Off street covers car parks owned by the council and enforced by our enforcement contractors. Some car parks such as Hunters Bridge is pay to park for however long the driver requires, where as other car parks are free, such as The Common where a time limit applies to ensure vehicles can park for an

appropriate period but allow others to get parking as well.

We also have a number of small car parks with no restrictions located in small shopping areas to assist local shopkeepers, such as Haldens Car Park.

NUMBERS  
CLOSE-UP

**4103**

The number of properties within our 36 resident zones that are eligible to purchase a resident parking permit to park in their own zone

# Financial Information

## Income by financial year

Year	Car Park Income	Season Tickets	Permit Income	Dispensations	PCN Income	Total
2014-15	£1,050,403	£295,564	£36,405	£1,998	£240,414	<b>£1,624,784</b>
2015-16	£1,183,863	£307,412	£38,234	£1,016	£254,152	<b>£1,784,677</b>
2016-17	£1,171,293	£311,034	£50,483	£1,200	£305,490	<b>£1,839,500</b>
2017-18	£1,091,448	£280,135	£55,227	£0	£340,386	<b>£1,767,196</b>
2018-19	£941,289	£266,008	£61,358	£0	£294,481	<b>£1,563,136</b>

## Income by car park

Looking at the Council's three main chargeable car parks in Welwyn Garden City, they have generated the income listed below. This includes tariff charges, season ticket sales and other related charges.

Year	Hunters Bridge	Campus West	Campus East	Total
2014-15	£650,470	£339,283	£353,419	<b>£1,343,172</b>
2015-16	£692,041	£416,572	£368,062	<b>£1,476,675</b>
2016-17	£758,100	£328,494	£390,583	<b>£1,477,177</b>
2017-18	£702,441	£332,010	£331,884	<b>£1,366,335</b>
2018-19	£671,785	£325,130	£324,413	<b>£1,321,328</b>

NUMBERS  
CLOSE-UP

123

Number of resident permits that qualify for the 100% blue badge holders discount.

# Cost of enforcement

**East Herts District Council** manage the enforcement contract on behalf of **Welwyn Hatfield Borough Council**. They also provide the back office support for all appeals received from members of public who have received a PCN within Welwyn Hatfield.

**NSL/APCOA** provide the civil enforcement officers who patrol the borough, and issue PCN's to vehicles that contravene parking restrictions. The team currently consists of one supervisor, two seniors and five civil enforcement officers. Patrols are carried out 7 days a week, walking around our two town centres, and driving around the outlying Villages and residential areas. Evening patrols are also provided to check double yellow lines and verge and footway prohibitions. The parking contract changed from NSL to APCOA in January 2019.

**CP Plus** have, until October 2019, managed our council car parks and the responsibilities included monitoring and maintaining pay machines, ANPR cameras and CCTV. They also litter pick in all of our car parks, routine checks, and reporting maintenance issues within the car parks to the Council.

**Parking Services** are the team of council officers employed by Welwyn Hatfield Borough Council to carry out consultation for changes to parking restrictions, and parking improvements. They also respond to customer service enquires and complaints and maintaining the online resident permit system.



Year	East Herts	NSL/APCOA	CP Plus	Parking Services	Total
2014-15	£125,000	£236,000	£373,711	£174,280	<b>£908,991</b>
2015-16	£125,747	£236,638	£395,390	£164,000	<b>£921,775</b>
2016-17	£157,973	£298,927	£347,675	£165,000	<b>£969,575</b>
2017-18	£186,326	£307,916	£346,806	£166,000	<b>£1,007,048</b>
2018-19	£166,093	£318,442	£346,806	£206,000	<b>£1,037,341</b>

NUMBERS  
CLOSE-UP

15

Most number of roads in a permit zone – Zone B10. Introduced in July 2017, this permit scheme enabled residents living close to the Galleria shopping outlet to be able to park closer to their homes.

# Helpful links

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Welwyn Hatfield Parking  
[www.welhat.gov.uk/parking](http://www.welhat.gov.uk/parking)

Online permit system  
[welhat.nsl-apply.co.uk](http://welhat.nsl-apply.co.uk)

List of car parks managed by us  
[www.welhat.gov.uk/car-parks](http://www.welhat.gov.uk/car-parks)

Parking consultations  
[www.welhat.gov.uk/parkingconsultations](http://www.welhat.gov.uk/parkingconsultations)

Challenge your or pay your PCN  
[www.hertsparking.co.uk/welwynhatfield/](http://www.hertsparking.co.uk/welwynhatfield/)

Report author:  
**Matthew McCann,**  
Welwyn Hatfield Borough Council



**WELWYN  
HATFIELD**  
*Working better, together*

