

Enforcement

On-street



The county has:

5 Bus Lanes
 1961 Controlled Parking Bays (Pedestrian Zones)
 562 Dual Use Bays
 1659 Residents Permit Bays
 8215 On Street Limited Waiting Spaces
 435 On Street Pay & Display Parking Spaces

Financial Data

	2019/2020	2020/2021	2021/2022	2022/2023	2023/2024
	£000s	£000s	£000s	£000s	£000s
Parking PCN's	759	387	539	744	764
Bus Lane PCN's	213	132	186	196	213
Pay and Display Income					
On Street	108	53	94	202	79
Permit Income					
Permit & Other Income	36	40	44	45	56
Covid Grant - Parking PCN	-	368	94	-	-
Covid Grant – Bus Lane PCN	-	65	-	-	-
Covid Grant – Pay & Display – On Street	-	55	149	-	-
Total Income	1,116	1,100	1,106	1,187	1,112

Expenditure					
Parking Service Costs:					
Stoke City Council	1,065	1,085	1,146	1,252	1,151
Staffordshire County (Staff, Contact Centre, Legal)	38	50	36	56	117
Other External Costs (TEC, Patrol, Equipment)	24	8	38	63	27
Parking Service Net Cost/(Surplus)	224	240	300	380	396
Bus Lane Service Costs:					
Stoke City Council	68	52	50	44	63
Staffordshire County (Staff, Contact Centre, Legal)	34	42	29	35	103
Other External Costs (TEC, Patrol, Equipment)	23	30	36	93	35
Bus Lane Net Cost/ (Surplus)	(88)	(119)	(151)	(102)	(87)

Penalty Data

	19/20	20/21	21/22	22/23	23/24
Penalty Charge Notices Issued On-Street	22485	11402	17427	21301	22011
Penalty Charge Notices Issued in Bus Lanes	7361	5161	8131	6379	6899
Total Penalty Charge Notices Issued	29846	16563	25558	27680	28910
Higher Band Penalty Charge Notices	17556	9535	14245	-	-
Lower Band Penalty Charge Notices	4919	7028	3182	-	-
Paid Penalties at Discount Amount	18244	9972	14484	14414	12188
Paid Penalties before Charge Certificate	3795	1993	2987	3894	5589
Paid Penalties after Charge Certificate	662	547	868	1142	1061
PCN Cancellation Reasons					
Disabled Badges Not Displayed Correctly	604	196	353	495	389
Discretionary/ Mitigating Circumstances	124	97	155	159	322
Permit Not Displayed Correctly	80	78	103	133	130
Pay & Display Ticket Not Displayed Correctly	93	35	31	22	5
Gone for Change	0	0	0	1	0
Emergency	44	13	18	16	18
Error made when issuing or administering notice	163	134	135	107	124
Pay & Display Machine Fault found	7	3	8	16	18
Cashless System	0	0	4	7	4
Line / Sign discrepancies	19	8	16	15	23
Traffic Order Error	5	2	8	4	5
Untraceable Owner	819	504	491	523	120
Bankrupt	3	1	3	4	15
Resides Abroad	107	147	69	175	47
Stolen Vehicle	53	16	48	49	34
Written Off - Enforcement Agents/ Bailiffs	0	0	0	0	0
Abandoned Vehicle	0	0	0	0	0
Vehicle Breakdown	42	20	29	47	40
Exempt Vehicle	0	0	0	0	0
Loading/ Unloading Exemption	94	70	109	73	119
Adjudication Appeal Lost by Council	5	6	3	4	3
Adjudication Appeal withdrawn by Council	0	0	0	1	0
Number of Informal Challenges Received	4093	1855	2643	3498	-
Number of Informal Challenges Accepted	779	355	694	390	-
Number of Informal Challenges Rejected	3314	1500	1949	3180	-
Number of Formal Representations Received	4039	2783	3602	4895	-
Number of Formal Representations Accepted	779	195	829	1242	-
Number of Formal Representations Rejected	3314	2588	2773	3653	-
Percentage of correspondence responded to within 10 days	99.50%	99.77%	99.87%	95.00%	-
Number of Cases considered by the Adjudicator	58	31	19	15	8
Number of Cases Allowed by Adjudicator (Council Lost)	23	9	9	10	2
Number of Cases Refused by Adjudicator (Council Won)	35	21	10	4	5
Number of Order for Recovery Issued	1099	550	2736	4162	2279
Number of Warrants Issued	988	-	1586	3824	3087
Percentage of cases disputed	26%	28%	24%	30%	-
Percentage of cases cancelled	8%	10%	8%	8%	7%
Percentage of cases paid	76%	76%	72%	72%	65%

Percentage of cases in progress	16%	14%	20%	20%	28%
Number of Penalty Charge Notice Disputed	7729	4638	6245	8393	-
Total PCNs Issued	29846	16563	25558	27742	28959