



Parking and Enforcement Services
Annual Report
2012 - 2013

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Deputy Leader and
Cabinet Member for Economic Prosperity

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Parking and Enforcement Services Manager

Foreword by Councillor Geoff Williams

Deputy Leader and Cabinet Member for Economic Prosperity



Councillor Geoff Williams using the ticket machine at Cattlemarket car park

Worcester is a city of great ambition and great opportunity, but keeping the city moving is a major challenge. Worcester City Council is one of a number of partners that works hard to meet the challenge of keeping our busy city open for business, for shoppers, for visitors and for motorists.

The Parking and Enforcement Services team play a vital role in providing the parking facilities that our residents and visitors need and in ensuring they are used correctly.

This report documents their work in a particularly challenging year, when the Faithful City enjoyed a visit from Her Majesty Queen Elizabeth II, when the streets were packed with people cheering on the Olympic Torchbearers and when proud members of the Armed Forces marched through our streets on a Homecoming Parade.

Our Parking and Enforcement Services team ensured all these events were a major success and brought no unnecessary disruption to our streets.

At the same time a service review was carried out, resulting in new tariffs being introduced at our car parks towards the end of the year.

The team have also continued to increase their involvement in dealing with littering, dog fouling and other environmental issues, integrated into their daily parking patrol routes, and have issued advice and taken enforcement action where appropriate.

Councillor Geoff Williams
Deputy Leader and Cabinet Member
for Economic Prosperity
Worcester City Council

Section 1

General Information



1.1 Introduction and Welcome

Welcome to the fourth Annual Report of Worcester City Council's Parking and Enforcement Services team. In this report we document our activities over the last financial year, describing how we worked to reduce congestion and unnecessary parking in Worcester. We also discuss our service Review, which has led to the introduction of new tariffs in our car parks.

The Parking and Enforcement Services Team is part of Worcester City Council's Greener and Cleaner City service area. Our work continues to expand as we face the challenges of keeping Worcester moving while at the same time providing a first class, safe and user-friendly parking experience for both residents and visitors to our city.

We work closely with our partners, including West Mercia Police, Herefordshire and Worcestershire Chamber of Commerce and Worcestershire County Council. We are confident that we have forged strong working relationships with all these agencies, to help us deliver an improved service.

Following a successful expansion of the Parking and Enforcement Services team's services in the previous year, we decided in 2012-13 to take a close look at the way forward for the years ahead. To this end we undertook a service-wide review of parking in Worcester.

The review considered all aspects of parking in the city of Worcester, from the number of car parks and on-street free spaces to where they were located and why and how they were being used – both by residents and visitors.

The review resulted in a number of changes to our work, including the introduction of new tariffs in our car parks. You can read more about the Service Review in more depth in Section 2.

1.2 Worcester City Parking and Traffic Flow

Worcester is a beautiful and vibrant cathedral city, with a population of around 98,000 and some 40,000 households. It is a route centre, situated on the M5 north-south corridor. The main A449 and A38 arterial routes pass through the heart of the city, the historic river Severn cuts the city in two and Worcester enjoys rail links to London, Birmingham and the rest of the country.

Worcester is a city with a medieval layout that was altered in Victorian times. A more modern road layout was introduced after the Second World War, but many of the streets are still narrow, twisting and can be difficult to access in motor vehicles if inappropriate parking occurs. The Parking and Enforcement Service team's main aim is to keep unnecessary and unlawful parking to a minimum. We are committed to keeping the streets problem-free and the traffic flowing without undue hindrance.

Worcester City Council operates and manages 15 car parks - 14 surface car parks and one 780-space multi-storey, St. Martin's Gate. A team of 16 Civil Enforcement Officers (CEOs) patrol both the Council car parks and the city streets, dealing parking issues.

In an important development aimed at assisting drivers make informed decisions about parking in the very heart of the city and cut down on unnecessary journeys, seven variable message signs were placed at locations across the city during 2012-13. These electronic display boards, funded and installed by Worcestershire County Council, are sited along the main approaches into the city centre, and give motorists information in real time about space availability in six of our busiest car parks.

The car parks covered by the variable message signs are:

- Cattle Market
- Copenhagen Street
- Cornmarket
- King Street
- Pitchcroft
- St. Martin's Gate multi-storey.

Each sign displays current information on the four car parks nearest to it.

Variable message sign on The Tything



1.3 Civil parking enforcement

The Traffic Management Act 2004, Parts 6/7 (TMA04) remained the basis of most enforcement activity in Worcester in 2012-13.

The enforcement of parking regulations in Worcester City was de-criminalised in February 2003, when responsibility for dealing with most parking matters passed from West Mercia Police to Worcester City Council.

Issues are now dealt with by our Civil Enforcement Officers (CEOs) under Civil Law. We issue drivers with a Penalty Charge Notice (PCN) and a financial penalty if they commit a parking contravention, but they do not receive a criminal record. The Traffic Management Act 2004, Parts 6/7 (TMA04) remained the bedrock on which the vast majority of enforcement in Worcester took place.

Reference and note was taken throughout the year of significant decisions made by the Independent Parking Adjudicators (Traffic Penalty Tribunals) in parking matters, not only those that directly affected Worcester but those decisions taken elsewhere. This was to ensure we applied national standards of enforcement and that all drivers were treated equally and fairly.

Cattle Market car park



1.4 Aims and objectives

The aims of our Parking and Enforcement Services derived from TMA04 and are:

- *securing the expeditious movement of traffic on the authority's road network and the avoidance, elimination or reduction of road congestion;*
- *increase the standard of the Parking Service Delivered and expand service delivery into other associated enforcement issues and to*
- *implement the recommendations of the Parking Review.*

1.5 Our authority to enforce parking regulations

Worcester City Council carries out parking enforcement of the public highway by authority of a legal agency agreement with the highways authority, Worcestershire County Council.

The two councils have also worked closely together this year to improve the standards of lines and signs on the highway to help drivers better understand the parking restrictions at any given location.

Our powers of enforcement in the City Council-owned car parks is enshrined in the Worcester City General Car Parks Order 2009 and The Croft Road Car Park Order 2009. The latter deals specifically with the parking of coaches and large goods vehicles.

1.6 Enforcement and the issuing of Penalty Charge Notices

We know that most drivers park sensibly, but there are a minority who will park wherever they wish, with no thought for the needs of others. When our patrolling CEOs encounter a vehicle parked unlawfully, they have a legal authority to issue the vehicle with a PCN which the driver is then responsible for paying.

In the last year our CEOs have all received additional and refresher training aimed at ensuring that we continue to enforce parking regulations in a fair, consistent and transparent manner. This is in line with guidance issued to all local authorities by the Department for Transport.



Our patrolling CEOs only issue a PCN when there is a genuine need to do so and where there is no doubt that a contravention has taken place. We are clear that our primary motivation for issuing a PCN is not to raise money. We empower our CEOs to use their discretion when appropriate and allow a driver to move their vehicle to avoid a PCN being issued. But on many occasions, our CEOs will be faced with a vehicle and no driver present, meaning that the issuing of a PCN is the most appropriate course of action.

At Worcester City Council we believe both the public and our own staff should be able to challenge our processes in order to improve them. If a genuine mistake is pointed out to us, we will put measures in place to prevent it happening again, for the benefit of all involved.



1.7 Improving our service delivery and increasing safety

We remain committed to continually improving our service, as we work to deliver a first class service for both residents and visitors to Worcester. To that end, our CEOs have continued to engage with members of the public and local groups to deal with areas of concern.

Improved state of the art equipment is now available to our CEOs, including 'body-cams' that the officers wear to record real time evidence.

This not only helps our CEOs gather unambiguous evidence of contraventions, it also adds an extra level of security as our CEOs sometimes encounter aggressive or threatening situations. In the last year we have brought two successful prosecutions against people who have threatened or intimidated our officers. We have had the full support of West Mercia Police in bringing about these prosecutions.

We have introduced an online payment and appeal service for drivers who receive a PCN, at www.worcester.gov.uk/parking. Drivers can now see photographs online that demonstrate why a PCN was issued and also more easily take advantage of discounts for payment of a penalty within 14 days. The website also contains information on how to appeal against a PCN.



Croft Road car park

1.8 Higher and lower rate PCNs, and the grounds for appeal

We operate two different rates of penalty charge, of £70 and £50. In simple terms, this means the more serious the contravention is considered, the greater the penalty charge. The Traffic Management Act 2004 (TMA04) lists what the parking contraventions are and the rates at which they are to be applied.

If a driver does not contest a PCN and pays it within 14 days, the penalty charge is reduced by half.

Every driver who receives a PCN has a right of appeal if they feel there is a real and genuine reason for not paying. An appeal is handled by the City Council at the first stage, and if the driver is not happy with our decision they can then take their case to the Independent Traffic Adjudicators. The process is conducted according to national guidelines.

The decision of the Independent Traffic Adjudicators is final. Often the adjudicators will issue advice to local councils on how matters should be dealt with in the future and all authorities take notice of that advice.

The grounds on which an informal appeal may be based are:

No:	Appeal Grounds
1	The vehicle was not in the locations described in the parking contravention
2	Driver was not aware restrictions applied at that location
3	The vehicle had broken down
4	Passenger or driver was ill or some other emergency circumstances were involved which was beyond the control of the driver and prevented the vehicle being moved.
5	Unmarked vehicle being used by Emergency Services
6	The vehicle was stolen at the time
7	Driver over stayed time permitted – clear mitigating circumstances.
8	Loading/un-loading taking place

Below are some of the grounds that will not be considered as a means of appeal.

"I went to get change for the Pay and Display machine and it took a long time."

"I had lent the car to a friend and they will not pay the Penalty Charge."

"I was doing work at the property and there was nowhere else to park."

"There was nowhere else to park."

"I was parked outside my own house."

"I thought I was parked legally but made a genuine mistake."

"I did not see the lines or the signs."

"Other vehicles were parked illegally and I did not see them get a ticket."

"I was delayed in an important meeting."

"I got lost and could not find my car."

"I only stopped for a minute."

"There was no need for a yellow line at that location."

"This is the first time I have ever had a parking ticket and I won't do it again."

Section 2

Service Review

2.1 Background and process of the review

As described in Section 1.1, we conducted a Service Review in the late summer months of 2012, which was reported to the Council's Cabinet on 13 November 2012.

The report is available at www.worcester.gov.uk

Cabinet agreed the following policy objectives for the service;

- to ensure the parking service supports the Council's economic prosperity and city centre regeneration priorities;
- to encourage greater usage and increase footfall to the City Centre;
- to encourage all day commuters to park in City car parks rather than residential areas adjacent to the City;
- to maintain current levels of revenue at £2.7 million;
- to consider any potential for development of car park sites on a case by case basis and any replacement parking needed.

2.2 Recommendations and actions

Six main action points arising from the review were agreed by the Cabinet on 13 November 2012 and introduced on 1 February 2013.

1. Introduce a new 30 minutes tariff in the Red zone (60p) and Amber zone (40p) car parks.
2. Introduce a reduced evening tariff of £1 between 7pm and 9pm in all Red and Amber zone car parks (previously £2.40 and £1.80 respectively)
3. Introduce a reduced tariff of £3.60 for 24-hour parking in St Martin's Gate multi-storey car park (previously £6).
4. Introduce Season Tickets in all Amber and Green zone car parks at reduced rates.
5. Expand the Overnight City Centre Parking Pass to include all Amber and Green zone car parks.
6. Introduce discounted multiple long stay tickets in all Amber and Green zone car parks.

Parking on The Cross



Section **3** Worcester City Council's car parks

3.1 Tariff scales

Worcester City Council manages and operates 15 car parks in the heart of the City. They are divided into three distinct zones, Red, Amber and Green and the tariffs are set according to how close to the city centre they are. Charges in the car parks had

been at the same level for just under four years, until changes were introduced in February 2013, following the Service Review.

NB: tariff prices are listed in pence.

Worcester City Council car parking charges until 31 January 2013

Zone	Car Park Location	No. of Spaces	Hours					
			Scale of Charges Monday - Sunday 7.00am - 9.00pm					
			Up to 1 hour	Up to 2 hours	Up to 3 hours	Up to 4 hours	Up to 6 hours	Up to 24 hrs
RED	Copenhagen Street	157 cars + 3 disabled	120	240	360	500	750	1000
	Cornmarket	83 cars + 5 disabled	120	240	360	500	1000	1000
	Providence Street	57 cars + 3 disabled	120	240	360	500	750	1000
AMBER	Cattle Market	183 cars + 24 disabled	90	180	270	360	500	600
	King Street	112 cars + 3 disabled	90	180	270	360	500	600
	Newport Street	136 cars + 3 disabled	90	180	270	360	500	600
	St Martin's Gate	780 cars + 16 disabled	90	180	270	360	500	600
	Clare Street	50 cars + 3 disabled	90	180	270	360	500	600
	Commandery Road	35 cars + 3 disabled	90	180	270	360	500	600
	Orchard House	40 cars + 2 disabled	90	180	270	360	500	600
GREEN	Pitchcroft/The Moors	332 cars + 3 disabled	60	120	180	240	300	350
	Tallow Hill	97 cars + 3 disabled	60	120	180	240	300	350
	Tybridge Street	72 cars + 3 disabled	60	120	180	240	300	350
	Croft Road	238 cars + 3 disabled	60	120	180	240	300	350
	Croft Road Coach/Lorries	8 Coach	500 per 12 hours					

Worcester City Council car parking charges From 1 February 2013

Zone	Car Park Location	No. of Spaces	Hours							
			Scale of Charges Monday - Sunday 7.00am - 9.00pm							
			Up to 30 min	between 7pm & 9pm	Up to 1 hr	Up to 2 hrs	Up to 3 hrs	Up to 4 hrs	Up to 6 hrs	Up to 24 hrs
RED	Copenhagen Street	161 cars + 3 disabled	60p	1.00p	1.20p	2.40p	3.60p	5.00p	7.50p	10.00p
	Cornmarket	80 cars + 5 disabled	60p	1.00p	1.20p	2.40p	3.60p	5.00p	-	10.00p
	Providence Street	58 cars + 3 disabled	60p	1.00p	1.20p	2.40p	3.60p	5.00p	7.50p	10.00p
AMBER	Cattle Market	186 cars + 24 disabled	40p	1.00p	90p	1.80p	2.70p	3.60p	5.00p	6.00p
	King Street	108 cars + 3 disabled	40p	1.00p	90p	1.80p	2.70p	3.60p	5.00p	6.00p
	Newport Street	138 cars + 3 disabled	40p	1.00p	90p	1.80p	2.70p	3.60p	5.00p	6.00p
	St Martin's Gate	780 cars + 16 disabled	40p	1.00p	90p	1.80p	2.70p	-	-	3.60p
	Clare Street	48 cars + 3 disabled	40p	1.00p	90p	1.80p	2.70p	3.60p	5.00p	6.00p
	Commandery Road	40 cars + 3 disabled	40p	1.00p	90p	1.80p	2.70p	3.60p	5.00p	6.00p
	Orchard House	40 cars + 2 disabled	40p	1.00p	90p	1.80p	2.70p	3.60p	5.00p	6.00p
GREEN	Pitchcroft/The Moors	319 cars + 3 disabled	N/A	N/A	60p	1.20p	1.80p	2.40p	3.00p	3.50p
	Tallow Hill	105 cars + 3 disabled	N/A	N/A	60p	1.20p	1.80p	2.40p	3.00p	3.50p
	Tybridge Street	70 cars + 3 disabled	N/A	N/A	60p	1.20p	1.80p	2.40p	3.00p	3.50p
	Croft Road	231 cars + 3 disabled	N/A	N/A	60p	1.20p	1.80p	2.40p	3.00p	3.50p
	Croft Road Coach/Lorries	8 x coach/lorry	N/A	N/A	5.00p per 12 x hours (no maximum stay)					

2364 regular spaces + 77 Blue Badge spaces + eight coach/lorry spaces

Note:

This is the Tariff table effective from 01.02.2013 following implementation of the Service Review recommendations. The number of spaces decreased during February 2013 due to engineering works.

Foregate Street



Below are the charges for the three on-street parking bays that Worcester City Council manages on behalf of Worcestershire County Council. The prices remain the same as previous years.

Silver Street (on-street bays)	Short stay only	30 mins 30p	1 hour 70p	1½ hours Maximum stay no return within 2 hours £1.20p
Severn Street (on-street bays)	Short stay only	30 mins 20p	1 hour 60p	1½ hours Maximum stay no return within 2 hours £1.00p
College Precincts (on-street bays)	Short stay only	30 mins 20p	1 hour 60p	1½ hours Maximum stay no return within 2 hours £1.00p

New additional tariffs for long stays in Amber and Green Zone car parks

Worcester City Council received many queries from drivers who wanted to park for more than 24 hours in our car parks who did not know how to correctly pay and display. To deal with this issue and further improve our service we introduced long stay tariffs in the Amber and Green zone car parks that allow drivers to stay for up to five days and display just one ticket. This was also a recommendation of the Service Review.

Long stay rates at St. Martin's Gate multi-storey are discounted more than other Amber zone car parks, in order to attract shoppers and local residents. There are also additional discounts at Tallow Hill car park, in the Green zone, for the benefit of drivers who use the nearby Shrub Hill railway station.

Zone	Car Park Location	Long Stay charges				
		24 hours (1 x day)	48 hours (2 x days)	72 hours (3 x days)	96 hours (4 x days)	120 hours (5 x days)
AMBER	Cattle Market	6.00p	12.00p	18.00p	24.00p	30.00p
	King Street	6.00p	12.00p	18.00p	24.00p	30.00p
	Newport Street	6.00p	12.00p	18.00p	24.00p	30.00p
	St Martin's Gate*	3.60p	7.20p	10.80p	14.40p	18.00p
	Clare Street	6.00p	12.00p	18.00p	24.00p	30.00p
	Commandery Road	6.00p	12.00p	18.00p	24.00p	30.00p
	Orchard House	6.00p	12.00p	18.00p	24.00p	30.00p
GREEN	Pitchcroft/TheMoors	3.50p	7.00p	10.50p	14.00p	17.50p
	Tallow Hill**	3.50p	7.00p	10.00p	12.00p	14.00p
	Tybridge Street	3.50p	7.00p	10.50p	14.00p	17.50p
	Croft Road	3.50p	7.00p	10.50p	14.60p	17.50p

Note:

* St. Martin's Gate - Further reduced tariffs than rest of Amber zone charges

** Tallow Hill - Further reduced tariffs than rest of Green zone charges



3.2 Park Mark Award

We are proud to have been awarded the prestigious Park Mark for all but one of our car parks.

The Park Mark is endorsed by the Association of Chief Police Officers (ACPO) and the British Parking Association (BPA), and measures four important criteria:

- 1 Quality Management
- 2 Good Lighting
- 3 Effective CCTV Surveillance
- 4 Clean Environment

The Park Mark means that parking in our car parks is a safe and friendly experience, with very low crime rates and few instances of anti-social behaviour. It also means our car parks are clean, well-lit and well maintained.

Of our 15 car parks, only the Croft Road lorry and coach park has not yet been awarded the Park Mark. We are continuing to work to improve this car park so that it meets the standards of the scheme.

3.3 Usage of our car parks

When a motorist parks in one of our car parks we require them to either buy a ticket from one of the many Pay and Display machines, and then display it visibly in their vehicle, or pay via RingGo (see Section 3.6).

In an average year around 2.4 million tickets are purchased and displayed, but there is a very small minority of drivers – less than 1% - who either do not pay or do not correctly display valid tickets.

In these cases we issue a PCN, based on the list of national contravention codes included in the Traffic Management Act 2004.



3.4 Contravention Codes (car parks)

Code	Contravention
74	Using a vehicle in a parking space in connection with the sale of or offering or exposing for sale goods when prohibited
80	Parked for longer than the maximum period permitted
81	Parked in a restricted area in a car park
82	Parked after the expiry of time paid for in a pay and display car park
83	Parked in a pay and display car park without clearly displaying a pay and display ticket (or voucher or parking clock)
84	Parked with additional payment made to extend the stay beyond time first purchased
85	Parked in a permit bay without clearly displaying a valid permit
86	Parked beyond the bay markings
87	Parked in a disabled persons' space without clearly displaying a valid disabled persons' badge
90	Re-parked within one hour of leaving a bay or space in the car park
91	Parked in an area not designated for that class of vehicle
92	Parked causing an obstruction
93	Parked in car park when closed
95	Parked in a parking space for a purpose other than the deign purpose for the parking space

The following table shows the numbers of PCNs issued in our car parks over the past three years. As was the case in the preceding two years, this represents less than 1% of our car parks' users. The level has decreased further, from 0.3% in 2011-12 to 0.2% in 2012-13.

Zone	Car Park	2010/2011	2011/2012	2012/2013	Zone
RED	Copenhagen Street	1,219	1,114	1,084	RED
	Cornmarket	1,995	1,763	1,761	
	Providence Street	513	414	435	
AMBER	Cattle Market	857	841	927	AMBER
	King Street	770	752	730	
	Newport Street	977	838	818	
	St Martin's Gate	1,042	972	849	
	Clare Street	155	187	220	
	Commandery Road	252	207	220	
	Orchard House	99	89	72	
GREEN	Pitchcroft	627	638	627	GREEN
	The Moors	17	65	80	
	Tallow Hill	71	67	59	
	Tybridge Street	61	64	81	
	Croft Road	526	731	620	
Total		9,141	8,742	8,583	

3.5 Payment Methods

Drivers using our car parks can pay with coins at a Pay and Display machine or with cashless parking provider RingGo. This facility is available in all our car parks and was installed in a partnership with Worcester BID (Business Improvement District). It allows drivers to stay longer without having to return to the car park and buy another ticket in person, and also sends text reminders before a parking period expires.

The RingGo cashless parking system continued to grow in popularity in 2012-13, with an ever increasing number of drivers opting to pay for parking in our car parks by this convenient and simple method. This system and others like it are rolling out all over the UK in diverse locations from airports to shopping centres. RingGo has been available in our car parks since November 2010.



3.6 RingGo usage

2012 - 2013	Number of parking sessions booked	Number of parking sessions extended	New Users	Repeat Users	Car Park Income via RingGo
Month					
April	4,772	275	445	4,326	£17,341
May	5,655	287	431	5,221	£20,694
June	4,875	263	450	4,425	£17,052
July	5,250	293	423	4,827	£18,460
August	4,897	286	426	4,471	£16,474
September	5,376	248	469	4,907	£18,291
October	6,498	319	488	6,009	£23,006
November	6,549	347	472	6,077	£23,998
December	6,622	441	473	6,149	£22,959
January	5,790	341	354	5,616	£21,586
February	5,599	655	322	5,277	£21,649
March	6,104	726	396	5,708	£23,479
Total	67,987	4,481	5,149	63,913	£244,989



CHARGES

AMBER ZONE

Charges apply from 7.a.m - 9.p.m. every day of the week including Sundays and Bank Holidays.
Pay at machine & display ticket clearly inside front windscreen

DAY TIME PARKING CHARGES:		EVENING PARKING CHARGES:
Up to 30 minutes: £0.40p		Between 7.p.m. & 9.p.m. £1.00p
Up to 1 hour: £0.80p	Up to 4 hours: £3.60p	LONG STAY CHARGES:
Up to 2 hours: £1.60p	Up to 6 hours: £5.00p	
Up to 3 hours: £2.70p	Up to 24 hours: £6.00p	
		1 x Day(24hrs) £6.00p
		2 x Day(48hrs) £12.00p
		3 x Day(72hrs) £18.00p
		4 x Day(96hrs) £24.00p
		5 x Day(120hrs) £30.00p

Motor-cycles may park free in designated motor-cycle bays.
Tickets purchased in free time will be credited to the next charging period

Disabled Persons Blue Badge Holders

Display arrival time on clock clearly inside front windscreen

Maximum Free stay **3** hours

Worcester City Council Notice - Cattle Market Parking Restrictions

A Penalty Charge Notice (PCN) up to a maximum of £70, reduced by 50% if paid within 14 days will be issued if a vehicle is parked in contravention of the Traffic Regulation Order governing this off - street car park. i.e.

1. Failure to display a valid ticket.
2. Parking outside the bay markings.
3. Parking in a disabled bay without a valid Blue Badge.
4. Parking in a place not designated for parking.

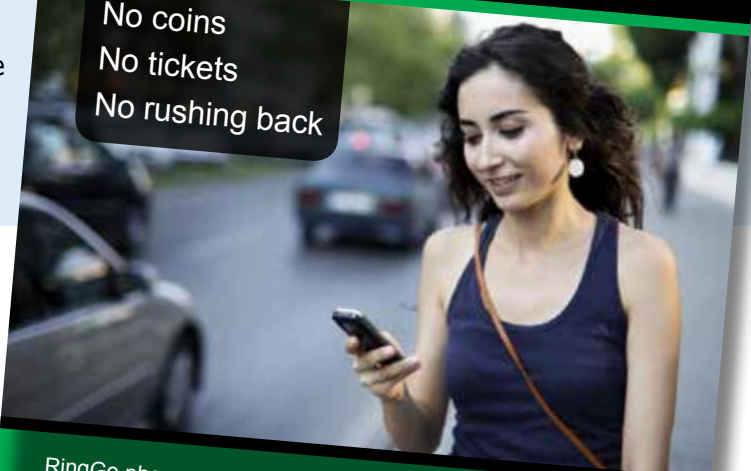
For assistance or enquiries please contact Worcester City Council 01905 722233

Adrian Field, Manager of Worcester BID, said: "RingGo was used almost 68,000 times in 2012-2013, an increase of 34% on the previous year and we are delighted with how our partnership with the City Council is ensuring that these impressive figures continue to rise. It makes for excellent customer service, increased dwell times and boosts trade. These are some of the core aims of any good BID and Local Authority so long may the relationship continue!"



She's topping up her parking with RingGo

No coins
No tickets
No rushing back



RingGo phone parking is quick and easy.

Just call **020 3046 0010** and pay with your credit or debit card. Or use the RingGo iPhone and Android applications. Text and online payments also available.

See signs or www.myRingGo.co.uk for details.



3.7 Car park income

The following table shows the gross income received from our 15 car parks over the last year. The previous two years' figures are included for comparison.

Zone	Car Park Location	Income 2010/11	Spaces	Rev per space	Income 2011/12	Spaces	Rev per space	Income 2012/13	Spaces	Rev per space
RED	Copenhagen Street	£316,822	157	£2,017	£332,973	157	£2,120	£306,762	157	£1,954
	Cornmarket	£371,481	83	£4,475	£373,799	83	£4,503	£334,069	83	£4,025
	Providence Street	£120,480	57	£2,113	£124,782	57	£2,189	£102,094	57	£1,791
AMBER	Cattle Market	£346,277	183	£1,892	£348,532	163	£2,138	£351,364	163	£1,920
	King Street	£259,340	112	£2,315	£266,664	112	£2,380	£252,822	112	£2,257
	Newport Street	£213,457	136	£1,569	£208,856	136	£1,535	£194,565	136	£1,431
	St Martin's Gate	£543,947	780	£697	£554,095	780	£710	£430,013	780	£551
	Clare Street	£80,000	50	£1,600	£80,714	50	£1,614	£70,356	50	£1,407
	Commandery Road	£68,311	35	£1,951	£68,343	35	£1,952	£64,538	35	£1,844
	Orchard House	£13,120	40	£328	£12,930	40	£323	£11,852	40	£296
GREEN	The Moors	£4,778	108	£45	£17,126	108	£108	£22,083	108	£502
	Croft Road	£215,725	238	£906	£241,720	238	£1,015	£209,406	238	£880
	Pitchcroft	£205,537	332	£619	£228,834	332	£689	£207,657	332	£721
	Tallow Hill	£84,499	97	£871	£92,401	97	£952	£64,268	97	£663
	Tybridge Street	£35,032	72	£486	£36,649	72	£509	£40,012	72	£556
Total		£2,878,808	2460	£1,170	£2,988,423	2460	£1,214	£2,661,861	2460	£1,122

Copenhagen Street car park



3.8 Season Tickets

When we originally launched the season ticket scheme, in a small number of our car parks, the permits we issued were valid for only one vehicle and could only be used in a single specific car park.

After listening to customer feedback and with a desire to extend the service, we introduced a more flexible approach on 31 January 2013.

We now issue season tickets for all of our Amber and Green zone car parks. Permits can be used in any car park in either zone and can be used in any car (as long as the permit is visibly displayed).

In taking this approach, we are recognising that many drivers have access to more than one car and also that if a particular car park was full when a permit holder arrived, they would in the past have had to purchase a Pay and Display ticket to park elsewhere. This new system allows them to move between car parks with no additional expense and offers flexibility to the driver. We see this as a clear method of improving the service we offer.

Season Ticket Prices

AMBER Zone car parks					GREEN Zone car parks				
Cattle Market, King Street, Newport Street, Clare Street and Commandery Road					Pitchcroft, The Moors, Tallow Hill, Tybridge Street, Croft Road and St. Martin's Gate*				
Months	x 3	x 6	x 9	x 12	Months	x 3	x 6	x 9	x 12
7 days a week/ 24 hours a day	£225	£390	£600	£720	7 days a week/ 24 hours a day	£180	£330	£480	£600

Note:

* for the purposes of Season Tickets, St Martin's Gate is included in the Green Zone.

3.9 Season Ticket Income

Car Park	Income 2010-11	Income 2011-12	Income 2012-13
St. Martin's Gate	£16,920	£33,845	£13,446
Newport Street	£800	£4,219	£5,488
King Street	-	£2,380	£3,267
Pitchcroft/The Moors	£906	£2,325	£904
Croft Road	-	£1,220	-
Total Income	£18,626	£43,989	£23,104

Details of income from the car parks added to the Season Ticket service on 31 January 2013 will be reported in next year's annual report.

Copenhagen Street car park



Section 4

On-street enforcement

We carry out enforcement on behalf of Worcestershire County Council on the public highways and also at the three on-street bays in the city centre. These bays are short-stay and priced accordingly. The bays fall within the public highway and are the responsibility of Worcestershire County Council. Our enforcement work takes place under the remit of the Agency Agreement we have with the county council.

4.1 On-street bays income (Worcestershire County Council)

On-street Pay & Display Parking Bay	Income 2010-11	Income 2011-12	Income 2012-13
College Precincts	£7,489	£9,318	£8,516
Severn Street	£30,124	£34,193	£29,087
Silver Street	£62,011	£60,103	£49,759
Total Income	£99,624	£103,614	£87,362

On-street Pay & Display Bays Penalty Charge Notices Issued	2010-11	2011-12	2012-13
	College Precincts	120	132
Severn Street	412	453	405
Silver Street	867	769	634
Total	1,399	1,354	1,168

We carry out enforcement activity in the on-street bays, in the same way as we do in our car parks. This table shows the level of that enforcement work.



4.2 On-street parking dispensation scheme

Parking is restricted on many Worcester streets, for example by double yellow lines or limited time waiting bays. However, people and businesses can park in these areas in exceptional circumstances if they obtain a dispensation from us.

Two types of dispensation are available, and we provide clear and unambiguous guidance for both.

A One Day Dispensation allows a vehicle to remain (if a risk assessment permits) in areas where parking is normally either restricted or prohibited, up until midnight on the day of issue. These dispensations are issued to the driver on request at no charge.

A Seven Day Dispensation allows a vehicle to remain for a maximum of seven days, where there is a clear and genuine need to do so. These are normally issued for vehicles involved in construction or renovation work. They can be extended on application. We charge a £35 administration fee.

Parking Dispensation Income

Seven-day dispensation income	Dispensations issued	
Year 2011 - 2012	£4,230	120
Year 2012 - 2013	£4,060	116

During 2012 - 2013 we also issued 294 one-day dispensations, for which no charge was made.

4.3 On-street parking enforcement

Our Parking and Enforcement Services team carry out enforcement work throughout Worcester, often in response to calls for assistance from local residents and businesses. The issuing of a PCN is always a last resort. Our CEOs will always first encourage a driver to move their vehicle to a location which is not covered by parking restrictions.

The Traffic Management Act provides an approved list of nationally recognised parking contraventions. These are the basis on which our CEOs will issue a PCN when the need arises.

Code	Contravention
01	Parked in a restricted street during restricted hours
02	Parked or loading/unloading in a restricted street while waiting and loading/unloading restrictions are in force
04	Parked in a meter bay when penalty time is indicated
05	Parked after the expiry of paid for time
06	Parked without clearly displaying a valid pay and display ticket
07	Parked with payment made to extend the stay beyond the initial time, when extension is forbidden
08	Parked at an out-of-order meter during controlled hours
11	Parked without payment of the payment charge
12	Parked in a residents' or shared use parking place without clearly displaying either a permit or voucher or pay and display ticket issued for that place
15	Parked in a residents' parking space or zone without displaying a valid residents' parking permit
16	Parked in a permit space without displaying a valid permit
18	Using a vehicle in a parking space in connection with the sale or offering or exposing for sale of goods when prohibited
19	Parked in a residents' or shared use place displaying an invalid permit or vouchers or pay and display ticket
20	Parked in a loading gap marked by a yellow line
21	Parked in a suspended bay/space or part of a bay/space
22	Re-parked in the same parking space/zone within one hour (or other specified time) of leaving
23	Parked in a parking space or area not designated for that class of vehicle
24	Not parked correctly within the markings of the bay or space
25	Parked in a loading space during restricted hours without loading
26	Vehicle parked more than 50cms from the edge of the carriageway and not within a designated parking space
30	Parked for longer than permitted
34	Being in a bus lane
36	Parked in a disc parking space for longer than permitted
40	Parking in a designated disabled persons' bay without clearly displaying a valid disabled persons' badge
45	Parked on a taxi rank
47	Parked in a restricted bus stop/stand
49	Parked wholly or partly on a cycle track
56	Parked in contravention of a commercial vehicle waiting restriction



Sidbury

4.4 Penalty Charge Notices issued by location

The tables on the following pages show how our CEOs range across the entire city to carry out their work. They mainly travel by foot, but also undertake cycle patrols, combining other responsibilities such as litter enforcement.

We have provided the previous two years' figures for comparison. The number of PCNs issued in any one street will always vary. New parking restrictions may be introduced or others amended, residents arrive and others move on and parking patterns can change. It is our team's role to deal with the issues on the day.

No.	Location	PCNs issued 2010/11	PCNs issued 2011/12	PCNs issued 2012/13	No.	Location	PCNs issued 2010/11	PCNs issued 2011/12	PCNs issued 2012/13
1	Abbey Road	0	3	2	39	Bromwich Lane	37	27	23
2	Albany Road	6	10	4	40	Bromwich Parade	5	2	6
3	Albany Terrace	26	39	75	41	Bromwich Road	1	9	4
4	Albert Road	2	0	2	42	Bromyard Road	4	0	4
5	Alexander Road	3	2	0	43	Bull Ring	2	5	3
6	Angel Place	127	158	177	44	Bush Walk	1	1	0
7	Angel Row	14	10	6	45	Byefield Rise	0	0	0
8	Angel Street	70	62	56	46	Cambridge Terrace	0	0	2
9	Arboretum Road	74	58	47	47	Canada Way	0	0	2
10	Arrowsmith Avenue	2	2	0	48	Canterbury Road	0	0	8
11	Arundel Drive	1	1	0	49	Carden Close	2	1	6
12	Astwood Road	5	2	3	50	Carden Street	56	45	47
13	Back Lane North	3	7	3	51	Carriage Close	0	1	2
14	Back Lane South	168	146	136	52	Castle Street	12	9	1
15	Back Walk	1	0	1	53	Cecil Road	2	0	6
16	Bank Street	4	12	2	54	Chalfont Close	0	0	1
17	Barbourne Lane	8	9	16	55	Charles Street	232	223	204
18	Barbourne Road	43	37	23	56	Chedworth Drive	1	0	0
19	Barbourne Terrace	31	11	19	57	Cherry Tree Walk	46	48	29
20	Barker Street	0	1	0	58	Chestnut Street	46	50	29
21	Barry Street	7	15	15	59	Chestnut Walk	13	14	5
22	Bath Road	208	183	151	60	Church Road	0	0	3
23	Battenhall Place	3	1	1	61	Church Street	6	7	7
24	Bilford Road	0	0	3	62	City Walls Road	2	4	14
25	Blakefield Gardens	15	20	13	63	Clare Street	1	1	0
26	Blenheim Road	23	31	23	64	Cole Hill	5	6	6
27	Blockhouse Close	7	4	3	65	College Street	25	39	38
28	Blossom Close	0	1	2	66	Comer Avenue	1	1	2
29	Bolston Road	6	8	4	67	Comer Gardens	9	4	6
30	Boughton Avenue	0	0	1	68	Comer Road	31	24	19
31	Bramble Gardens	0	1	0	69	Coombs Road	2	1	0
32	Bransford Road	75	66	53	70	Copenhagen Street	0	0	17
33	Braymoor Road	25	24	12	71	Copsewood Avenue	0	0	1
34	Brewery Walk	10	1	4	72	Cornmarket	610	354	165
35	Bridgewater Road	59	72	66	73	Cosgrove Close	7	3	5
36	Britannia Road	39	29	37	74	Cromwell Street	0	2	3
37	Britannia Square	193	180	167	75	Croft Road	1	0	2
38	Broad Street	177	174	193	76	Cumberland Street	6	6	8

No.	Location	PCNs issued 2010/11	PCNs issued 2011/12	PCNs issued 2012/13	No.	Location	PCNs issued 2010/11	PCNs issued 2011/12	PCNs issued 2012/13
77	Deansway	22	16	18	115	Hill Street	12	3	5
78	Dent Close	12	19	15	116	Himbleton Road	9	13	5
79	Derby Road	45	21	25	117	Homefield Road	3	0	25
80	Diglis Road	80	100	116	118	Hood Street	74	71	80
81	Dolday	1	1	2	119	Hoskyns Avenue	2	1	1
82	Drake Avenue	0	0	2	120	Hylton Road	63	54	64
83	Droitwich Road	7	3	1	121	Infirmery Walk	124	148	137
84	Dugdale Drive	5	4	0	122	Ingles Drive	3	11	6
85	East Street	21	35	34	123	James Close	48	32	42
86	Easy Row	28	25	19	124	King Street	4	2	0
87	Ebrington Drive	0	2	3	125	Knight Street	3	1	0
88	Edgar Street	40	20	17	126	Lambert Road	19	9	16
89	Ellis Road	0	1	0	127	Landsdowne Road	7	5	5
90	Farley Street	1	4	1	128	Landsdowne Street	3	4	0
91	Farrier Street	345	366	404	129	Lapal Close	0	2	2
92	Fern Road	1	0	0	130	Lark Hill Road	4	2	5
93	Fish Street	7	4	4	131	Laugherne Road	11	17	21
94	Flag Meadow Walk	5	4	1	132	Leopard Rise	0	4	3
95	Foregate Street	527	507	635	133	Lion Court	6	6	2
96	Fort Royal Hill	4	4	2	134	Little Chestnut Street	14	35	10
97	Foundry Street	19	3	4	135	Little London	2	3	0
98	Foxwell Street	0	1	0	136	Little Park Street	1	0	0
99	Friar Street	649	610	503	137	Little Southfield Street	52	43	58
100	Glebe Close	8	15	8	138	London Road	24	12	9
101	Graham Road	2	0	1	139	Loves Grove	27	18	23
102	Grandstand Road	33	17	49	140	Lowell Street	34	43	34
103	Green Hill London Rd	1	0	0	141	Lower Chestnut Street	56	53	23
104	Green Hill Bath Road	0	3	1	142	Lower Field Terrace	2	0	0
105	Gregory's Bank	8	13	0	143	Lowesmoor	110	165	145
106	Gregory's Mill Street	8	5	3	144	Lowesmoor Place	0	1	0
107	Hamilton Road	27	27	22	145	Malthouse Place	7	2	2
108	Hampton Close	12	3	5	146	Malvern Road	4	2	1
109	Happy Land West	0	2	0	147	Marlborough Street	4	0	1
110	Hardwicke Close	6	12	4	148	Martley Road	0	1	0
111	Hebb Street	30	14	42	149	Mayfield Road	15	15	3
112	Henwick Road	0	94	1	150	Mealcheapen Street	12	5	10
113	Henwick Avenue	1	0	86	151	Melbourne Street	1	0	0
114	High Street	30	24	46	152	Melrose Close	9	11	6

No.	Location	PCNs issued 2010/11	PCNs issued 2011/12	PCNs issued 2012/13	No.	Location	PCNs issued 2010/11	PCNs issued 2011/12	PCNs issued 2012/13
153	Merrimans Hill Road	0	1	0	191	Rainbow Hill	2	3	0
154	Middle Street	66	58	52	192	Red Hill Lane	0	2	0
155	Midland Road	6	5	5	193	Ripon Road	2	1	0
156	Monarch Drive	0	2	0	194	Royal Albert Close	0	3	3
157	Mill Street	64	34	45	195	Sandys Road	1	0	0
158	Moor Street	136	114	85	196	Sansome Place	136	109	87
159	Moreton Place	35	56	57	197	Sansome Street	19	4	8
160	Nelson Road	1	3	0	198	Sansome Walk	386	519	462
161	New Bank Street	0	1	0	199	Sawmill Close	7	4	4
162	New Street	71	67	50	200	School Road	1	1	0
163	Newbury Road	2	0	2	201	Sebright Avenue	7	7	3
164	Newport Street	35	34	35	202	Severn Street	0	453	405
165	Newtown Road	3	5	3	203	Severn Terrace	56	63	61
166	Nightingale Avenue	0	2	0	204	Sharman Road	11	5	2
167	Northfield Street	164	212	91	205	Shaw Street	7	1	0
168	Northwick Road	2	2	0	206	Shrub Hill Road	17	2	29
169	Oaklands	0	1	5	207	Shrubbery Avenue	52	26	30
170	Oldbury Road	182	146	146	208	Sidbury	6	5	8
171	Ombersley Road	3	0	0	209	Smiths Avenue	4	5	5
172	Orchard Street	2	1	1	210	Solitaire Avenue	0	0	3
173	Ostler Drive	1	0	0	211	Somers Road	5	3	2
174	Packhorse Close	1	4	1	212	South Parade	2	0	0
175	Padmore Street	3	3	7	213	South Quay	1	1	0
176	Palmers Green	1	0	1	214	Southall Avenue	1	0	0
177	Park Street	33	11	21	215	Southfield Street	52	64	50
178	Perdiswell Street	18	7	7	216	Spetchley Road	1	1	0
179	Perrywood Walk	16	8	9	217	Spring Gardens	141	73	91
180	Pheasant Street	14	25	16	218	Spring Hill	9	4	8
181	Pierpoint Street	168	130	115	219	Spring Lane	3	1	0
182	Pinkett Street	0	1	0	220	St. Catherines Vale	0	0	1
183	Portland Street	27	11	57	221	St Clements Close	6	7	7
184	Portland Walk	2	0	2	222	St. Clements Gardens	0	0	3
185	Powells Row	0	1	0	223	St. Georges Lane	3	0	7
186	Prince Rupert Road	8	6	4	224	St. Georges Square	38	33	22
187	Providence Street	5	1	5	225	St. John's	90	101	59
188	Pump Street	28	42	38	226	St. Martin's Gate	0	1	4
189	Quay Street	31	28	53	227	St. Mary's Street	114	108	108
190	Queen Street	387	399	315	228	St Nicholas Street	24	20	27

No.	Location	PCNs issued 2010/11	PCNs issued 2011/12	PCNs issued 2012/13	No.	Location	PCNs issued 2010/11	PCNs issued 2011/12	PCNs issued 2012/13
229	St. Oswald's Road	1	0	2	256	Union Street	117	77	75
230	St. Paul's Street	76	54	39	257	Upper Tything	58	60	74
231	St. Peter's Street	0	1	0	258	Vauxhall Street	5	2	2
232	St. Swithin's Street	981	931	500	259	Vicar Street	4	5	1
233	Stanier Road	2	0	0	260	Victoria Avenue	5	3	3
234	Stanley Road	3	7	17	261	Victoria Place	4	0	1
235	Stanley Street	0	0	1	262	Viewfields	0	0	3
236	Sunnyside Road	0	0	2	263	Vincent Road	1	4	7
237	Swinton Lane	1	0	0	264	Vine Street	1	0	0
238	Tallow Hill	12	2	11	265	Wainwright Road	10	6	8
239	Taylor's Lane	6	3	5	266	Washington Street	45	72	75
240	Temperance Street	14	9	15	267	Waterworks Road	1	0	0
241	Tennis Walk	13	11	22	268	Watery Lane	8	5	7
242	The Butts	20	56	35	269	Weir Lane	3	1	1
243	The Cross	120	117	128	270	Wellington Close	26	21	12
244	The Foregate	70	81	51	271	Westbury Street	2	1	12
245	The Heights	0	3	1	272	Wheeler Close	0	0	2
246	The Mead	0	0	2	273	White Ladies Close	15	19	8
247	The Moors	34	30	52	274	Willow Street	4	3	1
248	The Shambles	54	51	65	275	Windsor Avenue	0	2	2
249	The Trinity	41	195	111	276	Withers Road	0	1	0
250	The Tything	188	132	99	277	Wolverton Road	6	17	0
251	Timberdine Avenue	0	0	2	278	Wood Terrace	5	9	5
252	Tollhouse Drive	6	10	2	279	Woodstock Road	57	48	42
253	Trinity Street	269	576	516	280	Woolhope Road	1	1	3
254	Tunnel Hill	9	9	6	281	Wylde Lane	192	112	158
255	Turnpike Close	51	30	43	282	York Place	9	12	199



Section 5

Operational Summary 2012 - 13

5.1 Summary of parking income

Income by year	2010 - 2011	2011 - 2012	2012 - 2013
City Council car parks income	£2,878,808	£2,988,423	£2,661,861
City Council season tickets income	£18,626	£43,989	£23,104
County Council parking income	£99,624	£103,614	£87,362
Seven day parking dispensations	-	£4,230	£4,060
Total parking revenue	£2,997,058	£3,140,256	£2,776,387

5.2 Summary of Penalty Charge Notice issue

*Traffic Regulation Order

PCN Issue/Activity	Total PCNs 2010/11	% of Total Issue 2010/11	Total PCNs 2011/12	% of Total Issue 2011/12	Total PCNs 2012/13	% of Total Issue 2012/13
Total PCN issue for period	21,276	100	20,444	100	19,361	100
Number of Higher Level PCNs issued £70/£35	8,184	38	7,975	39	10,786	56
Number of Lower Level PCNs issued £50/£25	13,092	61	12,469	61	8,575	44
Number of PCNs paid	15,527	72	16,886	83	13,960	72
Number of PCNs paid at discounted rate	13,071	61	12,332	60	11,746	61
Number of PCNs against which an informal or formal representation was made	4,714	22	7,085	35	6,847	35
Total PCNs cancelled for all reasons	5,480	25	5,657	28	4,811	25
PCNs written off due to debt uncollectible	1,871	8.7	1,196	6	490	2.5
PCNs cancelled due to incorrect issue e.g. TRO* invalid	483	2.2	236	1	153	0.79
PCNs cancelled due to Worcester City Council Policy e.g. 1st Contravention - valid pay and display ticket not correctly displayed	1,974	9.2	2,363	12	1,834	9.5
PCNs cancelled due to genuine mitigating circumstances e.g. medical emergency - circumstances beyond driver's control	920	4.3	628	3	604	2
Total PCNs taken forward to independent Adjudicators for outcome decision	46	0.2	46	0.2	45	0.2
Adjudicators finds in favour of council	20	0.09	25	0.1	26	0.1
Adjudicators finds in favour of appellant	7	0.03	13	0.06	13	0.07
Cases not contested by Worcester City Council	18	0.08	8	0.03	6	0.03
Cases awaiting outcome decision	1	0.004	0	0	0	0

Summary of Penalty Charge Notice income

The total income collected for 2012-13 from Penalty Charge Notices issued was £554,913. This income is, in accordance with the formal agency agreement, split between Worcester City Council and Worcestershire County Council on a 60%/40% ratio basis, as opposite. This is subject to regular review.

5.3 Financial Year End Surplus

At the financial year's end, following the settlement of accounts, there was a net surplus of £57,000. In accordance with Section 55 of the Road Traffic Regulation Act 1984, as amended by Regulation 25 Civil Enforcement Of Parking Contraventions (England) General Regulations 2007, that surplus will be used to fund improvements in the service delivery of parking and highways in Worcester.

During the year we have used £59,000 from our 2011-12 net surplus to install a state of the art IT system for processing all PCNs issued and reconciling drivers' appeals. We selected a proven and recognised system already used by over 100 other local authorities for this, supplied by Chipside.

**Total PCN income 2012 - 2013
£554,912**



Sidbury

Section 6

Commentary and additional information

6.1 Targets for service delivery

Team performance in 2012 - 2013

We set our Civil Enforcement Officers (CEOs) performance targets for 2012-13 in two distinct areas. Both targets related to the better management of PCN issue activity.

The first was to reduce the number of PCNs issued that subsequently had to be cancelled because of officer error, such as inputting the wrong vehicle registration number or location into the system. The target was to reduce that rate from 1% to 0.09%. We are pleased to report that, for a second year, the team exceeded the target. The CEO error rate has reduced to 0.07%

The second target was to reduce the number of PCNs which Worcester City Council did not contest if a driver formally appealed against the issue of the Notice. In practice, this target was about ensuring our CEOs issued quality PCNs, only when necessary, following procedures correctly, and gathering appropriate evidence to support the issuing of the PCN. The target was to reduce the number not being contested from 0.03% to 0.02%. We are pleased to

report that, although we did not reduce the rate as we wanted, the figure remained constant. 0.03% is a very acceptable figure.

The number of times that Independent Adjudicators in appeals have found in favour of Worcester City Council has again increased in 2012-13 from 25 to 26 cases. A gain in knowledge and expertise within the Payments and Appeals team has assured that we only contest formal appeals when absolutely appropriate to do so.

The number of drivers appealing against the issue of a PCN fell from 7,085 to 6,847 in 2012-13. This outcome confirms that we are carrying out our parking enforcement in a way that demonstrates to the motorist that the PCN was issued for a genuine reason and that the contravention was proven.

Copenhagen Street car park





6.2 Blue Badge enforcement

Worcester is a city with competing demands for parking and in the city centre we have identified three groups who have specific needs – goods vehicles making deliveries, taxis, and Blue Badge holders who use disabled persons’ parking bays.

These bays are placed at strategic locations across the commercial centre of Worcester and demand for kerb-side space is high, with all bays constantly busy. They enable disabled people to take advantage of Worcester’s city centre attractions and services. Blue Badge holders can park for up to three hours on the public highway (as long as the Blue Badge is displayed), but there is no time restriction in the dedicated bays.

Our CEOs monitor the use of Blue Badges as part of their normal work, and take enforcement action in cases of misuse. Worcester does not have a pronounced problem with Blue Badge misuse, but we do run occasional week-long enforcement campaigns focussed on unlawful use of these badges.

During the week Monday 19 to Friday 23 November 2012, our CEOs carried out a focused operation in the city centre in partnership with West Mercia Police when Blue Badges at selected locations were inspected and drivers questioned about their use. There was overwhelming support from all sections of the community for this campaign, aimed at freeing up precious spaces for disabled people to use. Our CEOs reported 15 people mis-using the badges.



The table below shows the selected locations where CEOs questioned drivers and inspected their blue badges

Location of Bay	19 - 23 November 2012 No. of Blue Badges inspected
St. Swithin’s Street	5
Queen Street	36
Trinity Street	50
The Cross	19
The Trinity	24
Cornmarket	20
New Street	13
Charles Street	13
Spring Gardens	2
Total	183

We will continue to monitor Blue Badge misuse and take action when necessary.

6.3 Road Closures and street parties

The Parking and Enforcement Services team co-ordinates and issues Temporary Road Closure Orders in Worcester, apart from primary routes, which are administered by Worcestershire County Council. The closure of a road or street allows a wide variety of events to take place without the fear of traffic coming into conflict with large numbers of pedestrians.

These orders are issued under the authority of Section 21, The Town Police Clauses Act 1847. In 2012-13 a total of 42 Road closures were granted for a variety of events from summer fetes to civil ceremonies. Requests for temporary road closures came from private individuals, from community groups, and from organisations such as Visit Worcester and Herefordshire and Worcestershire Chamber of Commerce who organised events supporting local commerce, including street markets and fireworks displays.

Application forms for street closures can be downloaded from www.worcester.gov.uk We do not charge for road closures.

Before we grant an order, the site is visited and assessed as suitable. We also consult West Mercia Police. Once granted, the order is circulated to all emergency services for their information. All orders are published at www.worcester.gov.uk



Left to right: Andrew Newman, Edwina Muckle, Donald Kerr and Ian Johnson of the York Place Residents' Association with Andy Chinn, Worcester City Council's Parking and Enforcement Services Manager (second from right) at the entrance to York Place.

6.4 Residents' parking schemes

Our Parking and Enforcement Service manages and monitors the existing residents-only parking schemes in Worcester, enabling local residents in areas with particular congestion problems to have parking facilities, near or adjacent to their properties.

The existing schemes have been in place for several years and work very well, serving the needs of local residents as well as visitors. In 2012-13 work took place to introduce a new scheme in the York Place area.

The York Place Residents' Association played a key role in introducing the new residents-only parking scheme, working closely with local councillors, Worcestershire County Council and ourselves at

Worcester City Council to drive the project forward. The scheme went live after the period covered in this report, in May 2013 and is now successfully meeting the needs of local residents.

Andrew Newman, of the York Place Residents Association said: "With the relationships, sense of purpose and commitment that were established in the course of an at times frustratingly long project I reckon we could have achieved almost anything. It has delivered all the benefits we were after. We have a parking scheme that really works. And we have established a positive relationship with both the County and City Councils."

Zone	Zone T	Zone P	Zone B	Zone E	Zone D
For the residents of:	Spring Lane/ Spring Hill	Severn Terrace	The Moors Moor Street Back Lane South Albany Terrace Britannia Square Braymoor Road	College Precincts Edgar Street King Street Castle Place Severn Street	York Place and Windmill close
To park in:	Any bay on Tallow Hill Car Park	Any bay on The Moors/Pitchcroft Car Park	In marked residents bays - Britannia Square Back Lane South Albany Terrace Back Lane North	In marked residents and pay and display bays on Severn Street and Edgar Street	York Place and Windmill close
Number of permits allowed	One permit per household	Two permits per household	No limit	Three permits per household	Three permits per household
Price of permits	£30 per permit	£30 per permit	£30 per permit	£30 for first permit; £40 for second permit; £50 for third permit	£30 for first permit; £40 for second permit; £60 for third permit
Visitor scratch cards allowed	None	None	None	Can purchase 80 books of scratch cards per year	Can purchase 80 books of scratch cards per year

Where visitor scratch cards are issued residents can purchase books of four scratch cards, at £5 for 10 books, £15 for 30 books or £25 for £50 books.

6.5 Assaults and incidents of threatening behaviour

We are again pleased to report that during 2012-13 none of our CEOs were subject to a physical assault. This is testimony to the self-awareness training that all our CEOs continue to receive. This aims to prepare them to deal with and defuse the small number of incidents where members of the public vent their anger, or use threatening, abusive or insulting words or behaviour towards our CEOs.

We take such incidents very seriously, and in accordance with our Violence in the Workplace Policy, all incidents are recorded and reviewed monthly within the service. We also assess them at our quarterly Health and Safety meetings.

If appropriate, we will report such matters to West Mercia Police for criminal investigation. In 2012-13 there were a total of seven incidents, down from 12 the previous year, with two resulting in proceedings in the criminal courts.

Our patrolling CEOs now carry body-cams and are able to capture real-time evidence of being threatened or abused. The presentation of that evidence can assist on the rare occasions that we do have to take matters to court. Worcester City Council has a duty of care to its employees and incidents of abuse or threats will not be tolerated.

Friar Street



6.6 Complaints against Civil Enforcement Officers

Our CEOs issue more than 20,000 PCNs each year, coming into contact with a huge number of people, who are often upset or aggrieved about receiving a parking ticket. Some of those people then choose to complain about the actions of the issuing CEO, often in an effort to have the PCN cancelled or because they genuinely feel they have been unfairly treated.

The number of complaints lodged against the Enforcement Team in 2012-13 was 39, up from 21 the previous year, but still representing less than 0.1% of all PCNs issued. The number has in part increased because of improvements in our complaints recording procedures, as part of our efforts to demonstrate greater transparency.

We investigate all complaints following clear and transparent procedures. We then take any actions needed to address the outcome of that complaints process, and we inform the complainants of the outcome. The Parking and Enforcement Services team aim to learn from mistakes and, where possible, put in measures to prevent a reoccurrence. Of the 39 complaints made, 23 were not upheld, six were upheld and a further ten were part upheld.

We have planned further refresher training, to enhance the quality of our CEOs' interaction with the public. Of course, our CEOs also have many other forms of interaction with the public, away from the issuing of PCNs, including offering advice, providing directions and assisting broken down motorists.

Nature of Complaint	Quantity
Conduct of issuing Civil Enforcement Officer	9
Payments and Appeals Team - unsatisfactory customer service	7
Car Parks - general complaints	5
Car Parks - Pay and Display machines	2
Car Parks - signs and information	5
Car Parks - charges	2
Blue Badge bay	2
Civil Enforcement Officers - working hours	1
RingGo cashless pay by phone parking	1
Residents'/visitors' permits	1
Website information	1
On-street signs	2
On-street - other	1
Total	39

College Street





College Precincts

6.7 Parking and Enforcement Services' wider role and team structure

2012/13 saw the Parking and Enforcement Services team consolidate its position within the Cleaner and Greener City service area, entrenching additional responsibilities including litter, fly-tipping, dog fouling and abandoned vehicles. In these areas of our duties we work in close partnership with other teams across the City Council, such as Parks and Open Spaces, Refuse and Street Cleansing and Community Engagement.

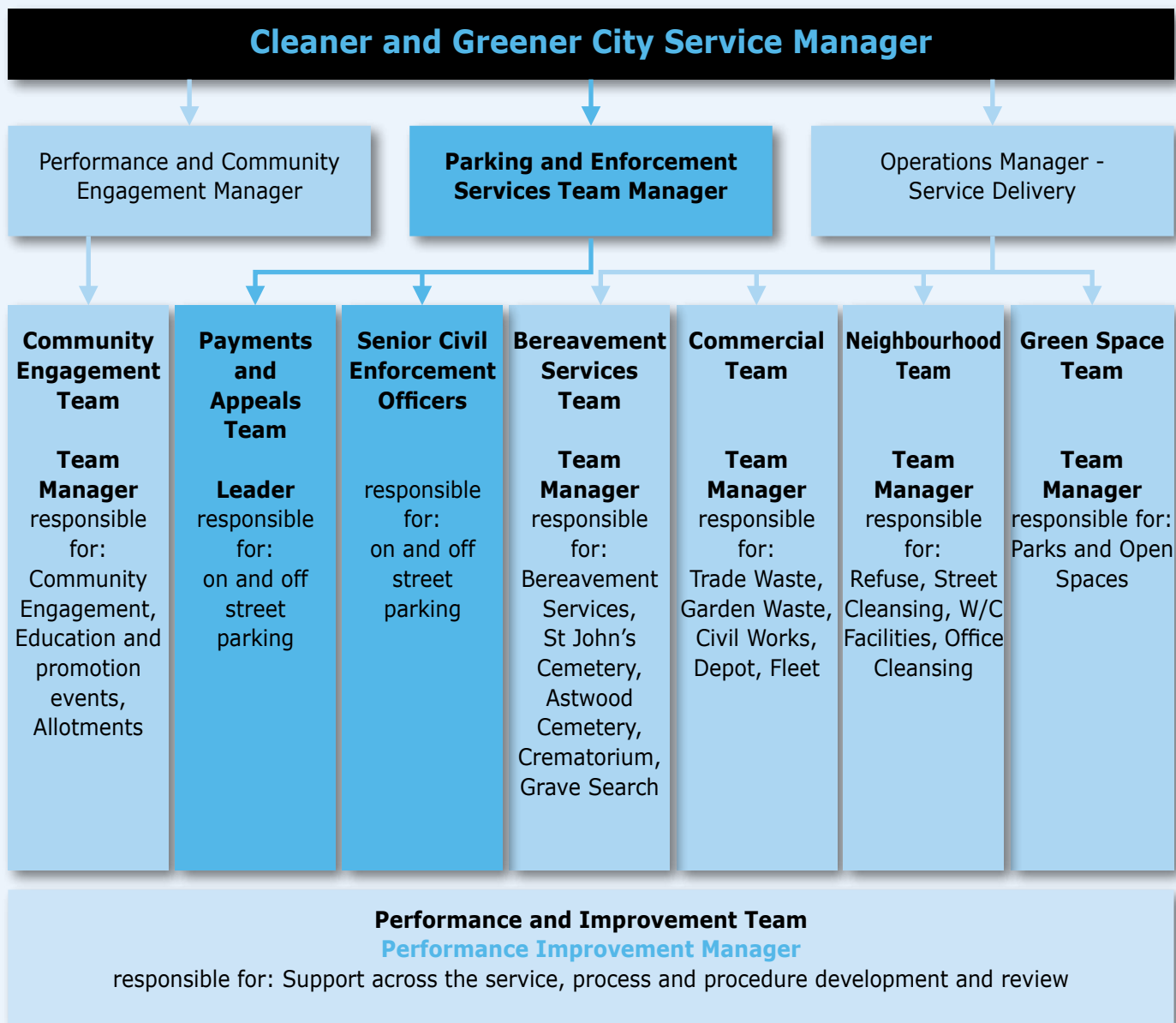
We respond to complaints or requests for assistance from members of the public, groups, organisations and elected Council members in line with our Environmental Enforcement Policy.

The structure of the team is outlined in the diagram below.



The chart below shows where Parking and Enforcement Services sits within Worcester City Council's Cleaner and Greener City service area, and how the various teams work with each other to address issues across the city.

Cleaner and Greener City Structure



Throughout the year, our CEOs have again joined forces with local Police, both uniformed officers and Community Support Officers, to tackle problems associated with parking and environmental issues.

In particular, many visits have been made to areas in and around schools at times when parents are dropping off or fetching children, so that we can offer advice on both parking and environmental enforcement issues.

Our partnership approach has been successful in further reducing congestion outside a number of targeted schools. Work continues across the city to tackle this problem, as many schools are located in tightly congested areas. A number of PCNs were issued to drivers parking unlawfully in areas around schools

6.8 Other partnerships

We have forged strong working relationships with organisations that are particularly important for Worcester's economy and culture. Worcester BID (Business Improvement District) focuses on supporting local businesses and enterprise in the heart of the city, and we also have strong ties with the city's tourism services provider. This function has recently passed from VisitWorcester to the Herefordshire and Worcestershire Chamber of Commerce. They deliver tourism promotion work and organise many events throughout the year, including the annual four-day Christmas Victorian Fayre.

Our parking team supports these organisations to make Worcester an attractive place to work or visit. At selected times we provide special parking offers in the car parks, allowing drivers to stay longer for less, to encourage people to enjoy the city.

Major events

The Civil Enforcement team was involved in the planning and delivery of three significant events in Worcester this last year, where they worked closely with the Police, Worcestershire County Council and Visit Worcester. Our roles on these days was to keep the street completely clear of traffic or parked vehicles. All three were a complete success and passed without problems. They were:

- A visit by HM Queen Elizabeth II
- The Olympic Torch Relay
- Armed Forces' homecoming parade

Her Majesty The Queen's visit to Worcester, July 2012



6.9 Environmental Enforcement

The team now has responsibility for the investigation of environmental issues across Worcester and has been gaining expertise and knowledge in this new area of enforcement. We work closely with local councillors, parish councils and neighbourhood wardens to make Worcester a clean and safe place to live. We continue to work in partnership with Wychavon District Council on a number of issues. See table below.

Freedom of Information Requests

We received a total of 20 requests for information relating to parking matters under the Freedom Of Information Act. In all cases, we provided responses within the statutory 20 working days.

Enforcement Area	Abandoned Vehicles	Fly-Tipping	Dog Fouling	Littering
Response and outcomes	73 vehicles reported as being abandoned. All fully investigated and 34 cases required keeper enquiries with DVLA. Two vehicles lifted and disposed of.	15 reported incidents of fly-tipping all fully investigated and one Fixed Penalty Notice issued and five advice/warnings issued.	23 reported incidents of dog fouling all fully investigated and one Fixed Penalty Notice issued.	11 Fixed Penalty Notices issued for littering in a public place.

Fly-tipping



Section 7

Conclusion by Andy Chinn

Parking and Enforcement Services Manager



Our Parking and Enforcement Service team continued to deliver an improving service to both residents of Worcester and visitors alike.

The primary function of the team is to continue to address parking issues, and we have now developed our expertise to deliver first class services in the new areas which we have taken responsibility for.

Worcester remains a thriving, busy and energetic city that attracts traffic from all over the country. Our team is committed to making the parking experience easy, user-friendly and one that enables people to move about the city with the minimum amount of fuss or intrusion.

This has been a busy year for the team and the service that we offer to residents and visitors

continued to develop as we embraced new working practices and the challenges connected to environmental enforcement.

We look forward to 2013-14 being another challenging year.

Andy Chinn
Parking and Enforcement Services Manager
Cleaner and Greener City
Worcester City Council

New discounted Season ticket rates!

Save cash and buy a Season Parking Ticket.

Take the stress out of Parking!

Season tickets may be used on any vehicle and not just one specific car on every day of the week and allows you to Park in any Green Zone car park with a Green Zone Pass and any Amber Zone car park with an Amber Zone Pass.*

Season Tickets prices from 1 January 2013

GREEN Zone car parks

Pitchcroft, The Moors, Tallow Hill, Tybridge Street, Croft Road and **St. Martin's Gate****

Months	x 3	x 6	x 9	x 12
7 days a week/ 24 hours a day	£180	£330	£480	£600

AMBER Zone car parks

Cattle Market, King Street, Newport Street, Clare Street and Commandery Road

Months	x 3	x 6	x 9	x 12
7 days a week/ 24 hours a day	£225	£390	£600	£720

Note:

* Full terms and Conditions available on application

** for the purposes of Season Tickets, St Martin's Gate is included in the Green Zone.



THREE
CHOIRS
FESTIVAL
August 6-13
2014

THREE
CHOIRS
FESTIVAL
August 6-13
2014

If you need help communicating in English please contact the Customer Service Centre on 01905 722 233 or at customerservicecentre@worchester.gov.uk

Bengali

যদি ইংরাজীতে কথা আদানপ্রদানের জন্য আপনার সাহায্যের প্রয়োজন হয় তাহলে অনুগ্রহ করে 01905 722 233 এই নম্বরে অথবা customerservicecentre@worchester.gov.uk এখানে গ্রাহক পরিষেবা কেন্দ্রের সঙ্গে যোগাযোগ করুন

Chinese

如果你需要帮助用英语沟通，请与顾客服务中心联系。电话：01905 722 233；网址：customerservicecentre@worchester.gov.uk

Polish

Jeżeli potrzebują Państwo pomocy w porozumiewaniu się w języku angielskim, prosimy o kontakt z Centrum Obsługi Klienta pod numerem 01905 722 233 lub na adres customerservicecentre@worchester.gov.uk

Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਅੰਗ੍ਰੇਜ਼ੀ ਵਿੱਚ ਗੱਲਬਾਤ ਕਰਨ ਵਿੱਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਕਸਟਮਰ ਸਰਵਿਸ ਸੈਂਟਰ ਨਾਲ 01905 722 233 'ਤੇ ਜਾਂ customerservicecentre@worchester.gov.uk 'ਤੇ ਸੰਪਰਕ ਕਰੋ।

Portuguese

Se necessitar de ajuda para comunicar em Inglês por favor contacte o Serviço de Apoio a Clientes através do 01905 722 233 ou através do e-mail customerservicecentre@worchester.gov.uk

Urdu

اگر انگریزی میں گفتگو کرنے میں آپ کو مدد کی ضرورت ہے تو براہ کرم 01905 722 233 پر یا customerservicecentre@worchester.gov.uk پر کسٹمر سروس سے رابطہ کریں

Parking and
Enforcement Services

Annual Report

2012 - 2013

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