



# Civil Parking Enforcement Annual Report 2013/14





## Parking Enforcement

Civil Parking Enforcement (CPE) in Staffordshire covers the eight Districts' Civil Enforcement Areas (CEA's) and Staffordshire County Council (SCC) has an arrangement with the districts for them to manage the enforcement of all on-street areas in addition to their own off-street surface and multi-storey car parks. Stoke on Trent Council provides the back office administration. The CPE service is branded as "Clear Streets" and is controlled by a Joint Parking Board with representatives from the County and District Councils involved.

The CPE service continues to aim to fulfil the objectives laid out in the Council's Policy:

- Maintain and, where possible, improve the flow of traffic thereby making the County a more pleasant and environmentally safe place to live and visit.
- Take into account the needs of local residents, shops and businesses, thereby sustaining the County and District Council's economic growth.
- Actively support the needs of disabled people bearing in mind that, in some cases, they are unable to use public transport and are entirely dependent upon the use of a car. This will ensure that people with disabilities are able to have equal access to all facilities within the County.
- Actively discourage indiscriminate parking that causes obstruction to other motorists, public transport, pedestrians, cyclists and people with disabilities. This will ensure that the Districts remain accessible to all equally and safely.

Some key results this year are:

- Public satisfaction with measures to tackle inconsiderate parking continues to improve;
- Three new Resident's Parking Schemes have been implemented with more in development, allowing more Staffordshire residents to park closer to their homes;
- The level of Penalty Charge Notices issued in 2013/14 increased overall by slightly under 4% with an increased number in five districts, a slight fall in two and a significant fall in the remaining one.
- There was a slight reduction in the percentage of Penalty Charge Notices issued for which payment was received in the period (72% in 2013/14 compared to 72% in 2012/13)
- Over 85% of Penalty Charge Notices are paid for at the discounted rate



- Slightly fewer than 36% of Penalty Charge Notices issued receive representations. The level of representation varies in each district from 31% to 39%.
- Of those Penalty Charge Notices that receive representation, 35% are cancelled in accordance with the Policy for the Processing of Penalty Charge Notices. The majority of cancellations are related to failure to correctly display blue badges or paid for parking tickets.
- Less than 1 in 1000 tickets are referred to appeal at the Traffic Penalty Tribunal with only 16 cases allowed demonstrating that good policies are in place, good decisions are being made locally by enforcement staff during representations to Stoke-on-Trent City Council Parking service and by district council officers.
- The on-street service continues to operate at an overall net cost to the County Council of £163.8k in 2013/14 with six of the eight district accounts in deficit. Enforcement activities operate at a net cost in all districts. The combined net cost of enforcement is in excess of £300k. Two districts are in surplus primarily as a consequence of on-street charging with any surplus being used to pay back previous deficits or, invest in additional traffic management measures as required by the legislation.
- The median cost of issuing an on-street Penalty Charge Notice is £52 with a range from £32 to £94.



## Resident's Parking Permit Schemes

In many of Staffordshire's towns and villages inconsiderate and illegal parking can cause road safety problems, congestion, obstruction and considerable inconvenience to residents and businesses. More efficient enforcement of parking restrictions will help alleviate many of the problems being experienced. In some areas, where there is a great desire for on-street parking resulting in conflict between the needs of residents, businesses and those requiring shorter term parking such as shoppers and commuters, priorities need to be set.

A Resident's parking scheme will not provide more parking for Residents where demand exceeds the space available; however it will limit the amount of vehicles in the area giving all residents a better chance of parking close to their home. It is important that any scheme has the support of the residents affected and as such the Council will consult heavily to ensure their views and wishes are taken into account as much as is possible.

Each local Joint Parking Committee, consisting of members of the County and District Council oversees the Resident's Parking Zones in that area.

Currently there are four schemes in operation, with a further 2 under consideration.

We have issued:

- 280 Resident's Permits
- 34 Visitor's Permits
- 10 Blue Badge Holder Permits
- 51 Senior Citizen Permits
- 7 Carer Permits
- 10 Property Owner Permits
- 11 Business Permits



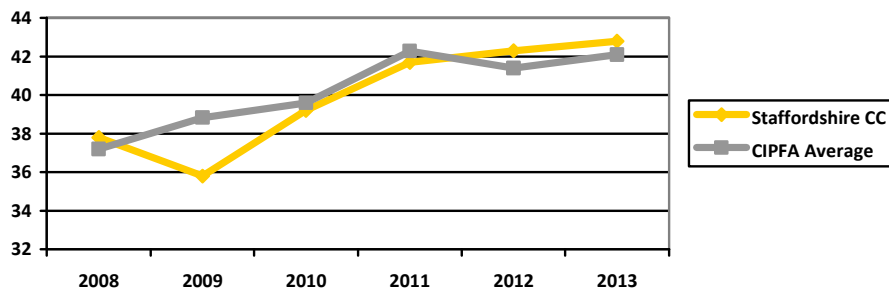
## National Highways and Transportation Survey

The NHT Public Satisfaction Survey collects public perspectives on, and satisfaction with, highways and transportation services in local authority areas. It is a postal survey, conducted by IPSOS Mori, with questionnaires sent to a minimum sample of 4,500 households in each participating local authority area. Staffordshire County Council has participated in the annual survey since its inception in 2008.

Section 13 of the survey seeks views on the way traffic is managed and asks two questions on parking related matters.

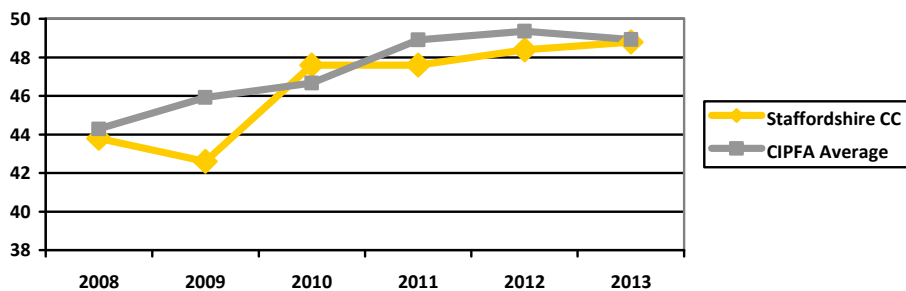
Question 13.4 - How satisfied or dissatisfied are you with measures to tackle illegal on-street parking?

Satisfaction with measures to tackle on-street parking has risen in Staffordshire and across the CIPFA group since 2008. The survey period coincides with the introduction of Decriminalised Parking Enforcement in 2007/08. In 2013, residents in Staffordshire were again slightly more satisfied than the average of the group.



Question 13.5 - How satisfied or dissatisfied are you with restrictions of parking on busy roads

Similarly, satisfaction with restrictions of parking on busy roads has also risen in Staffordshire and across the CIPFA group since 2008. In 2013, residents in Staffordshire were slightly less satisfied than the average of the group.



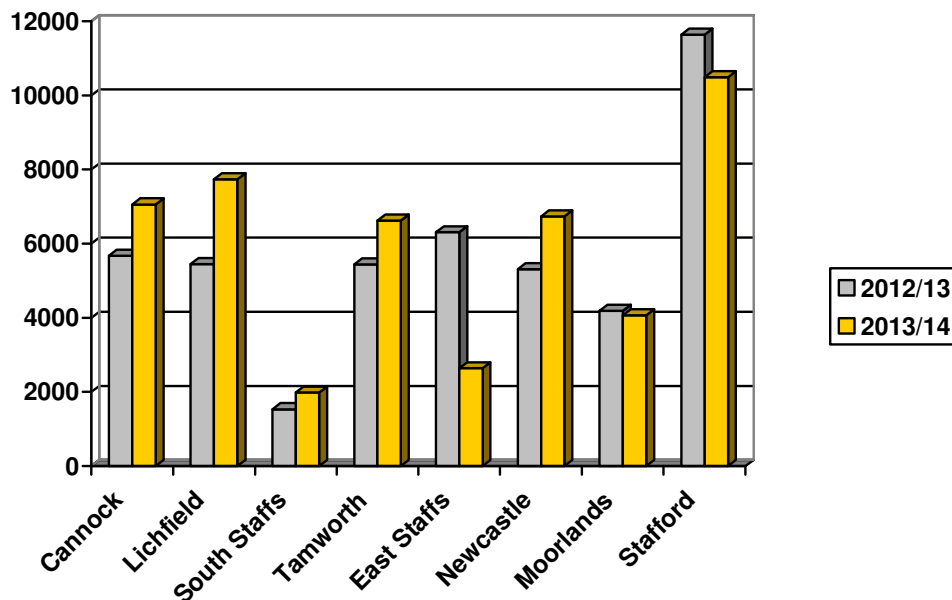


## Statistical Information

### Penalty Charge Notices (PCNs)

	2012/213 Off Street	2012/213 On Street	2012/213 Total	2013/14 Off Street	2013/14 On Street	2013/14 Total
<b>Cannock</b>	2450	3229	5679	3196	3860	7056
<b>Lichfield</b>	3285	2168	5453	4891	2845	7736
<b>South Staffs</b>	520	1017	1537	1040	948	1988
<b>Tamworth</b>	3527	1917	5444	4720	1905	6625
<b>East Staffs</b>	4427	1883	6310	1147	1495	2642
<b>Newcastle</b>	2651	2664	5315	3301	3434	6735
<b>Moorlands</b>	2393	1792	4185	2050	2018	4068
<b>Stafford</b>	5646	5987	11633	4869	5618	10487
<b>Total</b>	<b>24899</b>	<b>20657</b>	<b>45556</b>	<b>25214</b>	<b>22123</b>	<b>47337</b>

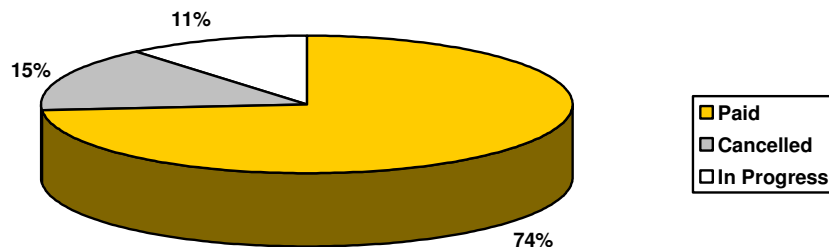
Total PCNs



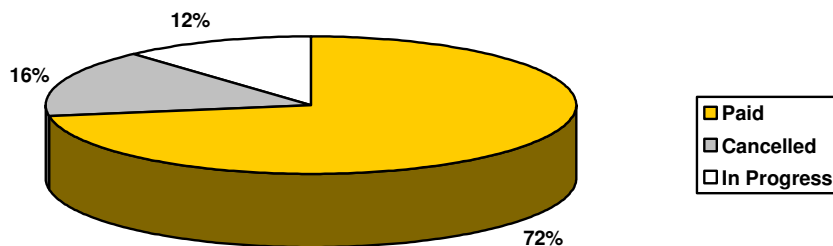
**PCNs by Status**

	2012/213 Paid	2012/213 Cancelled	2012/213 In Progress	2013/14 Paid	2013/14 Cancelled	2013/14 In Progress
<b>Cannock</b>	3988	980	718	4938	1243	875
<b>Lichfield</b>	3771	1172	510	5276	1833	627
<b>South Staffs</b>	1263	142	132	1536	274	178
<b>Tamworth</b>	3871	890	683	4675	1097	853
<b>East Staffs</b>	4810	795	705	1889	327	426
<b>Newcastle</b>	3792	863	660	4738	1049	948
<b>Moorlands</b>	3275	482	428	3155	461	452
<b>Stafford</b>	8790	1586	1257	8063	1299	1125
<b>Total</b>	<b>33560</b>	<b>6910</b>	<b>5093</b>	<b>34270</b>	<b>7583</b>	<b>5484</b>

**Status 2012/13**



**Status 2013/14**



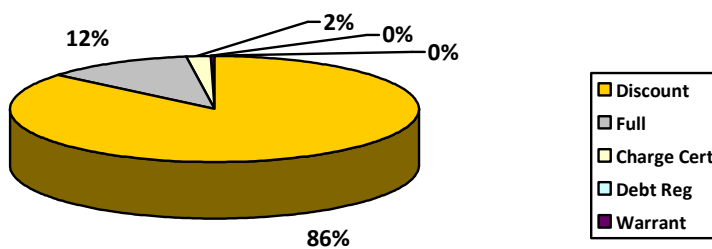


### PCN Payments

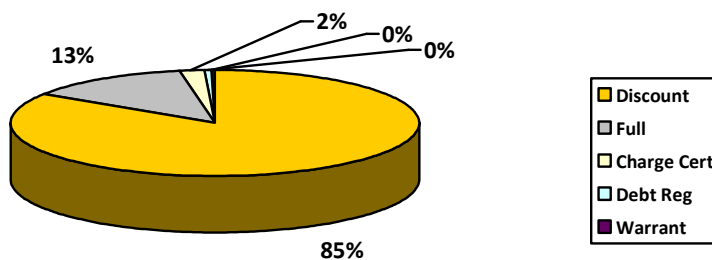
2012/13	Paid at Discount Rate	Paid at Full Rate	Paid after Charge Certificate Issued	Paid after Debt Registration	Paid after Warrant Issued
Cannock	3476	435	58	7	12
Lichfield	3242	461	57	8	3
South Staffs	1146	98	15	2	2
Tamworth	3315	519	55	6	0
East Staffs	4148	565	83	13	1
Newcastle	3251	444	88	9	0
Moorlands	2743	453	60	9	10
Stafford	7571	999	174	18	28
<b>Total</b>	<b>28893</b>	<b>3974</b>	<b>590</b>	<b>72</b>	<b>56</b>

2013/2014	Paid at Discount Rate	Paid at Full Rate	Paid after Charge Certificate Issued	Paid after Debt Registration	Paid after Warrant Issued
Cannock	4130	659	95	20	34
Lichfield	4505	618	118	18	17
South Staffs	1322	186	20	7	1
Tamworth	3882	648	99	24	22
East Staffs	1600	244	32	9	4
Newcastle	3982	623	116	17	0
Moorlands	2631	434	65	17	8
Stafford	6803	1048	152	25	35
<b>Total</b>	<b>28855</b>	<b>4460</b>	<b>697</b>	<b>137</b>	<b>121</b>

2012/13



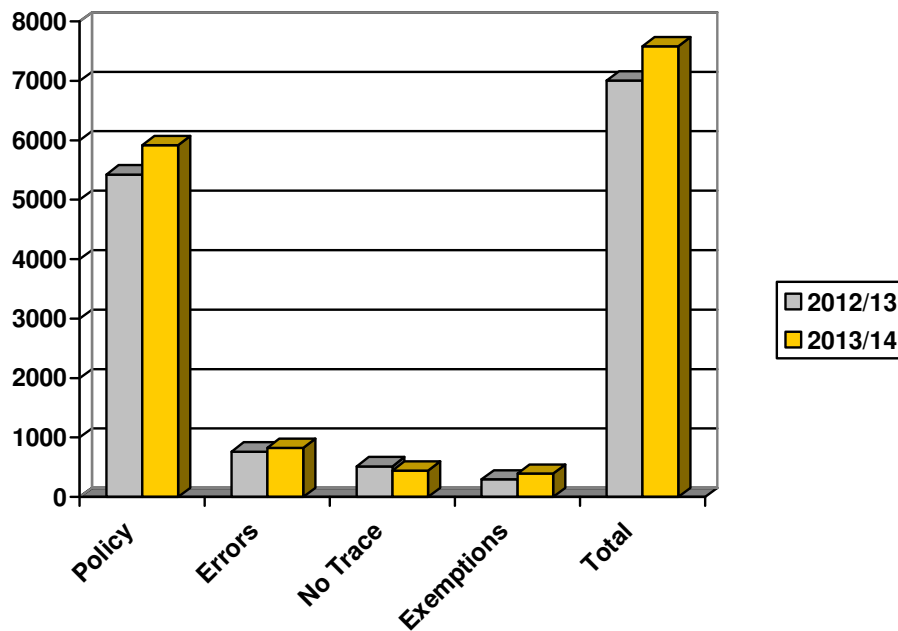
2013/14



### PCN Cancellations

2012/13	Policy Cancellations	Errors	No Trace	Exemptions & Appeals	Total
<b>Cannock</b>	816	74	56	34	<b>980</b>
<b>Lichfield</b>	997	90	48	37	<b>1172</b>
<b>South Staffs</b>	110	17	5	10	<b>142</b>
<b>Tamworth</b>	700	97	53	30	<b>890</b>
<b>East Staffs</b>	482	185	194	31	<b>892</b>
<b>Newcastle</b>	725	47	47	44	<b>863</b>
<b>Moorlands</b>	272	143	32	35	<b>482</b>
<b>Stafford</b>	1324	113	72	77	<b>1586</b>
<b>Total</b>	<b>5426</b>	<b>766</b>	<b>517</b>	<b>298</b>	<b>7007</b>

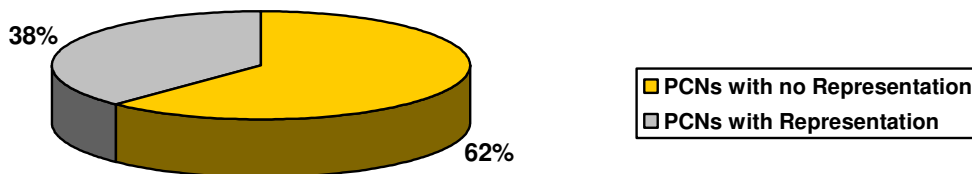
2013/14	Policy Cancellations	Errors	No Trace	Exemptions & Appeals	Total
<b>Cannock</b>	1003	106	75	59	<b>1243</b>
<b>Lichfield</b>	1593	132	53	55	<b>1833</b>
<b>South Staffs</b>	204	35	13	22	<b>274</b>
<b>Tamworth</b>	833	151	76	37	<b>1097</b>
<b>East Staffs</b>	164	107	38	18	<b>327</b>
<b>Newcastle</b>	854	61	83	51	<b>1049</b>
<b>Moorlands</b>	284	109	25	43	<b>461</b>
<b>Stafford</b>	982	125	83	109	<b>1299</b>
<b>Total</b>	<b>5917</b>	<b>826</b>	<b>446</b>	<b>394</b>	<b>7583</b>



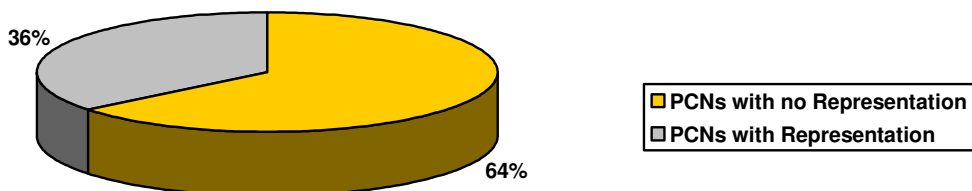
### Informal and Formal Representations

	2012/13 PCNs	2012/13 PCNs receiving Representation	2013/14 PCNs	2013/14 PCNs receiving Representation
<b>Cannock</b>	5679	2485	7056	2684
<b>Lichfield</b>	5453	2337	7736	3056
<b>South Staffs</b>	1537	533	1988	761
<b>Tamworth</b>	5444	2335	6625	2573
<b>East Staffs</b>	6310	2026	2642	843
<b>Newcastle</b>	5315	1783	6735	2256
<b>Moorlands</b>	4185	1555	4068	1276
<b>Stafford</b>	11633	4219	10487	3468
<b>Total</b>	<b>45556</b>	<b>17273</b>	<b>47337</b>	<b>16917</b>

2012/13



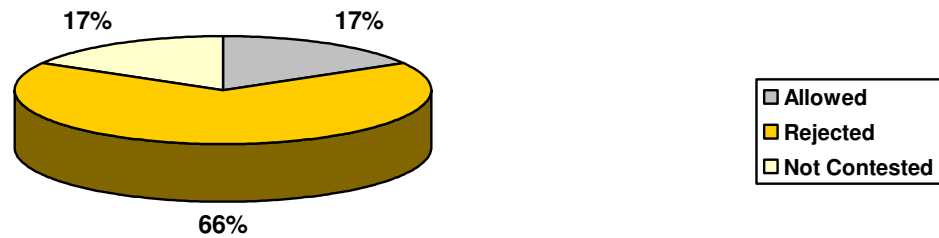
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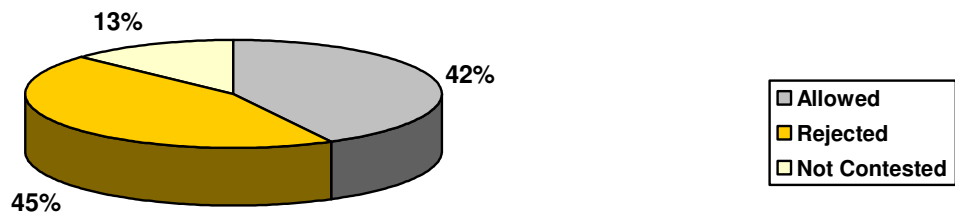
**Traffic Penalty Tribunal (TPT) Appeals**

	2012/13 Allowed	2012/13 Rejected	2012/13 Not Contested	2012/13 Total	2013/14 Allowed	2013/14 Rejected	2013/14 Not Contested	2013/14 Total
<b>Cannock</b>	0	2	0	2	3	2	1	6
<b>Lichfield</b>	3	2	2	9	5	2	1	8
<b>South Staffs</b>	0	1	0	1	1	2	1	4
<b>Tamworth</b>	1	5	0	6	1	2	0	3
<b>East Staffs</b>	0	6	0	7	1	2	0	3
<b>Newcastle</b>	0	7	0	7	0	4	1	5
<b>Moorlands</b>	4	1	3	8	2	1	0	3
<b>Stafford</b>	0	8	3	11	3	2	1	6
<b>Total</b>	<b>8</b>	<b>32</b>	<b>8</b>	<b>51</b>	<b>16</b>	<b>17</b>	<b>5</b>	<b>38</b>

**2012/13**

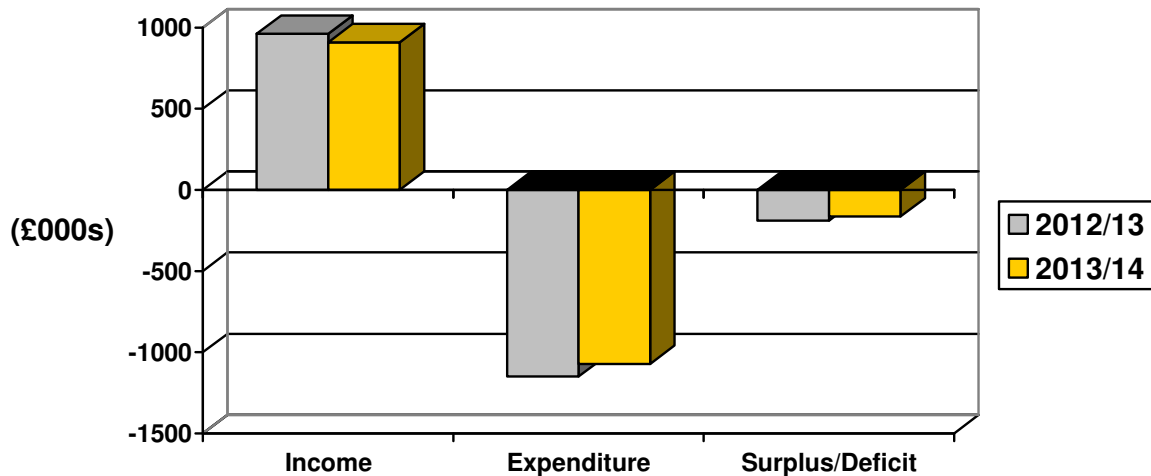


**2013/14**



**Income and Expenditure**

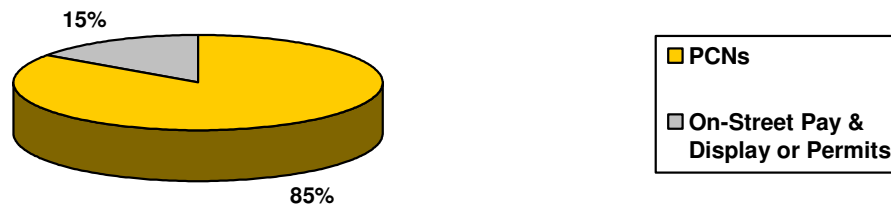
(£000's)	2012/13 Income	2012/13 Expenditure	2012/13 Surplus/Deficit	2013/14 Income	2013/14 Expenditure	2013/14 Surplus/Deficit
<b>Cannock</b>	135.2	-165.8	-30.6	152.3	-187.6	-35.3
<b>Lichfield</b>	66.8	-88.4	-21.6	83.1	-92.8	-9.7
<b>South Staffs</b>	54.7	-79.3	-24.6	62.7	-89.4	-26.7
<b>Tamworth</b>	147.4	-190.3	-42.9	51.6	-106.5	-54.9
<b>East Staffs</b>	133.9	-128.2	+5.7	116.0	-112.0	4.0
<b>Newcastle</b>	137.8	-123.8	+14.0	184.9	-145.2	39.7
<b>Moorlands</b>	77.6	-133.2	-55.6	74.8	-126.1	-51.3
<b>Stafford</b>	207.0	-240.8	-33.8	183.7	-213.3	-29.6
<b>Total</b>	<b>960.4</b>	<b>-1149.8</b>	<b>-189.4</b>	<b>909.1</b>	<b>1072.9</b>	<b>-163.8</b>



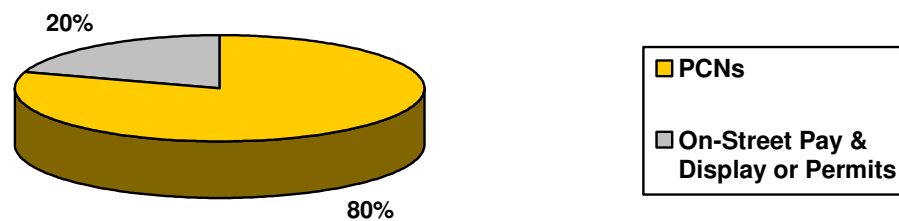
**Income by Source**

(£000's)	2012/13 PCN Income	2012/13 On-Street Pay & Display / Permits	2012/13 Total	2013/14 PCN Income	2013/14 On-Street Pay & Display / Permits	2013/14 Total
<b>Cannock</b>	135.2	-	135.2	150.6	1.7	152.3
<b>Lichfield</b>	66.8	-	66.8	83.1	-	83.1
<b>South Staffs</b>	54.7	-	54.7	56.1	6.6	62.7
<b>Tamworth</b>	147.4	-	147.4	51.6	-	164.6
<b>East Staffs</b>	60.4	73.5	133.9	42.0	74.0	116.0
<b>Newcastle</b>	73.4	64.4	137.8	93.1	91.8	184.9
<b>Moorlands</b>	77.6	-	77.6	74.8	-	74.8
<b>Stafford</b>	198.9	8.1	207.0	176.5	7.2	183.7
<b>Total</b>	814.4	146.0	960.4	727.8	181.3	909.1

2012/13 Income



2013/14 Income







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