

P

2015/2016 Annual Report Parking Services

NEWCASTLE · UNDER · LYME
BOROUGH COUNCIL



Stafford
BOROUGH COUNCIL



City of
Stoke-on-Trent



Staffordshire
County Council



South
Staffordshire
District Council



Tamworth
Borough Council



Welcome to the City of Stoke-on-Trent Parking Annual Report 2015/16

As Cabinet Member for Regeneration, Transport and Heritage I am pleased to present the 2015/16 Parking Services report.

The City Council has these five Stronger Together priorities:

- Support our residents to fulfil their potential
- Support our businesses to thrive, delivering investment in our towns and communities
- Work with residents to make our towns and communities great places to live.
- A commercial council; well governed and fit for purpose, driving efficiency in everything we do.
- Support vulnerable people in our communities to live their lives well

Parking Services fits all of these priorities from being an integral part of the city's transport network so the roads can flow freely and safely to helping keep our residents safe on the roads, issuing permits and blue badges so people can get on with their lives, as well as providing education and enforcement services to encourage motorists to abide by the rules of the road, not just for ourselves but across the county.

Stoke-on-Trent is a city on the move, being recognised as a great place to do businesses, with great, local, leisure and recreation offers to boot.

In the coming year, we will be taking advantage of new industry technologies; we'll be reviewing our parking tariffs and changing them to support our local businesses and keep more of the local pound, and are being creative with our car parks to reduce congestion on our roads and we'll continue taking a forward look at the future parking demands presented by our ambitious business development and house building programmes.

Councillor Jack Brereton
Cabinet Member for Regeneration, Transport and Heritage



Achievements in 2015/2016

The city council started to provide the notice processing, cash collection and parking enforcement service for our neighbouring authorities. Stoke on Trent City Council now provide the parking enforcement service for Staffordshire County Council, Cannock Chase District Council, Lichfield District Council, Staffordshire Moorlands District Council and South Staffordshire District Council. The notice processing service is provided for all of the Staffordshire authorities. By sharing services in this way the city council can share costs and create efficiencies for all of the partner authorities.



Hinde Street Car Park – we installed a gate to segregate the two car parks in response to complaints that the car park was being used as a cut-through by motorists driving at speed. The gate is locked and therefore prevents traffic from using the car park as a shortcut.



The city council procured new vehicles for the enforcement team. 16 new vehicles were introduced in November to enable the council to provide parking enforcement across Stoke-on-Trent and Staffordshire.



Body Cameras were purchased for all civil enforcement officers. These cameras were provided as a response to the rise in the number of verbal and physical incidents experienced by the officers from the public. The cameras record footage and sound for the officer's safety.



Plans for 2016/2017

- The City Council will be investing £400,000 in replacing many of the older pay and display machines with new machines which will accept payments by coin and bank card. These machines will be in various locations across the city and available on street and in council car parks.
- Two surface level car parks will be converted to pay on foot systems; which will enable the driver to pay for the parking time used at the end of their stay, before leaving the car park. The two car parks proposed for this technology are Kingsway (Stoke) and Lower Huntbach Street (Hanley) at this time.
- The City Council will consider introducing a red route within the city centre to reduce congestion and to resolve parking complaints from businesses and emergency services stakeholders.
- The City Council will consider introducing a bus lane enforcement scheme in Trinity Street to tackle the misuse of the bus lane and resolve issues this creates for the bus services operating in the Stafford Street area.
- The first camera car will be replaced by a new camera car which will have updated technology and improved reliability.
- New pay and display schemes to support local trade will be approved. The city council will consider changing the car parking charges so that motorists will be able to pay £1 flat rate after 3pm. This proposal will include all surface level car parks and on street locations in Burslem, Fenton, Longton, Meir, Stoke and Tunstall. The city council will also consider introducing shorter parking periods on South Wolfe Street car park to support Stoke Market. This will provide shorter parking for Market customers who may only need to park for 30 minutes.
- The council will introduce a parking permit for residents where no parking is available; to park on nominated car parks overnight and at weekends. These are intended to support town centre living where residents have no access to private parking or on-street parking facilities.



Enforcement Priorities



School enforcement continues to be a priority for the council. We work with the schools to provide education to the parents dropping off and collecting their children. We supply banners, posters, leaflets and bookmarks to the schools to communicate the dangers of parking on the School Keep Clear markings. This important message is supported by our Civil Enforcement Officers who patrol our schools daily.

School Results for 2015/2016:

754 visits were completed; 1335 vehicles were moved on; and 407 Penalty Charge Notices were issued.

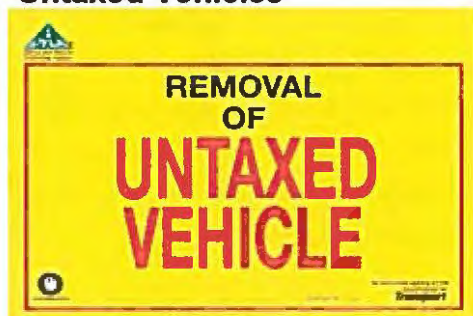
Enforcement Requests

We received 883 requests for enforcement with an average response time of 25 minutes, resulting in 145 vehicles being moved on and 413 Penalty Charge Notices being issued.

These requests were received where motorists had parked on yellow lines, in residents' parking spaces or over dropped kerbs.



Untaxed Vehicles



We work with the DVLA to remove vehicles from our streets which are untaxed.

This year we received 234 reports of vehicles being parked on the highway without tax. 7 of these were issued with penalties and reported to the DVLA. We removed 131 vehicles and 97 were subsequently scrapped.

Abandoned Vehicles



We remove abandoned vehicles from our roads and open spaces.

We received 203 reports of abandoned vehicles. Of the vehicles reported 35 vehicles were found to be abandoned and removed. 19 were subsequently not claimed and scrapped.

Camera Enforcement



The city council operates two mobile enforcement vehicles (camera cars). These cars focus on parking outside schools, parking in bus stops, taxi ranks and bus lanes. This year the camera cars recorded 2797 contraventions. 2152 of these were issued to vehicles driving through dedicated bus lanes and bus gates.





City of
Stoke-on-Trent



**STRONGER
TOGETHER**

Working together to create a stronger city we can all be proud of

Residential Permit Schemes – Controlled Parking Zones



Permit Holder schemes operate across the city. These schemes are designed to give residents' preferential parking where they experience parking difficulties in their neighbourhood. The residents will send a signed petition to the council outlining the parking problems and support for controls, over 50% of the residents must support the scheme for the council to consider implementation.

Residents purchase a permit to park near to their home. Permits are restricted to two residents' and two visitors' permits per property.

Permits Issued		2013/ 2014	2014/ 2015	2015/ 2016
Residents	£18.00 per year	2964	3023	3052
Visitors (1 free for pensioners per household)	£25.00 per year	3641	3557	3423
Property Owner	£33.00 per year	216	192	189
Business or £155 if off road parking available	£33.00 per year	150	154	133
Trade Exemption	£12.00 per week	32	49	45
Dispensation/Waiver Permit £12.00 for the 1st day and £5 for each day thereafter.		16	66	55

Permit Zones can be found on streets near to Hospitals, Shopping Centres, Central Business Districts, Universities/Colleges, Train Stations and Football grounds. Permit parking is designed to assist residents so that they do not have to compete with non-residents to park near to their home. The city council implemented the first permit holder parking scheme in the early 1990's. Permit Holder parking schemes have become very popular over the past 20 years with all 6 town centres now having at least one permit holders' zone.

Residents provide proof of vehicle ownership and address to purchase a permit. Visitor permits are available for visitors to use when visiting the resident's home.





City of
Stoke-on-Trent

Permit Holders Zones in operation:



**STRONGER
TOGETHER**

Working together to make a difference in our city

Abbey Hulton	A1
Burslem -	B1, B2, B3, B4, B5, B6, B7
Dresden -	D1, D2
Etruria -	E1
Fenton -	F3
Hanley (City Centre) -	H1, H2, H3, H4, H5, H6, H7, H8, H9, H10, H11, H12, H13, H14, H15, H16, H17, H18, H19, H20, H21, H22, H23, H24, H25, H26, H27, H28.
Hartshill -	NH1, NH2, NH3, NH4, NH5, NH6, NH7, NH8, NH9, NH10, NH11, NH12, NH15, NH16, NH17, NH18.
Longton -	L1, L2, L3, L4, L5, L6.
Meir -	M1, M2, M3, M4, M5, M6.
Milton -	ML1, ML2
Penkhull -	P1, P2, P3.
Sandford Hill -	SH1
Shelton -	S1, S2, S3, S4, S6, S7
Smallthorne -	Small1
Stadium Zones (Match Days & Event Days Only)	STAD1, STAD2, STAD3.
Stoke -	SK1, SK2, SK3, SK4, SK5, SK6
Trent Vale -	TV1, TV2
Tunstall -	T1, T2, T3, T4, T5, T6, T7, T8

Further zones may be installed in Abbey Hulton, Hartshill, Shelton and in some more of the residential areas surrounding the Bet365 Stadium in 2016/2017.





**City of
Stoke-on-Trent
Blue Badges**



**STRONGER
TOGETHER**

Working together to create a stronger city we can all be proud of

The city council provide the blue badge service for residents of Stoke-on-Trent.

The city council issue approximately 5000 new blue badges each year and there are in the region of 13,000 blue badges valid at any time.

Shopmobility Service

We provide a Shopmobility service for people with disabilities. Members can hire equipment so that they can access Hanley City Centre.

186 people renewed their membership this year. 56 new members joined the scheme. 182 people used equipment on a one off basis.

The service is available Monday to Saturday, 10am to 4.45pm. We have 35 Scooters, 13 Power Chairs, 17 Wheelchairs and 2 Kids Buggies for hire.



Photo of Shopmobility Customers with Nicky and Gemma the Shopmobility Co-ordinators.

You can contact us:

Parking Services

01782 237999

The Regent Centre, Hanley

Email: parking@stoke.gov.uk

Stoke-on-Trent, ST1 3EG





City of
Stoke-on-Trent
Financial Data



**STRONGER
TOGETHER**

Working together to create a stronger city we can all be proud of

Income 2015/2016	£
On Street PCN	£353,506
Off Street (Car Parks) PCN	£151,731
Residents Permit Zone PCN	£75,321
Bus Lane PCN	£56,904
Total Income from PCN's	£637,462
On Street Pay & Display	£551,313
Off Street (Car Park) Pay & Display	£1,778,513
Total Pay & Display Income	£2,329,866
Residents Permits	£147,941
Car Park Permits	£93,811
Blue Badges	£43,771
Total Permit Income	£285,523
Other Income	£262,087
Total Income 2015/2016	£3,594,138

Expenditure 2015/2016	£
Car Park	£1,355,233
On Street	£625,011
Shopmobility	£36,030
Residents Parking	£152,159
Abandoned Vehicles	£25,509
Community Car Parks	nil
Bus Lane	£121,833
Blue Badges	£76,080
Total Expenditure	£2,391,855
	£1,123,083

Surplus

The income received from parking funds the operating costs of the services listed above. The council uses the additional income to improve roads and transportation within the city. This year the council spent £5,987,005.67 improving the city's highways.





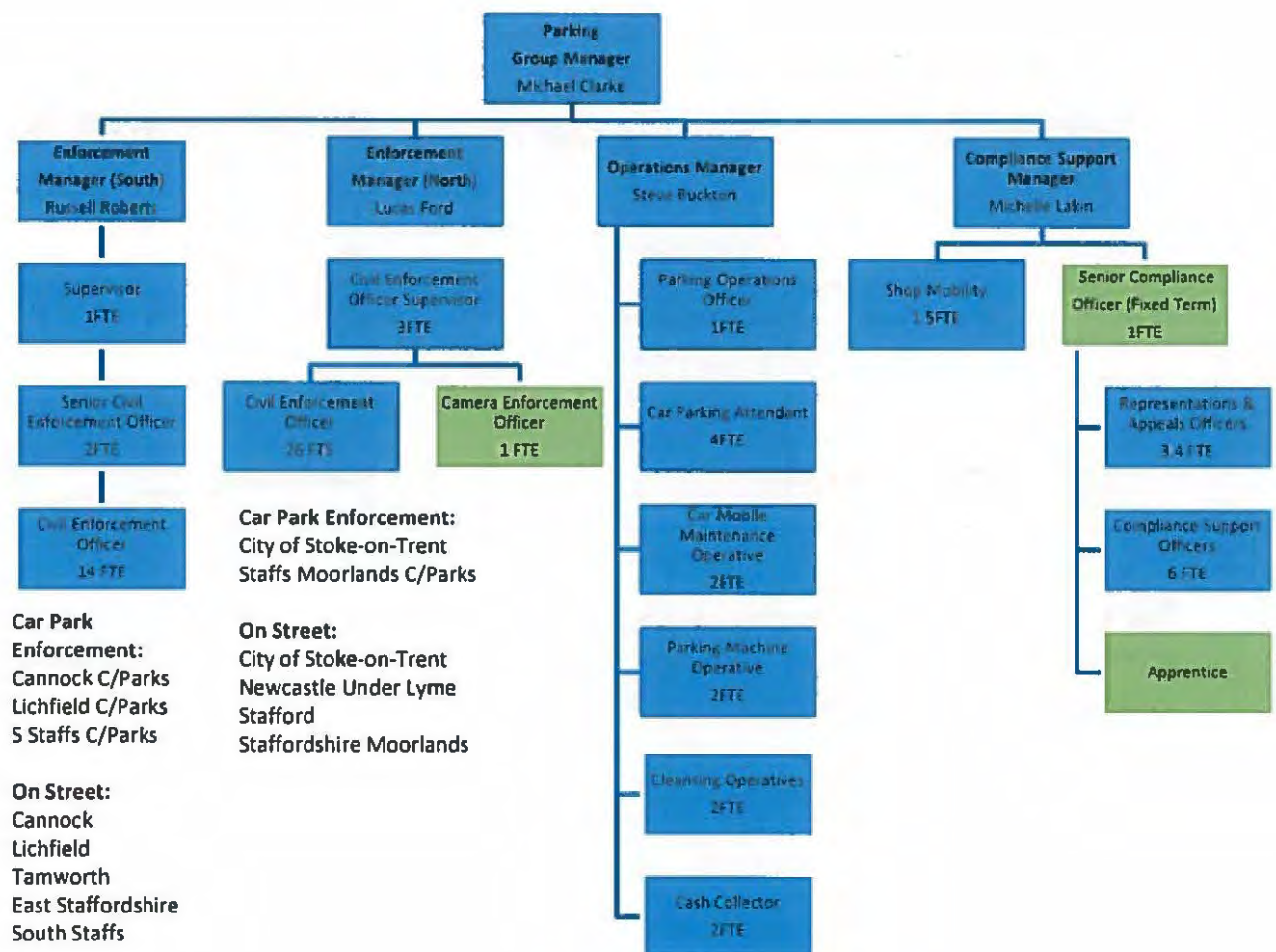
**City of
Stoke-on-Trent
Employees**



Staff are direct employees of City of Stoke-on-Trent Council. Officers do not have quotas or targets to meet as it is impossible to forecast how many drivers will contravene parking restrictions.

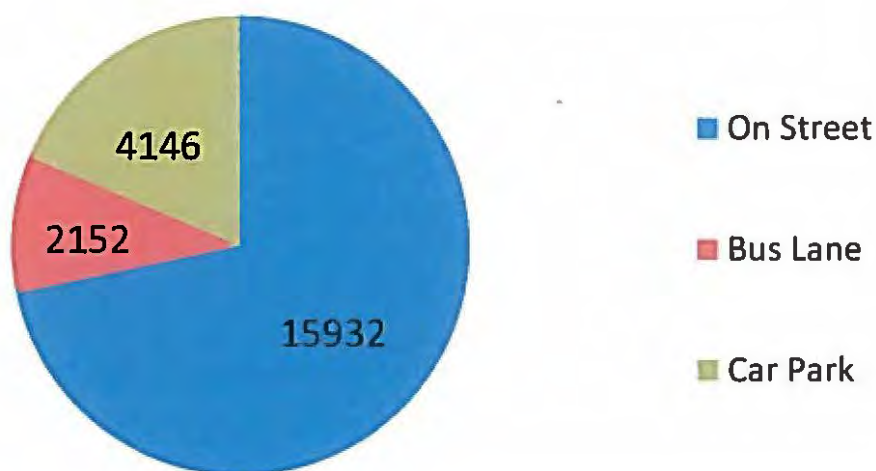
The civil enforcement officers work 7 days a week to keep traffic flowing and to reduce congestion across the city and county.

We introduced three new posts in March 2016 – denoted green. The labels under each enforcement team show how the geographical area is split between the North and South enforcement team. Notice processing is completed for all authorities by the compliance support team.

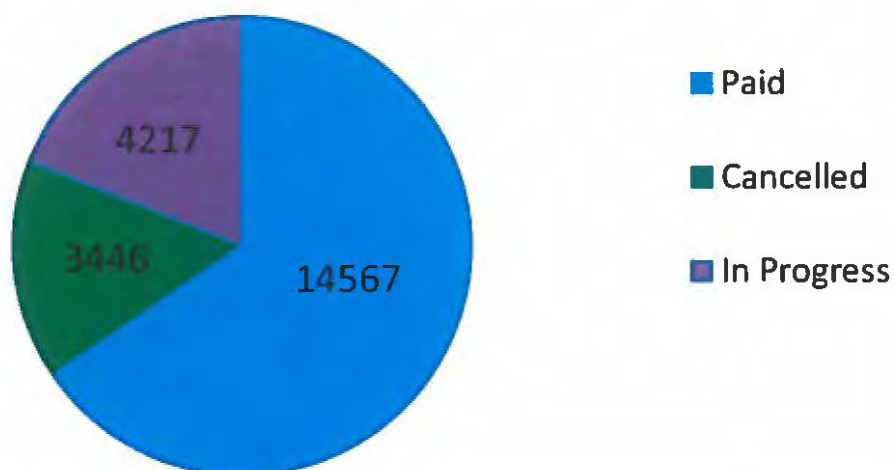


The enforcement team completed 58,136 vehicle observations this year in Stoke-on-Trent. These observations were converted into 22230 penalty charge notices.

Penalty Charge Notices issued 2015/2016



Penalty Charge Notice Status



The appendix at the rear of the report shows the penalty charge notice data in detail.





Cannock Chase District Council

Cannock Chase covers over seven thousand hectares on the northern border of the West Midlands conurbation and forms one of the eight Districts of the County of Staffordshire. It is bordered by Lichfield, South Staffordshire, East Staffordshire and the County Town of Stafford. The District itself incorporates the towns of Cannock, Rugeley and Hednesford and is divided into fifteen Wards. A key feature of the District is its strong transport infrastructure including the M6, M6 Toll and A5 trunk road. In addition to a network of bus routes, railway stations at Rugeley, Hednesford and Cannock provide connections to Stafford in the North and Birmingham and Walsall to the South.

Cannock Chase's Usual Resident Population was 98,549 in 2014

Enforcement Priorities / Projects/ Initiatives

Enforcement across the District car parks has been and will continue to be limited, however the level of enforcement provided has been effective during the year.

Achievements in 15/16 / Service Outcomes

Service changes were made in 2015/16 with the separation of on/off street enforcement activities. Cannock Chase District Council is now purely focussed on off-street car park management and enforcement.

Plans for 16/17

Review of car park tariffs across the district.

Replacement of all Tariff notice boards and other signs on all pay and display car parks

Upgrades to pay & display machines to accept the new £1 coin being issued.

Car Park Overview

Within the district there are 833 spaces available on pay and display car parks and 879 spaces on car parks which are free of charge. Charges apply on the pay and display car parks between 07:30 hrs and 18:30 hrs Monday to Saturday, Sundays and Bank Holidays are free. Motorcycles are allowed to park free of charge providing they park within the designated areas on the car parks. There is no provision for Coaches, Lorries or Motor Homes. Blue Badge holders are allowed to park free of



charge for an unlimited time on the car parks provided that the blue badge is displayed.

Free off street parking is available at a number of locations within the district although a time restriction applies in some locations.

Financial Data

Income 2015/2016	£
Pay & Display Income	683,358.28
Permit Income	4,125
Penalty Charge Notice Income	47,966.57
Total Income	735,449.85

Expenditure 2015/2016	£
Employees	0
Transport	0
Premises Related	229,381.56
Winter Gritting	12,662.44
Metric Servicing Costs	8,381.77
Enforcement	57,600.00
Cash Collection	39,000.00
Notice Processing	8250.00
Traffic Penalty Tribunal	406.05
Total Expenditure	355,681.82
	£ 379,768.03
	Surplus

The surplus achieved from Parking Charges and Penalty Charge Notices is absorbed into the General Fund and helps contribute towards other Council Services such as CCTV across the district.

Abandoned Vehicles/Environment FPN/ Concierge Roles

During the year 2015-16 a total of 26 reports were received for alleged Abandoned Vehicles. These were all inspected with 24 hrs of receiving the report. Of these 26, only 7 were classed as Abandoned and were subsequently removed.

Number of CEO's employed

The Parking Enforcement Service is outsourced to Stoke on Trent City Council Parking Services.

Foreword...

Welcome to East Staffordshire Borough Council's parking services annual report 2015/16.

The parking team (namely Community and Civil Enforcement) play a vital role in keeping the car parks free flowing and easy to use. This year's report provides the statistics of the parking enforcement taken, the achievements of the past year and the plans for the future of parking in East Staffs.



This year the Council has concentrated on supporting the town centre retail outlets of Burton upon Trent and Uttoxeter in offering free parking on its main car parks of Cooper's Square and Burton Place in Burton and the Maltings in Uttoxeter. This 'Free after 3pm' gives residents and visitors the opportunity to have free parking so as not to worry about the length of their stay and enjoy the local shops and amenities on offer in both towns.

This was also the first year since 2007 that the Borough Council was without the on-street parking enforcement responsibility as this transferred back to Staffordshire County Council in April 2015.

The Community and Civil Enforcement team work closely with other agencies and aims to continue our partnership working with these agencies and the other local government authorities to help reduce its costs by sharing resources. In addition to these Enforcement services we aim to highlight the community side of our service.

What the future holds for the parking services section is to continue providing value for money council services and promoting local economic growth.



Parking Permits...

Permits are available for Burton Place Rooftop, Fleet Street and Meadowside car parks in Burton and The Maltings and Trinity Road car parks in Uttoxeter. A days parking for over 4hrs on Burton Place rooftop is currently £8.80. If you purchased an annual permit for the same car park and used it 5 days a week, it would cost you £1.84 to park each day...now that's a saving!

Details of how to apply are on the Council's website: www.eaststaffsbc.gov.uk and the following tables show the type of permits available.



Permit Prices - Burton upon Trent

Car Parks	Tariffs		
	3 month	6 month	12 months
Burton Place Rooftop	£130	£240	£465
Fleet Street	£130	£240	£465
Meadowside	£90	£160	£295

Permit Prices – Uttoxeter

Car Parks	Tariffs		
	3 month	6 month	12 months
The Maltings	£130	£220	£350
Trinity Road	£60	£85	£160

Financial Data...

The income and expenditure of local authorities in connection with their own on-street charging and their off-street enforcement activities are governed by Section 55 of the Road Traffic Act 1984. Local authorities (outside of London) must keep an income and expenditure account in respect of designated on-street parking places and their functions as enforcement authorities (both off-street and on-street). The document can be found on our website with the following link <http://www.eaststaffsbc.gov.uk/open-data>. Any surplus is used to support the Council's budget for environmental improvements.

Parking in the Borough...

The Borough Council has 1963 Pay & Display bays across East Staffordshire serving Burton and Uttoxeter and Blue Badge holders can park for free in any of its bays.

Community & Civil Enforcement...

The perception is often that the issuing officer hides around corners to issue penalty charge notices then retreats. This is far from the truth; they do an unpopular job for the greater good. Our officers wear a highly visible uniform and are required, in most cases, to complete an observation period. This means the officer will enter the vehicle registration in to their handheld computer which then prohibits the ticket being issued until the necessary waiting time has expired. The exception to this being where tickets can be issued for vehicles parked out of the bay markings thus preventing other users to park. The officer will take photos of all sides of the vehicle, record the vehicle details and the reason for the penalty charge notice being served; this process takes about 5 minutes. The officer will only issues a penalty charge notice where a vehicle is parked in breach of a parking restriction. There is an appeals process which is through our partnership with Stoke on Trent City Council and where an error is made, our partners will rectify this promptly. Officers receive an annual salary, do not receive bonuses and have no targets to achieve.

Statistics...

Please see relevant section of the report for the Penalty Charge Notice statistics.



Lichfield District Council provides off street parking facilities to serve retail, business and visitor needs in Lichfield city centre. In addition the Council operates three car parks designed to accommodate visitors to Beacon Park.

The District Council also owns car parks in Chasetown and Armitage and in the Netherstowe area of Lichfield.

Enforcement Priorities / Projects/ Initiatives

Our enforcement operation aims to ensure that car park users comply with the reasonable requirements put in place to ensure the safe and efficient functioning of a busy car parking operation. Particular focus is put on ensuring that parking facilities for Blue Badge holders are not abused by those who are not entitled to be in those spaces

Achievements in 15/16 / Service Outcomes

During the 15/16 financial year a programme of capital works was delivered to improve the quality of the parking facilities and to ensure that they remain in an acceptable condition for the foreseeable future.

These works included resurfacing the busy Bird Street car park, refurbishing the pedestrian stairs to the Lombard Lower level and safety improvements in the form of additional barriers at Redcourt car park.

Plans for 16/17

During the coming financial year we intend to trial alternative payment options in an attempt to improve the customer experience for users of our car parks.

As part of the Friarsgate redevelopment project we will continue to be involved with planning the delivery of improved car, bus and coach parking facilities

Car Park Overview

Lichfield District Council currently operates over 2100 pay and display parking spaces in Lichfield with free of charge spaces in Burntwood and some of the villages in the District.

We also operate the busy Bus and Coach facility in Lichfield city centre.

Pay and display car charges apply from 07:30 to 18:30 daily but with a reduced charge applicable on Sunday. Details are available on our website.

Financial Data

Income 2015/2016	£
Pay & Display Income	1,506,804
Permit Income	164,308
Penalty Charge Notice Income	75,755
Internal Income	29,210
Total Income	1,795,743

Expenditure 2015/2016	£
Employees	46,276
Premises	295,013
Transport	3,713
Supplies & Services	427,387
Central Support	145,988
Capital charges	165,264
Total Expenditure	1,083,641
	£ 712,102
	Surplus

The surplus in car park receipts was used to contribute toward the following costs -

Other expenditure	£
Revaluation loss	737,906
Street cleansing	435,008
Abandoned vehicles	13,479
CCTV	92,021
Community safety	63,366
Air pollution	27,832
Noise pollution	82,061
Total other expenditure	1,451,674

Number of CEO's employed – LDC car parks benefit from 54 hours of CEO time per week, less than two full time equivalents.

Key Messages

A car parking offer which meets the needs of residents and visitors is an important factor in meeting the challenge of keeping a busy City, like that of Lichfield, open for business and plays an important part in ensuring the continuation of a vibrant and prosperous local economy. Lichfield District Council is committed to ensuring the ongoing suitability of this parking offer.



Welcome to Newcastle-under-Lyme Borough Council's annual parking report.

During the period of the last census, 2001-2011, the population of the Borough rose from 122,048 to 123,871. There has been a significant increase in the numbers of single person households to 16,236, which accounts for 30% of total households (Census 2011).

There are currently 54,004 dwellings in the Borough (Council Tax Base Form 2015) of which approximately 70% are owner-occupied, 11% private rented and 19% social rented.

Within the Borough's urban area there is the main town of Newcastle under Lyme and the smaller town of Kidsgrove. There is a significant rural hinterland to the west within there are a number of villages.

Car Park Overview

Newcastle Borough Council manages 35 car parks, most of which are located in Newcastle town centre. There are car parks serving the other main town of Kidsgrove along with some provision in other local centres and the larger villages. The majority of the car parks are owned by the Borough with one in Audley being leased.

Only the car parks in Newcastle town centre are chargeable and the enforcement is carried out on these car parks.

All of the car parks are surface level with the exception of the Midway multi-storey. The size of the car parks varies greatly from small areas which can accommodate 8 cars to the large multi storey which accommodates 655 cars.

The condition of the car parks varies greatly from unsurfaced to newly surfaced and lined.

There are 14 car parks that are subject to Civil Parking Enforcement in the town centre, amounting to 1,284 spaces.

Customers are able to pay on chargeable car parks through Pay and Display or through Pay by Phone; there are also a variety of Permit options available.



Enforcement Projects

The car parks provide a valuable resource to the local community and support the economic vitality of the towns and villages as many business customers and staff use the facilities. Enforcement is centred on Newcastle Town Centre where the car parks are chargeable both to ensure drivers are parking appropriately (e.g. not causing an obstruction) but also to ensure drivers are paying for the facility they are using.

The Council has drafted a new Traffic Regulation Order for the town centre to improve the management of some of the car parks and this is due to be published for consultation shortly.

Service Outcomes

During 2015/2016 the Council has invested in the resurfacing of a number of key car parks to improve facilities for users; these included the main car park in Kidsgrove, Brick Kiln Lane in Chesterton, rear of Fogg Street and King Street Newcastle. This follows a substantial refurbishment of the Midway MSCP which was completed in 2014.

Through the Newcastle Partnership it was identified that the Midway multi-storey car park could be improved through the installation of more safety barriers; these have been installed and community safety outcomes have been achieved.

The introduction of Pay By Phone has been taken up by customers wanting the convenience of cashless payment; it has also given customers the flexibility to extend their parking time without returning to their car. This issue has been raised by the local businesses through the Business Improvement District and the Council is keen to investigate options to further support this.

Plans for 2016/17

The Council has commissioned Alpha Parking to undertake a Car Parking Review; this is due to report in autumn 2016/17 and will be invaluable in providing an independent review of the car parks. The Council will then be able to consider the Review recommendations with the aim of better forward planning of improvements to the car parks.

The Council is working with Creative Solutions to implement an Automatic Number Plate Recognition scheme on four key car parks in the town centre.

Number of CEO's employed

The Council's Civil Enforcement Officers enforce the Off-Street Parking Orders on the council-owned car parks. There are four officers working Monday to Saturday, excluding Bank Holidays.

The Civil Enforcement Team is responsible for enforcement and car park ticket machine maintenance and income reconciliation. The officers are not rewarded for the number of tickets they issue.

Through effective enforcement the car parks can be managed to ensure that cars are appropriately using short and long term parking thus ensuring that central parking such as Corporation Street car park support shoppers nipping into town. Enforcement also prevents danger and obstruction caused by inconsiderate parking and protects dedicated blue badge holders bays for those who need such facilities.

Financial Data

	£	£
Income 2015/16		
<i>Pay & Display</i>	813,488	
<i>Permits</i>	121,100	
<i>Penalty Charge Notices</i>	79,831	
Total Income		<u>1,014,419</u>
Expenditure 2015/16		
<i>Employee</i>	127,042	
<i>Premises</i>	269,825	
<i>Transport</i>	1,582	
<i>Supplies and Services</i>	59,444	
<i>Support Charges</i>	66,832	
<i>Capital Charges</i>	130,706	
Total Expenditure		<u>655,431</u>
Surplus		<u><u>358,988</u></u>

Surpluses have been used to support the Council's overall budget requirement in 2015-16, including resurfacing of car parks and contribution to the installation of safety fencing on the multi-storey car park. In addition it has helped to re-balance the substantial expenditure incurred on the refurbishment of the Midway MSCP in 2013/14.

Please note that this does not account for the Council's capital expenditure in relation to Car Parks, in recent years this has included amongst other projects, expenditure of £2.2m on the Midway Car Park.

Key Message

As part of the corporate objective of a Borough of Opportunity the Council seeks to effectively manage its car parking assets to ensure that customers are able to access the local community facilities and businesses in our Borough.

South Staffordshire District Council

The District of South Staffordshire is primarily a rural one and lies to the west and north of the Dudley / Wolverhampton urban conurbation.

It is bordered to the west by Shropshire and to the south by Worcestershire

The population now stands at 108,000 within 46,000 households. This population resides mainly within small settlements the largest of which are classed as large villages.

There are several business and employment zones within the District but the largest one locally is the i54 site lying just inside Wolverhampton's north west border.

Enforcement Priorities / Projects/ Initiatives

Because there are no towns of major size within the District, the off street car parks provided by the District Council are free of charge.

The car parks are provided for the benefit of local businesses, residents and visitors in line with the principles of South Staffordshire Council Plan 2016 – 2020.

Enforcement is therefore only provided to tackle inconsiderate parking within the car parks.

This will include disabled parking bay abuse, obstructive parking and the parking of large commercial vehicles.

As a consequence of this and of the nature of the District required enforcement is low compared with neighbouring authorities.

Achievements in 15/16 / Service Outcomes

Feedback from local communities reveals positive outcomes to the Council's enforcement policy.

Plans for 16/17

To continue to provide the parking provision free of charge to car park users.

Enforcement activity is planned to continue in line with the same operations as those provided during 2015 – 16.

Car Park Overview

South Staffordshire Council owns numerous car parks but does not carry out enforcement on all of them.

All of the sites are surface car parks generally located within village centres and of small to moderate size, typically 20 – 40 bays.

The scale of parking provision and enforcement is as follows:-

Number of car parks that are subject to Civil Parking Enforcement ; 18

Number of parking bays subject to enforcement ; 830 standard bays, 43 disabled bays

Financial Data

Income 2015/2016		£
Pay & Display Income		n/a
Permit Income		n/a
Penalty Charge Notice Income		10340
Total Income		10340

Expenditure 2015/2016		£
Employees		0
Premises		0
Transport		0
Supplies & Services		6596
Total Expenditure		
	£ 3744	Surplus

This surplus will feed into the Council's general funds and will aid in the planned street scene expenditure covering;

Car parks and council owned roads maintenance

Public lighting

CCTV

Street name plate signs

Number of CEO's employed

The low deployment of 12 hours / month represent only 1/10 th CEO full time equivalent.

Key Messages

South Staffordshire Council will continue to provide free local parking facilities for the benefit of local residents, communities, and businesses.



High Street Car Park, Wombourne – typical of the SSDC village centre car parks



Local Context

The County Town of Stafford has around 130,000 residents living in 57,000 homes covering more than 230 square miles. There are 19 car parks across Borough 15 in Stafford and 4 in the market town of Stone

Key Messages

The Council in carrying out its management of the Borough's car parks has identified a number of objectives.

- Provision of sufficient shopper, visitors, workers and commuter parking facilities to support retail and commercial organisations and leisure activities underpinning the Borough's social and economic priorities.
- To manage the use of spaces to encourage retail vitality and match long term provision to the availability of long term spaces
- Regularly review parking tariffs which provide revenue to sustain the Council's integrated transport aims
- Ensure that parking controls are observed and enforced in a fair, accurate and consistent manner;
- Provide a high standard of customer care; provide well maintained car parks that are easy for customers to use.

Future Priorities, Projects and Initiatives

- The current policy for Processing of Penalty Charge Notices is under is being updated to reflect latest legislation and operational changes
- A review of tariffs has been undertaken making recommending various changes some of which are shown below
 - Reducing the charging period for surface car parks from 0800 - 1800hrs to 0800 - 17.30hrs
 - Introduction of 24 hour variable stay parking offering customers more options to park
 - Introduction of multi stay parking up to 5 days on specified car parks to support town centre economy and commuters.
- Pay as You Go Season Ticket
 - Monthly pay as you go season tickets are being piloted on Waterfront car park.
- Chip and Pin Terminals
 - Installation of new parking machines with chip and card functionality on several pay and display surface parks



Achievements in 2015/16

During 2015/16 the focus has been on the building and implementation of 2 new pay on foot car parks providing improved parking facilities for customers and to support town centre shops and commercial organisations.

Waterfront Multi-Storey Car Park

Waterfront multi-storey has 1025 spaces over 14 levels



Riverside Undercroft Car Park

Riverside Undercroft 180 spaces on a single level built under the new Riverside shopping development.



Both car parks operate the latest pay on foot chip coin barrier technology and Waterfront also has automatic number plate recognition to assist traffic flow and operation of nested permit parking areas. They are controlled by 7 entry and exit barriers and 9 pay stations all of which accept payment by coin, notes or credit/debit cards



The facilities are covered by an extensive system of CCTV cameras, monitored by the parking team from a purpose built office within the multi-storey. The parking team manage both facilities and maintain a presence during opening times offering help, assistance and a reassuring presence to customers.

New consolidated Parking Orders have been published taking account of changes to legislation and new operational procedures. The current Parking Strategy 2016 is under review and a new version is being developed to take account of future parking provision demands.

Car Park Overview

There are currently 3567 parking spaces across the 19 car parks. Surface car parks are currently open to the public 24/7 with a charging period of 0800 to 1800hrs Monday to Saturday. The pay on foot car parks are open seven days a week from 0630 to 2330hrs Monday to Saturday and from 0900 to 1830hrs on Sunday.

The car parks offer a range of payment methods including pay and display, pay on foot, pay by phone and credit and debit card options as well as 2 free car parks.

The prestigious ParkMark award has been attained on 11 of the car parks and 2 are currently under assessment for the BPA Disabled Parking Award

There is an overnight lorry/Coach park on Doxey road where motors homes are also allowed.

There are 4 electric car charging points available across the car parkin stock and more being planned.

Season tickets

Season tickets are available for all long stay car parks in Stafford for 1, 3, 6 or 12 months and monthly or annually on Waterfront multi-storey.



Financial Data

The income and expenditure figures for the off-street parking accounts are shown below.

Income 2015/2016		£
Pay & Display Income		1,783,000
Permit Income		171,000
Penalty Charge Notice Income		148,000
Total Income		2,102,000
Expenditure 2015/2016		£
Employees		36,000
Premises		375,000
Transport		3,000
Supplies & Services		648,000
Total Expenditure		1,062,000
		£ 1,040,000 Surplus

Surplus has been used to support the Council's overall budget requirement in 2015-16.

Civil Enforcement

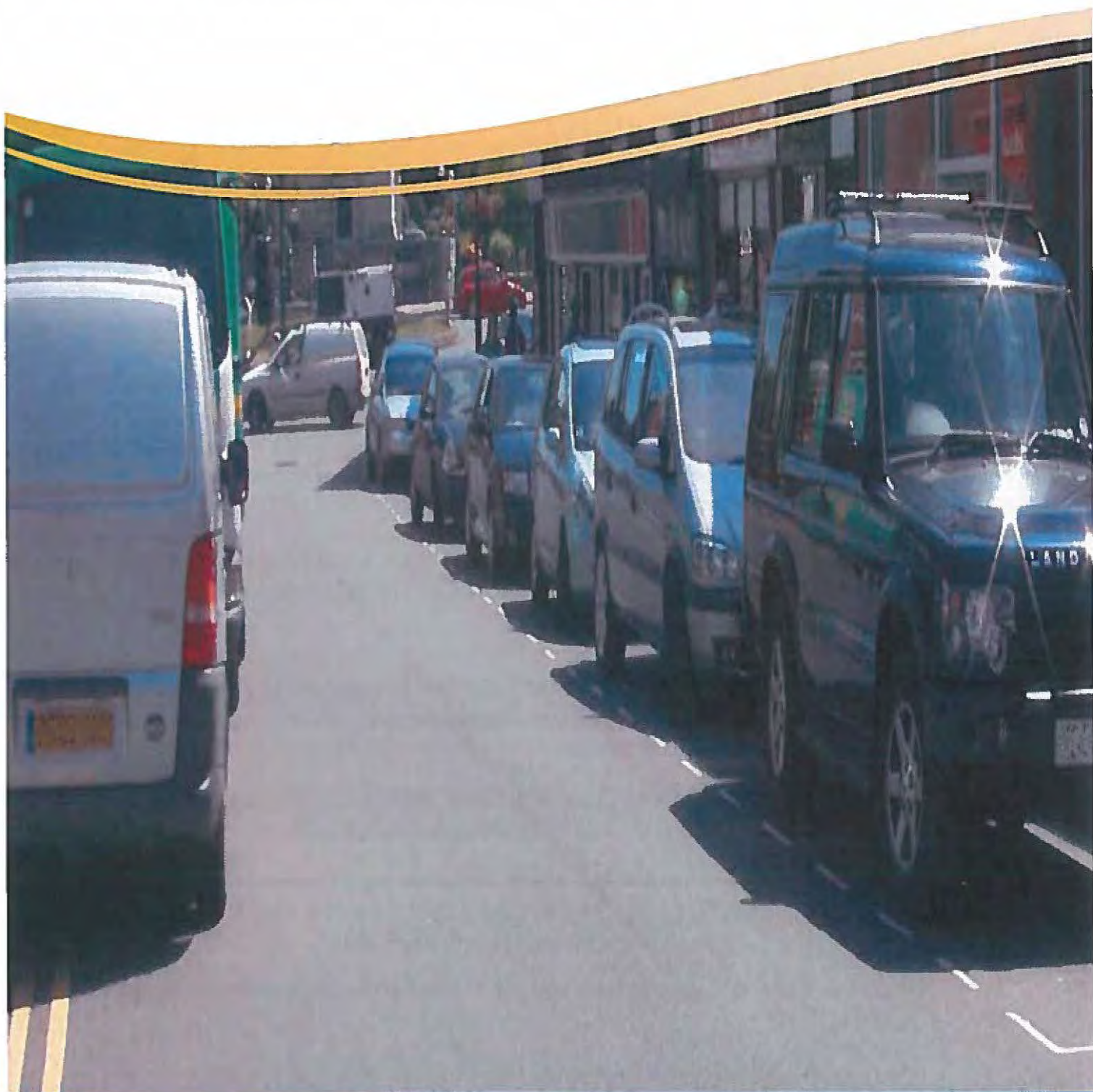
The Council's outsourced Civil Enforcement Officers (CEOs) enforce the Off-Street Parking Orders on council owned car parks deploying an average of 5.5 officers Monday to Saturday and on a number of Sundays and on Bank Holidays throughout the year.

The parking team is also responsible for management of all car parks and collections and banking of all revenue.

They are trained to a high standard in the law relating to parking enforcement and customer services. They are not rewarded in relation to the number of parking tickets they issue.

Parking enforcement helps to:

- Manage the way that car parks are used, encouraging a turnover of vehicles provides essential support to local economies.
- Prevent danger and obstruction caused by inconsiderately parked vehicles.
- Protects blue badge and parent and toddler parking.



Civil Parking Enforcement Annual Report 2015/2016

Overview

There is currently an estimated 1,069,000 people within Staffordshire.

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.

The 1st April 2015, saw a change to the way on-street parking controls is managed within Staffordshire. A 'Clear Streets' partnership with Stoke-on-Trent City Council saw on-street enforcement, management of on-street pay and display and processing of penalty charge notices across the whole of Staffordshire carried out by the City Council on behalf of Staffordshire County Council.

For Staffordshire the aim of on-street enforcement is to deliver the required outcomes for 'Clear Streets' by maximising compliance with regulations.

'Clear Streets' will:

- maintain and where possible improve the flow of traffic thereby making the County a more pleasant and environmentally safe place to live and visit make our streets safer for all road users;
- 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; and actively discourage indiscriminate parking that causes obstruction to other motorists, public transport, pedestrians, cyclists and people with disabilities;
- be a service that is financially sustainable at a level that supports the required outcomes;
- bring a cohesive and consistent approach to on-street parking and enforcement across the County that supports the local economy and town centres;
- be a service that is more responsive to the needs of local residents, shops and businesses;
- bring together flexible and adaptable resources to deliver enforcement;



- be a service that is able to take advantage of opportunities for joint commissioning;
- be a parking strategy that brings together on-street parking provision and management.

The approval of policies is delegated to the Director of Place following consultation with the Cabinet member. The approval of annual programmes of work is delegated to the Commissioner for Highways and Built County.

Requests for new parking related restrictions or, a review of existing restrictions is prioritised through the Divisional Highway programme.

All of the eight districts in Staffordshire are covered by civil parking enforcement and are a special enforcement area. A special enforcement area allows civil enforcement of dropped kerbs and double parking.

Although the County Council has civil parking enforcement and special enforcement powers for the majority of the highway network not all roads in Staffordshire are covered. Excluded roads are generally those that are the responsibility of Highways England.

We share on street parking enforcement powers with the police.

Currently there are 18 Civil Enforcement Officer's (CEO) employed, with flexibility to redeploy the CEOs throughout the County depending on the demands county-wide.

Staffordshire County Council is able to carry out on street enforcement where parking restrictions exist. If the vehicle(s) in question are in contravention of a Traffic Regulation Order (i.e. parking on double yellow lines) then the Clear Streets team at Staffordshire County Council can communicate with the Stoke on Trent Parking Team who hold the powers necessary to enforce parking and can ticket the offending vehicles. The civil enforcement team can also address the blocking of pedestrian/disabled crossing points and vehicle access crossings.

Any issues of vehicles parked dangerously or causing an obstruction otherwise is a matter for the Police. The Police can also address offences of wilful and unnecessary obstruction on the road or pavement, the blocking of pedestrian/disabled crossing points and vehicle access crossings, dangerous parking on chevrons at pedestrian crossings etc., and issues of double parking or parking too close to a junction. These offences may be subject to immediate fine and do not come under the remit of Civil Enforcement Officers (CEOs).

Where there are no traffic regulations in place, such as yellow lines, please contact the police via the non-emergency number 101.



What do we enforce?

- limited waiting bays
- double/single yellow lines
- on street pay and display bays
- resident parking zones
- disabled parking bays
- loading bays
- bus stops
- taxi bays
- school keep clears
- clearways
- dropped kerb access (written consent from the property owner is required)
- double parking (vehicles parked too far from the kerb line)
- pedestrian crossings (also police)
- some bus lanes, bus streets or bus gateways

Please contact us if you have concerns with any of the above.

What do the police enforce?

Illegal obstructions and dangerous parking is dealt with by the police. The police deal with the following:

- double white lines (moving traffic offence to restrict overtaking)
- obstruction – e.g. pavements with no parking restrictions
- dangerous parking where there are no restrictions in place, for example, on bends, brows of hills and junctions
- dropped kerb access (also CEOs)
- double parking (vehicles parked obstructively either side of the road)
- one-way traffic



- box junctions
- access only
- white-hatched areas
- pedestrian crossings (also CEOs)

Please contact the police via the non-emergency contact number 101, if you have concerns with any of the above.



Enforcement Priorities

As competing parking demands intensify and conflict, the need for skilled and effective on-street parking management based on clearly defined priorities increases. The on-street parking enforcement priorities shall generally be as follows:

Highway Safety

Preventing dangers due to parking:

- Near Accident locations such as junctions
- Near Pedestrian Crossings
- Dangerously or double parking
- Pedestrian areas

Aid to Movement

Preventing obstruction and congestion on:

- Strategically sensitive roads
- Town Centre shopping streets
- Public Transport routes
- Main traffic routes (Non-principal Road)
- Other busy streets (Access Roads to Residential Areas/Local Shopping Parades)

Obstruction & Nuisance

Preventing hindrance to road users at:

- Bus stops
- Schools
- Vehicle access (dropped kerbs)
- Pedestrian areas
- Taxi Ranks
- Grass verges & pavements / walkways
- Special entertainment events

Deliveries & Servicing

Control and enable the conveyance of goods at:



- Service yards
- Permitted loading areas

Parking Bays

Control effective use of permitted parking areas in:

- Disabled Badge Holder Bays
- On-street Pay & Display
- Residents parking & controlled parking zones
- Limited waiting

Other enforcement requests will be balanced and prioritised depending upon the location, frequency of patrols and resources available. In many of these circumstances, for example outside schools, enforcement activity is only one of a number of techniques available to reduce unsafe, obstructive and inconsiderate parking. In these cases, the focus will be on changing behaviours through education and information to press the message home that unsafe parking is unacceptable backed up, where required by enforcement.

In considering where to deploy available resources, additional priority will be given to enforcement activities that support the following:

- The needs of disabled people and effective enforcement of parking regulations to enable easy access to activities and facilities;
- Road safety initiatives (especially for pedestrians, cyclists and other vulnerable road users), and emergency access requirements;
- Managing local parking problem areas around schools in support of education campaigns; and
- Enforcement against observed parking patterns of demand to allow targeting of known problem areas.



Residential Permit Schemes

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 parking scheme permit will allow you to park within an area that is registered as being a residential parking zone. You can apply for a permit if you are a resident or local business located within a residential parking zone. The scheme ensures that part or all of the road space may be reserved for residents who hold valid permits. They are marked and sign posted, and civil enforcement officers make sure that the permit system is not abused.

Where residents are unable to park close to their home due purely to the number of residents' vehicles exceeding the available parking space it is extremely unlikely that a Residents' Parking Scheme would prove effective or beneficial. The number of permits issued would either be less than the number desired or far too many permits for the spaces available. Both scenarios would result in some residents' with permits still being unable to find a parking space within the restricted zone.

It is important to try and ensure that any Resident's Parking Zone is respected and supported by the residents themselves. To achieve this it is considered appropriate to consult with each household seeking the support of the majority before proceeding to develop a formal scheme. This would give a very clear mandate in favour of introducing a scheme.

Current RPZs within Staffordshire:

Castletown, Stafford

Newcastle Town Centre East

Lombard Street, Lichfield

Victoria Street, Cannock

High Green, Brewood

Cherry St & Cross St, Tamworth

RPZs under consideration/preparation:

Forebridge, Stafford

The Forebridge area of Stafford has been split into two areas, 'west' and 'east' with the dividing line being the A449 Wolverhampton Road:



Forebridge (West);

The County Council is currently in the latter stages of a Consultation Survey with property occupiers in the 'west' element of Forebridge and early indications appear to show that the majority of property occupiers from the majority of streets that were consulted, support the concept of implementing a Permit Parking Scheme in their locality.

Forebridge (East);

The County Council is currently in the pre Consultation Survey stage of the Permit Parking Scheme process with regard to those properties located within the 'east' element of Forebridge.

Victoria Road area, Tamworth

Work on this scheme is still ongoing following several years of consultations and two Traffic Regulation Order (TRO) processes. Objections to the TRO were received in January 2016 and considered by the local member and a decision has been made to continue and proceed with the scheme. The County Council is targeting an implementation in late 2016 / early 2017.

Queen's Hospital area, Burton upon Trent

A public consultation was carried out from July to September 2015 to ascertain the level of support for a scheme proposed by the local Resident's Hospital Parking Action Group.

70% of responses were in favour of the scheme however such responses only totalled 24%. The Parking Action Group are preparing a further information leaflet to resident's following plans for developments to the hospital and local homes that will place further demands on parking in the area.

RPZ schemes reviewed:

Newhall Street, Cannock

A consultation survey of property occupiers was undertaken in 2014. The results of this survey provided clear evidence of support for the introduction of a Permit Parking Scheme. However during the initial design stage of the scheme it became evident that there was a considerable lack of road space available for parking when considering the number of vehicles that the properties who wished to join the scheme owned. Due to this disparity, the County Council made the decision in February 2016, that it could not proceed with the implementation of this scheme.



Permit Costs

Joining Fee

There will be a joining fee once a scheme is set up, but this will be different for each scheme. The joining fee covers the cost of signs and road markings.

Once a scheme is set up you will also need to purchase a permit.

Standard resident/visitor permit

Standard dual purpose permit.

Permit shows: Vehicle Registration/Visitor

Standard cost per year: **£46**

Blue Badge holder: **Free**

Senior citizen: **£23**

Evidence required:

Proof of residency e.g.

- Mortgage agreement
- Tenancy agreement
- Council tax demand
- Most recent utilities bill
- Driving licence

and proof of vehicle ownership e.g.

- Vehicle registration document confirming owner's name, address and vehicle ownership.
- Current insurance certificate
- If the vehicle is a company car; a letter of entitlement to the vehicle from company concerned confirming the applicant as the sole keeper and user.
- If the vehicle is a lease car; the lease agreement confirming the fact
- If the applicant purchased the vehicle within the last month a garage bill of sale or insurance cover note will suffice.

2nd resident permit (when available)

Second resident.

Permit shows: Vehicle Registration

Standard cost per year: **£46**

Blue Badge holder: **Free**

Senior citizen: **£23**



Evidence required: Proof of residency and proof of vehicle ownership

General visitor permit (when available)

Residents visitors.

Permit shows: Visitor

Standard cost per year: **£46**

Blue Badge holder: **Free**

Senior citizen: **£23**

Evidence required: Proof of residency

Carers permit

Residents who require carers visits.

Permit shows: Visitor

Cost per year: **Free**

Evidence required: Proof of residency and proof of receipt of higher rate mobility component of the Disability Living Allowance or Attendance Allowance i.e.evidence of receipt of higher rate mobility component or at least middle rate care component of the Disability Living Allowance or Attendance Allowance.

Rental property owner permit

Rental property owner (non-resident) who requires access to their property within the zone.

Permit shows: Vehicle Registration/Owner

Cost per year: **£46**

Evidence required: Proof of vehicle ownership and Proof of residency

Business permit

Businesses located within a zone.

Permit shows: Visitor

Cost per year: **£46**

Evidence required: Proof of residency

To apply for a new resident's parking zone, you must contact us to request a residents information pack and application form.

Email: clear.streets@staffordshire.gov.uk

Telephone: 0300 111 8000



Service Outcomes & Achievements in 2015/2016

Key Results

Some of our key results this year include:

The partnership between Staffordshire County Council and Stoke City Council for the delivery of on street enforcement has achieved

- A service that is financially sustainable at a level that supports the required outcomes
- A cohesive and consistent approach to on-street parking and enforcement across the County that supports the local economy and town centres
- A service that is more responsive to the needs of local residents, shops and businesses
- A flexible and adaptable resource to deliver enforcement across Staffordshire
- A service that is able to take advantage of opportunities for joint commissioning
- A parking strategy that brings together on-street parking provision and management.

Our Civil Enforcement Officers (CEOs) have been issued with Body Worn Video (BWV). The BWV device is issued to the CEO as part of their Personal Protective Equipment in line with their Risk Assessment as a method of mitigating potential abuse to the officers. The BWV device is clearly worn on the officer's uniform in an overt manner and the device will clearly show that it is a CCTV recording device. The officers advise members of the public that video and audio recording is taking place at the start of any conversation by giving a clear verbal instruction.

Our CEOs have also been issued with new uniforms to identify them as Staffordshire County Council on street enforcement officers.

New portable hand held and printer devices have been purchased. These are used by Civil Enforcement Officers (CEO's) to carry out enforcement under the relevant provisions of the Traffic Management Act 2004 as amended by issuing Penalty Charge Notices (PCN's) to vehicles that contravene the parking regulations.

Review of deployment times in towns to maximise compliance, routes are reviewed and amended based on resource, demand and any events taking place in the area which may result in an increase in contraventions.

Maintenance of sign and lines – raised by CEOs and passed directly to appropriate teams for action, this means a more responsive outcome to rectifying any signing or lining defects/issues.



The level of Penalty Charge Notices issued in 2015/16 decreased by 24%. This was mainly due to the setting up, resourcing, training and commencement of the new contract for the delivery of on street enforcement within Staffordshire in partnership with Stoke City Council Parking Services.

The percentage of Penalty Charge Notices issued for which payment was received in the period saw a slight increase to 75% (72% in 2014/15 and 72% in 2013/14)

62% of Penalty Charge Notices were paid for at the discounted rate

37% of Penalty Charge Notices issued receive representations. This is similar to the percentage of representations received last year.

Of those Penalty Charge Notices issued only 4% were cancelled in accordance with the Policy for the Processing of Penalty Charge Notices. The total number of cancellations was 11%.

Less than 1 in 1000 tickets are referred to appeal at the Traffic Penalty Tribunal with only 9 cases allowed demonstrating that good policies are in place, good decisions are being made locally by enforcement staff during representations to Staffordshire County Council and Stoke-on-Trent City Council Parking Service.

The on-street service continues to operate at an overall net cost to the County Council.

A new residents parking scheme at Cherry Street and Cross Street in Tamworth was launched in January 2016 following extensive consultation with residents and a Traffic Regulation Order (TRO) process. No objections were received to the TRO. Both streets are close to the town centre and local businesses and were completely full during the working day with non-resident's cars. Residents were unable to park on a regular basis and so requested the introduction of a scheme. Early indications are that parking has been greatly improved to the satisfaction of the residents.

New Permit Paper for residents parking schemes, this has resulted in a consistent appearance for Parking Permits County-wide, resulting in ease of recognition by CEOs of a valid parking permit.

During 2015/2016 we issued 353 residents permits, an increase of 31% from the previous year and 116 visitor permits, an increase of 28% from the previous year.

National Highways and Transportation Survey

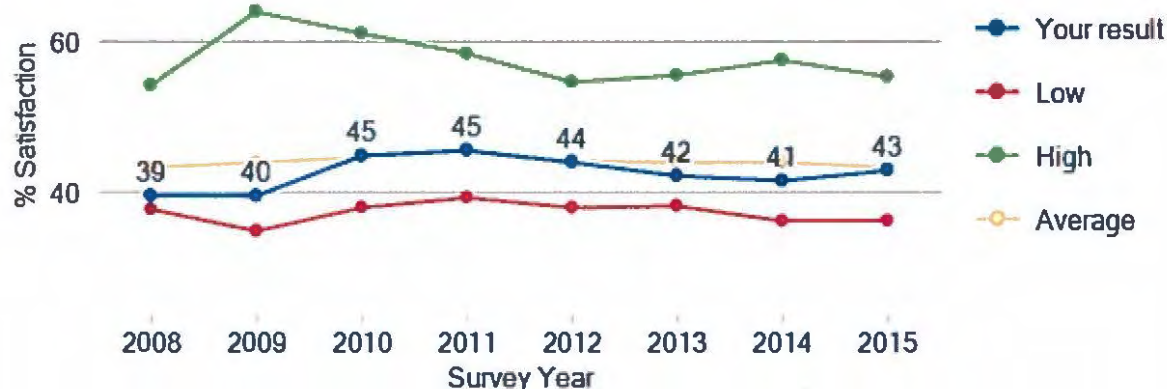
Source: <http://www.nhtnetwork.org/nht-public-satisfaction-survey/findings/>

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 IPSOSMori, with questionnaires sent to a minimum sample of

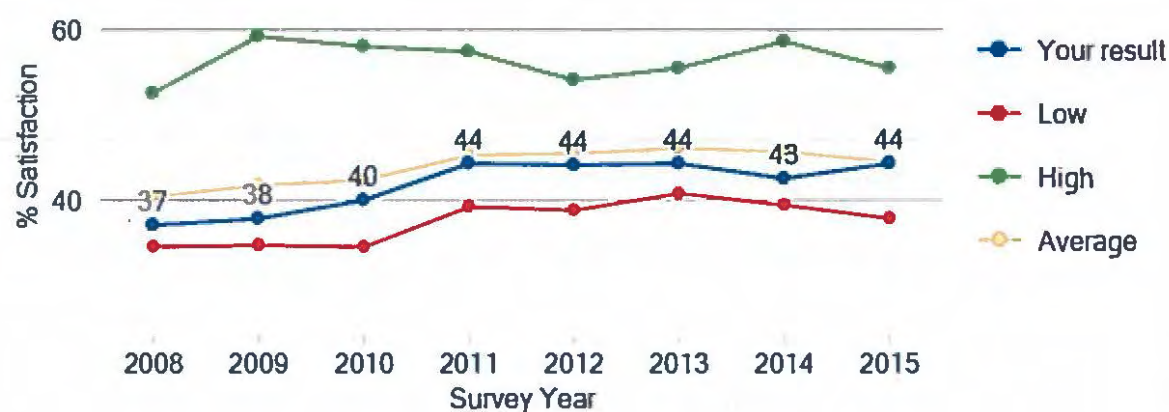


4,500 households in each participating local authority area. Staffordshire County Council has participated in the annual survey since its inception in 2008.

Question HMB16 seeks views on the satisfaction of respondents regarding the way Authorities deal with illegally parked cars. Comparing results over the last 8 years Staffordshire County Council has shown a slight rise in satisfaction.

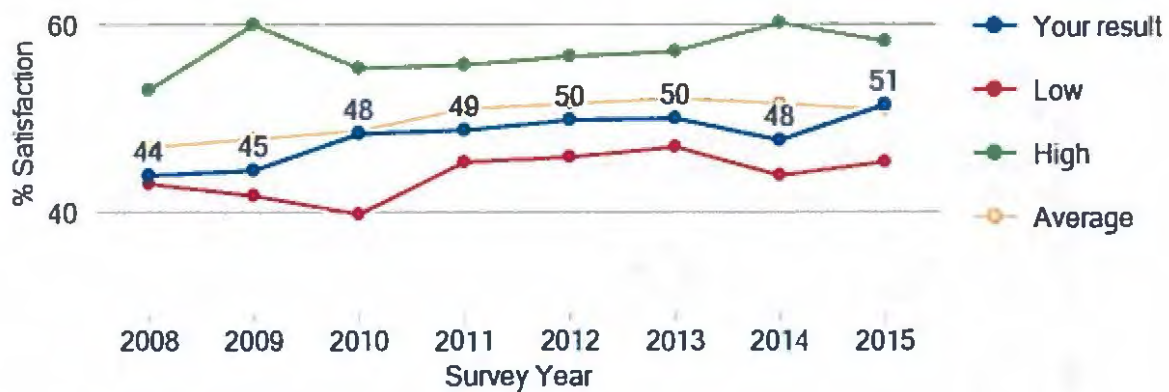


Question TCBI11 seeks views on the satisfaction of respondents regarding the way Authorities deal with illegal on street parking. Comparing results over the last 8 years Staffordshire County Council has shown a slight rise in satisfaction.



Question TCBI12 seeks views on the satisfaction of respondents regarding the way Authorities restrict parking on busy roads. Comparing results over the last 8 years Staffordshire County Council shows a 4% rise in satisfaction from last year.





i54

i54 South Staffordshire New Site Access Arrangements



The camera controlled bus lane at i54 South Staffordshire, Innovation Drive, Wolverhampton has been regularly enforced by the use of ANPR since December 2014. Fixed cameras monitor Innovation Drive up to the junction with Valiant Way.

All traffic must access and exit i54 South Staffordshire via the entrance at junction 2 of the M54. There is no vehicle access to i54 from Wobaston Road, except for local buses, motorcycles, cyclists and pedestrians.





The Bus Lane Contraventions (Penalty Charges, Adjudication and Enforcement) (England) Regulations 2005 (Statutory Instrument No. 2757) specify the process by which the council can enforce bus only restrictions.

SCC are responsible for the operational aspects of enforcement via approved camera devices. The processing of Penalty Charge Notices and initial challenges are dealt with by Stoke-on-Trent City Council Parking Services on behalf of the County Council.

Developing Initiatives for 2016/2017

TRO mapping

In the interests of openness and transparency we are currently mapping parking restrictions to enable online public availability of these mapped restrictions so that anyone can check to see the restrictions using an online map.

Online Applications

Staffordshire County Council is developing an online payment facility for our Residents Permit holders to make the process of permit renewals easier and quicker in the future.

Pay by Phone

This will be considered as part of on-going improvements within the Clear Streets initiative.

On street meters

There is to be a review of the current arrangement with our on-street parking meter suppliers, regarding a county-wide agreement.



Future RPZs

- Forebridge, Stafford
- Victoria Road area, Tamworth
- Queens Hospital Area, Burton Upon Trent

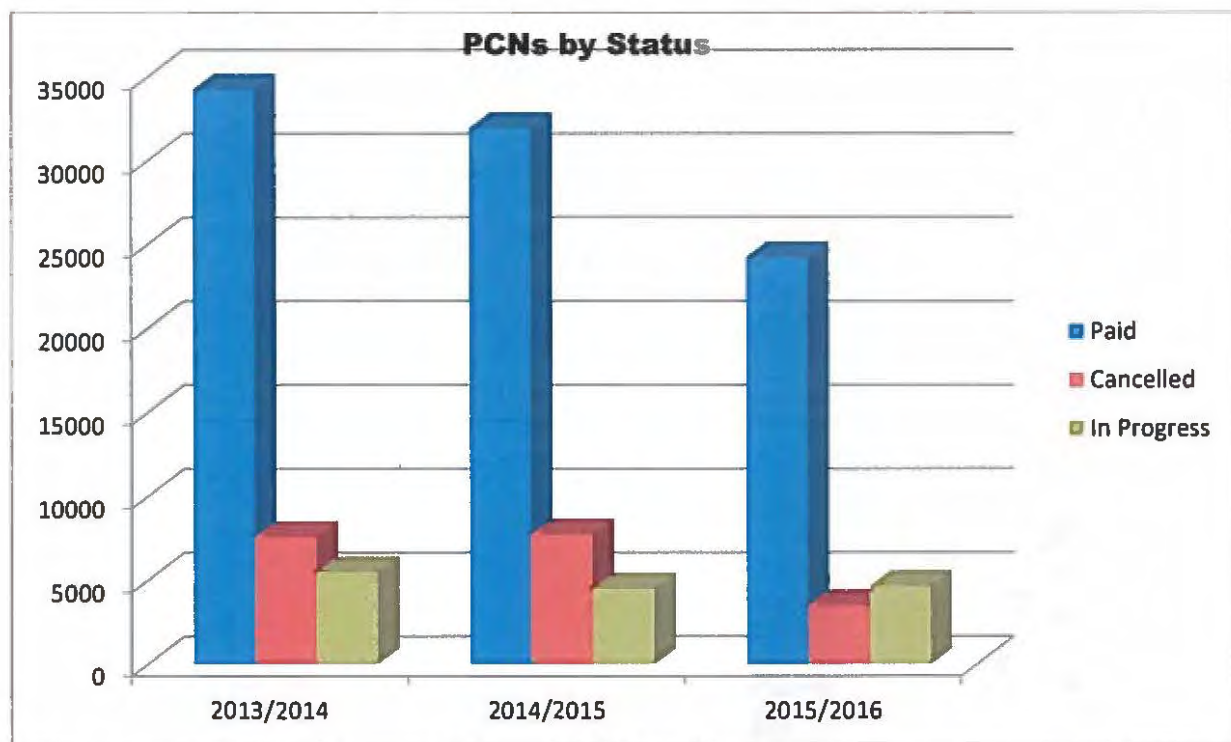
Future Bus Lane enforcement?

We will be considering further bus lane enforcement at other sites across Staffordshire, based on existing sites in the County.

Statistical Information

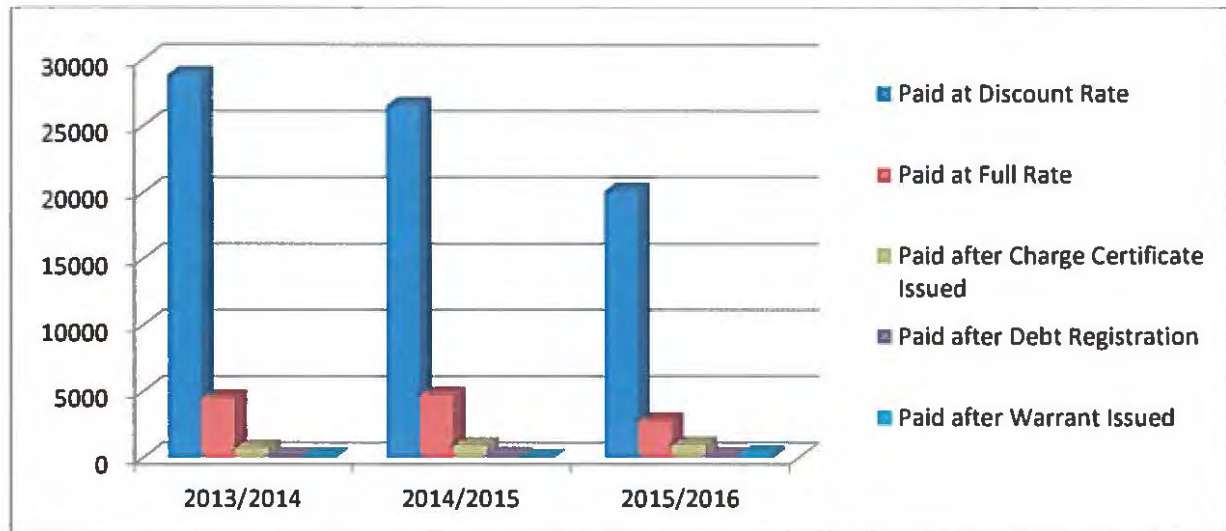
PCNs by Status

Year	Paid	Cancelled	In Progress
2013/2014	34270	7583	5484
2014/2015	31975	7723	4505
2015/2016	24270	3488	4645



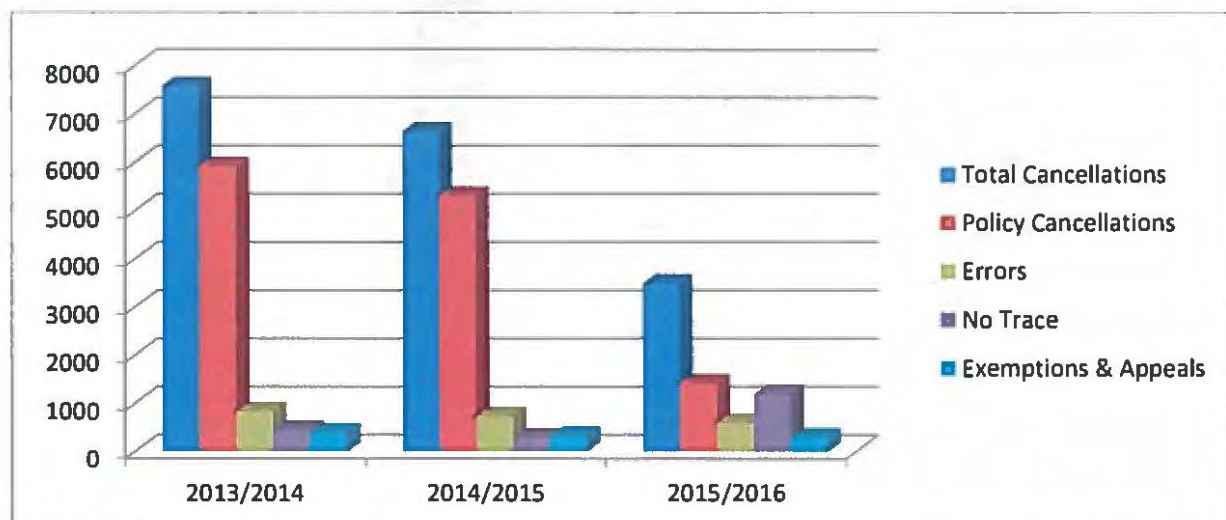
PCN Payments

Year	Paid at Discount Rate	Paid at Full Rate	Paid after Charge Certificate Issued	Paid after Debt Registration	Paid after Warrant Issued
2013/2014	28855	4460	697	137	121
2014/2015	26535	4692	906	177	6
2015/2016	20095	2746	949	172	308



PCN Cancellations

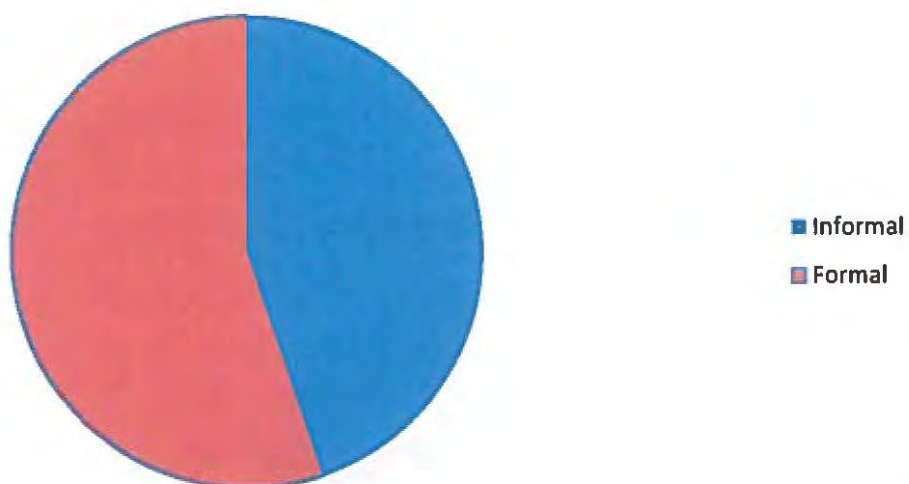
Year	Policy Cancellations	Errors	No Trace	Exemptions & Appeals	Total
2013/2014	5917	826	446	394	7583
2014/2015	5308	729	280	326	6643
2015/2016	1413	593	1194	288	3488



Informal and Formal Representations

2014/2015 PCNs Issued	2014/2015 PCNs Receiving Representation
32403	11913

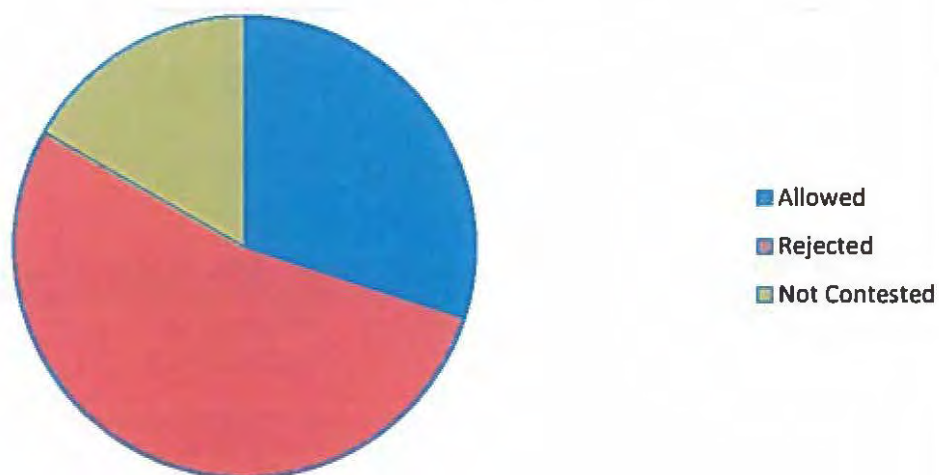
Issued PCNs Receiving Representation



Traffic Penalty Tribunal (TPT) Appeals

2015/16 Allowed	2015/16 Rejected	2015/2016 Not Contested	2015/2016 Total
9	16	5	30

TPT Appeals 2015/2016



Residential Permit Schemes

During 2015/16 we issued:

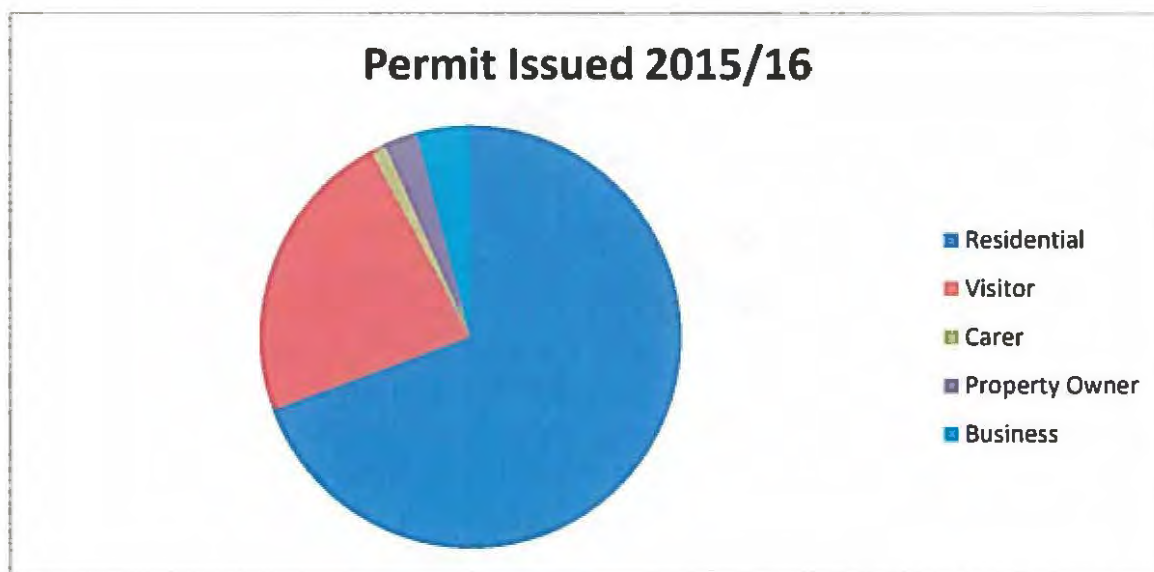
353 Resident's Permits

116 Visitor's Permits

6 Carers Permits

13 Property Owner Permits

21 Business Permits



Financial Data

Income 2015/2016	£
Pay & Display Income	123,107.25
Permit Income	18,670.05
Penalty Charge Notice Income – On Street	584,666.03
Penalty Charge Notice Income – Bus Lane	252,793.50
Total Income	978,986.83

Expenditure 2015/2016	£
Employees SCC	180,340.80
Supplies & Services – On Street	1,003,572.03
Supplies & Services – Bus Lane	103,078.70
Total Expenditure	1,286,991.53
	£308,004.70 Deficit



SCC Initiatives

Staffordshire Share-a-Lift



The countywide internet database with the simple aim of helping people find someone to share journeys to work when they can. The database www.share-a-lift.com is offered to all employers around the county free of charge as part of a raft of measures to promote more environmentally friendly ways of getting about. The scheme allows employees from different companies to be matched with one another to widen the pool of potential sharing partners.

Local Sustainable Transport Fund (LSTF)

This is a government scheme that helps councils to create changes to local transport, with the intention of cutting carbon emissions and creating growth and we have received funding for various projects throughout Staffordshire:

Stafford Project

In 2012 we received £4.2 million which has enabled the start of a number of projects in Stafford to:

- target peak hour commuters,
- improve sustainable access to jobs, training and services,
- help to reduce carbon emissions.

Bus facilities and passenger information were improved on congested routes and walking and cycling improvements included a new 400 metre shared cycleway/footway viaduct across a river and canal.

Businesses and residents were encouraged to look at their travel habits through discounted bus travel, promotions, a new mobile cycle centre and travel plan support to businesses.

Commitment to these projects has been secured from major local employers, the Chamber of Commerce and the bus operators, including participation in the business travel plan network, and full use was made of a local cycling charity.

Our Big Commute campaign was launched following the announcement by Severn Trent Water of a major programme of infrastructure taking place across Stafford.



With the proposal of road closures and diversions to accommodate more than a year of roadworks, the Big Commute campaign offered advice and information on travel to work options for employers across the town. Bus taster tickets and travel advice clinics within the workplace, were offered to employers in a bid to reduce the numbers of cars on the road at peak times of the day. The campaign reached 38199 people through social media and directly engaged with 1399 people.

North Staffordshire Project

A joint bid by ourselves and Stoke-on-Trent City Council was awarded £5 million, and focused on improving sustainable transport to support existing and growing employment sites. These include:

- Keele University Science and Business Park,
- University Quarter (UniQ),
- Chatterley Valley,
- Etruria Valley,
- Trentham Lakes.

The project aimed to help to local residents, employees, job seekers and people in further education to get to the Universities, colleges, hospital and other employment areas. The routes also have new traffic management, bus priority, improved bus services, passenger information and pedestrian areas. Cycle routes provide extra accessibility, and the benefits of cycling is promoted.

Tamworth Project

For the 2015/2016 period, we received £985,000 with a total package cost of £4.1 million.

The package aimed to boost economic growth, reduce carbon emissions, improve air quality and encourage higher levels of cycling and walking to improve public health.



This project built upon existing, new and proposed capital investments in the local transport network of Tamworth by providing a range of measures and activities that promote sustainable use of the transport network.



Initiatives included

- Development of the successful Stafford INTO campaign in Tamworth,
- Travel advice clinics at key businesses and in communities
- Partnership working with businesses (undertaken by Sustrans on behalf of TBC)
- Use of the Bike Bus – a mobile cycling hub in schools, businesses and communities,
- Development of a Community Funding Grant,
- Development of the Sustrans initiative, Active Steps, in Tamworth,
- Adult and child cycle training,
- Launch and Development of the Modeshift online school travel planning tool, STARs
- smart ticketing and implementation of RTPi

The Bike Bus



The Bike Bus promotes cycling in businesses, schools and communities. It's a mobile hub with everything a new or experienced cyclist might need including an "infozone" and a workshop for bike checks and basic repairs. Fully qualified staff offer training, maintenance and route planning. 10,360 visitors have benefitted so far– and it's still in use. 2800 bike have been checked or repaired, 2536 adults have undertaken cycle maintenance courses.



Baswich to Tixall Walking and Cycling Link

A sustainable link between business and communities. Since its opening this link has been very well used and received, for commuting and leisure. An average of 1400 cyclists pass over it each month.



Staffordshire Schools

Staffordshire County Council continues to work successfully with all Staffordshire schools and employs 2 permanent Walking Bus /school travel plan co-ordinators.

We have worked with approximately 9000 school pupils and their families and over 4000 pupils are involved in our Walk to School Week each year.

A highlight, amongst many others, was visits from The Momo Theatre Company who visited 689 students to inspire them to think about how they can travel sustainably to school.

Speed Indication Devices (SIDS) in Staffordshire Schools



photograph courtesy of 3M



SID is a portable luminous sign which displays and records the speed of every vehicle that passes. They are designed to encourage drivers to reduce their speeds and help protect road users and pedestrians.

SIDs will normally be placed at both ends of the nominated school site together with warning posters to indicate that drivers should reduce their speed to a maximum of 20mph as they approach the school.

It is hoped that this safety boosting initiative will increase the number of children cycling and walking to school, improving health and wellbeing.



Key Messages

Staffordshire is a great place to live, work and invest. It offers terrific opportunities for people to enjoy a good quality of life in safe and strong communities. Our county has a proud history with bright hopes for the future. We enjoy a central England location with effective links to our major cities which help to create jobs, growth and prosperity. Staffordshire is the largest economy in the West Midlands outside Birmingham and has a strong record in economic growth and low unemployment.

Working in partnership, there is a great deal that has been accomplished over the last four years— an ever improving quality of life for local people, major investment programmes delivered to secure future growth and jobs, as well as substantial changes to how we operate to make sure that we can continue to deliver better outcomes for Staffordshire people, while managing the ongoing financial pressures that we face.

In addition to what has already been achieved, we have a clear vision of an even brighter future for Staffordshire - one of a connected county, where everyone has the opportunity to prosper, to be healthy and enjoy life.

Ian Parry Deputy Leader and Cabinet Member for Strategy, Finance & Corporate Issues

How you can help

While we do our bit, you can help too by ensuring that you park both considerately and as directed by the traffic regulations for the road.

You could also consider opportunities for leaving your car at home whenever you can. When we choose to drive is not an isolated issue - it affects our health, economy and the environment.

Pollution from transport is one of the biggest sources of carbon dioxide thought to be driving climate change - and the more we drive, the worse it gets.
<https://www.staffordshire.gov.uk/environment/climatechange/home.aspx>

Take a look at a car share scheme like <https://share-a-lift.co.uk/> which will put you in touch with people looking for suitable partners to share their cars with.

For other tips and advice visit our sustainable travel pages.
<https://www.staffordshire.gov.uk/transport/greentravel/Green-Travel.aspx>



For more information regarding Civil Parking Enforcement within Staffordshire or any other matters highlighted within this report please contact:

TMA Assurance Manager

Staffordshire County Council

Staffordshire Place One

c/o Wedgewood Building

Tipping Street, Stafford, ST16 2DH

Tel: 0300 111 8000

Email: clear.streets@staffordshire.gov.uk



Staffordshire Moorlands Parking Report 2015/16

Introduction and Context

Thank you in advance for reading Staffordshire Moorlands District Council's parking services annual report 2015/16.

The parking report provides an insight into the Council's achievements in 2015/16 and its future plans. It should be noted that this was also the first year since 2007 that the District Council transferred the on-street (Highways) parking enforcement responsibility to Staffordshire County Council.

As part of the wider Visitor Services remit, the parking team play an essential role in ensuring the car parking service is provided to the highest possible standards and consistently well managed front and back of house.

In conjunction with the British Parking Association, four of the district's car parks have been awarded the 'Park-Mark' through the accreditation scheme, which is designed to reduce crime and the fear of crime on car parks. This investment made by the Council is one example of our commitment to providing safe and well managed car parking for our valued customers and residents.

The Council has not increased its pay and display charges since April 2012 and the tariffs continue to represent some of the lowest in the region. With the Council's ongoing efforts to support the local economy and residents, customers have continued to benefit from free off-street parking on the Council's car parks before 9.30am and after 3.30pm Monday to Saturday and all day on Sundays and Bank Holidays.

In addition, in the 3 main towns in the district, Cheadle, Biddulph and Leek, the Council allows up to 5 free parking days per annum to support local events and initiatives.

As part of the Staffordshire Parking Partnership, the District Council works closely with other Council departments and external agencies to ensure the parking service is run efficiently and effectively and that it represents good value for money for the tax-payer.

The Staffordshire Moorlands provides some of the lowest parking tariffs in the region which makes the district a more attractive destination for travelling shoppers, commuters, businesses and local residents alike.

Season Tickets and Parking Permits

Season Tickets are available on a number of the district's car parks and represent excellent value for money for commuters, businesses and general customers who frequently use the parks.

The current charges are shown in the table below;

Location	Length of Permit (Months)		
Leek	12	6	3
West Street	£348	£180	£96
High Street			
Jolliffe Street			
Smithfield North	£330	NA	NA
Buxton Road	£200		
Vicarage Road	£50		
Cheadle	12	6	3
Well Street	£300	£156	£81
Biddulph	12	6	3
Wharf Road	£234	£120	£63

Details of how to apply for a parking permit can be seen by accessing the Council's website at - <http://www.staffsmoorlands.gov.uk/sm/council-services/car-parking/season-tickets>

To assist local businesses Parking Waiver Permits are also available for contractors who need to park close to where they work.

Financial Data

The income and expenditure of local authorities in connection with their own on-street charging (of which there is none in the Staffordshire Moorlands) and their off-street enforcement activities are governed by Section 55 of the Road Traffic Act 1984. Local authorities (outside of London) must keep an income and expenditure account in respect of designated on-street parking places and their functions as enforcement authorities (both off-street and on-street). This information can be seen in the table below;

OFF STREET - Staffordshire Moorlands	
Income	2015/16
Pay and Display	529,042.04
Penalty Charge Notices	45,338.14
Other Income	9,120.26
Total Income	583,500.44
Expenditure	
Employee Costs (including training and IT support)	69,031.34
Enforcement Costs	9,757.44
Lines and Signs, and Car Park Maintenance	431,653.14
Notice processing (inclu. DVLA, TEC & TPT)	7,254.67
Total Expenditure	517,696.59
Surplus or Deficit	65,803.85

Parking in the Staffordshire Moorlands

Staffordshire Moorlands provides chargeable and free off-street car parking in 22 different locations across the district with nearly 1,700 individual parking bays available for use.

Downloadable maps and further information regarding each location can be found on the Council's website at - <http://www.staffsmoorlands.gov.uk/sm/council-services/car-parks-and-transport/car-parking>

On-street parking in the district in relevant locations is free of charge.

Civil Parking Enforcement Priorities

Supporting the local economy and improving the environment are some of the Council's priorities and the effective enforcement of its car park regulations has many benefits.

Whilst the enforcement of car parking rules and regulations can often be seen as a negative, effective Civil Parking Enforcement (CPE) optimises parking capacity, availability and accessibility, and it also increases customer safety by reducing problems caused by irresponsible parking. In turn, this improves congestion, traffic flow, customer turnover and access to the towns, villages, visitor attractions, shops and businesses in the Staffordshire Moorlands.

The general aims of CPE are to:

- Improve safety for drivers and pedestrians;
- Release the police to concentrate fully on crime fighting and other traffic offences (obstruction and moving traffic infringements);
- Encourage sensible and safe parking;
- Ease congestion on the roads;
- Improve access to shops, offices, schools and other premises;
- Adequate enforcement for bays reserved for disabled people and permit holders;
- Allow buses and authorised service vehicles to operate more effectively, and;
- Integrate on and off street parking enforcement.

Our Civil Enforcement Officers (CEOs) wear a highly visible uniform and are required, in most cases, to allow an observation period prior to any parking fine being issued to vehicles parking in contravention of the Parking Order. To explain in layman's terms what this means; the CEO will enter the vehicle registration number into their handheld device (which retains and records all data) which then prohibits the Penalty Charge Notice (PCN) / ticket being issued until the necessary waiting period has elapsed. The exception to this rule is where tickets can be issued immediately such as if vehicles are observed to be parked outside of the parking bay markings thus inhibiting or preventing other users from parking.

All PCNs are recorded and documented which will include photographs of all sides of the vehicle, the vehicle's details and the reason for the PCN being served. The officer will only issue a PCN where a vehicle is parked in breach of a parking restriction.

There is a statutory appeals process which is managed through our partnership with Stoke on Trent Council and where an error is made, partners will rectify this promptly.

In an effort to expel the myth, Civil Enforcement Officers do not receive any bonuses and have no targets to achieve and only receive a basic annual salary.

Statistics

The Penalty Charge Notice Statistics are shown in the appendix at the rear of the document.

Local Context

Tamworth Borough Council Community Wardens enforce the off street car parks are part of their duties, operating throughout the car park operational period.

The Council have 12 town centre pay and display car parks which operate 8am until 6pm Monday – Saturday. Two Civil Enforcement Officers patrol the Borough Car Parks. Parking remains free for blue badge holders

Enforcement Priorities / Projects/ Initiatives

The ongoing project with Bemrose Mobile to provide cashless parking on all the public car parks is proving to be successful.

The project has seen an increase in use in long stay car parks, especially for users of the railway station.

Plans for 16/17

A trial of the use of ANPR cameras which have recently been installed will start shortly. This will give an opportunity to best evaluate use of the car parks moving forward

Financial Data

Row Labels	Sum of Amount (Sum of Transaction)
Contract	41,981.51
Deficit	(1,871.40)
Henry Boot	127,351.24
Maintenance	44,206.13
Other	59,317.94
Parking Income	993,070.54
PCN Income	78,094.05
Grand Total (Surplus)	800,179.17

Penalty Charge Notice Statistics are displayed at the rear of this report.

Surplus forms part of Tamworth Borough Council general revenue account

Car Park Charges and Information is available at:

www.tamworth.gov.uk/parking-charges

