

Welwyn Hatfield Borough Council

# Parking Services

## ANNUAL REPORT

April 2012 – March 2013



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**WELWYN  
HATFIELD**  
BOROUGH COUNCIL





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**Welcome to the Welwyn Hatfield Parking Annual Report for 2012/13. This report reflects the wider approach we are taking regards parking matters – looking at the borough as a whole, rather than specific, isolated areas. This report will also give you information on our work with our partners, our performance and our achievements over the last year.**

Welwyn Hatfield has a mix of history, innovation and beautiful landscapes. Our two main towns, Welwyn Garden City and Hatfield both offer visitors and shoppers a choice of parking. Hatfield has a rich history, with the royal connection to Hatfield House and a heritage of aeronautical engineering, with the de Havilland Comet being built there. Welwyn Garden City is one of only two Garden Cities in the world, its wide green spaces offering the concept of living, working and recreational facilities in one place.

However, as with all busy areas, it is inevitable that parking issues arise. As a council, we strive to accommodate residents, visitors and workers to the

borough but this is a constant challenge whilst working within a limited budget.

Our Parking Services team acts as an agent on behalf of Herts County Council and has the authority to introduce or change existing parking restrictions. We follow a legal statutory procedure when carrying out such changes which allows responses from residents and businesses in the affected areas, to be considered towards the final scheme. We look not only at the type of restrictions suitable - and consult residents on this, but also at how this will impact on residential areas affected by displaced parked cars.

Following the introduction of the automatic number plate recognition (ANPR) system in the Welwyn Garden City car parks, this year we have begun to change the tariffs to use as few coins as possible, which means there's less chance that motorists will over pay. The machines are also flexible in taking credit and debit cards at no extra cost to motorists. We were the first authority to use this system, and we carry out a yearly customer satisfaction survey, using the feedback to improve the customer experience. Since 2010, other Councils have introduced this type of system.

It's perhaps not surprising then that three of our car parks – Hunters Bridge, Osborn Way and Campus West – have been awarded a Park Mark, which is only given to car parks where facilities are properly managed and maintained. The scheme is designed to reduce crime and fear of crime in parking areas and is managed by the Association of Chief Police Officers (ACPO).

This report focuses on the great work being carried out by your Parking Services team and the future plans that make the service such a key part of the council.

**Councillor Helen Bromley**

# Foreword

# About Welwyn Hatfield Borough



**Welwyn Hatfield Borough is a special blend of old and new. It covers an area of almost 50 square miles of mid Hertfordshire steeped in history since the Roman times.**

The Borough, with a population of 115,000, has a pleasant, attractive environment and includes the residential and commercial centre of Welwyn Garden City, now more than 90 years old which was the vision of social reformer and town planner pioneer Sir Ebenezer Howard. It is internationally acclaimed as a fine example of planning and landscaping. Hatfield was developed as a modern new town around the aircraft industry.

Welwyn Hatfield stretches from Woolmer Green in the north to Little Heath on the edge of Potters Bar. There are residential developments in the north at Welwyn, Digswell, Mardley Heath and Oaklands and in the south at Welham Green, Brookmas Park and Cuffley.

Elsewhere, set in rolling countryside and wooded areas, are the villages of Essendon, Northaw, Newgate Street and the tiny Parishes of Ayot St Peter and Ayot St Lawrence.

The Borough has fine leisure and entertainment facilities with excellent transport links. The centre of London is less than 30 minutes away by train.

## Welwyn Garden City

As mentioned above the early development of Welwyn Garden City was built on Sir Ebenezer Howard's concept, which was to create "satellite" towns to help ease the overcrowded living conditions in London. As a Garden City, great attention has always been paid to landscaping, with residential and commercial areas laid out along tree lined roads. Parkway in the town centre is the jewel in the crown with its famous fountain – built for the coronation in 1953 – majestic close cut lawns and colourful embroidery of flowers.



## Hatfield

The name Hatfield is closely associated with the history of British aviation and the great house of Hatfield with its pageant of personalities through the centuries.

Hatfield House which was once known as The Bishops Palace was built in 1497 by the Bishops of Ely, Elizabeth I was confined here for three years before she became Queen in 1558.

Hatfield's plane making story began in 1933 when Geoffrey de Havilland bought three local farms and four years later brought his company here. As the aircraft industry took off a new town began to be built to house the influx of workers.

There are plans to regenerate the 1950's built Hatfield town centre and give it a new lease of life. Planning permission was approved in January 2006 and a Development Agreement is in place: all three partners, Welwyn Hatfield Borough Council (WHBC), English Partnerships and St Modwen Properties Lt have committed to a comprehensive framework to complete the project.

The scheme will bring new shops, restaurants, leisure and community facilities and 275 residential housing units. A new central market square, indoor market hall and bus interchange will also feature in the redevelopment.

The first phase of this development began in Autumn 2012.

## Transport Links

Welwyn Hatfield is 25 miles north of central London. Motorway connections are good with the A1(M) passing through the borough and connecting with the M25 less than five miles away.

The Borough is served by six railway stations with regular services to London Kings Cross and Moorgate provided by First Capital Connect.

Bus and coach services are operated by several independent commercial companies. Welwyn Hatfield also has a travel scheme for the elderly and people with disabilities that provides free travel on bus services throughout England.

For air travel Luton Airport is 12 miles away where there are daily flights to major European commercial centres. Heathrow, Gatwick and Stansted are only a short journey away.

# Introduction

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

Parking Services has dedicated team of parking technicians, who work to an approved yearly work programme for both restrictions and improvements which is agreed each year by Cabinet.

Our aims are to:

- **To assist the smooth function of services**
- **Protect and maximise income from Off-Street Parking**
- **Using parking restrictions to facilitate the smooth traffic flow**
- **Provide effective enforcement in parking**
- **To make all our parking information publically accessible and in plain English**

**Parking Services is working to deliver the above with a number of partners:**

- **CP Plus run a number of Council public car parks**
- **East Herts provide back office staff to process penalty charge notices challenges and appeals.**
- **NSL provide Civil Enforcement Officers (CEOs) to enforce traffic regulations with respect to parking**
- **BDI make secure cash collections from 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 resources to enforce the parking restrictions to an acceptable level. In response to this, the Government introduced the concept of decriminalized parking enforcement (DPE) in the Road Traffic Act 1991 (RTA91).

The Act allowed local authorities to take over most of the enforcement of parking from the police 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 that the aim of the legislation was 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 and improvements of safety, and 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 parking provisions in the TMA extended the parking contraventions to include additional offences, introduced differential penalty charges, 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. This means that a higher charge of £70 (reduced to £35, if paid within 14 days) is now 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. 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).

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

These are too:

- **Reduce congestion**
- **Improve road safety**
- **Improve journey time for public transport**
- **Effect 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 Act emphasized that parking provision on-street should not to be regarded 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 we are meeting these objectives.



# Overview of our Services

The range of services provided by Parking Services along with the our partners include:

- **Provision, maintenance and enforcement of parking spaces**
- **Provision and management of permits and visitor vouchers in a number of restricted parking areas**
- **Dealing with challenges and appeals against penalty charges notices (PCNs)**
- **Review of existing restrictions, signs and lining**
- **Create additional off-street parking improvements in the form of parking bays, hardstands and vehicle crossovers.**

The Council's vision is:

*'To lead a vibrant area where people choose to live and work in healthy, safe, neighbourly and sustainable communities, and to work in partnership to improve quality of life in the borough'*

The priorities against which the council's service achievements are measured, have been informed and shaped through ongoing consultation and engagement with residents and agreed by the council's Cabinet. They are:

- **Our Community/People and Safer Communities**  
Community safety, public health, licensing, supporting younger and older people, sport and leisure, community partnerships, community buses and preventing homelessness.

- **Our Environment/Maintaining and Enhancing a Cleaner and Greener Environment**

Household waste and recycling, street cleansing, grounds maintenance, car parks and parking, environmental enforcement, allotments, parks and open green spaces.

- **Our Places/Encouraging Prosperity and a Healthier Community**

- **Improving Homes and Neighbourhoods**

Town and neighbourhood centres, affordable homes, private sector housing standards, planning for new housing growth and managing the Borough's infrastructure needs.

- **Our Council/Accountability to the Community**

Financial management, growth and savings, consultation and engagement with local people, emergency planning, corporate property, promoting councilors as community leaders and developing a quality workforce.

The priorities also reflect the challenges which are faced by the council as it seeks to improve its services for everyone who lives, works or visits the borough.

Hertfordshire County Council's Local Transport Strategy can be found at: [www.hertsdirect.org/services/transtreets/17642062/ltp/](http://www.hertsdirect.org/services/transtreets/17642062/ltp/)

Hertfordshire County Council's Corporate Plan can be found at: [www.hertsdirect.org/corporateplan](http://www.hertsdirect.org/corporateplan)



# 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 Borough Councils parking and enforcement activity but it is important to bear in mind why the borough manages parking in the first place

Demand for parking in areas of Welwyn Hatfield Borough Council 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, and making sure there is good access for pedestrians, cyclists, buses and vehicles of all sorts.

**3.1**

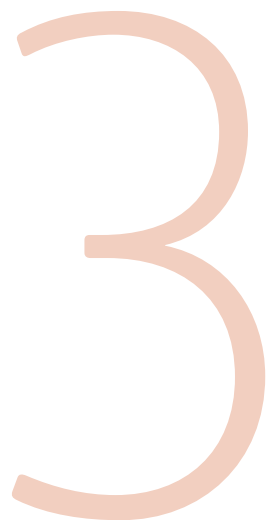
## Provision, maintenance and enforcement of all parking spaces

### Off-Street – Car Parks

6 car parks within Welwyn Garden City and one in Old Hatfield are managed by CP Plus who are members of the British Parking Association (BPA) and enforce using an approved operator scheme. In addition to enforcing, they are responsible for monitoring and maintaining the payments machines. These car parks are operated by Automatic Number Plate Recognition (ANPR) barrier-less system. These are:

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

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



# Our Services in Detail

In conjunction with the Council they also look at ways to improve the usability of the machines and improve the customer experience. They provide the facilities to offer a number of methods for customers to make payment for parking, these include:

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

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

The car parks above provide;

- **1966 off-street ANPR parking spaces over 6 car parks**
- **3 of the 5 chargeable car parks have obtained a Park Mark™**
- **94 of our spaces are marked out for the use of disabled drivers displaying their blue badge (complying with the Department for Transport guidance on the number of disabled spaces ideally for each car park.)**

Our stay times have been calculated to accommodate the needs of all our customers, for example on street within Welwyn Garden City permits stays of up to 1 hour of free parking, this is to ensure a regular turnover of spaces.

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

Our charging period is car park specific please see right:



**Campus East Lower**  
Monday – Sunday, 24 hours, 7 days per week

**Campus West**  
Monday - Saturday, 5am – 7pm  
Sunday 10am – 5.30pm

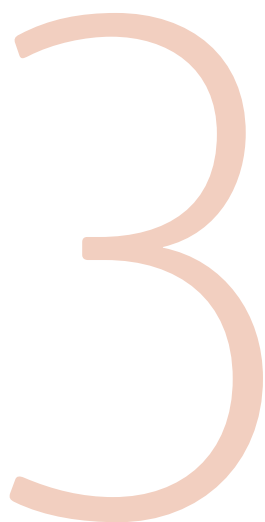
**Hunter's Bridge**  
Monday – Saturday, 7.30am – 8.00pm  
Sunday, 10.00am – 5.30pm

**Osborn Way**  
Monday – Sunday, 24 hours, 7 days per week

**Cherry Tree**  
Saturday, 7.30am – 7.00pm  
Sunday, 10.00am – 5.30pm

**Campus East Upper**  
Saturday, 7.30am – 7pm  
Sunday 10am – 5.30pm

Bank Holidays are charged at Sunday's rate.



## 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 ensure minimal occurrence of crime.

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

achieved appropriate standards that contribute to reducing the opportunity for crime, as follows:

- Surveillance
- Lighting
- Signage
- Cleanliness

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

- Hunters Bridge (multi-storey)
- Osborn Way
- Campus West

We are working towards having this award in Link Drive, Hatfield.

	No of Bays	Diabled Bays	CCTV	Park Mark	Pay by Phone	Season Tickets	Pay by credit/debit card
<b>Campus East Lower</b>	373	20	YES	NO	YES	YES	YES
<b>Campus West</b>	310	3	YES	YES	YES	YES	YES
<b>Hunter's Bridge (multi-storey)</b>	638	18	YES	YES	YES	NO	YES
<b>Osborn Way</b>	401	8	YES	YES	YES	YES	YES
<b>Cherry Tree</b>	47	5	YES	NO	YES	YES	YES
<b>Campus East Upper</b>	148	–	YES	NO	YES	NO	YES

## Off-Street – Parking Charges

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

When the ANPR system was installed in November 2010, the council made the decision that change would no longer be given at the payment machines.

In this financial year we have attempted to change the tariffs to use as few coins as possible to limit the number of possible over payments that can be made.



# Our Services in Detail

## Season Tickets

Customers may buy season tickets, which are valid in three of our car parks. Season tickets are available for a minimum of one month. See Table below for the name of the car parks and their relevant season ticket prices.

	Commuter			Local Worker / Student		
	Monthly	Quarterly	Yearly	Monthly	Quarterly	Yearly
Campus East Lower	£75	£225	£900	£66	£198	£792
Campus West	£81.67	£245	£960	£71	£215	£860
Osborn Way	£83.33	£250	£1,000	£73.33	£220	£880

Parking Services are responsible for a number of non-chargeable car parks throughout the borough, these car park are:

### Welwyn Garden City

- Haldens Shopping Parade
- Westfields
- Woodhall
- Hollybush
- Moors Walks

### Hatfield

- Dog Kennel Lane
- Kennelwood Lane
- The Common
- Lemsford Road
- Link Drive
- Hill view
- Aldykes
- Hilltop

### Old Hatfield

- Batterdale Lower
- Batterdale Upper
- The Broadway

### Digswell

- Digswell Park Road

## On-Street – Parking Enforcement

NSL supply the borough'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 to name a few. These parking and traffic regulations are enforced using a piece of legislation called the Traffic Management Act 2004 to improve compliance, this 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 an adequate level of parking enforcement throughout the borough. Special requests for enforcement which are received from members of the public are also incorporated into their daily patrols.



## 3.2 Provision and management of restricted parking areas

### Holistic approach to introducing parking restrictions

In the past, WHBC have looked at isolated roads and introduced parking restrictions which has resolved the resident and businesses parking issues within this small area. However, vehicles are generally displaced in other local roads, this invariably leads to further investigation and consultation, which can take some time to resolve. Therefore in the future instead of looking at areas in isolation WHBC have decided to look at the bigger picture and take more of an holistic approach to parking controls.

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

The purpose of the CEO's is not a revenue generating scheme, but to improve compliance and the issuing of penalty charge notices are issued with this goal in mind.

All CEO's go through a British Parking Association approved City & Guilds 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 as relevant and beneficial is also provided for the civil enforcement officers. This includes Conflict Management, Equalities, Leadership, IT and Health and Safety.

Conflict Management is particularly important for CEO's, 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 CEO's.

Every member of the NSL enforcement team have an annual performance and development review meeting during the year and training and development needs performs a crucial part of that review.

***'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'***

A parking study will be carried out on an area, which will capture specific information:

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

*\*This will be recorded where possible dependant on the type of study taking place.*

The data captured will be analysed and a report produced which will indicate area which either have been identified for possible parking restrictions, possible parking improvements (parking bays) or both.

Using this report and historical reports from residents in the area, Parking Services would produce a list of areas

# Our Services in Detail

in which to consult with the residents. The outcome of this initial consultation will determine whether the schemes proceed any further.

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, parking spaces will be 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 requested permit schemes
- **Review displacement after 3-6 months in residential areas**
  - Introduction of resident parking permit schemes or
  - Restrict parking for a period of the day to prevent non-residents from parking all day

Dependant on historical requests, and the location we may on occasion move to consulting on resident parking schemes straight away.

## The types of different parking restrictions

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

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

It is important to realise that parking controls cannot be introduced without complying with a 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.

### Restricted single yellow line

In areas which residents have ample off-street parking facilities, this type of restriction would be suggested if there are problems with non-residents parking causing difficulties for the residents. The single yellow line would be restricted for a limited period of time, for example 9-11am.

### Double yellow line

This type of restriction 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 for a maximum of 40 minutes 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 is 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

Welwyn Hatfield Borough Council currently issue five types of permits that allow motorists to park in parking permit areas (PPA). This includes a variety of visitor vouchers. Permit may be purchased online or by the post. The types of permits are as follows:

- Residents
- Business
- Business employee
- Contractor
- Doctors / Health Visitor

Parking Services currently manage 10 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 they can purchase up to 250 daily visitor vouchers per year.

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 needs to be aware of the demand by disabled drivers or passengers needing to park where there are restrictions in order to provide ready access to 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, can be 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



## 3.3 Dealing with challenges and appeals against PCNs

Notice processing for Welwyn Hatfield is carried out by East Herts 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 Welwyn Hatfield Borough Council deal with informal and formal 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. The contact details are printed on the reverse of the PCN.

If you wish to make an informal representation please do not pay for 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 the 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 formal 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 still unpaid a 'warrant of execution' may be obtained and passed to the bailiffs to recover the amount outstanding.

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

### 3.4 Maintenance of existing restrictions, signs and lining

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

Whilst out patrolling our streets our CEOs examine the road markings and signage to ensure that they are compliant, this work is ongoing.

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)

### 3.5 Create additional off-street parking improvements in the form of parking bays, hardstands and vehicle crossovers

Through the Parking Improvement Scheme the council 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 produced through requests received from residents and Councillors.

In this time a total of 44 roads have been investigated, in excess of 450 parking spaces have been created and over 85 hardstands and vehicle crossovers have been constructed.

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 maybe areas that could benefit from such schemes.

Through consulting with residents in these areas and the responses received 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)



## 4.1 CP Plus

In 2009, due to the deterioration of the equipment that was used in our council managed car parks the system was not economically viable and an alternative option was needed moving forwards.

Carrying out the council's procurement process a number of options were investigated and CP Plus were awarded the contract in November 2010. Between November 2010 and February 2011 in our charging car parks the current automatic number plate recognition (ANPR) system was introduced. These car parks were:

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

WHBC was the first local authority to use this system. There have been a number of challenges with implementing such a state of the art system.

Since the introduction the Council each year carry out a customer satisfaction survey.

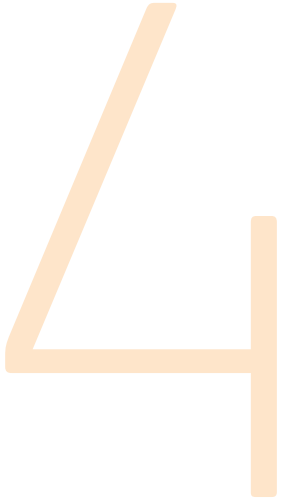
In response to the 2012 survey, the Council installed a third payment machine at Campus West.

All the results can be found at:  
[www.welhat.gov.uk/parkingsurvey](http://www.welhat.gov.uk/parkingsurvey)

During 2011/12 over half a million people used the car parks, in the same period we received 21 justified complaints.

CP Plus's other responsibilities are:

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



## 4.2 BDI

BDI Securities provides cash management solutions that include secure transportation as well as coin management and cash management and services.

Additionally, BDI Securities' high-quality, cost-effective solutions greatly reduce the risk to customer's employees

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

Between April 2012 and March 2013 the team collected £848,000 in cash from off street ticket machines.

## 4.3 East Herts Council

On 17th January 2012 the new contract with East Herts began, this contract is in partnership with both East Herts and Stevenage councils.

East Herts provide the back office support for all appeals received by members of the public who had 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**
- **General information**

The three councils meet monthly with NSL (enforcement provider) to discuss performance and possible issues which need to be addressed, either any one or more of the partnership.



## 4.4 NSL

The enforcement team changed in the new contract from APCOA to NSL as the provider of the civil enforcement officers (CEO's) who enforce all parking restrictions within the borough.

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

**There are four CEO's who cover the borough:**

- **Two officers on foot covering Welwyn Garden City and Hatfield town centres.**
- **One CEO on a moped**
- **One in a car 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, an example could be an area which has a school. This will be sent through to NSL and added to as a special enforcement request, this will be patrolled at times when issues have been highlighted, in this instance it would be 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 would stay on the special enforcement list or be removed.

Generally, CEO presence is enough in these cases and two weeks is sufficient to advertise to the public parking restrictions are there for a reason.



## PCN Issuance

The table below give the number of PCNs issued in each financial year.

	2010-11	2011-12	2012-13
PCN	9,791	8,069	7,158

When a PCN is issued, the recipient can either pay the PCN or make an informal representation asking for us to cancel the PCN, 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 still at the 50% reduced rate.

Recipients of the formal Notice of Rejection, following formal representations against a Notice to Owner, can take matters further if they wish and make an appeal through an independent adjudication service, known as PATAS.

## PCNs issued by location

Area	Number
Brookmans Park	153
Cuffley	410
Digswell	116
Hatfield	2,154
Welham Green	45
Welwyn	200
Welwyn Garden City	4,080
<b>Total</b>	<b>7,158</b>

## PCNs issued by contravention

PCNs issued	Number
Restricted street	1,851
Loading / Unloading	856
No valid permit	625
Displaying invalid permit	28
Re-parked	169
Wrong class of vehicle	249
Parked in loading place Adjacent	77
dropped footway Parked longer than permitted	230
Disabled bay no blue badge	1,546
Taxi rank area	625
Restricted bus stop	12
Outside school	3
Car park: longer than permitted	14
Car park: in permit bay	166
Car park: parked out of markings	110
Car park: disabled bay no badge	20
Car park: re-parked	161
<b>Total</b>	<b>6</b>
	<b>6,758</b>

Warning notices issued	Number
No valid permit	36
Parked longer than permitted	101
Restricted area	89
In permit bay	122
Parked out of markings	26
In disabled bay no blue badge	6
Re-parked	4
Parked causing obstruction	16
<b>Total</b>	<b>400</b>



## PCN cancellations 2012–13

Reason for cancellation	Number
Cancel Outstanding Balance CEO	7
Error	71
Disabled Badge Holder	416
DVLA Returned no trace: Foreign registration	36
Equipment failure	2
Explanation accepted	142
Lines & signs defective	23
No trace From DVLA	68
Discretionary reasons	59
Police vehicle	1
Pre debt: Low probability that driver is in residency	18
Proof of loading / unloading provided	11
Returned deceased	1
Road markings obstructed Stolen vehicle	3
Unenforceable address	3
Valid Pay & Display ticket or Permit produced	22
Vehicle breakdown	14
Vehicle outside England & Wales	2
Void as per CEO notes Warning sent	34
Prevented from issue	1
Spoiled before issue	20
Vehicle drive away	55
<b>Total</b>	<b>1,013</b>

## Financial Information

	2010-11	2011-12	2012-13
<b>Car Park Income*</b>	£1,326,700	£1,263,000	£1,199,331
<b>Season Tickets</b>	£305,000	£286,000	£308,974
<b>PCN Income**</b>	£264,000	£251,750	£200,392
<b>Dispensations</b>	£1,250	£1,585	£1,700
<b>Permit Income</b>	£16,850	£20,000	£25,568

\***Car Park Income** – from August 2011 one of the council car parks was sold to Sainsbury's as part of the re-development of the store.

\*\***PCN Income** – from November 2010, management of the car parks was passed through to CP Plus.

Although the level of car park charges are set by Welwyn Hatfield Borough Council, the level of charge for PCNs are set by London Councils with approval and ratified by the Secretary of State.

Changes have occurred to income levels over this period due to several factors:

- **Recovery rate for PCNs have remained broadly constant in recent years**
- **PCN income in the last few years has fallen compared to previous years, this is due to greater compliance**

# Our Performance

	2010-11	2011-12	2012-13	All Councils 2012-13
<b>PCNs Appealed</b>	26	26	14	16,225
<b>PCNs Issued</b>	9,791	8,070	7,227	4,297,638
<b>Rate of appeal by council</b>	0.27	0.32	0.19	0.38
<b>Not contested by council</b>	5 19%	0 0%	2 14%	4,249 26%
<b>Allowed by Adjudicator</b>	8 31%	10 38%	7 50%	3,693 23%
<b>Total allowed* (incl. not contested by council)</b>	13 50%	13 50%	9 64%	7,942 49%
<b>Refused by Adjudicator (incl. out of time and withdrawn by appealant)</b>	13 50%	12 46%	4 29%	6,898 43%
<b>Contest Order</b>	0 0%	0 0%	1 7%	84 1%
<b>Witness Statement – No Appeal</b>	0 0%	0 0%	0 0%	914 6%
<b>Awaiting Decision (incl. other decided)</b>	0 0%	1 4%	0 0%	387 2%

\*The cases not contested include situations where additional information has been supplied by the motorist that supports cancellation of the penalty charge notice without the need for adjudication.

## Cost of Enforcement

	2010-11	2011-12	2012-13
<b>East Herts</b>	£115,000	£100,000	£129,000
<b>APCOA / NSL</b>	£234,000	£249,000	£160,000
<b>WHBC*</b>	£259,000	0	0
<b>CP Plus**</b>	£167,000	£359,000	£388,000
<b>Total</b>	£775,000	£708,000	£677,000

\*WHBC ceased managing the car parks in November 2010.

\*\*CP Plus contract commences to manage the car parks on our behalf began in November 2010.





## Parking Restriction Work Programme 2012-13

### Welwyn Village Project

**Problem:**

Following from the previous year's project, further consultation was carried out in Prospect Place and Hertford Road proposing a resident parking permit scheme.

**Outcome:**

The majority of residents did not us to proceed any further.

This completed the whole project to an end.

### Digswell, New Road and Mornington

**Problem:**

Migration of non residents parking for long periods probably people using the rail station.

**Outcome:**

An Experimental Traffic Regulation Order (ETRO) which introduced double yellow lines down the remainder of New Road and waiting restrictions in Mornington between 9-11am.

Conditions attached to the ETRO, due to concerns raised regarding the potential increase in the speeds of vehicles. A speed survey was conducted in March 2012, and this indicated speeds had reached unacceptable levels.

Some sections of parking were introduced, this was recommended by Herts County Council (HCC) and the Police.

This amendment was sealed in March 2013, although the situation was not ideal, HCC would be carrying a safety audit as residents still felt that speeding was an issue.

### Ellenbrook – Bramble Road

**Problem:**

Non resident parking for long periods, likely to be university students.

**Outcome:**

During the last five years a number of consultations were conducted with the residents of Bramble Road, but no consensus could be agreed on what type of restriction they wanted.

Looking at the issues and discussing these with the Ward Councillors, Parking Services introduced a single yellow line in the form of an Experimental Traffic Regulation Orders (ETRO) which would be enforced during the university term time. Residents had the option not have the yellow lines outside of their properties.

The ETRO is due to finish in February 2014.

# Achievements in 2012 – 2013



## Hatfield town centre car parks

### Problem:

There were no restrictions in place in the town centre car parks, and customers reported difficulty finding free spaces to park close to the shops.

This was mainly due to local workers parking in close proximity to their place of work.

In addition to the above, two other projects will start in 2013 which will have a huge impact on the car parks.

- Re-development of Hatfield town centre
- Re-development of the Hatfield rail station car park.

### Outcome:

A parking study was carried out in March 2012, which covered the whole of Hatfield including the town centre. In addition, Parking Services conducted a business questionnaire to try and establish the current parking habits of businesses and their staff (this was reliant on businesses returning a completed form).

Using this information consultation was carried out looking at introducing a number of different restrictions which included:

- 3 or 4 hour free waiting restriction
- Business permit area
- Unrestricted sections for local workers

The new restrictions were introduced in early March 2013. These will be monitored during the first six months to make any minor changes within the first year.

## Parkway Gardens & The Cloisters, Welwyn Garden City

### Problem:

Migration of non residents parking for long periods probably people using the rail station and town centre.

### Outcome:

Consultation with residents was conducted during 2012/13 with the majority in favour of a resident parking permit scheme being introduced.

## Knightsfield & Haldens Area

### Problem:

This area has suffered with a large number of vehicles parking on a busy main road in recent years. This is mainly due to the expansion of Shire Park (an industrial park).

### Outcome:

A parking study was carried out in February 2012, which look at this area. In addition Parking Services sent out a survey to capture resident's parking concerns within the same area.

Using this information Parking Service looked at the areas which were highlighted with the most issues to prioritise the project.

Knightsfield, Haldens, Lodgefield and Nursery Gardens were highlighted and consultation started in January 2013.

## Brookmans Park, Cuffley and Welham Green

### Problem:

A number of parking problems have been reported in all three areas.

### Work to date:

A parking study was carried out in November/December 2012.

This information, historical requests from residents and businesses will feed into the projects.

All of the schemes identified will not be completed within the 2nd half of 2012/13 financial year. This is due to the fact that legal processes and statutory consultation involved, and the scale of this year's programme, will take time. Any schemes not completed should be automatically carried over into the following year's programme.

## Parking Improvement Work Programme 2012-13

Parking Services received a budget of £200,000 which is considerably more than in recent years. All of our schemes need approval from a number of different authorities depending on the location. The majority of our improvement schemes fall on public highway land therefore they need to be approved by the Highway Authority (HCC).

In October 2012, HCC implemented a re-structure. This had a huge impact on all our improvement schemes, as HCC officers were not able to authorise the changes we wanted to make.

Due to this the Housing schemes were the only ones which were completed within 2012-13. As you can see all the other schemes were awaiting approval from HCC.

### 1-27 St. Audrey's Close – Hatfield

**Outcome:**

This scheme was rejected by residents Following the residential consultation. However, parking bays are to be marked out within the current parking areas in order to maximize their use.

### 39-49 St. Audrey's Close – Hatfield

**Outcome:**

This scheme was rejected by residents Following the residential consultation. However, parking bays are to be marked out within the current parking areas in order to maximize their use.

### Greenfield – Welwyn Garden City

**Outcome:**

This scheme was voted for by residents. We are awaiting approval from HCC due to a change in construction material to be used and the introduction of the new Highways Contract.

The scheme will be completed in the new financial year 2013/14.

### Goblins Green – Welwyn Garden City

**Outcome:**

This scheme was voted for by residents. We are awaiting approval from HCC following the introduction of the new Highways Contract.

The scheme will be completed in the new financial year 2013/14.

A percentage of the total budget is reserved for parking improvements the Housing Trust need to improve assets for tenants whose properties do not fall within Parking Services work programmes.

Please see the list below for the work carried out on their behalf.

### 3 Park Road – Northaw

**Outcome:**

Proposal for a hardstand and crossover sent to Hertfordshire County Council for approval following the change in the Highways Contract.

### Tansycroft – Welwyn Garden City

**Outcome:**

Marking of existing parking area to maximize it use.

### Ley House Car Park – Welwyn Garden City

**Outcome:**

Removal of three flower beds and tree, construction of 3 additional parking bays and relining of entire car park.

## Parking Services – Other areas of responsibility

### Structural maintenance of the car parks

Although CP Plus have some responsibilities for maintenance in a number of car parks, these are only regarding lining, signing and lighting. All other maintenance issues fall under WHBC's responsibility, which are carried out as required

### Car park security

Our aim to increase the number of our car parks with 'Park Mark' awards. This will be taken up by CP Plus management company for our car parks.

### Monitoring of CP Plus contract to manage our car parks

CP Plus will continue to be monitored against key performance indicators (KPIs) and regular contract meetings.

### Civil Parking Enforcement

Regular meetings take place with East Herts and NSL monitoring their performance against the contractual KPIs.

Working with our  
customers to improve  
our service



## Our customers were offered new ways to pay for their parking

Working with our customers to improve our service

Payment machine upgrade – Improved sensitivity  
The sensitivity of the screen when using the payment machines was captured in our annual customer survey which was conducted in February 2012

Parking Services passed this information through to CP Plus to see what developments could be done to improve this element of the service.

As a result a new system upgrade was carried out across all car parks which improved the sensitivity of the screens and significantly reduced this type of complaint received by the Council.

More information regarding how to pay for parking on-line at:  
[www.welhat.gov.uk/carparkpayments](http://www.welhat.gov.uk/carparkpayments)

## Olympic Torch Relay

On the 7th July 2012, the borough had the pleasure of welcoming the Olympic Torch as it travelled towards the capital to ignite the Olympic Games 2012.

Work started on this large project in December 2011, and required a number of departments both in the Council and externally to liaise and combine skills to make it the success it was.

Parking Services were instrumental in ensuring the relevant roads were closed and kept clear of vehicles on the lead up to and including the day, to provide a clear and unobstructed passage for the torch bearers to carry the Olympic Torch throughout the borough.

For more information please contact the Council on:  
Telephone - 01707 357000  
Email - [contact-whc@welhat.gov.uk](mailto:contact-whc@welhat.gov.uk)  
Or visit our website - [www.welhat.gov.uk](http://www.welhat.gov.uk)

Putting people first.

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HATFIELD**  
BOROUGH COUNCIL

