



# Civil Parking Enforcement Annual Report 2014/15





## 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;
- One new Resident's Parking Scheme has been implemented with more in development, allowing more Staffordshire residents to park closer to their homes;
- The level of Penalty Charge Notices issued in 2014/15 increased overall by 9% with an decreased number in five districts, a significant fall in one and a slight increase in the remaining one.
- The percentage of Penalty Charge Notices issued for which payment was received in the period remained constant (72% in 2014/15 compared to 72% in 2013/14)
- Over 82% of Penalty Charge Notices are paid for at the discounted rate
- 35% of Penalty Charge Notices issued receive representations. The level of representation varies in each district from 26% to 39%.



- Of those Penalty Charge Notices that receive representation, 34% 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 15 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 £167.7k in 2014/15 with six of the eight district accounts in deficit. Enforcement activities operate at a net cost in all districts. 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 average cost of issuing an on-street Penalty Charge Notice is £55 with a range from £35 to £115.



## **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 five schemes in operation, with a further 4 under consideration.

We have issued:

- 244 Resident's Permits
- 83 Visitor's Permits
- 37 Blue Badge Holder Permits
- 52 Senior Citizen Permits
- 9 Property Owner Permits
- 15 Business Permits



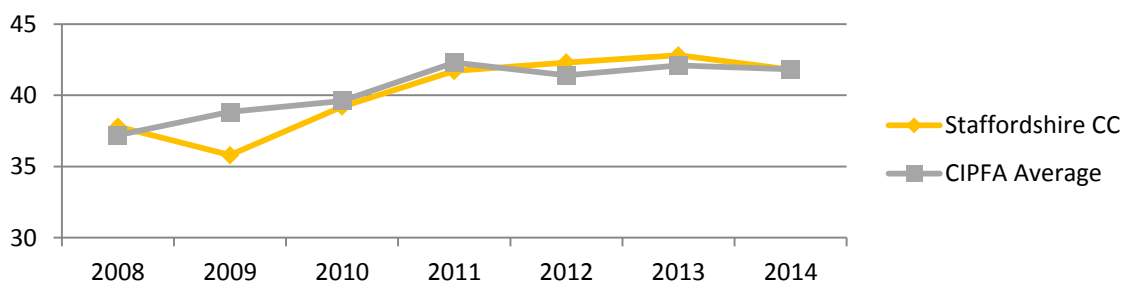
## National Highways and Transportation Survey

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.

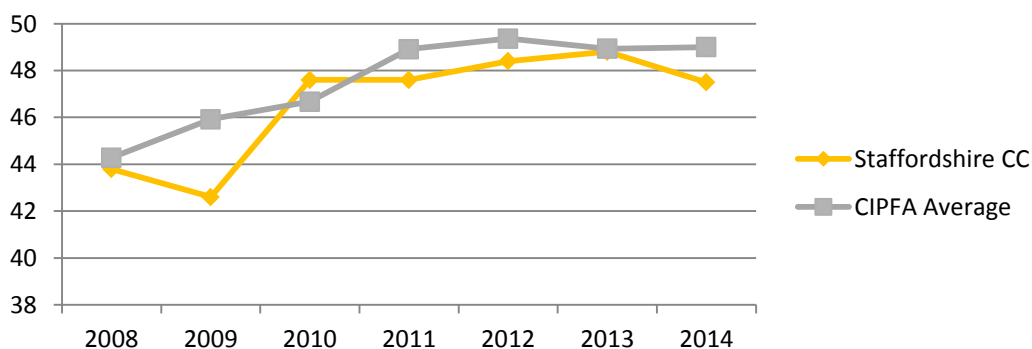
Question 13.4 - How satisfied or dissatisfied are you with measures to tackle illegal on-street parking?

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 2014, 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

Satisfaction with restrictions of parking on busy roads has decreased slightly in Staffordshire since 2013, in comparison across the CIPFA group which has improved since 2013. In 2014, residents in Staffordshire were less satisfied than the average of the group.

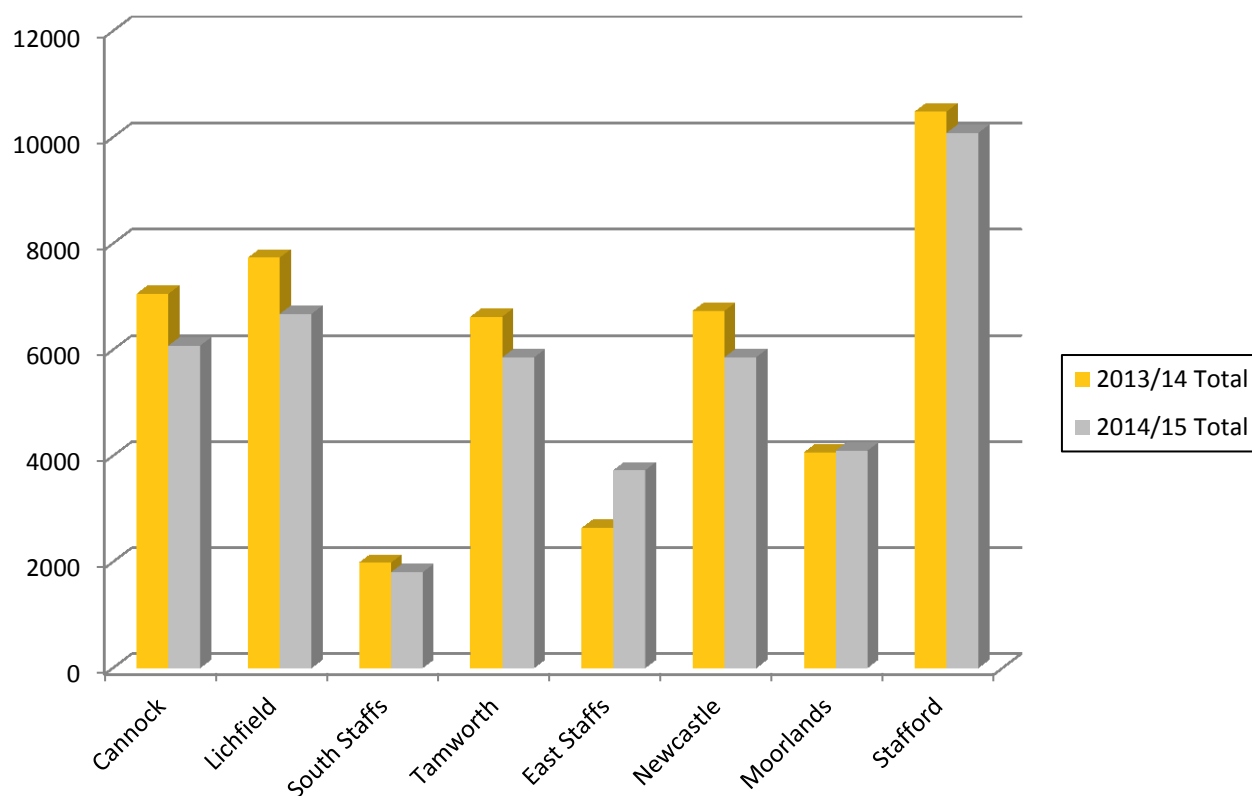




## Statistical Information

### Penalty Charge Notices (PCNs)

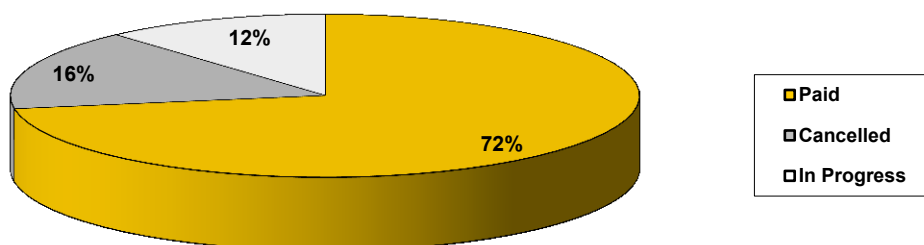
	2013/14 Off Street	2013/14 On Street	2013/14 Total	2014/15 Off Street	2014/15 On Street	2014/15 Total
<b>Cannock</b>	3196	3860	7056	3186	2896	6082
<b>Lichfield</b>	4891	2845	7736	4068	2609	6677
<b>South Staffs</b>	1040	948	1988	1009	799	1808
<b>Tamworth</b>	4720	1905	6625	3774	2084	5858
<b>East Staffs</b>	1147	1495	2642	1268	2462	3730
<b>Newcastle</b>	3301	3434	6735	2623	3240	5863
<b>Moorlands</b>	2050	2018	4068	1982	2117	4099
<b>Stafford</b>	4869	5618	10487	5032	5054	10086
<b>Total</b>	<b>25214</b>	<b>22123</b>	<b>47337</b>	<b>22942</b>	<b>21261</b>	<b>44203</b>



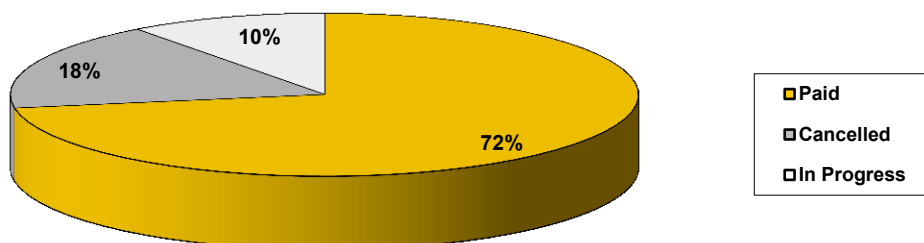
### PCNs by Status

	2013/14 Paid	2013/14 Cancelled	2013/14 In Progress	2014/15 Paid	2014/15 Cancelled	2014/15 In Progress
<b>Cannock</b>	4938	1243	875	4254	1166	662
<b>Lichfield</b>	5276	1833	627	4660	1594	423
<b>South Staffs</b>	1536	274	178	1372	303	133
<b>Tamworth</b>	4675	1097	853	4058	1125	675
<b>East Staffs</b>	1889	327	426	2748	419	563
<b>Newcastle</b>	4738	1049	948	4104	979	780
<b>Moorlands</b>	3155	461	452	3182	532	385
<b>Stafford</b>	8063	1299	1125	7597	1605	884
<b>Total</b>	<b>34270</b>	<b>7583</b>	<b>5484</b>	<b>31975</b>	<b>7723</b>	<b>4505</b>

**Status 2013/14**



**Status 2014/15**



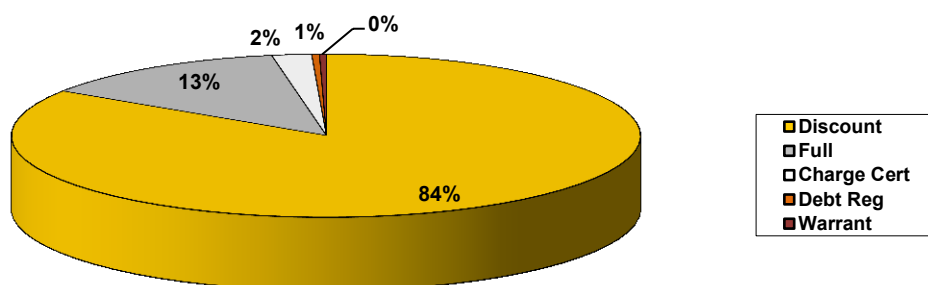


## PCN Payments

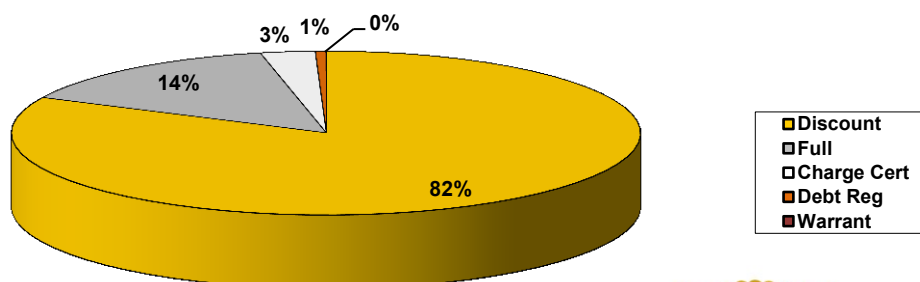
2013/2014	Paid at Discount Rate	Paid at Full Rate	Paid after Charge Certificate Issued	Paid after Debt Registration	Paid after Warrant Issued
Cannock	4130	659	95	20	34
Lichfield	4505	618	118	18	17
South Staffs	1322	186	20	7	1
Tamworth	3882	648	99	24	22
East Staffs	1600	244	32	9	4
Newcastle	3982	623	116	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>

2014/2015	Paid at Discount Rate	Paid at Full Rate	Paid after Charge Certificate Issued	Paid after Debt Registration	Paid after Warrant Issued
Cannock	3487	660	114	29	0
Lichfield	3964	613	112	14	0
South Staffs	1168	181	31	6	0
Tamworth	3391	568	119	31	1
East Staffs	2266	423	78	19	1
Newcastle	3378	612	130	23	0
Moorlands	2576	519	101	12	0
Stafford	6305	1116	221	43	4
<b>Total</b>	<b>26535</b>	<b>4692</b>	<b>906</b>	<b>177</b>	<b>6</b>

**Status 2013/14**



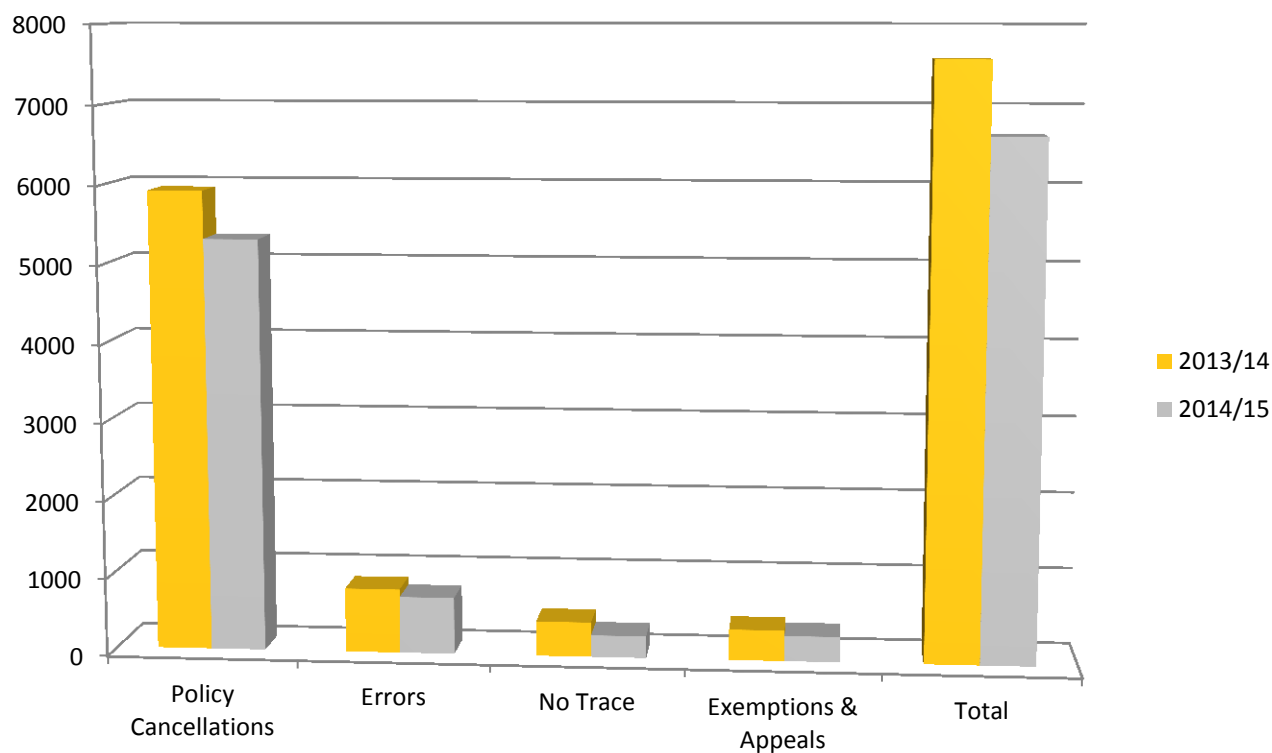
**Status 2014/15**



## PCN Cancellations

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>

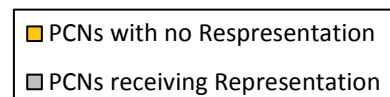
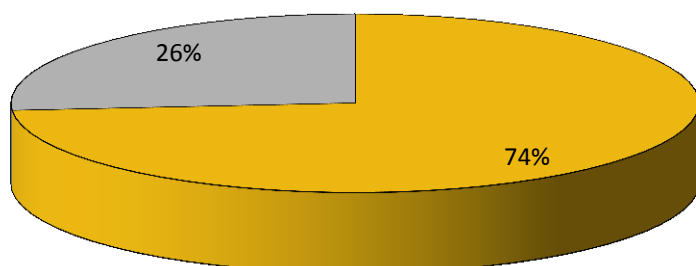
2014/15	Policy Cancellations	Errors	No Trace	Exemptions & Appeals	Total
<b>Cannock</b>	847	117	41	46	<b>1051</b>
<b>Lichfield</b>	1244	141	35	37	<b>1457</b>
<b>South Staffs</b>	184	37	9	31	<b>261</b>
<b>Tamworth</b>	798	120	38	28	<b>984</b>
<b>East Staffs</b>	117	99	41	39	<b>296</b>
<b>Newcastle</b>	709	38	33	59	<b>839</b>
<b>Moorlands</b>	257	80	38	41	<b>416</b>
<b>Stafford</b>	1152	97	45	45	<b>1339</b>
<b>Total</b>	<b>5308</b>	<b>729</b>	<b>280</b>	<b>326</b>	<b>6643</b>



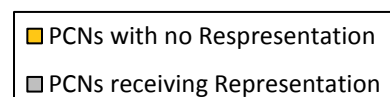
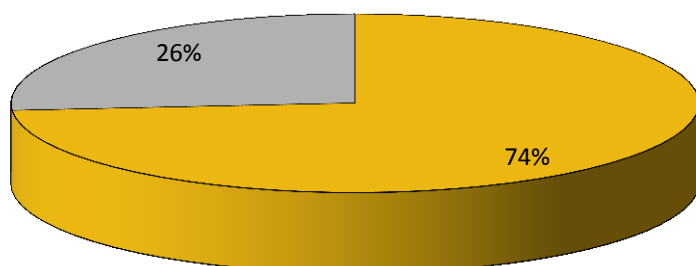
## Informal and Formal Representations

	2013/14 PCNs	2013/14 PCNs receiving Representation	2014/15 PCNs	2014/15 PCNs receiving Representation
<b>Cannock</b>	7056	2684	6082	2337
<b>Lichfield</b>	7736	3056	6677	2623
<b>South Staffs</b>	1988	761	1808	620
<b>Tamworth</b>	6625	2573	5858	2200
<b>East Staffs</b>	2642	843	3730	976
<b>Newcastle</b>	6735	2256	5863	1953
<b>Moorlands</b>	4068	1276	4099	1340
<b>Stafford</b>	10487	3468	10086	3453
<b>Total</b>	<b>47337</b>	<b>16917</b>	<b>44203</b>	<b>15502</b>

**2013/14**



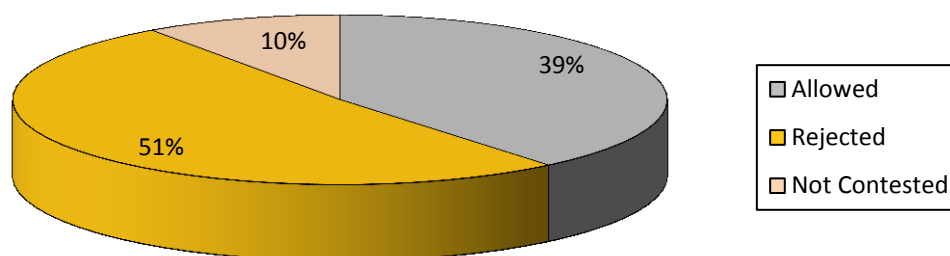
**2014/15**



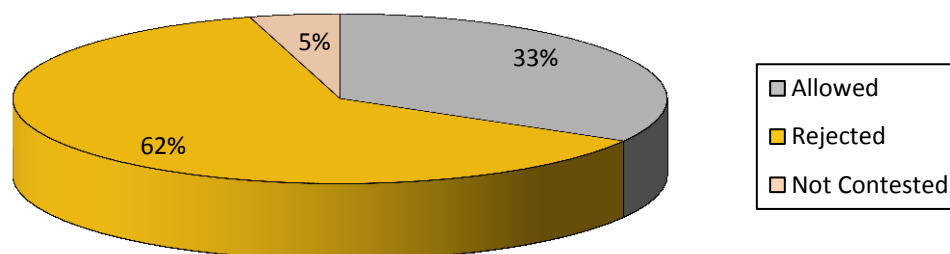
### Traffic Penalty Tribunal (TPT) Appeals

	2013/14 Allowed	2013/14 Rejected	2013/14 Not Contested	2013/14 Total	2014/15 Allowed	2014/15 Rejected	2014/15 Not Contested	2014/15 Total
Cannock	3	2	1	6	1	1	0	2
Lichfield	5	3	1	9	4	7	0	11
South Staffs	1	3	1	5	1	0	0	1
Tamworth	1	2	0	3	2	3	0	5
East Staffs	1	2	0	3	0	3	0	3
Newcastle	0	4	1	5	3	4	1	8
Moorlands	2	1	0	3	3	5	0	8
Stafford	3	4	0	7	1	5	1	7
<b>Total</b>	<b>16</b>	<b>21</b>	<b>4</b>	<b>41</b>	<b>15</b>	<b>28</b>	<b>2</b>	<b>44</b>

2013/14

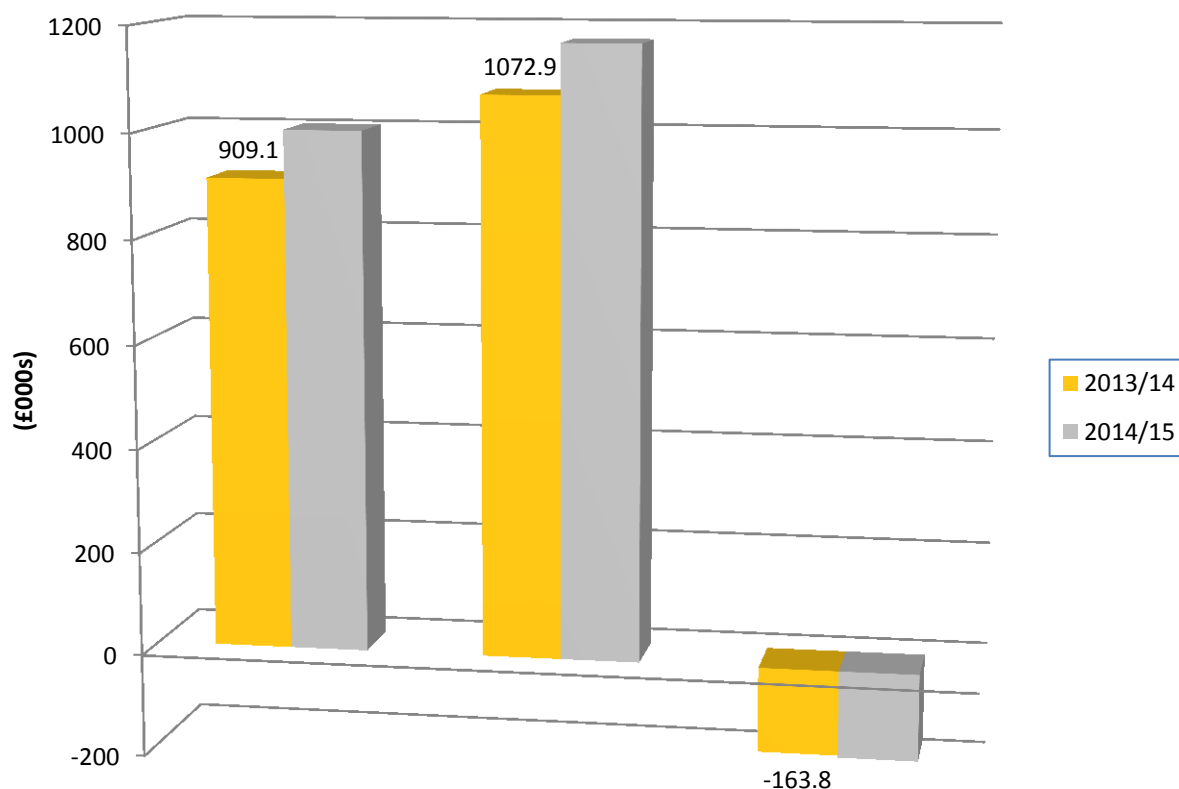


2014/15



## Income and Expenditure

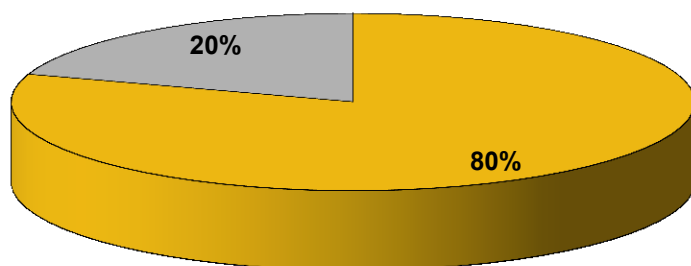
(£000's)	2013/14 Income	2013/14 Expenditure	2013/14 Surplus/Deficit	2014/15 Income	2014/15 Expenditure	2014/15 Surplus/Deficit
<b>Cannock</b>	152.3	-187.6	-35.3	141.5	-203.8	-62.3
<b>Lichfield</b>	83.1	-92.8	-9.7	87.7	-92.3	-4.6
<b>South Staffs</b>	62.7	-89.4	-26.7	47.7	-92.3	-44.6
<b>Tamworth</b>	51.6	-106.5	-54.9	156.0	-201.2	-45.2
<b>East Staffs</b>	116.0	-112.0	4.0	148.1	-111.6	36.5
<b>Newcastle</b>	184.9	-145.2	39.7	165.0	-148.5	16.4
<b>Moorlands</b>	74.8	-126.1	-51.3	82.9	-123.2	-40.3
<b>Stafford</b>	183.7	-213.3	-29.6	173.1	-196.8	-23.7
<b>Total</b>	<b>909.1</b>	<b>1072.9</b>	<b>-163.8</b>	<b>1002.0</b>	<b>1169.7</b>	<b>-167.7</b>



## Income by Source

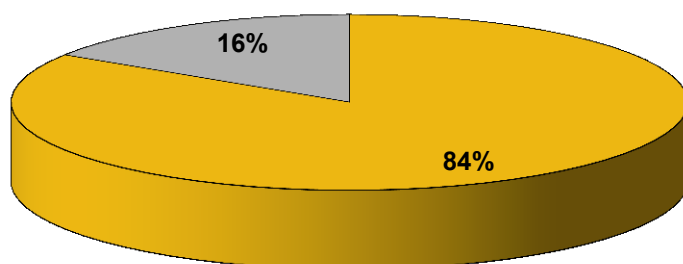
(£000's)	2013/14 PCN Income	2013/14 On-Street Pay & Display / Permits	2013/14 Total	2014/15 PCN Income	2014/15 On-Street Pay & Display / Permits	2014/15 Total
<b>Cannock</b>	150.6	1.7	152.3	140.1	1.4	141.5
<b>Lichfield</b>	83.1	-	83.1	86.9	0.8	87.7
<b>South Staffs</b>	56.1	6.6	62.7	47.3	0.4	47.7
<b>Tamworth</b>	51.6	-	164.6	156.0	-	156.0
<b>East Staffs</b>	42.0	74.0	116.0	75.4	72.7	148.1
<b>Newcastle</b>	93.1	91.8	184.9	88.5	76.5	165.0
<b>Moorlands</b>	74.8	-	74.8	82.9	-	82.9
<b>Stafford</b>	176.5	7.2	183.7	165.3	7.8	173.1
<b>Total</b>	727.8	181.3	909.1	842.4	159.6	1002.0

**2013/14 Income**



■ PCN Income  
■ On-Street Pay & Display / Permits

**2014/15 Income**



■ PCN Income  
■ On-Street Pay & Display / Permits





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