

PATROL

**ANNUAL REPORT
TOOLKIT 2018/2019**

ABOUT PATROL

The **PATROL** (Parking and Traffic Regulations Outside London) Joint Committee comprises over 300 local authorities in England (outside London) and Wales.

PATROL fulfils a statutory duty to make provision for independent adjudication. This is undertaken through the Traffic Penalty Tribunal.

The Traffic Penalty Tribunal adjudicators decide appeals against penalties issued by local authorities in England (outside London) and Wales, which undertake civil enforcement of parking, bus-lane and (in Wales), moving-traffic contraventions.

The Traffic Penalty Tribunal also decides appeals arising from road-user charging enforcement at the Dartford-Thurrock River and Mersey Bridge Crossings. In the case of the former, the Charging Authority is Highways England; and for the latter, it is Halton Borough Council. Road-user charging enforcement is also undertaken by Durham County Council.

Finally, the Traffic Penalty Tribunal decides appeals in respect of penalties issued for littering from vehicles in England (outside London).

PATROL undertakes initiatives to support its local authority members and raise awareness of the objectives of civil enforcement, including:

- The promotion of local parking annual reports through the PATROL PARC (Parking Annual Reports by Councils) Awards.
- The provision of civil enforcement information through the PATROL website.
- Taking forward traffic management issues of mutual interest to its local authority members, while also taking into account the motorist's perspective, as seen through appeals to the Traffic Penalty Tribunal.

WHY REPORT?

- Demonstrate transparency in your objectives, decision making and actions.
- Allow coordinated communication with stakeholders.
- Enable your community to understand why civil enforcement is essential in the successful management of the road network.
- Monitor trends.
- Save time and resources that would otherwise be spent on responding to frequently asked questions or Freedom of Information requests from the media, stakeholders and the public.

Foreword

A warm welcome to the PATROL Annual Report Toolkit 2018/19.

As I write this in June 2018, PATROL and its member authorities continue to work through the implications of new and evolving environmental legislation in areas such as littering from vehicles and clean air zones. As the range of traffic initiatives increases, the PARC (Parking Annual Reports by Councils) Awards becomes increasingly important.

Articulating and communicating regularly on civil enforcement in a compelling, clear and transparent way, set against the broader context of strategic traffic management objectives that benefit individuals and the local community as a whole, is an important element in your stakeholder engagement strategy.

A successfully compiled report can also play a vital role in your ongoing engagement with the press. Once articulated in a coherent, well-structured format, the messages you create can be reiterated in other media and will help you ensure that the connections between your initiatives and the expressed views and needs of your community members will not be missed by key media stakeholders.

This toolkit is designed to provide you with useful guidance and advice to help you create a well-structured annual report for 2017/18, underpinned by strong narrative and persuasive messages.

The practical examples and suggestions throughout the document are drawn from previous best practice, with local authority representatives themselves the primary and most viable source, gathered from reports from recent years, as well as feedback from a number of dedicated workshops held in England and Wales last year.

PATROL recognises your hard work and highlights best practice in the production of annual reports each year with the PARC Awards.



It is encouraging to see that so many have participated in the awards and our regional workshops over the last few years – we hope this level of involvement continues.

This year, we are placing a greater emphasis on digital / online formats for annual reporting. Providing public information digitally is fast becoming an expectation, and the digital medium opens up greater scope for accessibility and interactivity that can take your communications to the next level.

“Creating a coherent, well-structured report will be a vital tool in your ongoing engagement with the public and the press.”

It will be fascinating to see what this year's entries bring to the table in this regard: we are particularly grateful to colleagues at Knowsley Borough Council for their efforts to proactively explore the potential of digital / online reporting.

PATROL would like to thank, once again, its independent Review Group for their recommendations, as well as all the contributing local authorities for their painstaking efforts in assembling reports each year. As in previous years, PATROL will use the means at its disposal to promote shortlisted and winning entries at a local and national level in the media, and across our local government network. Local authorities can also post their reports on the PATROL website's Local Authority Directory.

Finally, all that remains to say is good luck and to wish you continued success with the production of your reports. We are sure the standard will be as high as ever.

Cllr Jamie Macrae,
Chairman

The Joint Committee of England and Wales for the Civil Enforcement of Parking and Traffic Regulations Outside London (PATROL)

Producing your report: Best practice

In your 2017/18 report, we want you to tell *your* story – one that will resonate strongly with your audience.

By presenting civil enforcement in the broader context of traffic management, accompanied by the benefits, rationale and – where necessary – the justification for decisions in a clear, concise manner, local authorities can make a bold step forward in transforming public perception, trust and understanding in the process.

Over the following pages, we have sought to provide useful guidance and advice to help you compile a well-structured annual report for 2017/18, and one that will convey your messages clearly and effectively, while reflecting the local situation.

Parking is an everyday but vital issue for individuals, families and communities. Good parking management contributes significantly to the accessibility of our villages, towns and cities, and helps to support sustainable economic growth.

We would draw your attention particularly to the information around producing your report in a digital format (see Page 10). Providing public information digitally is fast becoming an expectation, and the medium opens up a new level of accessibility and interactivity that could further benefit your communications.

1

SETTING THE SCENE

Explain why parking and traffic management is needed, and any local factors that impact on how you balance the requirements of different stakeholders: residents; businesses; commuters; visitors; schools and Blue Badge holders.

2

PARKING AS A SERVICE

With press and public attention on enforcement issues, use your report to demonstrate parking as a service to residents, visitors and businesses.

3

INNOVATION AND NEW DEVELOPMENTS

Explain what has changed / planned changes, either as a result of feedback from local stakeholders or developments in technology. Outline the potential benefits from these changes.

4

EDUCATION, ENFORCEMENT AND APPEALS

Explain why enforcement is needed; what steps are taken to inform the public to promote compliance; your authority's commitment to fair and proportionate enforcement, and experience from appeals to the Traffic Penalty Tribunal.

5

TRANSPARENCY IN FINANCE

Following from the Transport Select Committee's observations, set out income, expenditure and, importantly, use of any surplus.

Five steps to success

If you have not produced a report before, our 'five steps to success' may help you focus on the key elements of producing one. Report writing need not be a solitary activity, either – share these steps with your team and your Councillor to see what they can bring to the project.

Remember:

- A concise report, which is easy to read, with illustrations, is sufficient. Further detail can be made available offline through web links.
- White space is GOOD!

“The management of parking is pivotal in supporting our network. It enables the authority to balance the demand for on-street parking for businesses, residents and visitors, and the safe and efficient movement of traffic.”

Cllr Stuart Hughes, Cabinet Member for Highway Management, Devon County Council

Dispelling myths... ...with facts

Your annual report is a perfect opportunity to dispel common myths that your department hears, and to instead focus on the relevant facts.

An exercise within workshops PATROL recently conducted, which could be carried over to staff within your department, is to identify recent myths. You can then create articles to dispel these myths, which focus on the facts. Should your department continue to hear similar misconceptions, you will be able to signpost those customers to the report online for the complete story.

Some of the common myths reported at the workshops were:

- You can park for 10 minutes anywhere before a ticket is issued.
- CEOs have targets they have to meet and they're on commission.
- Ignore the PCN, it will go away.
- You get 20 minutes for loading.
- It's OK to drop your child off at the school gate.
- I live here, so I can park.
- This street's a 'goldmine'.
- Yellow lines are OK on a Sunday.
- I wasn't the driver, so it's not my problem.
- I can use the Blue Badge because I'm fetching 'their' shopping.

What about humour?

Your report should be engaging and easy to read; however, the use of humour should be approached with caution: the success of humour is often in the telling, and the printed word is a blunt instrument.

To avoid causing offence or appearing patronising, also avoid using the word 'excuse' in describing public misconceptions, as well as the use of stereotypes.

Content and messaging suggestions

Over the following pages, we provide guidance on the five sections that could make up the structure and flow of your 2017/18 annual report, together with examples of content and messaging.

1. SETTING THE SCENE

An introduction from your Portfolio Holder provides the ideal start and sets the scene for your report, with a clear narrative that parking provision and control are essential elements of local transport strategy.

Explain why parking and traffic management is needed, and whether there are any local factors that impact on how your authority balances the requirements of different stakeholders (i.e. residents; businesses; commuters; visitors; schools and Blue Badge holders).

It will also make clear that civil enforcement is not intended to be punitive, and that the local authority is genuinely committed to trying to educate motorists to achieve a safe and efficient network without the need for continual enforcement.

The narrative in this section could include:

- How parking management contributes to the success of your local area.
- Your objectives and success in achieving these.
- Commitment to a fair and proportionate approach to enforcement.
- A summary of successes and challenges.
- Information on partnership working.

"This year's report demonstrates how our civil parking enforcement regime fulfils its transport objectives by improving road safety and managing traffic flow, whilst also applying discretion and educating drivers about the implications of their actions. It also shows how we help to support the local economy by assisting in the organisation of festivals and special events."

Excerpt: Durham County Council.



Freedom of Information requests

All departments receive Freedom of Information (FOI) requests and it is recognised that civil enforcement is no different. Having an annual report to hand can help reduce the administrative burden of responding to these enquiries and allow a swifter response time.

During recent workshops we identified common FOIs and found that they could all be included within the report. Here are some examples:

- PCNs by location.
- PCNs by contravention code.
- How many permits?
- Income and expenditure from parking.
- Consultation – responses and outcomes.
- What has the surplus been spent on?
- How many CEOs do you employ?

2. PARKING AS A SERVICE

Everyone has a parking story, and this usually relates to enforcement. The annual report is your opportunity to explain that enforcement is only one aspect of your work, and to highlight the parking services that you provide.

"In late 2016/17, the service introduced a contact card to distribute to customers via office-based staff and civil enforcement officers, providing a signpost for parking-related queries. The cards have been very well received and advise customers of the contact mechanisms, should they have a query regarding a penalty charge notice, parking permit or any other parking related issue."

Excerpt: Cumbria County Council

Content might include:

- A summary of on-street and off-street parking provision; the detail of which can be provided by web links. Web links are also a critical element to help users connect with your online services (see Page 11 for more information).
- Permit schemes.
- Season tickets.
- Promoting safety at the school gates.
- Park and ride.
- Cycle and motorbike parking.
- Supporting events.
- Blue badges.
- Reporting of nuisance parking / abandoned vehicles.
- Online services.
- Customer engagement and feedback.

3. INNOVATION AND NEW DEVELOPMENTS

Moving with the times, this is an opportunity to explain your approach to improving the user experience. Set out what has changed – or planned changes – either as a result of feedback from local stakeholders, or developments in technology. Outline the potential benefits from these changes and your commitment to stakeholder consultation and engagement.

"There are two different types of vehicle charging points within our multi-storey car park. There are two trickle charge and one rapid charge point. No charge is made for the supply of electricity – drivers simply pay the standard tariff."

Excerpt: Worcester City Council

Areas to cover might include:

- Problem solving: how issues have been recognised and a solution worked through.
- Improving the user experience in parking: technological innovation, additional / updated parking provision.
- Feedback from consultations and steps that have been taken in response – 'you asked; we delivered'.
- Adoption of more flexible approaches to parking tariffs.
- New payment methods.
- New ways of keeping in touch with customers (e.g. social media).
- Targeted initiatives (e.g. with schools, businesses and other partners).

4. EDUCATION, ENFORCEMENT AND APPEALS

It is a good idea to dedicate some space in your report to explaining why enforcement is needed; what steps are taken to inform the public to promote compliance; enforcement policies and statistics, and experience from representations and appeals to the Traffic Penalty Tribunal.

"Our priorities are to improve safety, accessibility and air quality, as well as to reduce congestion. Our parking facilities and the way we manage them contribute to achieving these priorities, and it is important therefore that they are appropriately controlled. Our rules are fair but firm, and our aim is to assist people to park; pick up; set down; load and unload, conveniently and lawfully, to make the city accessible to everyone."

Excerpt: Sunderland City Council

Such a section could include details of:

- Publicity campaigns.
- Warning notices and your approach to first-time contraventions.
- How you work with partner agencies, such as schools.
- Who is involved in the process? In-house teams, contractors, partners, etc.
- Particular parking schemes, such as controlled zones.
- Links to parking policies and guidance.
- A 'day in the life' of a civil enforcement officer.
- New technology you use for enforcement.
- Links to enforcement activity, geographically.
- An overview of challenges, representations and appeal statistics.
- A glossary of terms.

5. TRANSPARENCY IN FINANCE

There is a strong public and press perception that civil parking enforcement acts as a 'cash cow' for local authorities. Therefore, the clear presentation of financial information can help to convey transparency in this respect.

"Contributions are made to the provision of bus services in areas that are not operated commercially. The 'Link 2' bus is a pre-bookable service for people making journeys where there are not suitable bus routes; for example, in rural areas where services may be limited."

Excerpt: Durham County Council

"In the year 2016/17, the council made a loss of £108,758 on its enforcement activities and on-street parking. In Broxbourne, the vast majority of on-street parking is free. In accordance with the provisions of the legislation, this deficit was funded from the council's General Fund."

Excerpt: Borough of Broxbourne

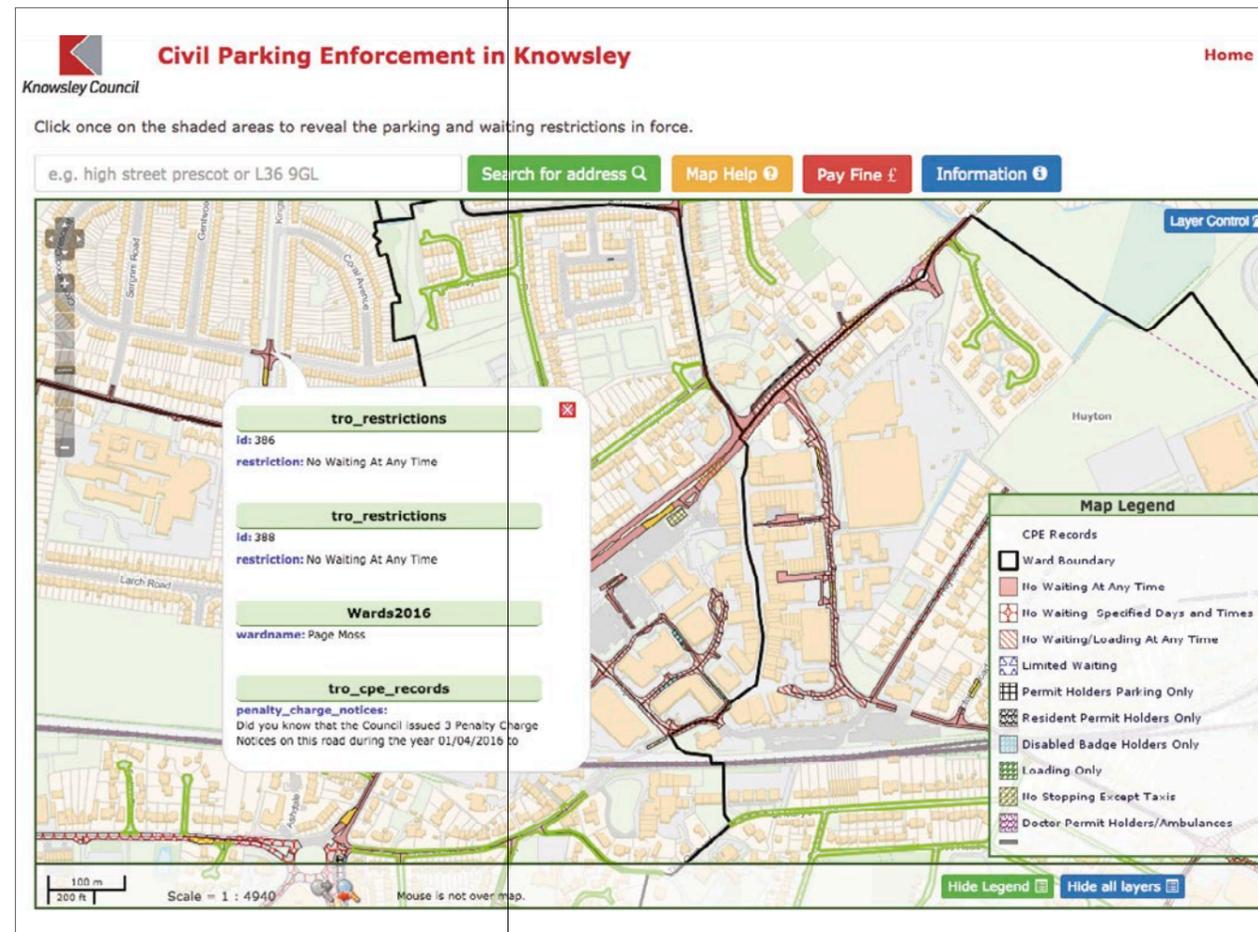
Consider:

- Headline figures on income expenditure, with links to further detail.
- Separate off-street and on-street parking income and expenditure.
- Trends over recent years.
- How any surplus (if applicable) may be spent.
- Specifics on projects that are supported by a surplus and / or provide links to committee reports that demonstrate decision-making in respect of surplus.

Embracing digital and innovative approaches: Case Studies

We live in a time of ever-increasing, unstoppable evolution to digital, online and accessible communications, and being able to engage in such a way is now often an expectation, rather than a 'nice to have'.

With this in mind, PATROL is keen to see how local authorities can harness digital and other innovative forms of communication to better reach and engage with their communities around civil enforcement.



KNOWSLEY BOROUGH COUNCIL

Having attended a PATROL local authority workshop last year on the production of annual reports, Knowsley Borough Council offered to explore the possibilities of producing its first digital report.

To this end, the authority has brought together a project team to deliver this in 2018/19. The team in Knowsley are using existing interactive software as a platform upon which to build their annual report.

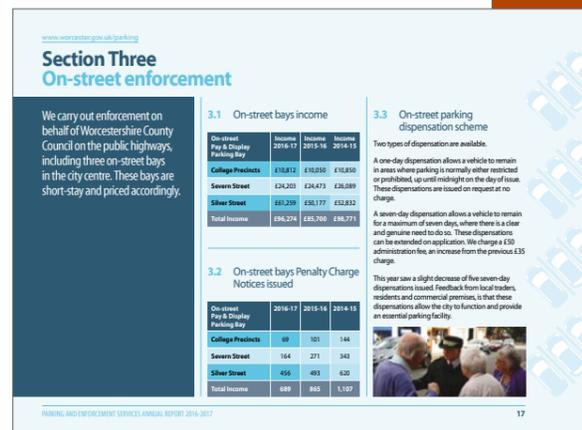
The resulting 'dashboard' that has been created (see screenshot left) enables users to find a street, the restrictions in place and the penalty charge notices (PCNs) that were issued within that location in the last year.

EXPERIMENTING WITH FORMATS

A landscape report can bring advantages for reading on screen.



Brighton & Hove City Council



Worcester City Council

Streamlining and interactivity: Using web links

The clarity and digestibility of a report can sometimes be compromised by high levels of tabulated statistics.

Instead, concentrate on providing an overview or headlines for the general reader, while providing more granularity for those who want it, using web links to content hosted online elsewhere.

Web links are also a simple means of injecting a sense of interactivity into your report.

The following are just a sample of web links that the shortlisted reports from 2016/17 used to provide further detail.

- Services, policies and guidance.
- Car parks.
- Fees and charges.

- Blue Badges.
- Challenging or paying a PCN.
- School parking.
- Cycling / motorbike facilities.
- Reporting (e.g. abandoned vehicles; pavement parking; Blue Badge / permit fraud).
- Parking consultation results.
- Charging points.
- Pay-by-phone assistance.
- Committee Reports.
- Press statements.
- Frequently Asked Questions (FAQs).
- Local Transport Plan.
- Road safety information.
- Projects funded by the parking surplus.
- The Traffic Penalty Tribunal.
- Statutory guidance.

Recognising best practice: The PATROL PARC Awards

Producing an annual report makes you eligible to enter the PATROL PARC (Parking Annual Reports by Councils) Awards. Your report will be judged on the strength of the information that you provide.

The PARC Awards are your opportunity to be recognised for expressing how you are delivering an outstanding service in your area, which will set an example around the country. The achievements of winning councils will be promoted to local, trade and national media, and shared across our network of local authorities.

We recognise that authorities differ in size and scale throughout England and Wales, that many councils have embraced collaborative working, and that there are often differences between unitary and two-tier authorities. The PARC Awards look to embrace these differences and welcome entries from across the spectrum of local authorities.

We are not simply looking for a report that is glossy. We want to see a report that tackles issues head-on, while informing and engaging strongly with residents, visitors and businesses in a clear, accessible and transparent manner.

ABOUT THE AWARDS

The PATROL PARC Awards are given for the **OVERALL WINNER**, as well as for four categories for **HIGHLY COMMENDED**, reporting on – Innovation and New Services, Customer Service, Presentation of Finance and Statistics, and Outstanding Digital Format (see below).

1. Innovation and New Services

Providing one or more examples of innovations or new schemes delivered to improve local traffic management and meet the needs of the community.

2. Customer Service

Reporting on steps you have taken to proactively engage with your community.

3. Presentation of Finance and Statistics

Effectively conveying the parking account's income and expenditure, and the use of any surplus.

4. Outstanding Digital Format

Harnessing digital formats to improve the accessibility and availability of parking information.

Winning reports in the categories may be featured in press and communications as examples of best practice, as we collectively work towards improving public information, promoting transparency and changing negative perceptions around civil enforcement for parking and traffic penalties in England and Wales. Shortlisted local authorities will also receive a certificate in recognition of best practice.

“Civil traffic enforcement is an issue that provokes strong views from the public... with a deep-rooted perception that local authorities use it as a ‘cash cow’. Effective reporting can help alleviate this situation.”

Transport Select Committee



THE PARC REVIEW GROUP

Peter Bayless, Chair

Head of Traffic and Safety at Hampshire County Council (Retired)

Kelvin Reynolds

Director of Policy and Public Affairs at the British Parking Association

Jo Abbott

Communications Manager, RAC Foundation (Retired)

David Leibling

RAC Foundation

Natasha Monroe

Marketing and Brand Manager, Four Colman Getty

Insights from last year: Winning reports and feedback

To help steer the production of your annual report further, over the following pages we have captured insights from last year's PATROL PARC Awards (assessing annual reports from 2016/17), presenting example pages from the winning entries, as well as feedback from the Review Group.

PATROL ANNUAL REPORT AWARDS 2016/17

OVERALL WINNER

- Devon County Council

HIGHLY COMMENDED:

INNOVATION AND NEW SERVICES

- Derby City Council

HIGHLY COMMENDED: CUSTOMER SERVICE

- Cumbria County Council

HIGHLY COMMENDED:

PRESENTATION OF FINANCE AND STATISTICS

- Brighton & Hove City Council

OTHER SHORTLISTED REPORTS

- Borough of Broxbourne
- Durham County Council
- Sunderland City Council
- Worcester City Council



Cllr Gill Mitchell from Brighton & Hove City Council receives the Award for the Winning Report 2015/16 from Louise Ellman MP (PATROL) last year.

REVIEW GROUP COMMENTS ON THE WINNING REPORTS

Devon County Council OVERALL WINNER

Devon has adopted a clean design in terms of page layout and font, in a two-column format. The contents list is concise, the headings are clear and there is plenty of white space with simple graphics. The scale of the county council, its assets and challenges is clearly presented.

The report continues the narrative begun in previous reports about the development of the service since it was taken over by Devon County Council. A follow-up piece on the challenge of pavement parking provides more evidence of the problem for communities.

The report is peppered with easy to understand statistics to demonstrate the impact of new initiatives.

Penalty and finance statistics are well presented, with information on cost breakdowns and year-on-year comparisons, together with the management of the on-street account and use of surplus.

Cumbria County Council HIGHLY COMMENDED: CUSTOMER SERVICE

Cumbria County Council is responsible for the enforcement of on-street parking across the county and selected off-street parking places. The report highlights improvements brought to the customer experience through the council's website. On-street, Cumbria has introduced contact cards to signpost customers if they have parking queries. Mention is also made to working with the wider council customer service staff to improve awareness of parking services.

Derby City Council HIGHLY COMMENDED: INNOVATION AND NEW SERVICES

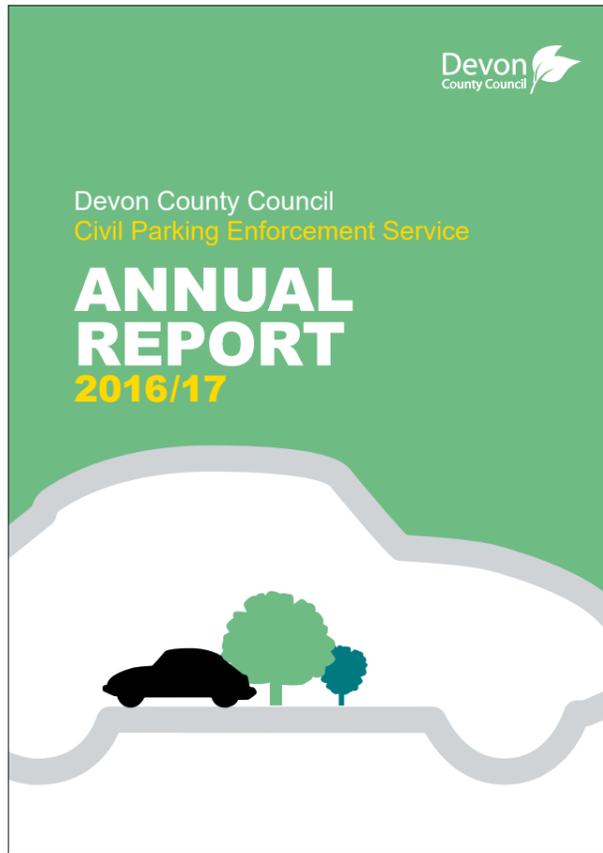
Derby City Council introduced its first footway parking ban in the city centre in August 2015, with the aim of improving pedestrian safety. Derby's report highlights the impact of this scheme in terms of compliance and feedback from key stakeholders. The report points to the additional benefits of reduced parking adjacent to bus stop clearways and controlled areas of zig zags. Images of the suite of signs were included.

Brighton & Hove City Council HIGHLY COMMENDED: PRESENTATION OF FINANCE AND STATISTICS

Brighton & Hove City Council provide comprehensive income and expenditure information within their report, but the judges were particularly impressed with the full account of how the parking surplus is invested, with comparisons over a four-year period. A full list of local transport and highways projects benefiting from the parking surplus is provided. This level of transparency helps to promote public confidence in the integrity of the parking service.

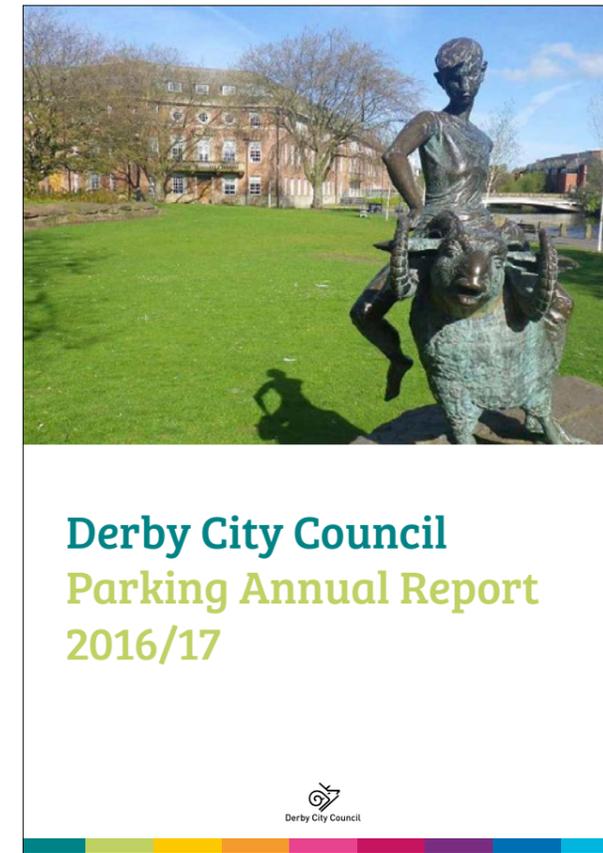
“Take the opportunity to talk about your service: how does it meet local needs, overcome challenges and achieve goals. Take time to consider the choice of images: this is as much about your village, town and city, where your civil enforcement officers are ambassadors as much as enforcers. Don't underestimate the importance of transparency in financial reporting and how your authority spends any surplus.”

PARC Review Group



**2016/17
OVERALL WINNER
DEVON COUNTY COUNCIL**

“ We believe that reports are an excellent opportunity to promote our service, allowing the public to understand how we operate and see what is being achieved in managing our network. It also allows a whole view to be taken of the service, including the schemes and services that benefit from funding through the on-street parking account. ”



**2016/17 HIGHLY
COMMENDED: INNOVATION
AND NEW SERVICES
DERBY CITY COUNCIL**

“ Derby City Council believes a parking annual report should form the absolute backbone to parking operations. We place much importance on producing a thorough, informative and engaging report, where readers can understand the attention to detail the council pays to ensuring best practice standards are met, whilst allowing a real transparent view of operations to be observed by readers. We believe this allows all concerned to understand the challenges the council faces, and how we adopt practices to meet the high standards expected by our customers. ”

Exeter residents parking: new zones

Exeter City and its student population continues to grow, and the County's Capital continues to see unprecedented growth in both its business centre and retail and leisure industries. These pressures on the network has seen more residents calling for more permit parking schemes for their areas.

In 2015 a number of public consultations were held to gauge the views of local residents. These views were considered by the Exeter Highways and Traffic Orders Committee on 19 April 2016 where the committee gave their approval to progress proposals to the next stage. Click below for more:

[Exeter Residents Parking – The Consultation and how we delivered it.](#)

The widening of the residential schemes allowed a further 2000 addresses to benefit from improved access to parking, removing competing pressures from commuter and shopper parking.

After a successful launch of the new schemes in February 2017, a further review was committed to in response to feedback from adjacent streets that now sought to be included in the new zones. With support of their local Member and with funding secured from the on-street parking account, a second round of public consultation began, with extensions to the newly created zones due to be implemented in the next financial year.

Teignmouth traffic management review

Devon County Council has been working with Teignmouth Town Council and other stakeholders for a number of years developing proposals designed to:

- free up much on-street parking as possible to benefit residents
- encourage turnover of on-street limited waiting to benefit businesses
- enable enforcement to be undertaken efficiently
- encourage longer term visitors to use off-street car parks
- encourage those working in the town to make more sustainable travel choices, for example car share, public transport, walking and cycling.

After engagement with the stakeholder groups an agreement was reached on the nature of the proposals to be put out to a full public consultation. The proposals sought to strike a balance between the needs of both businesses and residents. Click below for more:

[Teignmouth Traffic Management Review – The Consultation and how we delivered it.](#)

Residents only parking zones.

In February 2017, the first area of residents parking was launched in Teignmouth and immediately delivered the results the residents in the affected roads were hoping for.

The Council has agreed to undertake a review of the changes after one year of operation and see if changes or enhancements need to be made, and whether the traffic management review has achieved its overall objectives.

Devon PARKING REPORT 2016/17 **7**

Pavement parking

The service was disappointed to see the progression of a Pavement Parking Bill falter and continues to seek a sustainable mechanism to deal with the issue of pavement parking.

The Council recognises the impact that pavement parking has on pedestrians, particularly those that are most vulnerable; the elderly, parents with buggies, the visually impaired and wheelchair users. This continues to be one of the most common complaints received by the Council about parking enforcement.

We are continuing to issue the educational leaflets introduced in 2015/2016 to assist in delivering our message to drivers to think about how you park to try to adjust their parking behaviour, and an online reporting tool for the public to tell us about their parking concerns, not just about pavement parking but other enforcement requests as well.

Reporting Pavement Parking

Since launching the reporting function in August 2015, over 2,000 reports have been received identifying issues in over 120 communities within Devon, in many cases having multiple locations identified as of concern in each community. The vast majority of instances are at locations without existing restrictions meaning that traditional civil parking enforcement powers cannot be used to address the issue. It is clear that public perception is that there is a significant issue.

Location	Incidents
Exeter	655
Exmouth	150
Dawlish	127
Newton Abbot	112
Barnstaple	91
Bideford	57
Tiverton	48
Teignmouth	43
Olkehampston	31
Cullompton	30
Creddon	29
Honiton	28
Iffracombe	25
Ottery St Mary	24
Braunton	23
Aminster	21
Kingsbridge	19
Topsham	18
Chudleigh	17
Dawlish Warren	17
Ivybridge	16
Kingsleginton	15
Sidmouth	15
Totnes	15
Woolacombe	14
Kingskerswell	12
South Molton	12
Westward Ho	12
Ashburton	11
Dartmouth	11
Plymouth	10

Devon PARKING REPORT 2016/17 **12**

Chapter 3 City Centre Prohibition of Footway Parking

In August 2015, Derby introduced its first footway parking ban in the city centre to improve pedestrian safety. The extent of the restriction is bound by the inner ring road, with signs at each entry and exit point. Consultation was undertaken as part of the Traffic Regulation Order (TRO) process prior to its introduction.

The footway ban does not permit any parking on the footway except in exceptional circumstances such as in an emergency or works being undertaken by statutory undertakers or the Highway Authority where the vehicle is required for the works and cannot be practically parked elsewhere.

Parking for the purpose of loading and unloading is not permitted.

In 2016/17 416 PCNs have been issued to vehicles parked on the footway (code 62). Feedback from key stakeholders and members of the public has been positive. A spokesperson for The Guide Dogs for the Blind Association stated that the restriction had made an instant impact in reducing footway parking. They are currently campaigning for other cities to follow Derby's stance on footway parking.

Since the introduction of the footway parking ban, officer observations suggest that there has been a reduction in footway parking in the city centre, particularly on the Morledge and outside the Cathedral. Additionally, the problem of vehicles parking behind bus stop clearways and the controlled areas of zigzags has been eradicated. The ban has removed the need for physical barriers such as bollards to control footway parking, which are detrimental to partially sighted pedestrians, increase street clutter and are a maintenance burden to the Council.

Of the bus lane cases:

- 21 were not contested
- 45 appeals were dismissed
- 21 appeals were allowed

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Chapter 4 Traffic Penalty Tribunal

The Traffic Penalty Tribunal provides impartial, independent adjudicators who can consider appeals against penalties issued for parking and bus lane contraventions.

If the Council rejects a representation the keeper of the vehicle has the right to appeal to an Adjudicator within 28 days of the date of service of the Notice of Rejection. The Adjudicator has to consider an appeal providing it is made within the 28 days.

If the Adjudicator allows the appeal, they direct the Council to cancel the PCN which the Council must comply with without any delay.

The Adjudicator's decision is final, subject to any request to review the decision and no further challenges can be made other than on a point of law through an application to the High Court for a judicial review.

For full information about the PCN appeal procedure you can visit the Tribunal's website at: www.trafficpenaltytribunal.gov.uk

In 2016/17, 187 cases were appealed by drivers to the Traffic Penalty Tribunal.

Of the parking cases:

- 24 were not contested,
- 52 appeals were dismissed
- 24 appeals allowed

Of the bus lane cases:

- 21 were not contested
- 45 appeals were dismissed
- 21 appeals were allowed

Cases were not contested due to the following reasons:-

- CEO errors
- Valid ticket provided at appeal stage
- Evidence of sale of vehicle provided at appeal stage
- DCC accepted appeal submission
- Machine faults found
- Sign missing

The directions and decisions of the tribunal are very useful to the Motorist and the Council and it's enforcement approach. The administration of the PCN is adapted on a continuous basis taking in account the lessons learned.

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Cumbria County Council



Parking Services Annual Report 2016/17



Serving the people of Cumbria cumbria.gov.uk

**2016/17
HIGHLY COMMENDED:
CUSTOMER SERVICE
CUMBRIA COUNTY COUNCIL**

Our report provides the service with an opportunity to highlight its engagement activities with local communities, partners and other stakeholders when striving to improve the parking offer for Cumbria's diverse communities and the millions of visitors who visit the county each year.

Responding to a number of Freedom of Information Act requests has been less time consuming by publishing the report on the council's website and the document has enabled local media outlets to draft articles highlighting the work of the service.

Parking Annual Report Financial Year 2016/17





Cumbria County Council

3. Aims and objectives

Cumbria County Council is responsible for the enforcement of on-street parking across the county and selected off-street parking places. Enforcement is carried out by the Council's in-house Parking Services team to ensure that the finite number of parking spaces are shared fairly between residents, businesses and visitors. The Council is also responsible for issuing a variety of parking restriction exemption permits or certificates in certain areas of the county. The Service fulfils an essential role in supporting and delivering *Moving Cumbria Forward: Cumbria Transport Plan Strategy 2011-2026*.

The aims of Cumbria County Council's Parking Services team are to:

- Manage parking to improve road safety and traffic movement.
- Manage the available parking for the benefit of the local economy and community.
- Cover the costs of enforcement, including parking restriction signs and lines, from Penalty Charge Notice income.
- Provide a better understood Parking Service and improved public facing role for Civil Enforcement Officers who will act as ambassadors on behalf of the Council.

The management of on-street parking contributes to achieving the aims of the Cumbria Local Transport Plan and specifically supports the delivery of Community Strategy and Council Plan priorities:

- To safeguard children and support families and schools so that all children in Cumbria can grow up in a safe environment, and can fulfil their potential
- To support older, disabled and vulnerable people to live independent and healthy lives
- To enable communities to help shape their local services, promote health and wellbeing and support those in poverty
- To provide a safe and well managed highways network, secure infrastructure improvements and support local economic growth
- To be a modern and efficient council

In delivering these aims and objectives the Service works with Cumbria's 6 district councils, the Lake District National Park Authority and other partners who manage the majority of off-street parking facilities around the county. The above organisations also work with Cumbria County Council in their capacities as planning authorities to consider new developments and associated parking provisions and travel options.

The Council's parking policies are available at www.cumbria.gov.uk/parking



Cumbria County Council

5. Customer engagement

Transactional activities

The Service delivers a high profile, public facing operation issuing approximately 31,000 Penalty Charge Notices and 25,000 free on-street parking permits each year. A number of changes were implemented in 2016/17 to enhance the service to customers.

Policies and procedures

The Service has developed a full suite of policies and procedures which are published on the Parking Services section of the Council's web-site at www.cumbria.gov.uk/parking. These comprise of the following:

- **Parking Enforcement Policy**
- **Guidance policies for the enforcement and cancellation of Penalty Charge Notices**
- **Body Worn Video Device and Hand Held Unit Policy**
- **Off-street Public Car Parks Management Plan**

The Service has also introduced a number of internal policies including an *Operations Manual for Civil Enforcement Officers* and a *Records Retention and Disposal Schedule*.

The above documents, accompanied by regular internal monitoring, will assist in ensuring that the Council delivers a fair, transparent and consistent Parking Service.

Customer contact

During 2016/17 the Parking Services pages of the Council's web-site were reviewed and refreshed to improve navigation, readability and content. A new on-line application portal for on-street parking permits has been developed in conjunction with the Council's ICT team and will be launched on the Council's web-site in early 2017/18. Training has been provided to the various colleagues who take telephone calls for the Service and also to the front of house staff at the Council's main office locations. Officers are now more aware of the roles of their colleagues in the wider Council and are encouraged to take ownership of queries which is improving the customer experience.

In late 2016/17 the Service introduced a contact card to distribute to customers by office based staff and Civil Enforcement Officers providing a signpost for parking related queries. The cards have been very well received and advise customers of the contact mechanisms should they have a query regarding a Penalty Charge Notice, parking permit or any other parking related issue. The cards also serve to advise customers that the Council's Civil Enforcement Officers use body worn video devices and how they can access further details regarding the policies and procedures.



14 How we invest the income

Any surplus made through parking fees and charges has to be invested into transport and highways. This is a legal requirement.

In 2016/17 after direct costs there was a surplus of £13,686,652. The table below shows a year on year comparison of how we invested the income back into transport and highways.

Funding for other transport and highways related projects supported by CPE income	2013/14 (£)	2014/15 (£)	2015/16 (£)	2016/17 (£)
Other public transport services	256,571	203,325	146,516	155,178
Concessionary fares	10,217,230	10,342,672	10,752,591	10,926,562
Capital investment borrowing costs	3,029,319	2,914,638	2,775,202	2,676,279
Supported bus services	1,159,434	1,200,302	1,029,917	908,278
Total	14,662,554	14,860,937	14,703,226	14,670,347

Local Transport Plan costs

The Local Transport Plan since 2011-12 has been 100% grant funded from the Department for Transport, so there are no borrowing costs included in relation to the Local Transport Plan for this year.

Capital investment borrowing costs of £2,676,279.00 relate to previous years Local Transport Plan schemes since 2001. The money spent on borrowing costs has continued to fall each year.

Each year a report is presented to the Environment, Transport & Sustainability Meeting to agree how funds will be allocated to deliver the Local Transport Plan capital programme for the following year.

Supported bus services

The council supports some bus routes through subsidising the costs of running the services. In financial year 2016/17 the council spent £908,278.00 on supporting bus services. You can find out more about supported bus services on the following webpage: www.brighton-hove.gov.uk/fundebuses

Concessionary bus fares

The majority of the surplus is spent on providing free bus travel for both elderly and disabled citizens. We spent £10,929,562.00 in financial year 2016/17. You can find out more about concessionary travel on the following webpages:

- Older person's bus pass www.brighton-hove.gov.uk/older-persons-bus-pass
- Disabled Person's bus pass www.brighton-hove.gov.uk/disabled-persons-bus-pass

Some of the projects include:

- Quality bus partnership initiative
- Walking facilities (dropped kerbs & tactile)
- Cycle parking
- A23 Sustainable Transport Corridor
- Cycle route signing
- Travel Plans for Schools
- Pedestrian priority Ship Street Town
- Traffic control improvements
- Brighton Station Gateway Project
- Walking network improvements
- Cycle route Old Shoreham Road
- Electric vehicle charging points (Local Transport Plan)
- Pedestrian wayfinding and signing project
- Cycle priority
- New Road/Church Street junction and crossing
- Electric vehicles
- Chatham Place rail bridge support
- Bear Road retaining wall
- Dyke Road Drive retaining wall
- Marine Parade retaining wall
- Footways maintenance 2011-12.

**2016/17 HIGHLY COMMENDED:
PRESENTATION OF FINANCE
AND STATISTICS
BRIGHTON & HOVE CITY COUNCIL**

The production of our report is very much a shared, team effort. Officers working in road safety; bus-lane monitoring; finance; Blue Badges; transport planning; pay-and-display maintenance; permits and our contractors all contribute to the report.

Having a set format for statistics also helps identify trends year-on-year and the monitoring of service performance.

2016/17 SHORTLISTED BOROUGH OF BROXBOURNE



“ In joint collaboration with our parking and finance teams, we prepared an annual report to help us better understand our customers, while providing transparency and visibility on how those customers interact with us and where we have demand issues, in terms of parking spaces and utilisation. ”

Introduction

The Borough of Broxbourne lies in south east Hertfordshire, adjoining London and the M25 to the south. It has an area of some 20 square miles and a population of around 96,500. The Borough is bounded by the A10 and the London to Cambridge railway line. The towns of Waltham Cross, Cheshunt and Hoddeston lie along this north-south corridor in a near continuous urban area. To the west are Harmond Street and Goffs Oak. The rest of the Borough is mostly rural with large areas of wooded green belt countryside. There are good road and rail links to London, as well as to Stansted Airport, and many residents commute to work on a daily basis.

The geographic and demographic of the Borough present many challenges when it comes to setting a parking policy, which attempt to balance the often competing requirements of different groups of stakeholders, including residents, businesses, commuters, visitors, schools and blue badge holders. There are three main town centres (Waltham Cross, Cheshunt and Hoddeston) and many smaller local shopping parades throughout the Borough.

The Council endeavours to support local businesses by providing sufficient free or low-priced short stay parking in the vicinity so as to achieve a good level of turnover of these spaces and encourage shoppers/visitors.

There are significant differences in the demographics across the Borough. It has some of the most deprived areas in the county, and some of the most prosperous.

Overall, our ownership is above average, with more than 80% of households having one or more cars. This results in a high demand for on-street spaces in many residential areas. In common with the rest of the country, the proportion of older residents is projected to continue to increase over the coming years, as is the number of blue badge holders.

Number of PCNs where informal or formal representations were made

Below shows the number of PCNs issued and the number informally and formally challenged. It also shows the percentages of each against the total of PCNs issued.

Year	2014/15		2015/16		2016/17	
	PCNs	%	PCNs	%	PCNs	%
Total PCNs Issued	12,886		8,731		15,871	
No of PCNs Informally Challenged	3,018	23.8	2,005	23	2,703	25
No of PCNs Formal Representations	566	4.3	307	3.5	307	2.8
Change to total number of challenges and formal representations received	3,584		2,312		3,010	

Number of PCNs cancelled following an informal or formal representation

Below shows the number of PCNs cancelled as a result of challenges. It also shows the percentages of each against the total of PCNs issued.

Year	2014/15		2015/16		2016/17	
	PCNs	%	PCNs	%	PCNs	%
Total number cancelled	3,284		2,312		3,010	
Informal Challenges	2,208	56	1,388	60	1,641	55.2
Formal Representations	312	14	129	5.5	137	5.2
Total cancelled	2,520		1,517		1,818	

Table below shows the reasons and the number of PCNs cancelled in 2016/17

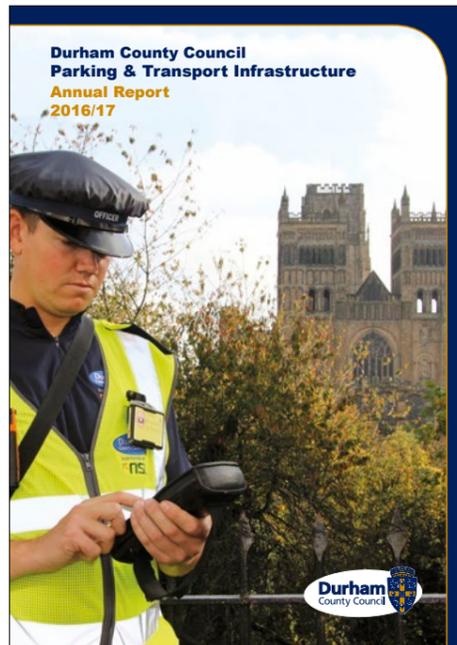
Concession reason	Number Cancelled
Pay & Display Ticket Produced	52
Total Formal Produced	468
Blue Badge Produced	208
CEO Error	198
Outstanding Circumstances	796
Landmark/Unloading	2
Vehicle Broken Down	27
Representation Accepted	157

Appeals to adjudicator

The table below shows the total number of appeals lodged and heard by the Traffic Penalty Tribunal (Independent Adjudicator) and their outcomes.

	2014/15		2015/16		2016/17	
	PCNs	%	PCNs	%	PCNs	%
Appeals Received	32	13	13	20		
Allowed	13	41	2	15	4	20
Dismissed	19	59	11	85	16	80

2016/17 SHORTLISTED DURHAM COUNTY COUNCIL



“ We have established a clear report structure, which we hope makes it both user-friendly for our readers and easier when comparing information and statistics from previous years. Developing a template has also made us more efficient at completing the report each year. ”

Our objectives

We judge the success of our operation according to how far desired transport aims have been achieved, not the number of PCNs issued. To measure our performance we have developed a number of objectives that are SMART (Specific, measurable, achievable, realistic, and time bound) and are designed to motivate and encourage performance. Our objectives for 2016/17 were:

- Aim: Improve road safety**
Objective: Improve road safety by enforcing School Keep Clear restrictions and areas marked by 202 signs
- Aim: Improve the quality and accessibility of public transport**
Objective: Increase passenger journeys on the Durham P&T service by continuing to provide a high quality accessible service
- Aim: Fund the transport role in the delivery and support of a vibrant and diverse economy by managing traffic flow**
Objective: Ease expeditious movement of traffic through the enforcement of waiting and loading restrictions
- Aim: Fund viable streets and neighbourhoods by managing and responding to the economic demands for car space**
Objective: Build viable streets and neighbourhoods through the introduction and effective management of CTOs and CPOs
- Aim: Improve the local environment**
Objective: Preserve the historic environment of Durham City through the enforcement of the Historic Core Zone (HCCZ)

Partnership Working

The Parking & Transport Infrastructure team and its partners, KIL, Services and Scarlett Band understand that collaborative working is essential in order to meet each organisation's aims and objectives. Together our alliance has assisted us in our pursuit of excellence and innovation in service delivery.

Together we have worked throughout the year with other partners to deliver projects that have improved the economic and social wellbeing of County Durham and its sub-authorities. Whilst not comprehensive, the following is a sample of some of our highlights during 2016/17:

- Kyrieh: an Epic Tale of England**
Kyrieh is an open air performance against the backdrop of Auckland Castle. It takes visitors on a journey through British history from Roman times to the Second World War, through the Viking invasions, the Tudors, the Industrial Revolution and the Rearing Twenties. The event attracted more than 100,000 people over the summer months, and has boosted the local economy through the sale of an Event Day Controlled Parking Area which provided free parking permits to residents and businesses and allowed them to park close to their properties.
- The Miners Gala**
The Durham Miners Gala takes place in the Big Meeting in the town every year on the second Saturday in July. The event is associated with the coal mining heritage of the Durham Coalfield, which stretched throughout the county. It consists of the parading of banners accompanied by brass bands to the old town square. We were proud to support the event through the increased provision of P&T hours, improving the quality and accessibility of public transport for some of the many thousands of visitors to our city.
- Durham City's Traditional Christmas Festival**
Durham's second winter Christmas Festival started in 2016, with a wide range of musical and festive entertainment for all the family in and around the World Heritage site of Durham Cathedral and Castle. An extended P&T service operated during the event. We also operated our P&T service free of charge on Christmas Eve.

2016/17 SHORTLISTED SUNDERLAND CITY COUNCIL



“ The challenge in producing a report can be the amount of information you provide. While it is very important to provide an overview of the performance of the service, it is also important to keep the information relevant, informative and presented in a format that is easy to interpret by the reader. ”

Types of Contraventions

There are over 10 contraventions that could be enforced (as can be seen in Appendix 1) depending on what is contained within relevant traffic regulation orders. These range from enforcing yellow lines on the street to vehicles being parked outside bay markings in a car park.

Most Common Contraventions

The most repeated types of contraventions in Sunderland are shown below:

Contravention Code and Description	2016/2017
12 - parked in a residential or shared use parking place without clearly displaying either a permit or voucher or pay and display ticket issued for that place	4459 (23%)
01 - Parked in a restricted street during prescribed hours	3521 (18%)
47J - Bus Stop/Clearway	3306 (18%)
02 - parked or load/unloading in a restricted street where waiting and loading/unloading restrictions are in force	2191 (11%)
83 - parked in a car park without clearly displaying a valid pay and display ticket or voucher	1388 (7%)

CCTV Operation PCNs

From the 1st April 2016 to 31st March 2017 the following income has been received from the 2073 Penalty Charge Notices issued by the Road Safety Vehicle for the following contraventions:

PCN Code	PCNs Issued	Income
47A - Street Keep Clear	376	110,710
47J - Bus Stop/Clearway	1678	£50,530

PCNs Issued in Area

The total number of PCNs issued in 2016-2017 in each zone is as follows:

Area	No of PCNs Issued	% of Total PCNs Issued
City Centre	8129	23%
North Sunderland	2137	23%
West Sunderland	2064	23%
Houghton and Helton	364	3%
Marston	308	2%

2016/17 SHORTLISTED WORCESTER CITY COUNCIL

“ We have presented our report in a format that is easy on the eye and not over-complicated. We want readers to know that the service is available 365 days a year, and that we are always looking to improve parking facilities for everybody. ”

2.3 Electric vehicle charging points

There are different types of electric vehicle charging points which can be used to charge a car park at St. Martin's Car Park. These are made by ChargePoint and are used to charge.

In the financial year 2016/17 the vehicle charges have been used by 108 drivers charging their vehicles a total of 823 times and the total amount charged has been £10,000. This charge is made for the supply of electricity to drive and to power the charging points.

2.4 Contravention Codes (car parks)

Code No.	Description
01	Parked in restricted area in car park
02	Parked in restricted area in car park - no pay and display permit
03	Parked in restricted area in car park - no pay and display permit - no pay and display ticket
04	Parked in restricted area in car park - no pay and display permit - no pay and display ticket - no pay and display ticket
05	Parked in restricted area in car park - no pay and display permit - no pay and display ticket - no pay and display ticket - no pay and display ticket
06	Parked in restricted area in car park - no pay and display permit - no pay and display ticket
07	Parked in restricted area in car park - no pay and display permit - no pay and display ticket
08	Parked in restricted area in car park - no pay and display permit - no pay and display ticket
09	Parked in restricted area in car park - no pay and display permit - no pay and display ticket
10	Parked in restricted area in car park - no pay and display permit - no pay and display ticket

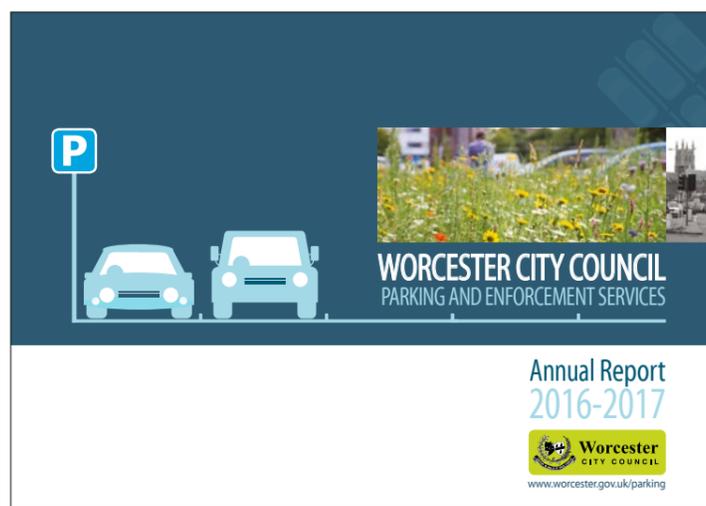
4.3 Online parking appeals

In 2016/17 Worcester City Council introduced the online parking appeals system. This allows drivers to appeal a Penalty Charge Notice (PCN) issued by the Council online. The system is available 24 hours a day and allows drivers to appeal a PCN issued by the Council online. The system is available 24 hours a day and allows drivers to appeal a PCN issued by the Council online.

4.4 Summary of Penalty Charge Notice income

The total income collected for 2016/17 from Penalty Charge Notices issued was £251,119. This income, as reported in the following table, is subject to regular review.

Year	Total PCNs Issued	Total Income
2016-2017	10,000	£251,119
2015-2016	9,500	£240,000
2014-2015	9,000	£230,000
2013-2014	8,500	£220,000
2012-2013	8,000	£210,000
2011-2012	7,500	£200,000
2010-2011	7,000	£190,000
2009-2010	6,500	£180,000
2008-2009	6,000	£170,000
2007-2008	5,500	£160,000
2006-2007	5,000	£150,000
2005-2006	4,500	£140,000
2004-2005	4,000	£130,000
2003-2004	3,500	£120,000
2002-2003	3,000	£110,000
2001-2002	2,500	£100,000
2000-2001	2,000	£90,000
1999-2000	1,500	£80,000
1998-1999	1,000	£70,000
1997-1998	500	£30,000



PATROL Statistics Questionnaire

Here we provide a template to help your organisation provide statistics as part of your annual report, in a standardised and consistent format.

While you are already likely to provide an overview of your parking statistics and financial information in your annual report (with links to more detail if required), as part of PATROL's commitment to having an objective, evidenced-based picture of civil enforcement in England (outside London) and Wales, we are asking member authorities to collate and submit their detailed statistics to PATROL in a consistent way.

Standardising the collation of your statistics in this way will enable PATROL to present an aggregated picture across the country when complete.

Over the following two pages, we have set out the template to be used, highlighting those aspects which are stipulated in the Secretary of State's Guidance to Local Authorities on the Civil Enforcement of Parking Contraventions, and in the Local Government Transparency Code 2015.

This template will be provided to you electronically for completion.

Key:

Statutory Guidance
Transparency Code

PARKING STATISTIC		2017/18	2016/17
1	Volume of on-street car parking spaces		
2	Volume of off-street car parking spaces		
3	Total volume of car parking spaces		
4	Total volume of PCNs issued		
5	Volume of high-level PCNs issued		
6	Volume of lower level PCNs issued		
7	Volume of Regulation 9 PCNs issued		
8	Volume of Regulation 10 PCNs issued		
9	Volume of PCNs issued on-street		
10	Volume of PCNs issued off-street		
11	Volume of warning notices issued on-street		
12	Volume of warning notices issued off-street		
13	Volume of PCNs paid		

14	Volume of PCNs paid at the discounted rate		
15	Volume of PCNs paid before Charge Certificate served (within 56 days)		
16	Volume of PCNs paid after Charge Certificate served		
17	Volume of Charge Certificates registered		
18	Volume of Warrants of Execution issued		
19	Volume of PCNs cancelled		
REASONS FOR CANCELLING PCNS			
20a	Avoidance of accident or medical emergency		
20b	Vehicle was stolen at time of contravention		
20c	Vehicle had broken down		
20d	Signs and lines changed at time of vehicle being parked		
20e	Ticket machine broken		
20f	Motorist paid but ticket / badge / permit was not displayed properly		
20g	Loading / unloading in an area where loading exemption applied		
20h	Other		
21	Volume of PCNs written off		
22	Volume of PCNs resulting in informal challenge		
23	Volume of informal challenges, which resulted in cancellation of the PCN		
24	Volume of informal challenges, which resulted in rejection of the challenge		
25	Volume of PCNs resulting in a formal representation		
26	Volume of formal representations, which resulted in cancellation of the PCN		
27	Volume of formal representations, which result in a Notice of Rejection		
28	Volume of vehicles removed		
29	Volume of vehicles immobilised		
30	Volume of appeals at the Traffic Penalty Tribunal		
31	Of which were allowed		
32	Of which were dismissed		
33	Of which a consent order was applied		

34	Of which were not contested		
35	Of which are awaiting decision / other split of reasons for not contesting		
SPLIT OF REASONS FOR NOT CONTESTING			
36a	Accepting additional evidence submitted to tribunal		
36b	Exercise of discretion		
36c	Compelling reason now given		
36d	Multiple PCNs		
36e	Other		
PARKING FINANCIALS		2017/18	2016/17
(Please use whole positive numbers, e.g. 1,500 instead of 1.5k)			
ON-STREET PARKING INCOME			
37a	On-street parking income		
37b	Permit income		
37c	On-street PCN income		
37d	Blue Badge application fees		
37e	Other		
38	Total on-street parking income		
	On-street parking direct costs (please use whole, positive numbers)		
38a	Civil enforcement		
38b	Admin, appeals, debt recovery and maintenance		
38c	Scheme review / new schemes		
38d	Capital charges		
38e	Other direct costs of on-street parking		
39	Total on street direct costs		
40	On-street parking surplus / deficit		
	If a surplus has been generated, how has it been applied (specify value)		
41a	Off-street parking provision		
41b	Park and Ride		
41c	Supported bus service		
41d	Concessionary fares and passes		
41e	Community transport		
41f	Shopmobility		

41g	School crossing patrols		
41h	Highway maintenance and traffic improvement		
41i	Transport planning costs		
41j	Other		
OFF-STREET PARKING INCOME			
42a	Off-street parking income		
42b	Off-street PCN income		
42c	Other off-street parking income		
43	Total off-street parking income		
44	Off-street parking direct costs (please use whole, positive numbers)		
45	Off-street parking surplus / deficit		
BUS LANE STATISTICS (IF APPLICABLE)		2017/18	2016/17
46	Please state year of introduction of first bus lane (yyyy)		
47	Volume of bus lanes		
48	Volume of bus lane PCNs issued		
49	Volume of appeals at the Traffic Penalty Tribunal		
50	Of which were allowed		
51	Of which were dismissed		
52	Of which a consent order was applied		
53	Of which were not contested		
54	Of which are awaiting decision / other		
BUS LANE FINANCIALS		2017/18	2016/17
(Please use whole positive numbers, e.g. 1,500 instead of 1.5k)			
55	Income (please use whole numbers)		
	Expenditure (please use whole, positive numbers)		
56a	Repairs and maintenance		
56b	Administration		
56c	Premises		
56d	Capital charges		
56e	Other		
57	Total expenditure		
58	Total surplus/deficit		

Statutory Guidance [Transparency Code](#)



Cllr Graham Vincent and staff from the South Lakeland District Council Parking Team won the Concise Report Award last year

We're looking forward to your reports!

Please refer to the information below regarding the eventual submission of your annual report for 2017/18, including the workshops we will be running to assist you further in your efforts.

How and when to submit my report?

Submit your report by Thursday 31st January 2019 to info@patrol-uk.info.

Any queries related to completing your report or the Awards can be directed to info@patrol-uk.info.

Submission Timeline

- **31st January 2019:** Deadline for 2017/18 submissions.
- **May 2019:** Announcement of 2017/18 shortlist.
- **July 2019:** Winners announced.

Workshops

A series of workshops in 2018 to assist you in compiling your report.

- **Tue 17 Jul:** Durham, Beamish Museum.
- **Tue 24 Jul:** Manchester, Museum of Science and Industry.
- **Wed 25 Jul:** Llandudno, Imperial Hotel.
- **Thu 26 Jul:** Burton upon Trent, Hilton Hotel.
- **Tue 7 Aug:** Birmingham, Botanical Gardens.
- **Wed 8 Aug:** Cambridge, Hilton Hotel.
- **Thu 9 Aug:** London, Churchill War Rooms.
- **Wed 15 Aug:** Bristol, Bristol Zoo.
- **Thu 16 Aug:** Swansea, Liberty Stadium.
- **Tue 21 Aug:** Winchester, Marwell Zoo.
- **Wed 22 Aug:** Totnes, Buckfast Abbey Conference Centre.

“Parking enforcement is an issue that provokes strong views from the public. There is a deep-rooted public perception that local authorities view parking enforcement as a ‘cash cow’. Greater transparency is essential to ensure that the public can see how local authorities are spending funds from both parking charges and enforcement activity. Local authorities must work harder to dispel any misunderstandings on parking finance. Annual reports are a key part of this and all local authorities should produce them.”

**Transport Select Committee,
Seventh Report, Local Authority Parking Enforcement**

PATROL

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Water Lane, Wilmslow
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The Joint Committee of England and Wales
for the Civil Enforcement of Parking and
Traffic Regulations Outside London (PATROL)

