



WORCESTER CITY COUNCIL

PARKING AND ENFORCEMENT SERVICES

Annual Report
2016-2017



www.worcester.gov.uk/parking





Contents

Foreword by Councillor Joy Squires and Councillor Alan Feeney Chair and Vice Chair of Environment Committee, Worcester City Council	4
--	----------

Section One: General information

1.1	Introduction and Welcome	4
1.2	Worcester parking and traffic network	5
1.3	Civil parking enforcement	
1.3.1	The Traffic Management Act 2004 (Part 6/7) (TMA04) and Decriminalised Parking Enforcement (DPE)	6
1.3.2	Contraventions, not offences	6
1.3.3	Dual Function Enforcement Officers	6
1.4	Aims and objectives	6
1.5	Our authority to enforce parking regulations	
1.5.1	Agency agreement	7
1.5.2	Worcester City Council parking places orders	7
1.5.3	The Traffic Regulation Order process	7
1.5.4	Enforcement and the issuing of Penalty Charge Notices	7
1.6	Improving our service delivery and increasing safety	
1.6.1	The Annual Parking Report Award	8
1.6.2	The Park Mark Award	8
1.6.3	'Body cams'	9
1.7	Enforcement Guidance	9
1.8	Higher and lower rates PCNs, and the grounds for appeal	9

Section Two: Worcester City Council's car parks

2.1	Tariff scales	11
2.2	Long stay tariffs in Amber and Green zone car parks	12
2.3	Electric vehicle charging points	13
2.4	Contravention Codes (car parks)	13
2.5	Worcester City Council car parks PCNs Issued	14
2.6	Penalty Charge Notices issued by contravention (car parks)	14
2.7	Payment methods	15
2.8	RingGo usage	15
2.9	Car park income	16
2.10	Season tickets	16
2.11	Season ticket prices	16
2.12	Season ticket income	16

Section Three: On-street enforcement

3.1	On-street bays income	17
3.2	On-street bays Penalty Charge Notices issued	17
3.3	On-street parking dispensation scheme	17
3.4	Parking dispensations income	18
3.5	On-street parking enforcement	18
3.6	Penalty Charge Notices issued by location	19
3.7	Penalty Charge Notices issued by contravention (on the highway)	23

Section Four: Operational Summary 2016 - 2017

4.1	Summary of parking income	24
4.2	Summary of Penalty Charge Notices issued	24
4.3	Online parking appeals	25
4.4	Summary of Penalty Charge Notice income	25

Section Five: Commentary and additional information

5.1	Targets for service delivery improvement	26
5.2	Blue Badge enforcement	26
5.3	Wild flower meadows	27
5.4	Road closures and street parties	28
5.5	Residents' parking schemes	28
5.6	Current residents'- only parking schemes in Worcester	28
5.7	Assaults and incidents of threatening behaviour	29
5.8	Complaints against Parking and Enforcement Services	30
5.9	Parking and Enforcement Services' wider role and team structure	31
5.10	Joint patrols with Police	31
5.11	Other partnerships	32
5.12	Abandoned vehicles	32
5.13	Freedom of Information requests	32

Section Six: Summary by Andy Chinn Parking and Enforcement Services Manager

Glossary of Terms	32
Notes	33

Foreword by Councillor Joy Squires and Councillor Alan Feeney

Chair and Vice-Chair of Environment Committee, Worcester City Council



Worcester continues to thrive and attracts visitors from far and wide with demands on the road network at an all-time high. The attractive development of the Cathedral Square, which opened in July 2017, has brought new restaurants, bars and shops to the southern end of the city centre, providing a fantastic visitor experience. Directly opposite Worcester's historic Cathedral, visitors and residents alike can take advantage of the wonderful views from the Square as they enjoy a meal, drink or shop.

Our City is well and truly on the map as a place to visit and has again hosted some amazing large scale events, including the Christmas Victorian Fayre, Race For Life, the third Worcester City run and the Worcester Carnival.

The Parking and Enforcement Services team have played a vital role in providing the parking facilities that our residents and visitors demand and in ensuring all of our car parks are clean, safe and represent value for money. All of our car parks again retained the prestigious 'Park Mark' safer parking award from the British Parking Association and the Association Of Chief Police Officers (ACPO).

The team have also been directly involved in the planning and delivery of all major events in the city,

keeping the streets and roads clear of unnecessary traffic, so that these events can flow with the minimum of intrusion or inconvenience to traffic on the network.

We are pleased that the previous parking report for 2015-2016 was recognised for its content and quality by PATROL (Parking and Traffic Regulation Outside London) in the award of a certificate of excellence presented to the team at a ceremony at the Houses of Parliament. We now publish our seventh Annual Parking Report, demonstrating that Worcester is always open for business. This report documents the work of the Parking and Enforcement Services team in what proved to be another busy year.



Section One

General information

1.1 Introduction and Welcome

Welcome to the seventh Annual Report of Worcester City Council's Parking and Enforcement Service. This report documents activities in the financial year 2016-2017.

The Park Mark quality-assured service contributes to the delivery of large scale events, minimising the impact of road closures residents and visitors alike.

Working relationships with partners and stakeholders remain strong across Worcestershire. Training has again been delivered to all Civil Enforcement Officers in relation to Blue Badges.

Joint patrols with West Mercia Police continue to impact positively on air quality and traffic flow.

1.2 Worcester parking and traffic network

The road layout of the compact, historic city of Worcester, developed in the medieval era and altered in Victorian times, presents challenges for traffic management and parking.

With a population of 102,300 and some 43,000 households, Worcester is an important 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 City Council manages 14 car parks – 13 surface car parks and one 780-space multi-storey, St. Martin's Gate. A team of 12 Civil Enforcement Officers (CEOs) uphold standards.

The seven variable message signs installed in 2012-2013 along the main approaches into the city centre, give motorists real time information in relation to the four nearest of the six busiest car parks:

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



Variable message sign on Tybridge Street

1.3 Civil Parking enforcement

1.3.1 The Traffic Management Act 2004 (Part 6/7) (TMA04) and Decriminalised Parking Enforcement (DPE)

Parking enforcement was decriminalised in February 2003 and responsibility for dealing with most parking matters passed from West Mercia Police to Worcester City Council. The Police retain powers under the Highways Acts to deal with issues of vehicles causing unnecessary obstructions of the highways.

1.3.2 Contraventions, not offences

Drivers are dealt with by our Civil Enforcement Officers (CEOs). Parking events are classed as 'contraventions' rather than the previous 'criminal offences' and are administered under civil law. Penalty Charge Notices (PCNs) are issued to vehicles and a financial penalty is incurred for a contravention.



1.3.3 Dual Function Enforcement Officers

The relevant legislation - i.e. Section 76, The Traffic Management Act 2004 (TMA04) and Section 63A, Road Traffic Regulation Act 1984 - does not expressly prohibit Civil Enforcement Officers from carrying out functions other than those which are related to traffic management. Worcester City Council Civil Enforcement Officers are in the fourth year of the delivery of joint enforcement.

1.4 Aims and Objectives

The aims of Parking and Enforcement Service are 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'; and
- 'increasing the standard of the parking service delivered and expand service delivery into other associated enforcement issues.'



1.5 Our authority to enforce parking regulations

1.5.1 Agency agreement

Worcester City Council carries out parking enforcement on the public highway by way of a formal agency agreement with the highways authority, Worcestershire County Council. This agency agreement is common to all six Worcestershire district councils.

1.5.2 Worcester City Council parking places orders

Powers of enforcement in the City Council-owned car parks are enshrined in the Worcester City General Car Parks Order 2011 and the Croft Road Car Park Order 2011 (the latter dealing specifically with the parking of coaches and large goods vehicles).

1.5.3 The Traffic Regulation Order process

Worcester City Council's Parking and Enforcement Service team has authority to carry out parking enforcement under powers contained within the Traffic Management Act 2004. Supporting that act are a list of nationally recognised Parking Contraventions (see section 2.7). Each authority may draw from that list the contraventions that are relevant to enforce, as not all within the list will apply to every enforcing authority location.

Before enforcement activity takes place the Highways Authority, in this case Worcestershire County Council, will decide what the parking restrictions will be at any particular location and create a Traffic Regulation Order (TRO) and consult on this. Designations include double yellow lines, a taxi rank or disabled persons' parking bays. Guidance contained within the Traffic Signs Regulations and General Directions 2011 (TSRGD2011) is followed.

1.5.4 Enforcement and the issuing of Penalty Charge Notices

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. The primary motivation for issuing a PCN is not to raise money. No targets are set and to do so is unlawful. CEOs are empowered to use their discretion when appropriate.



1.6 Improving our service delivery and increasing safety

Road safety is paramount, particularly in parking behaviour in and around schools. A designated CEO has been given responsibility for managing school parking. The officer visits schools, liaises with staff and carries out joint patrols with the Police to deter unlawful unsafe parking.



1.6.1 The Annual Parking Report Award

A Certificate of Excellence from PATROL (Parking and Traffic Regulation Outside London) for the standard of our Annual Parking Report for 2015-2016 was achieved.

Representatives from shortlisted and winning councils received awards and certificates of excellence from Louise Ellman MP of the Commons Transport Select Committee at a prestigious ceremony in the Houses of Parliament.



Members of the Worcester City Council Parking Team with their Certificate of Excellence



1.6.2 The Park Mark Award

The Park Mark award has been retained for all 14 of the City Council's car parks, including Croft Road Lorry and Coach Park.

The award is sponsored by ACPO and the BPA (the British Parking Association). The award recognises high standards in car parking provision.

The award is based on:-

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



1.6.3 'Body cams'

CEOs continue to wear body-cams to record real-time evidence. These have been used to good advantage in moderating aggressive behaviour and addressing complaints. CCTV footage has exonerated officers from complaints and also added weight to the evidence that the patrolling officers gather.



1.7 Enforcement guidance

General guidance is reviewed regularly and published at www.worcester.gov.uk/parking.

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

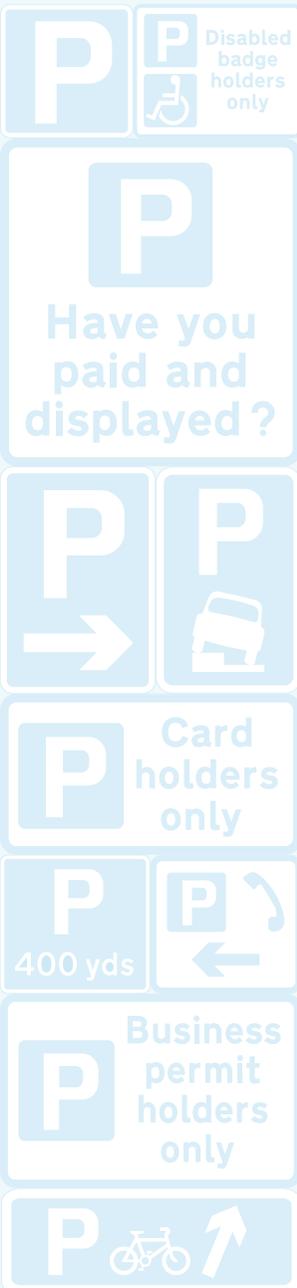
Two rates of penalty charge are in place: £70 and £50. The more serious the contravention is considered to be, the greater the penalty charge. TMA04 lists what the parking contraventions are and the rates at which they are to be applied.

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. The appeal is considered by Worcester City Council at the first informal stage. A driver is able to take their case to the Independent Traffic Adjudicators at the Traffic Penalty Tribunal (TPT). This formal process is conducted within national guidelines.

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, but can demonstrate 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 was parked outside my own house."

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

"There was nowhere else to park"

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

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

"I did not see the lines or the signs"

"I only stopped for a minute"

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

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

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

"I was delayed in an important meeting."

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

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

Section Two

Worcester City Council's car parks

2.1 Tariff Scales

Worcester City Council provided and operated 14 car parks in the heart of the city in 2016-17. 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 located. Parking charges have not risen since 2009. They compare well in terms of value with surrounding districts in Malvern Hill, Wyre Forest, Wychavon and Stratford-on-Avon. Although each authority has a slightly differing tariff scales, basic one hour charges are very similar.

Worcester City Council car parking charges from 1 April 2016.

Zone	Car Park Location	No. of Spaces	Hours							
			Scale of Charges Monday - Sunday 7.00am - 9.00pm							
			Up to 30 mins	Between 7pm & 9pm	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	161 cars + 3 disabled	£0.60	£1.00	£1.20	£2.40	£3.60	£5.00	£7.50	£10.00
	Cornmarket	80 cars + 5 disabled	£0.60	£1.00	£1.20	£2.40	£3.60	£5.00	-	£10.00
	Providence Street	58 cars + 3 disabled	£0.60	£1.00	£1.20	£2.40	£3.60	£5.00	£7.50	£10.00
AMBER	Cattle Market	186 cars + 24 disabled	£0.40	£1.00	£0.90	£1.80	£2.70	£3.60	£5.00	£6.00
	King Street	108 cars + 3 disabled	£0.40	£1.00	£0.90	£1.80	£2.70	£3.60	£5.00	£6.00
	Newport Street	138 cars + 3 disabled	£0.40	£1.00	£0.90	£1.80	£2.70	£3.60	£5.00	£6.00
	St Martin's Gate	780 cars + 16 disabled	£0.40	£1.00	£0.90	£1.80	£2.70	-	-	£3.60
	Clare Street	48 cars + 3 disabled	£0.40	£1.00	£0.90	£1.80	£2.70	£3.60	£5.00	£6.00
	Commandery Road	40 cars + 3 disabled	£0.40	£1.00	£0.90	£1.80	£2.70	£3.60	£5.00	£6.00
GREEN	Pitchcroft/ The Moors	435 cars + 6 disabled	N/A	N/A	£0.60	£1.20	£1.80	£2.40	£3.00	£3.50
	Tallow Hill	105 cars + 3 disabled	N/A	N/A	£0.60	£1.20	£1.80	£2.40	£3.00	£3.50
	Tybridge Street	70 cars + 3 disabled	N/A	N/A	£0.60	£1.20	£1.80	£2.40	£3.00	£3.50
	Croft Road	231 cars + 3 disabled	N/A	N/A	£0.60	£1.20	£1.80	£2.40	£3.00	£3.50
	Croft Road Coaches/Lorries	8 Coach/lorry spaces	N/A	N/A	£5.00 per 12 hours (no maximum stay)					

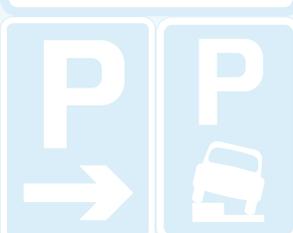
2480 regular spaces + 78 Blue Badge spaces + eight coach/lorry spaces



Below are the charges for the three on-street parking bays that Worcester City Council manages on behalf of Worcestershire County Council.



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



Seyn Street (on-street bays)		
Short stay only	30 mins 20p	1 hour 60p
1½ hours Maximum stay no return within 2 hours £1.00		



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



2.2 Long stay tariffs in Amber and Green zone car parks

Long stay tariffs are available in Amber and Green zone car parks, to allow drivers to park for up to five days and only display one single pay and display ticket.

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	£6.00	£12.00	£18.00	£24.00	£30.00
	King Street	£6.00	£12.00	£18.00	£24.00	£30.00
	Newport Street	£6.00	£12.00	£18.00	£24.00	£30.00
	St Martin's Gate*	£3.60	£7.20	£10.80	£14.40	£18.00
	Clare Street	£6.00	£12.00	£18.00	£24.00	£30.00
	Commandery Road	£6.00	£12.00	£18.00	£24.00	£30.00
GREEN	Pitchcroft/TheMoors	£3.50	£7.00	£10.50	£14.00	£17.50
	Tallow Hill**	£3.50	£7.00	£10.00	£12.00	£14.00
	Tybridge Street	£3.50	£7.00	£10.50	£14.00	£17.50
	Croft Road	£3.50	£7.00	£10.50	£14.00	£17.50

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

** Tallow Hill – Further reduced tariffs than rest of Green zone.

2.3 Electric Vehicle charging points

There are two different types of electric vehicle charging points within our multi-storey car park at St. Martin's Gate car park. There are two trickle charge points and one rapid charge point.

In the financial year 2016-2017 the trickle chargers have been used by drivers charging their vehicles a total of 85 times and the rapid chargers have been used 94 times. No charge is made for the supply of electricity, drivers simply pay the standard tariff to park.



2.4 Contravention Codes (car parks)

Code No.	Description
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)
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
91	Parked in an area not designated for that class of vehicle
93	Parked in a closed car park

2.5 Worcester City Council car parks PCNs issued

The following table shows the total numbers of PCNs issued in our car parks over the past three years.

Zone	Car Park	2016/2017	2015/2016	2014/2015	Zone
RED	Copenhagen Street	823	902	1,212	RED
	Cornmarket	1,293	1,800	1,808	
	Providence Street	295	317	347	
AMBER	Cattle Market	592	902	936	AMBER
	King Street	317	592	633	
	Newport Street	479	706	716	
	St Martin's Gate	291	307	438	
	Clare Street	90	154	157	
	Commandery Road	111	123	160	
GREEN	Pitchcroft	384	330	586	GREEN
	The Moors	27	14	45	
	Tallow Hill	46	65	35	
	Tybridge Street	10	17	28	
	Croft Road	381	465	649	
Total*		5,139	6,911	7,760	

*These figures do not include test Penalty Charge Notices or 'spoiled' Penalty Charge Notices. 'Spoiled' notices are those where, for example, the issuing officer finds that a vehicle did have a valid pay and display ticket but had commenced issuing the PCN. A PCN cannot be cancelled once data has been input into the hand-held computer terminal; if it is found that the PCN was not required it is 'spoiled' and recorded on the chipside management system.



2.6 Penalty Charge Notices issued by contravention (car parks)

Below are figures that show which contraventions that Penalty Charge Notices are issued for in the public car parks of Worcester.

Cont Code No*	Description	2016 / 2017	2015 / 2016
80	Parked longer than permitted	22	46
81	Parked in a restricted area	37	16
82	Parked after payment expired	1,904	2,820
83	Parked without clear display	2,641	3,210
85	Parked in a permit bay	35	70
86	Parked beyond bay markings	234	442
87	Disabled persons parking	169	204
91	Wrong class of vehicle	96	103
93	Parked in a closed car park	1	0
Total PCNs Issued**		5,139	6,911

*Worcester City Council does not enforce every contravention code from the National list.

**These figures do not include test Penalty Charge Notices or 'spoiled' Penalty Charge Notices. 'Spoiled' notices are those where for example the issuing officer finds that a vehicle did have a valid Pay and Display ticket but had already commenced issuing the PCN. A PCN cannot be cancelled once data has been input into the hand held computer terminal; if it is found that the PCN was not required it is 'spoiled' and recorded on the chipside management system.

2.7 Payment methods

Drivers using our car parks can pay with coins at a pay and display machine and, since November 2010, 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 to buy another ticket in person, and also sends text reminders before a parking period expires.

The last year saw a total of £559,820 income via the RingGo system of parking payments. RingGo now represents 17% of all car park income.

RingGo income shows a significant increase, with the monthly average income standing at £46,651.



RingGo

worcesterBID

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 2046 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.

RingGo apps
The easiest way to pay



iPad iPhone Android BlackBerry Windows Fire

2.8 RingGo usage

Month	Parking Income 2016/2017	Parking Income 2015/2016	Increase or Decrease
April	£43,091	£38,108	+£4,983
May	£43,564	£39,801	+£3,763
June	£42,980	£41,934	+£1,046
July	£42,666	£39,964	+£2,972
August	£41,419	£37,269	+£4,150
Sept	£45,111	£43,710	+£1,401
Oct	£48,651	£47,170	+£1,481
Nov	£50,813	£51,919	-£1,106
Dec	£51,551	£50,854	+£697
Jan	£48,135	£46,008	+£2,127
Feb	£46,582	£50,137	-£3,555
March	£55,257	£52,186	+£3,071
Totals	£559,820	£539,186	+£20,634
Monthly Average	£46,651	£44,932	+£1,719

This represents a 3.8 per cent increase in RingGo sales on the previous year. Feedback from the Worcester BID, the non-profit independent company which aims to boost trade in the City through projects such as street entertainment and other initiatives, is that shops report people now stay longer on a regular basis without the need to rush back to their cars when their parking time runs out.



2.9 Car park income

The following table shows the net income received from our 14 car parks over the last year. The previous two years' figures are included for comparison.

Zone	Car Park Location	Income 2016/17	Spaces*	Rev per space	Income 2015/16	Spaces	Rev per space	Income 2014/15	Spaces*	Rev per space
RED	Copenhagen Street	£389,611	161	£2,420	£373,538	161	£2,320	£340,483	161	£2,115
	Cornmarket	£345,499	80	£4,318	£331,847	80	£4,148	£319,222	80	£3,990
	Providence Street	£129,930	58	£2,240	£125,389	58	£2,161	£109,589	58	£1,889
AMBER	Cattle Market	£409,779	187	£2,191	£400,314	186	£2,152	£364,750	186	£1,961
	King Street	£255,389	108	£2,365	£257,912	108	£2,388	£259,853	108	£2,406
	Newport Street	£202,157	138	£1,465	£210,000	138	£1,521	£193,156	138	£1,400
	St Martin's Gate	£708,538	780	£908	£693,524	780	£889	£561,500	780	£720
	Clare Street	£70,954	48	£1,478	£70,176	48	£1,462	£60,909	48	£1,269
	Commandery Road	£64,663	40	£1,617	£61,220	40	£1,530	£61,073	40	£1,527
GREEN	The Moors**	** See Pitchcroft	103	** See Pitchcroft	£1,107	103	£11	£12,801	103	£124
	Croft Road	£227,381	231	£984	£227,224	231	£983	£209,284	231	£906
	Pitchcroft/Moors	£213,876	319	£670	£207,850	332	£626	£221,049	332	£666
	Tallow Hill	£80,523	105	£767	£77,909	105	£741	£61,626	105	£587
	Tybridge Street	£50,504	70	£721	£49,500	70	£707	£48,966	70	£700
Total		£3,148,804	2,428	£1,297	£3,086,756	2,440	£1,265	£2,826,532	2,480	£1,140

*Space numbers accurate at 31 March 2016

** The Moors is now a public car park on Saturdays and Sundays only and income is combined with Pitchcroft car park.

*** Includes 40 spaces at Orchard House car park, which was sold in 2014/15.

2.10 Season tickets

In January 2015 season tickets in virtual format were introduced 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. Season ticket applications are now available on-line via the MiPermit portal.

The season permit system allows movement between car parks with no additional expense and offers multi-car flexibility to the driver.

2.11 Season ticket prices

AMBER ZONE		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	
GREEN ZONE		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	

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

2.12 Season ticket income

Car Park Zone	Income 2016-17	Income 2015-16	Income 2014-15
Green Zone	£42,702	£28,118	£24,970
Amber Zone	£21,538	£14,706	£11,551
Total Income	£64,874	£42,824	£36,341

Section Three

On-street enforcement

We carry out enforcement on behalf of Worcestershire County Council on the public highways, including three on-street bays in the city centre. These bays are short-stay and priced accordingly.

3.1 On-street bays income

On-street Pay & Display Parking Bay	Income 2016-17	Income 2015-16	Income 2014-15
College Precincts	£10,812	£10,050	£10,850
Severn Street	£24,203	£24,473	£26,089
Silver Street	£61,259	£50,177	£52,832
Total Income	£96,274	£85,700	£98,771

3.2 On-street bays Penalty Charge Notices issued

On-street Pay & Display Parking Bay	2016-17	2015-16	2014-15
College Precincts	69	101	144
Severn Street	164	271	343
Silver Street	456	493	620
Total Income	689	865	1,107

3.3 On-street parking dispensation scheme

Two types of dispensation are available.

A one-day dispensation allows a vehicle to remain in areas where parking is normally either restricted or prohibited, up until midnight on the day of issue. These dispensations are issued 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 dispensations can be extended on application. We charge a £50 administration fee, an increase from the previous £35 charge.

This year saw an increase of nine additional seven-day dispensations issued. Feedback from local traders, residents and commercial premises, is that these dispensations allow the city to function and provide an essential parking facility.

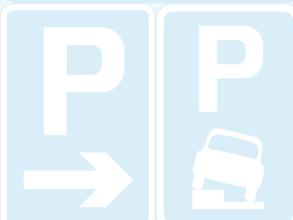




3.4 Parking dispensation income (7-days-a-week)

Year	Income from dispensations	Dispensations issued
2016-2017	£5,220	149
2015-2016	£5,390	154
2014-2015	£5,075	145

During 2016-2017 we also issued 401 one-day dispensations, up 19 from the previous year's 382.



3.5 On-street parking enforcement

Our Parking and Enforcement Service team carries out enforcement throughout Worcester, often in response to calls for assistance from local residents and businesses.

TMA04 provides an approved list of nationally recognised parking contraventions for unlawful parking on the public highway. These are the basis on which our CEOs may issue a PCN if and 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

3.6 Penalty Charge Notices issued by location

The table below shows our activity of our CEOs across the entire city to carry out parking enforcement. They mainly travel by foot, but also undertake cycle patrols, combining other responsibilities such as litter enforcement, dealing with fly-tipping, abandoned vehicles and graffiti.

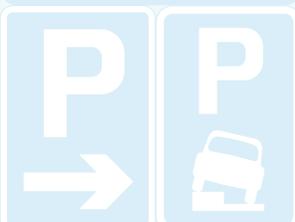
The number of PCNs issued in any one street will always vary. New parking restrictions may be introduced or others amended (meaning some streets may be subject to enforcement for the first time), residents arrive and others move on and parking patterns can change. It is our team's role to deal with the issues on the day. There were a total of 7,969 PCNs issued on the public highway, 1,596 fewer than in the previous financial year.



No.	Location	PCNs issued 2016/17	PCNs issued 2015/16	PCNs issued 2014/15
1	Abbey Road	0	0	0
2	Albany Road	5	7	2
3	Albany Terrace	45	40	34
4	Albert Road	2	0	5
5	Alder Close	3	0	0
6	Alexander Road	0	0	1
7	All Saints Road	1	1	0
8	Alma Street	0	0	0
9	Andrew Close	0	0	0
10	Angel Passage	1	0	0
11	Angel Place	51	48	57
12	Angel Row	1	3	6
13	Angel Street	32	35	37
14	Arboretum Road	34	47	33
15	Arrowsmith Avenue	1	1	0
16	Arundel Drive	1	0	0
17	Ashcroft Road	24	28	23
18	Astwood Road	11	2	6
19	Back Lane North	15	6	0

No.	Location	PCNs issued 2016/17	PCNs issued 2015/16	PCNs issued 2014/15
20	Back Lane South	194	183	144
21	Back Walk	0	3	6
22	Badgeworth Drive	2	0	0
23	Bank Street	1	0	10
24	Barbourne Lane	4	1	3
25	Barbourne Road	10	16	20
26	Barbourne Terrace	20	20	15
27	Barry Street	44	16	22
28	Bath Road	126	149	217
29	Belmont Street	0	1	0
30	Bilford Road	0	1	1
31	Blakefield Gardens	7	6	11
32	Blakefield Road	0	0	0
33	Blanquettes Avenue	0	2	0
34	Blenheim Road	19	23	21
35	Blockhouse Close	4	4	7
36	Bolston Road	4	1	2
37	Boughton Avenue	0	1	0
38	Boughton Close	2	5	4

No.	Location	PCNs issued 2016/17	PCNs issued 2015/16	PCNs issued 2014/15
39	Bransford Road	29	30	27
40	Braymoor Road	22	19	12
41	Brewery Walk	48	134	172
42	Brickfields Road	0	0	1
43	Bridgewater Road	10	4	24
44	Britannia Road	26	23	26
45	Britannia Square	84	102	72
46	Broad Street	91	180	153
47	Bromwich Lane	9	19	13
48	Bromwich Parade	0	0	0
49	Bromwich Road	1	0	0
50	Bromyard Road	8	12	2
51	Bromyard Terrace	0	0	0
52	Buckholt Drive	0	0	1
53	Bull Ring	2	4	0
54	Bush Walk	40	23	21
55	Byefield Rise	0	0	0
56	Cambridge Terrace	0	3	1
57	Canada Way	1	0	0



No.	Location	PCNs issued 2016/17	PCNs issued 2015/16	PCNs issued 2014/15
58	Canterbury Road	3	2	1
59	Carden Close	15	11	5
60	Carden Street	32	38	42
61	Carriage Close	0	3	0
62	Castle Street	7	1	3
63	Cecil Road	3	7	3
64	Charles Street	145	205	216
65	Cherry Street	4	3	1
66	Cherry Tree Walk	23	13	10
67	Chestnut Street	33	49	60
68	Chestnut Walk	15	13	6
69	Church Road	3	5	4
70	Church Street	5	3	8
71	Church Terrace	1	2	0
72	City Walls Road	1	16	8
73	Clare Street	1	3	1
74	Cole Hill	1	4	4
75	College Street	7	25	50
76	Comer Avenue	2	6	5
77	Comer Gardens	1	3	4
78	Comer Road	16	27	9
79	Commandery Road	0	2	0
80	Compton Road	4	1	0
81	Coombs Road	0	0	1
82	Copenhagen Street	40	19	30
83	Copsewood Avenue	0	0	2
84	Cornmarket	68	37	140
85	Cosgrove Close	7	8	1

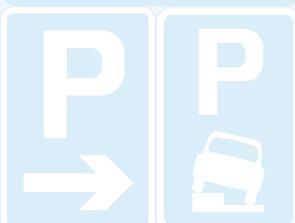
No.	Location	PCNs issued 2016/17	PCNs issued 2015/16	PCNs issued 2014/15
86	Croft Road	1	0	2
87	Cromwell Street	0	1	0
88	Crown Street	1	1	1
89	Cumberland Street	3	7	11
90	Deansway	12	16	19
91	Dent Close	3	18	16
92	Derby Road	12	26	16
93	Diglis Road	106	84	87
94	Dolday	0	0	0
95	Droitwich Road	2	4	2
96	Dugdale Drive	11	8	2
97	East Street	23	17	35
98	Easy Row	15	29	6
99	Ebrington Drive	4	0	4
100	Edgar Street	26	24	11
101	Farley Street	0	1	0
102	Farrier Street	351	400	390
103	Fels Avenue	0	0	1
104	Fern Road	0	0	1
105	Ferry Close	8	8	1
106	Fish Street	14	10	12
107	Flag Meadow Walk	7	4	5
108	Foregate Street	472	498	525
109	Fort Royal Hill	3	2	0
110	Foundry Street	5	6	1
111	Foxwell Street	0	0	1
112	Friar Street	236	373	396
113	George Street	0	1	1

No.	Location	PCNs issued 2016/17	PCNs issued 2015/16	PCNs issued 2014/15
114	Glebe Close	9	13	14
115	Graham Road	0	0	0
116	Grandstand Road	24	44	88
117	Green Hill Bath Road	1	0	2
118	Green Hill London Road	0	0	1
119	Gregory's Mill Street	5	3	1
120	Hamilton Road	4	12	19
121	Hampton Close	5	4	2
122	Happy Land West	2	0	0
123	Hardwicke Close	2	5	7
124	Hebb Street	208	307	239
125	Henwick Avenue	0	1	0
126	Henwick Road	40	92	85
127	High Street	19	31	41
128	Hill Street	2	5	5
129	Himbleton Road	8	14	15
130	Hood Street	65	47	40
131	Hoskyns Avenue	0	0	0
132	Humber Road	0	0	2
133	Hylton Road	114	12	13
134	Infirmery Walk	103	136	93
135	Ingles Drive	2	4	13
136	James Close	27	75	66
137	King Arthur's Close	0	0	0
138	King Street	3	0	4
139	Lambert Road	9	12	2
140	Lansdowne Crescent	0	2	0
141	Lansdowne Road	5	13	5

No.	Location	PCNs issued 2016/17	PCNs issued 2015/16	PCNs issued 2014/15
142	Lansdowne Street	2	12	2
143	Lapal Close	0	0	0
144	Larkhill Road	10	6	5
145	Laugherne Road	7	6	4
146	Leicester Street	16	14	10
147	Leopard Rise	6	2	0
148	Lion Court	1	11	10
149	Little Chestnut Street	26	22	11
150	Little London	3	6	4
151	Little Southfield Street	69	66	59
152	Lock Street	0	0	0
153	Lodge Close	0	0	1
154	London Road	17	11	8
155	Loves Grove	19	14	10
156	Lowell Street	42	61	27
157	Lower Chestnut Street	76	59	43
158	Lower Field Terrace	1	3	3
159	Lowesmoor Bridge	1	0	0
160	Lowesmoor	71	130	111
161	Lowesmoor Place	0	0	0
162	Malthouse Place	4	2	3
163	Malvern Road	1	2	1
164	Marlborough Street	0	1	0
165	Mayfield Road	5	10	3
166	Mealcheapen Street	8	5	7
167	Medway Road	1	8	1
168	Melrose Close	5	7	3
169	Middle Street	57	43	54

No.	Location	PCNs issued 2016/17	PCNs issued 2015/16	PCNs issued 2014/15
170	Midland Road	9	7	6
171	Mill Street	70	37	66
172	Moor Street	64	64	53
173	Moreton Place	31	112	38
174	Nelson Road	3	4	0
175	New Road	0	2	0
176	New Street	100	33	48
177	New Bank Street	1	0	0
178	Newport Street	53	49	36
179	Newtown Road	1	7	2
180	Nightingale Avenue	2	0	1
181	Northfield Street	70	88	68
182	Northwick Road	0	0	0
183	Nuffield Close	0	0	1
184	Oaklands	1	0	0
185	Oldbury Road	29	86	52
186	Omersley Road	2	2	4
187	Orchard Street	9	1	1
188	Packhorse Close	1	1	0
189	Padmore Street	2	6	5
190	Park Avenue	1	3	0
191	Park Street	9	15	8
192	Perdiswell Street	1	1	4
193	Perrywood Walk	3	3	5
194	Pheasant Street	8	10	11
195	Pierpoint Street	52	71	51
196	Pinkett Street	1	0	0
197	Pope Iron Road	2	0	0

No.	Location	PCNs issued 2016/17	PCNs issued 2015/16	PCNs issued 2014/15
198	Portland Street	61	57	74
199	Portland Walk	18	10	1
200	Prescott Drive	0	0	1
201	Powells Row	4	1	0
202	Prince Rupert Road	11	10	5
203	Providence Street	8	11	7
204	Pump Street	20	43	23
205	Quay Street	10	21	32
206	Queen Street	123	102	214
207	Rainbow Hill	2	2	0
208	Ransome Avenue	3	0	0
209	Red Hill Lane	0	0	2
210	Richmond Hill	0	0	0
211	Ripon Road	11	0	0
212	Royal Albert Close	8	3	1
213	Sabrina Terrace	1	7	10
214	Sandys Road	5	0	0
215	Sansome Place	52	41	30
216	Sansome Street	12	6	6
217	Sansome Walk	199	267	279
218	Saunders Street	0	1	0
219	Sawmill Close	4	2	4
220	Sebright Avenue	2	7	4
221	Severn Terrace	40	50	42
222	Sharman Road	0	2	2
223	Shaw Street	3	6	6
224	Shrub Hill	0	0	0
225	Shrub Hill Road	5	14	8



No.	Location	PCNs issued 2016/17	PCNs issued 2015/16	PCNs issued 2014/15
226	Shrubbery Avenue	35	47	45
227	Sidbury	5	3	6
228	Smiths Avenue	0	3	5
229	Solitaire Avenue	0	3	1
230	Somers Road	2	0	0
231	South Parade	0	0	1
232	South Street	0	0	0
233	Southfield Street	48	59	60
234	Spetchley Road	0	0	2
235	Spring Gardens	49	54	64
236	Spring Hill	4	6	11
237	Spring Lane	4	3	0
238	St. Albans Close	1	0	0
239	St. Catherine's Vale	1	1	1
240	St. Clement's Close	3	0	3
241	St. Clement's Gardens	0	0	1
242	St. George's Lane North	21	24	16
243	St. George's Square	21	15	15
244	St. George's Walk	0	1	0
245	St. Johns	37	97	50
246	St. Martin's Gate	0	0	0
247	St. Mary's Street	53	68	64
248	St. Nicholas Street	10	24	12
249	St. Oswald's Road	0	1	0
250	St. Paul's Street	59	90	100
251	St. Peter's Street	0	2	4
252	St. Swithin's Street	442	525	379
253	Stanier Road	0	0	0

No.	Location	PCNs issued 2016/17	PCNs issued 2015/16	PCNs issued 2014/15
254	Stanley Road	11	18	13
255	Swinton Lane	0	0	0
256	Tallow Hill	1	0	0
257	Taylor's Lane	4	1	1
258	Temperance Street	8	5	12
259	Tennis Walk	23	25	24
260	The Butts	7	16	33
261	The Cross	103	140	101
262	The Foregate	41	74	68
263	The Heights	1	1	2
264	The Mead	0	3	2
265	The Moors	21	25	28
266	The Shambles	31	29	36
267	The Trinity	68	82	56
268	The Tything	209	234	145
269	Thorneloe Road	3	6	0
270	Tolladine Road	3	0	0
271	Timberdine Avenue	0	3	4
272	Tollhouse Drive	1	9	3
273	Trinity Street	277	333	337
274	Tunnel Hill	0	3	3
275	Tudor Way	1	0	0
276	Turnpike Close	35	57	20
277	Tybridge Street	3	0	0
278	Union Street	52	74	53
279	Upper Tything	149	215	108
280	Vauxhall Street	4	11	7
281	Vicar Street	1	1	1

No.	Location	PCNs issued 2016/17	PCNs issued 2015/16	PCNs issued 2014/15
282	Victoria Avenue	6	5	5
283	Victoria Place	0	1	1
284	Vincent Road	3	7	4
285	Wainwright Road	9	1	15
286	Washington Street	44	44	33
287	Watery Lane	1	2	2
288	Weir Lane	0	1	0
289	Wellington Close	38	21	13
290	Westbury Street	0	10	7
291	Wheeler Close	0	0	0
292	White Ladies Close	14	25	15
293	Wildwood Drive	0	0	7
294	Willow Street	1	1	3
295	Winchester Avenue	0	2	0
296	Windsor Avenue	4	6	5
297	Withers Road	0	1	0
298	Wolverton Road	6	1	3
299	Wood Terrace	5	8	3
300	Woodstock Road	31	41	29
301	Woolhope Road	4	1	1
302	Wych Elm Close	1	0	0
303	Wylds Lane	145	161	147
304	Yew Tree Close	0	0	1
305	York Place Lane	0	1	0
306	York Place	105	118	105

3.7 Penalty Charge Notices issued by contravention (on the highway)

Below are figures showing which contraventions PCNs are issued for on the public highways of Worcester.

Contravention Code Number**	Description	2016/2017	2015/2016
01	Parked in a restricted street	2,471	2,835
02	Loading in a restricted street	569	570
05	Parked after payment expired	358	401
06	Parked without clear display	312	396
12	Parked in a residents space	570	720
16	Parked in a permit space	29	79
21	Parked in a suspended bay	0	0
22	Re-parked in the same place	144	201
23	Wrong class of vehicle	518	555
24	Not parked correctly	25	64
25	Parked in a loading space	114	213
30	Parked longer than permitted	2,136	2,614
40	Disabled persons parking	564	678
45	Parked on a taxi rank	80	129
47	Restricted bus stop or stand	57	63
62	Footpath parking	0	1
99	Parked on a pedestrian crossing	22	46
Total PCNs Issued*		7,969	9,565
Total in car parks and on the highway*		13,108	16,476

*These figures do not include test Penalty Charge Notices or 'spoiled' Penalty Charge Notices. 'Spoiled' notices are those where, for example, the issuing officer finds that a vehicle did have a valid pay and display ticket but had commenced issuing the PCN. A PCN cannot be cancelled once data has been input into the hand-held computer terminal, if it is found that the PCN was not required it is 'spoiled' and recorded on the chipside management system.



Section Four Operational Summary 2016-2017

4.1 Summary of parking income

Income by year	2016-2017
City Council car parks income	£3,148,804
City Council season tickets income	£64,874
County Council parking income	£96,274
Seven day parking dispensations	£5,220
Total parking revenue	£3,315,172
Income by year	2015-2016
City Council car parks income	£3,086,756
City Council season tickets income	£42,824
County Council parking income	£85,700
Seven day parking dispensations	£5,309
Total parking revenue	£3,220,589
Income by year	2014-2015
City Council car parks income	£2,826,532
City Council season tickets income	£36,341
County Council parking income	£89,771
Seven day parking dispensations	£5,075
Total parking revenue	£2,957,719



4.2 Summary of Penalty Charge Notices issued

PCN Issue/Activity	Total PCNs 2016/17	% of Total Issue 2016/17	Total PCNs 2015/16	% of Total Issue 2015/16	Total PCNs 2014/15	% of Total Issue 2014/15
Total PCN issue for period	13,108	100	16,476	100	16,886	100
Number of Higher Level PCNs issued £70/£35	5,340	40	6,282	38	6,049	36
Number of Lower Level PCNs issued £50/£25	7,768	59	10,194	62	10,837	64
Number of PCNs paid	10,031	77	12,309	75	12,575	74
Number of PCNs paid at discounted rate	7,720	59	9,835	60	10,345	61
Number of PCNs against which an informal or formal representation was made	3,771	29	5,326	32	5,394	31
Total PCNs cancelled for all reasons	1,925	15	2,765	17	3,070	18
PCNs written off due to debt uncollectible	545	4	677	4	605	3.5
PCNs cancelled due to incorrect issue e.g. TRO* invalid	1	0.01	345	2	238	1.4
PCNs cancelled due to Worcester City Council Policy e.g. 1st contravention - valid pay and display ticket not correctly displayed	1,168	8.9	1,531	9.2	1,693	10
PCNs cancelled due to genuine mitigating circumstances e.g. medical emergency - circumstances beyond driver's control	216	1.6	351	2.1	248	1.4
Total PCNs taken forward to independent Adjudicators for outcome decision	25	0.19	48	0.2	37	0.2
Adjudicators finds in favour of council	13	0.1	23	0.1	11	0.06
Adjudicators finds in favour of appellant	10	0.08	15	0.09	18	0.1
Cases not contested by Worcester City Council	2	0.02	10	0.06	6	0.03
Cases awaiting outcome decision	0	0	0	0.01	2	0.01

*Traffic Regulation Order

4.3 Online parking appeals

In 2015 Worcester City Council introduced the Penalty Charge Notice online appeals portal at www.worcester.gov.uk, allowing drivers to lodge their appeals against the issue of their parking ticket. The system also allows the driver to see any photographs taken by the issuing officer and is designed to make the process simpler, quicker and accessible.

In 2016-2017, a total of 3,207 (2,084 via the online portal) informal appeals were made to Worcester City Council and 567 (154 via the online portal) formal appeals were received.

The 1,536 appeals not made via the online portal were received via letter or e-mail.



4.4 Summary of Penalty Charge Notice income

The total income collected for 2016-2017 from Penalty Charge Notices issued was £421,859. 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 below. This is subject to regular review.



2016-2017	
Total PCN Income	£421,859
2015-2016	
Total PCN Income	£481,125
40% Worcester City Council	£192,450
60% Worcestershire County Council	£288,675
2014-2015	
Total PCN Income	£490,080
40% Worcester City Council	£196,032
60% Worcestershire County Council	£294,048





Section Five Commentary and additional information

5.1 Targets for Service delivery improvement

The first target was to reduce the number of PCNs issued that subsequently had to be cancelled because of officer or system error, such as the CEO inputting the wrong vehicle registration number or location into the system or the supporting Traffic Regulation Order not reflecting the lines or signs on the road at the location. This combined error rate has decreased dramatically to just 1 PCN, representing 0.07% of all PCNs issued.



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 CEOs issued quality PCNs, only when necessary, following procedures correctly, and gathering appropriate evidence to support the issuing of the PCN. The number fell from the previous six to two, representing 0.01% of all PCNs issued.

The number of drivers appealing against the issue of a PCN dropped by 1,552, from 5,326 in the previous year to 3,774. This is attributed to drivers being able to access online photographs and information relating to the PCN issued to their vehicle. Drivers are now able to see exactly why a PCN was issued and the supporting reasons for its issue.

5.2 Blue Badge enforcement

Disabled persons' bays are placed at strategic locations across the commercial centre of Worcester. Demand for this kerb-side space is high, with all bays constantly busy. 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.

CEOs monitor the use of Blue Badges as part of their normal work, and take enforcement action in cases of misuse.



In car parks, a total of 169 PCNs were issued (down by 35 from the previous year's figure of 204) and on-street a total of 564 were issued (down by 114 from the previous year's figure of 678) for the misuse of Blue Badges. The reasons for these varied from no time clock being displayed, to the badge having expired or having been altered, or for being used by someone not entitled to do so. A total of 19 badges were seized during the year and details were passed to Worcestershire County Council, the issuing agency, for any further appropriate action. Several Blue Badge holders have subsequently been issued with warning notices about the future use of their Blue Badges.

In this coming year a detailed review of all Blue Badge parking provision in car parks is planned. This review will include such issues as whether the bays are in the best location, whether they are near the entrances/exits of car parks and if they are well lit, level and marked out correctly. We will work closely with the British Parking Association and the Safer Parking Park Mark advisors and our aim will be to achieve Disabled Parking Accreditation (DPA) in all car parks.

The DPA is owned by Disabled Motoring UK and managed by the British Parking Association. The DPA is primarily aimed at improving parking for disabled people and reducing the abuse of disabled spaces. It requires owners/operators to adopt an active management strategy to ensure there is minimal occurrence of disabled bay abuse, there are facilities suitable for disabled people and that recognition is made of the extra time taken by disabled people in the form of a concession.

The purpose of the DPA is to:

- Ensure the accessible bays provided meet building regulation size
- Provide guidance to owners, operators and developers of parking facilities on the suitable number of accessible bays to be provided
- Ensure disabled motorists can use the car park with ease
- Raise awareness among the general public that the owner/operator has considered and, where appropriate, taken action and introduced measures to ensure the parking facility is suitable for disabled motorists
- Provide an easy way for disabled motorists to locate a car park which is suitable for their needs
- Reduce disabled bay abuse
- Ensure disabled people are not penalised for the extra time taken when using parking facilities.

Initial work has already seen some of the Blue Badge bays in St Martin's Gate multi-storey car park relocated onto the non-sloping ground floor.



5.3 Wild flower meadows

More locations in car parks are now planted with the popular wild flower meadows and several additional areas of planting in the Cattle Market car park now complement those already well established in the adjacent Croft Road car park. The meadows attract a host of insects and birds, adding a splash of colour to our car parks. Further beds will be planted in Newport Street and Copenhagen Street car parks in the coming year.



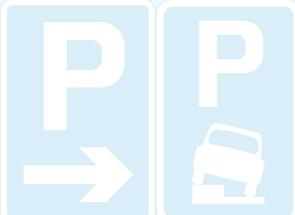


5.4 Road Closures and street parties

The Parking and Enforcement Services co-ordinates and issues Temporary Road Closure Orders in Worcester utilising powers under Section 21 of the Town Police Clauses Act 1847. Such events include the Victorian Christmas Fayre and the Worcester City Run.

In 2016-2017 a total of 33 road closures were granted, compared to 32 in the previous year. Application forms are online for street closures can be downloaded from www.worcester.gov.uk.

When a road closure application is received, the site is visited and assessed for suitability. Consultees include West Mercia Police and Worcestershire County Council. If granted, the order is circulated to all emergency services for their information. All orders are published online at www.worcester.gov.uk.



5.5 Residents' parking schemes

The Parking and Enforcement Service manages and monitors the existing residents-only parking schemes. A total of 570 PCNs were issued to vehicles contravening the parking restrictions in residents' parking places in 2016-2017, a decrease of 150 on the previous year's 720.



5.6 Current residents'-only parking schemes in Worcester

Zone	Zone T	Zone P	Zone B	Zone E
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
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 Severn Street and Edgar Street
Number of permits allowed	One permit per household	Two permits per household	No limit	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
Visitor scratch cards allowed	None	None	None	Can purchase 80 books of scratch cards per year



Zone	Zone D	Barbourne Road	Hebb Street	Sabrina Terrace
For the residents of:	York Place and Windmill Close	St. Georges Square	Hebb Street Leicester Street Brewery Walk Ashcroft Road	Sabrina Terrace
To park in:	York Place and Windmill Close	St. George's Square	Hebb Street Leicester Street Brewery Walk Ashcroft Road	Sabrina Terrace
Number of permits allowed	Three permits per household			
Price of permits	£30 for first permit; £40 for second permit; £60 for third permit	£30 for first permit; £40 for second permit; £60 for third permit	£30 for first permit; £40 for second permit; £60 for third permit	£30 for first permit; £40 for second permit; £60 for third permit
Visitor scratch cards allowed	Can purchase 80 books of scratch cards per year	Can purchase 80 books of scratch cards per year	Can purchase 80 books of scratch cards per year	Can purchase 80 books of scratch cards per year

Zone	Henwick Road	Barbourne Terrace	Where visitors' scratch cards are issued, residents can purchase books of four scratch cards at £5 for ten books, £15 for 30 books or £25 for £50 books.
For the residents of:	Henwick Road	Barbourne Terrace	
To park in:	Marked bays in Henwick Road	Marked bays in Barbourne Terrace	
Number of permits allowed	One permit per household	One permit per household	
Price of permits	£30 per permit	£30 per permit	
Visitor scratch cards allowed	None	None	

5.7 Assaults and incidents of threatening behaviour

CEOs receive training to prepare them to deal with and defuse incidents when members of the public vent their anger or use threatening, abusive or insulting words or behaviour towards them. The Violence in the Workplace Policy, quarterly Health and Safety meetings and the Annual Health and Safety report are all in place.

If appropriate, serious incidents of verbal threats or intimidation are reported to West Mercia Police for criminal investigation. In 2016-2017 there were a total of 14 recorded incidents, up two from 12 the previous year.

CEOs carry body-cams and are able to capture real-time video evidence of being threatened or abused.



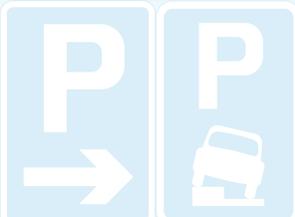


5.8 Complaints against Parking and Enforcement Services

Against an average of 14,792 PCNs over the past two years, the number of complaints lodged against the Enforcement Team in 2016-2017 was 45, down by 6 from 51 the previous year. As in the previous year, this represented less than 0.3% of all PCNs issued. This downward trend demonstrates the commitment from Worcester City Council Civil Enforcement Team to delivering a high quality, fair and transparent service. All complaints are investigated in accordance with Worcester City Council's complaints policy.



Where the investigation of a complaint highlights a weakness in procedures, remedial action is taken and the complainant informed. Of the 45 complaints made, 27 (or 60%) were not upheld, 10 (22%) were upheld and a further 11 (representing 24%) were upheld in part.



CEOs act as ambassadors for the city. In the previous financial year's report our aim was to reduce the number of complaints made about how our patrolling officers interact with members of the public from seven to none. In 2016/2017 there were just two recorded formal complaints about the conduct of our CEOs.



Nature of Complaint	2016/2017				2015/2016				2014/2015			
	Upheld	Part Upheld	Not Upheld	Total by Category	Upheld	Part Upheld	Not Upheld	Total by Category	Upheld	Part Upheld	Not Upheld	Total by Category
Unreasonable decision or policy	1	0	8	9	0	0	10	10	2	4	20	26
Employee conduct - rude, unhelpful or aggressive employee behaviour	0	0	2	2	2	2	3	7	3	1	5	9
Quality of service - service not provided to standard expected	2	2	7	11	0	2	4	6	3	3	2	8
Health and Safety issue	0	0	0	0	1	1	2	4	0	2	1	3
Poor information - information not provided, unavailable/ inaccurate or misleading	1	1	3	5	2	0	1	3	1	1	1	3
Service failure - service not provided or appropriate action not taken	5	5	5	15	0	1	7	8	4	2	7	13
Cost of service - cost of service considered unreasonable	0	0	0	0	1	2	1	4	1	0	2	3
Undue intrusion, disruption or inconvenience	1	0	0	1	1	0	1	2	1	0	0	1
Poor communication - failure to respond to letters, e-mails or phone calls	0	3	2	5	2	1	4	7	0	1	0	1
Total	10	11	27	48	9	9	33	51	15	14	38	67

5.9 Parking and Enforcement Services' wider role and team structure

2016-2017 saw the Parking and Enforcement Services Team commence enforcing the Worcester City Trade Waste Presentation Policy that manages how and when commercial premises place their rubbish out on the public highway for collection. Response to complaints or requests for assistance from members of the public, groups, organisations and elected Council members continue in line with our Environmental Enforcement Policy.

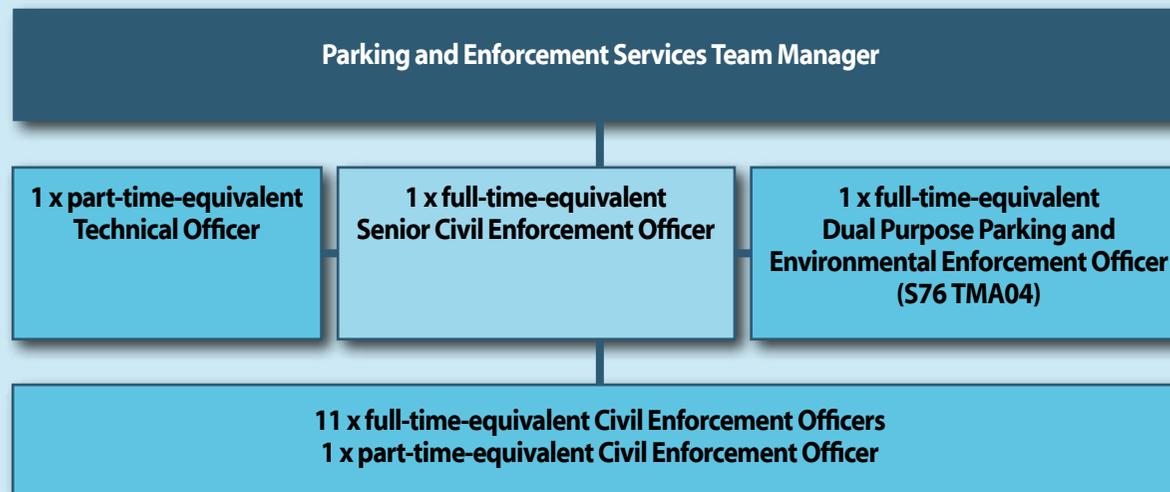
The current structure of the Parking and Enforcement Service team is outlined in the diagram below .



5.10 Joint patrols with Police

Throughout the year, CEOs have again joined forces with local Police, both uniformed officers and Community Support Officers, to tackle problems associated with parking and environmental issues, as well as quality of life issues that can be associated with parking problems.

The partnership approach has been successful in further reducing congestion outside a number of selected schools, following complaints from staff and parents. We have directly engaged with a number of schools and have had to issue some PCNs again to a very small proportion of drivers parking unlawfully in areas around them.



Section Six Summary

The roads and streets in Worcester are busy every day of the week and our Parking Team's objective is to keep the city moving.



The University of Worcester continues to attract people from across the globe. The city continues to develop and expand, with large scale domestic developments on the former Worcester City Football ground site and the south of the city in the Spetchley Road area. The Parking and Enforcement Services team's work complements that of partner districts across Worcestershire and this coming year will see further development of enforcement activities in a way that delivers parking enforcement in a consistent manner in order that anyone parking anywhere in Worcestershire can expect to be treated equally.

Andy Chinn
Parking and Enforcement Services Team Manager
Worcester City Council

Glossary of Terms

ACPO	Association of Chief Police Officers	Patrol	Parking and Traffic Enforcement Outside London
Body-cam	Body worn video camera	TMA04	Traffic Management Act 2004
BPA	British Parking Association	TPT	Traffic Penalty Tribunal
CEO	Civil Enforcement Officer	TRO	Traffic Regulation Order
DPE	Decriminalised Parking Enforcement	TSRGD2011	Traffic Signs Regulations and General Directions 2011
DPA	Disabled Parking Accreditation	WCCPO2009	Worcester City Council Car Parking (General Places) Order 2009
PACT	Police and Communities Together		
PCN	Penalty Charge Notice		
P & D	Pay and Display		

5.11 Other partnerships

Worcester BID (Business Improvement District) is a key partner, focussing on supporting local businesses and enterprise in the heart of the city. Others include the city's tourism services provider, Herefordshire and Worcestershire Chamber of Commerce, and the Worcester Victorian Fayre organiser, LSD Promotions.

5.12 Abandoned vehicles

The team responded to 448 reports of vehicles being abandoned, a rise of 261 on the previous year. On our officers' arrival, 314 vehicles had already been removed or no trace was found. 119 vehicles were removed by the driver on request, 38 seven-day notices requiring removal were served on vehicle owners and 15 vehicles were lifted, of which 14 were destroyed (up eight from the previous year).



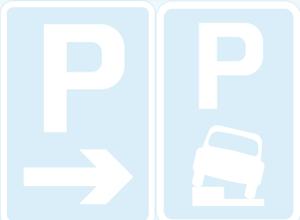
5.13 Freedom of Information requests

19 requests for information relating to parking matters were received under the Freedom Of Information Act 2000, one more than the 17 requests received the previous year. In all cases, we provided responses within the statutory 20 working days.

Notes



Notes



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



WORCESTER CITY COUNCIL
PARKING AND ENFORCEMENT SERVICES

Annual Report
2016-2017



www.worcester.gov.uk/parking