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City of
Stoke-on-Trent

East
Staffordshire
Borough Council



South
Staffordshire
Council

Tamworth
Borough Council

 **Staffordshire**
County Council

Parking Services Report 2018/2019



Introduction

Welcome to the Parking Services Report. This report includes the Borough, City, County and District Councils of Staffordshire. Stoke-on-Trent City Council provides the notice processing service for all of the authorities in Staffordshire. Stoke-on-Trent also provides the enforcement services for Staffordshire County Council, Cannock Chase, Staffordshire Moorlands, Lichfield and South Staffordshire District Councils. Tamworth Borough Council have additional parking enforcement provided by Stoke-on-Trent whilst Stafford, East Staffordshire and Newcastle under Lyme Borough councils employ their own enforcement officers to patrol the car parks in the locality.

By working together to deliver services across Staffordshire, the councils are able to achieve consistency in approach, economies of scale when purchasing supplies and reduced management and employee overheads.

This report reflects on the work undertaken, achievements and service provision in 2018/2019, whilst comparing penalty charge notice data from 2015/2016 onwards. The report considers the future plans for parking services for 2019/2020 also.

Parking Services play a key role in ensuring our roads are less congested and safer to use. The enforcement teams patrol daily to ensure that vehicles are parked in compliance of the parking restrictions. This reduced journey times for commuter and helps children to access school safely.

Car Park enforcement helps our town and city centres by ensuring there is a turnover of available parking spaces and vehicles park correctly; without causing obstructions, using bays intended for the disabled and electric vehicles. The team work 7 days a week to tackle indiscriminate and dangerous parking. This report will show the effort undertaken in each area of Staffordshire.

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Overview



Local Context

“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 Walsall and Birmingham to the South.”

Work has started on the construction of a McArthurGlen designer shopping outlet on the edge of Cannock Town Centre, this is due to be completed and open in Autumn 2020.

Cannock Chase's Usual Resident Population was 100,109 in 2018/19

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.

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 2018/2019

Resurfacing of two Car Parks and two Service Areas has been completed in the year as part of the five year capital works programme.

Plans for 2019/2020

Funding for a five year Capital works programme for resurfacing/improvement works to a number of car parks was approved in 2018. Works are due to continue in 2019/20.

Replacement of all Tariff notice boards and other signs on all pay and display car parks will be completed.

Abandoned Vehicles

During the year 2018-19 a total of 29 Abandoned vehicle reports were investigated. These were all inspected with 24 hrs of receiving the report. Of these 29, only 13 were classed as Abandoned and were subsequently removed by the Council.

Number of CEO's employed

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

Financial Data



Expenditure	2018/2019
Employees	£0
Transport	£0
Premises Related	£250,340
Winter Gritting	£25,468.47
Metric P&D Servicing	£7,576.74
Enforcement Services	£51,730.90
Cash Collection	£41,208
Notice Processing	£10,659
Traffic Penalty Tribunal	£581.40
TOTAL	£387,564.51

Income	2018/2019
Pay & Display	£709,373.39
Permit Sales	£2,924.97
Penalty Charge Notices	£51,640.19
TOTAL	£763,938.55
Total Surplus	£376,374.04

Financial Summary:

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.

Statistical



Cannock Chase District Council provides 833 parking spaces in the off street car parks, these are situated in Cannock, Rugeley and Hednesford.

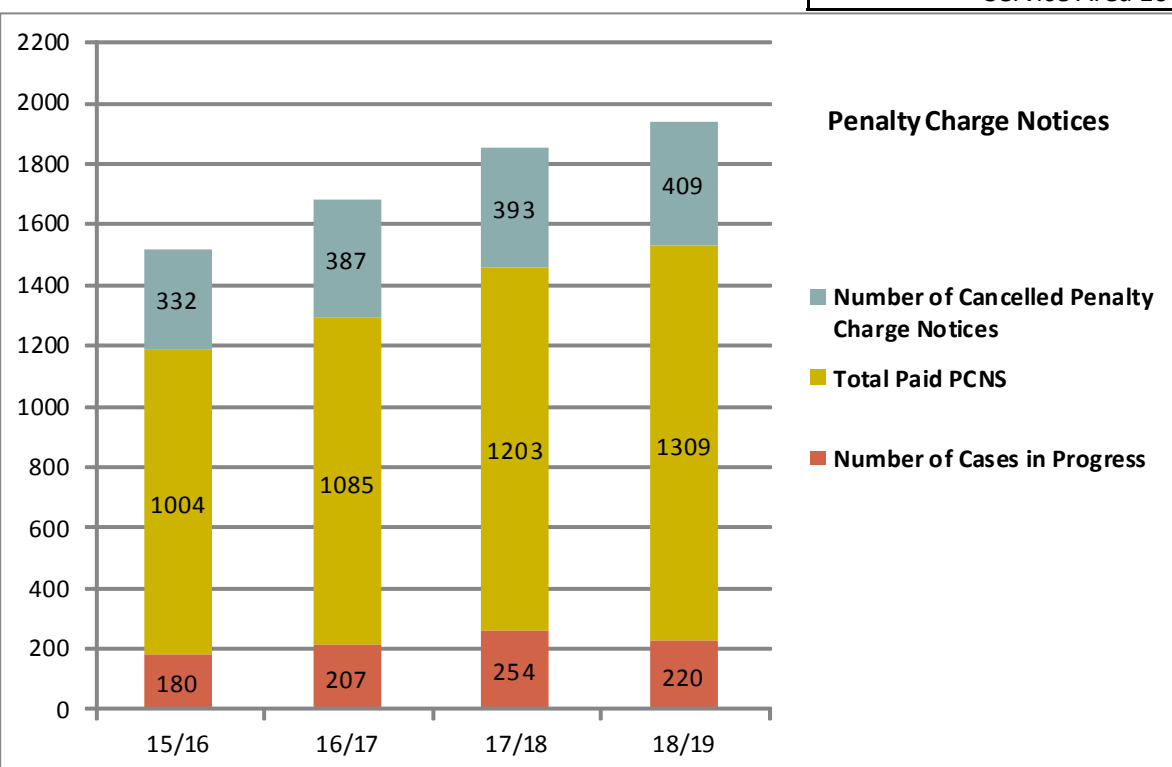
The enforcement officers visited carried out 9932 visits across Cannock Chase District Council car parks in 2018/2019. During these visits 1938 penalty charge notices were issued to vehicles parked in contravention of the car park regulations.

Reasons for Penalty Charge Notice Issuance:	
Parked in a loading place or bay without loading	44
Parked for longer than permitted	197
Parked in a restricted area of the car park	23
Parked after the expiry time of ticket	249
Parked without displaying a valid ticket	979
Parked without a valid permit	51
Parked over the bay markings	151
Parked in a disabled bay without displaying a badge	244
Total issued	1938

The chart below shows the penalty charge notices issued over the past four years, including the number cancelled, paid and in progress.

The table overleaf shows the reasons for the cancellations, the number of penalty charge notices disputed and the councils response times in dealing with the correspondence.

Penalty Charge Notices by Car Park	
Anglesey Car Park	305
Avon Road Car Park	119
Backcrofts Car Park	303
Beecroft Car Park	404
Cannock Railway Car Park	95
Civic Offices Rear Car Park	69
Civic Offices Visitors Car Park	109
Danilo Road Car Park	100
Forge Road Car Park	217
Market Hall Car Park	47
Market Street Car Park	33
St Pauls Car Park	59
Taylor's Lane Car Park	46
Victoria Street Car Park	8
Service Area 1	5
Service Area 3	14
Service Area 4	12
Service Area 6	17
Service Area 7	10
Service Area 10	1



Penalty Data

	15/16	16/17	17/18	18/19
Higher Band Penalty Charge Notices	345	334	361	360
Lower Band Penalty Charge Notices	1196	1380	1489	1578
Paid Penalties at Discount Amount	761	850	947	978
Paid Penalties before Charge Certificate	179	186	218	282
Paid Penalties after Charge Certificate	64	49	38	49
PCN Cancellation Reasons				
Disabled Badges Not Displayed Correctly	103	111	97	104
Discretionary/ Mitigating Circumstances	20	14	34	31
Permit Not Displayed Correctly	3	8	5	20
Pay & Display Ticket Not Displayed Correctly	130	188	190	214
Gone for Change				
Emergency	4	6	1	1
Error made when issuing or administering notice	10	9	15	8
Pay & Display Machine Fault found	12	28	10	8
Cashless System				
Line / Sign discrepancies				1
Traffic Order Error	1		1	
Untraceable Owner	35	20	33	14
Bankrupt				
Resides Abroad	6		2	6
Stolen Vehicle		1		1
Written Off - Enforcement Agents/ Bailiffs				
Abandoned Vehicle				
Vehicle Breakdown	1		1	1
Exempt Vehicle				
Loading/ Unloading Exemption	5	2	3	
Adjudication Appeal Lost by Council	1		1	
Adjudication Appeal withdrawn by Council	1			
Number of Informal Challenges Received	675	803	644	545
Number of Informal Challenges Accepted	177	253	251	245
Number of Informal Challenges Rejected	498	550	393	300
Number of Formal Representations Received	479	293	247	212
Number of Formal Representations Accepted	385	194	142	157
Number of Formal Representations Rejected	94	99	105	55
Percentage of correspondence responded to within 10 days	99.6%	99.9%	99.2%	98.0%
Number of Cases considered by the Adjudicator	2	0	3	0
Number of Cases Allowed by Adjudicator (Council Lost)	1		1	
Number of Cases Refused by Adjudicator (Council Won)	1		2	
Number of Order for Recoverys Issued	532	159	0	295
Number of Warrants Issued	464	144	0	259
Percentage of cases disputed	52%	46%	39%	39%
Percentage of cases cancelled	22%	23%	21%	21%
Percentage of cases paid	66%	63%	65%	68%
Percentage of cases in progress	12%	12%	14%	11%
Number of Penalty Charge Notice Disputed	795	791	713	757
Total PCNs Issued	1516	1714	1850	1938

Overview

East Staffordshire Borough Council's parking team sit within the Community and Civil Enforcement section and play a vital role in keeping the car parks free flowing and user-friendly.

This past year the Council has invested in the future of parking by installing 16 new Elite machines capable of both cash and contactless payments. Although like any new technology the interest in the card payments was slow at first and officers were on hand along with guidance instructions on the machines for a smooth transaction for users. These machines have been installed on the three main car parks of Cooper's Square and Burton Place in Burton and The Maltings in Uttoxeter.

The Council continues to support the town centre retail outlets of both Burton upon Trent and Uttoxeter in offering the 'Free after 3' parking on its main car parks of Cooper's Square and Burton Place in Burton and the Maltings in Uttoxeter giving residents and visitors free parking whilst enjoying visiting local shops and amenities on offer in both towns. This has proved a popular choice for consumers.

The Borough Council will continue providing value for money Council services and promoting local economic growth.



FREE AFTER THREE

Parking at Burton Place, Coopers Square (Burton)
and Maltings (Uttoxeter) is FREE between
3.00pm and 8.00am the following day

Parking in the Borough

The Borough Council has 1963 Pay & Display bays across 11 car parks in East Staffordshire serving Burton and Uttoxeter town centres and Blue Badge holders can park for free in any of its bays, although the wide disabled bays are available.

Charges apply except for blue badge holders:

Up to 2 hours - £1.00

Up to 3 hours - £2.00

Over 3 hours - £5.00

Future Plans

What the future holds for parking in East Staffs is to introduce further new technology with the pay by phone option using a mobile app and to upgrade the CCE officer's equipment making for a more streamlined approach to parking enforcement and other services to the consumer.

Car Park Permits

Permits are now available for all Council owned car parks in Burton and Uttoxeter with the exception of Market Place in Burton. The cost of a permit is still good value in comparison to paying on a daily basis and have been simplified to one price for all car parks with the same 3, 6 and 12 month periods on offer.

Details of how to apply for a car park permit are on the Council's website: www.eaststaffsbc.gov.uk and the following table shows the cost and time period of permits available.

Permit Prices - Burton upon Trent and Uttoxeter

	3 Months	6 Months	12 Months
Car Park Permit	£200	£300	£575

Financial Data

The income and expenditure of local authorities in connection with 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 parking places and their functions as enforcement authorities. 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.

Community & Civil Enforcement

Our Community and Civil Enforcement officers wear an identifiable uniform with the Council logo visible and are required, in most cases, to complete an observation period when patrolling the car parks. 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. There is an appeals process which is through our partnership with Stoke-on-Trent City Council. Officers receive an annual salary, they do not receive bonuses and have no targets to achieve.

The Community and Civil Enforcement officers perform community functions such as fly-tipping, littering and dog control issues as well as parking. However, rather than reducing the number of patrol on the car parks, it gives the Council more scope to allocate officers every day to town centres, which includes the car parks.

Statistics

Please see overleaf.

Statistical

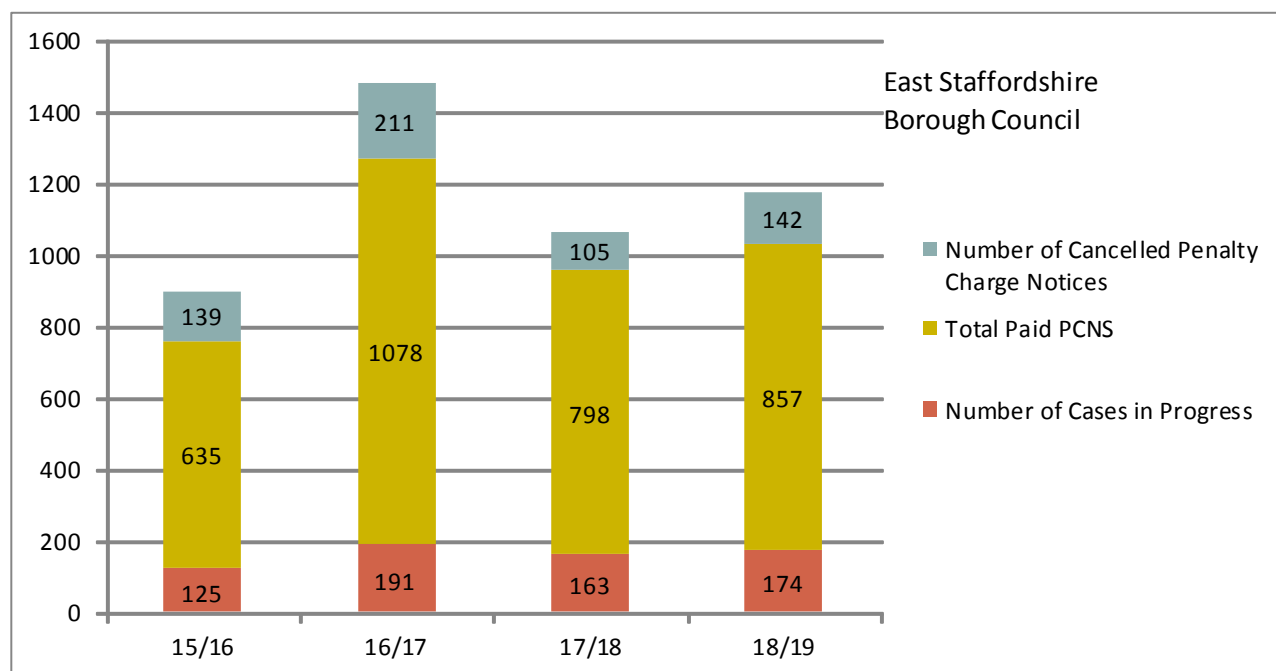
The enforcement officers visited carried out 1158 visits across the Borough's car parks in 2018/2019. During these visits 1173 penalty charge notices were issued to vehicles parked in contravention of the car park regulations.

The tables below show the reasons for and locations of the penalties issued.

Reasons for Penalty Charge Notice Issuance:	
Parked for longer than permitted	4
Parked in a restricted area of the car park	9
Parked after the expiry time of ticket	204
Parked without displaying a valid ticket	736
Parked without a valid permit	40
Parked over the bay markings	159
Parked in a disabled bay without displaying a badge	87

Penalty Charge Notices by Car Park	
Brewhouse Car Park	5
Bond Street Car Park	1
Burton Place Car Park	207
Burton Place Roof Top Car Park	29
Cooper Square Surface Car Park	451
Cooper Square Roof Top	15
Fleet Street Car Park	30
High Street Car Park	11
Library Car Park	80
Market Place Car Park	48
Meadowside Car Park	64
The Maltings Car Park	93
Town Hall Car Park	56
Trinity Road Car Park	43
Uttoxeter Leisure Car Park	62

The chart below shows the penalty charge notices issued over the past four years, including the number cancelled, paid and in progress.



Penalty Data

	15/16	16/17	17/18	18/19
Higher Band Penalty Charge Notices	73	97	70	88
Lower Band Penalty Charge Notices	847	1412	996	1085
Paid Penalties at Discount Amount	483	882	620	605
Paid Penalties before Charge Certificate	118	155	154	208
Paid Penalties after Charge Certificate	34	41	24	44
PCN Cancellation Reasons				
Disabled Badges Not Displayed Correctly	21	32	11	19
Discretionary/ Mitigating Circumstances	8	13	4	23
Permit Not Displayed Correctly	2	7	7	18
Pay & Display Ticket Not Displayed Correctly	56	95	31	59
Gone for Change		1		
Emergency				
Error made when issuing or administering notice	19	25	15	9
Pay & Display Machine Fault found	8	9	3	2
Cashless System				
Line / Sign discrepancies				1
Traffic Order Error	5			
Untraceable Owner	15	16	29	8
Bankrupt				
Resides Abroad	5	9	4	2
Stolen Vehicle				
Written Off - Enforcement Agents/ Bailiffs				
Abandoned Vehicle				
Vehicle Breakdown		2		1
Exempt Vehicle				
Loading/ Unloading Exemption		2		
Adjudication Appeal Lost by Council			1	
Adjudication Appeal withdrawn by Council				
Number of Informal Challenges Received	347	434	251	213
Number of Informal Challenges Accepted	110	135	62	64
Number of Informal Challenges Rejected	237	299	189	149
Number of Formal Representations Received	357	237	208	170
Number of Formal Representations Accepted	130	98	43	90
Number of Formal Representations Rejected	227	139	165	80
Percentage of correspondence responded to within 10 days	98.4%	97.3%	100.0%	96.8%
Number of Cases considered by the Adjudicator		1	1	
Number of Cases Allowed by Adjudicator (Council Lost)		1	1	
Number of Cases Refused by Adjudicator (Council Won)				
Number of Order for Recovery Issued	72	144	0	215
Number of Warrants Issued	416	113	0	172
Percentage of cases disputed	55%	34%	31%	33%
Percentage of cases cancelled	15%	14%	10%	12%
Percentage of cases paid	71%	71%	75%	73%
Percentage of cases in progress	14%	13%	15%	15%
Number of Penalty Charge Notice Disputed	497	507	334	383
Total PCNs Issued	899	1509	1066	1173

Overview

In the last financial year Lichfield car parks have continued to see a slight but steady increase in business levels maintaining a positive contribution to the health of the town centre economy.

Business analysis shows that cash transactions through the car park machines have declined with an increasing shift to cashless payment methods. Pay by Phone is a particularly popular option in Lichfield and is available on all car parks but we are also expanding the availability of contactless payments through the machines with this method of payment now available on our two busiest car parks.

We continue to assess the needs of all sectors of our customer base and to attempt to address any specific needs when identified. To this end we have recently improved the Blue Badge parking facilities on our busy, Bird Street car park.

Following the cancellation of the previous town centre redevelopment plans the car parking section continues to contribute to the current master planning exercise which is looking at future options for the City.

As an interim measure we will shortly be undertaking an improvement to our Bus Station car park. This remodelling will maintain the same number of spaces for cars whilst delivering substantial improvements in convenience and safety for service bus users as well as providing additional spaces for coach parking. Coach visitors are an important contributing factor to the town centre visitor economy of Lichfield and car parks staff co-operate closely with the tourism section to encourage this form of transport.

Moves are currently underway to assess the possible requirements for Electric Vehicle charging within our car parks. Whilst it appears clear that this type of fuel will become increasingly important the nature of the charging requirements are less obvious but we will attempt to provide an appropriate response to changing demands in the future.

Financial Data

Income 2018/2019	£
Pay & Display Income	1,844,844
Permit Income	264,006
Penalty Charge Notice Income	89,257
Other Income	5,504
Total Income	2,203,610

Expenditure 2018/2019	£
Employees	52,105
Premises	346,647
Transport	2,101
Supplies & Services	456,748
Third Party Payments	19,905
Central Support	188,620
Capital Charges	133,959
Total Expenditure	932,167

Surplus	1,271,443
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Other Expenditure:	£
Net Revaluation Gain	126,621
Street Cleansing	635,469
Abandoned Vehicles	16,241
CCTV	210,007
Community Safety	146,178
Air & Noise Pollution	141,576
Total Other Expenditure	1,276,092

Statistical

Lichfield District Council provides 2111 parking spaces in the off street car parks situated in Lichfield.

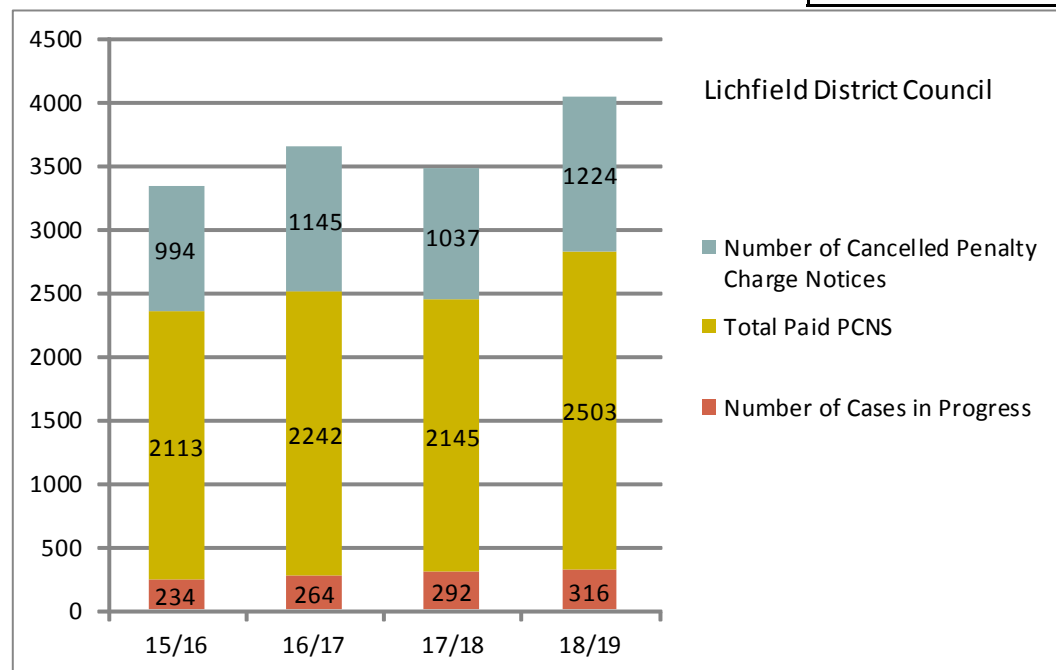
The enforcement officers visited carried out 11500 visits across Lichfield car parks in 2018/2019. During these visits 4043 penalty charge notices were issued to vehicles parked in contravention of the car park regulations.

Reasons for Penalty Charge Notice Issuance:	
Parked in a loading place or bay without loading	13
Parked in a car park or area not designated for that class of vehicle	11
Parked in a restricted area of the car park	11
Parked after the expiry time of ticket	556
Parked without displaying a valid ticket	3100
Parked without a valid permit	20
Parked over the bay markings	218
Parked in a disabled bay without displaying a badge	134
Total issued (including Void & Test Tickets)	4063

The chart below shows the penalty charge notices issued over the past four years, including the number cancelled, paid and in progress.

The table overleaf shows the reasons for the cancellations, the number of penalty charge notices disputed and the councils response times in dealing with the correspondence.

Penalty Charge Notices by Car Park	
Backcester Lower Car Park	81
Backcester Middle Car Park	181
Backcester Upper Car Park	47
Bird Street Car Park	844
Birmingham Road Car Park	79
Bunkers Hill Car Park	107
Bus Station Car Park	126
Council Car Park	14
Cross Keys Car Park	16
Friary Inner Car Park	279
Greenhill Car Park	36
Greenhough Road Car Park	124
Gresley Row Car Park	150
High Street Car Park	25
Levetts Field Multi	579
Lombard Street Car Park	317
Queen Street Car Park	7
Redcourt Car Park	175
Sandford Street Car Park	176
Shaw Lane Car Park	61
The Friary Car Park	351
University Car Park	288



Penalty Data

	15/16	16/17	17/18	18/19
Higher Band Penalty Charge Notices	345	334	361	360
Lower Band Penalty Charge Notices	1196	1380	1489	1578
Paid Penalties at Discount Amount	761	850	947	978
Paid Penalties before Charge Certificate	179	186	218	282
Paid Penalties after Charge Certificate	64	49	38	49
PCN Cancellation Reasons				
Disabled Badges Not Displayed Correctly	103	111	97	104
Discretionary/ Mitigating Circumstances	20	14	34	31
Permit Not Displayed Correctly	3	8	5	20
Pay & Display Ticket Not Displayed Correctly	130	188	190	214
Gone for Change				
Emergency	4	6	1	1
Error made when issuing or administering notice	10	9	15	8
Pay & Display Machine Fault found	12	28	10	8
Cashless System				
Line / Sign discrepancies				1
Traffic Order Error	1		1	
Untraceable Owner	35	20	33	14
Bankrupt				
Resides Abroad	6		2	6
Stolen Vehicle		1		1
Written Off - Enforcement Agents/ Bailiffs				
Abandoned Vehicle				
Vehicle Breakdown	1		1	1
Exempt Vehicle				
Loading/ Unloading Exemption	5	2	3	
Adjudication Appeal Lost by Council	1		1	
Adjudication Appeal withdrawn by Council	1			
Number of Informal Challenges Received	675	803	644	545
Number of Informal Challenges Accepted	177	253	251	245
Number of Informal Challenges Rejected	498	550	393	300
Number of Formal Representations Received	479	293	247	212
Number of Formal Representations Accepted	385	194	142	157
Number of Formal Representations Rejected	94	99	105	55
Percentage of correspondence responded to within 10 days	99.6%	99.9%	99.2%	98.0%
Number of Cases considered by the Adjudicator	2	0	3	0
Number of Cases Allowed by Adjudicator (Council Lost)	1		1	
Number of Cases Refused by Adjudicator (Council Won)	1		2	
Number of Order for Recoverys Issued	532	159	0	295
Number of Warrants Issued	464	144	0	259
Percentage of cases disputed	52%	46%	39%	39%
Percentage of cases cancelled	22%	23%	21%	21%
Percentage of cases paid	66%	63%	65%	68%
Percentage of cases in progress	12%	12%	14%	11%
Number of Penalty Charge Notice Disputed	795	791	713	757
Total PCNs Issued	1516	1714	1850	1938



Newcastle-under-Lyme provides 1347 parking spaces in the off street car parks, these are situated in Newcastle-under-Lyme and Kidsgrove.

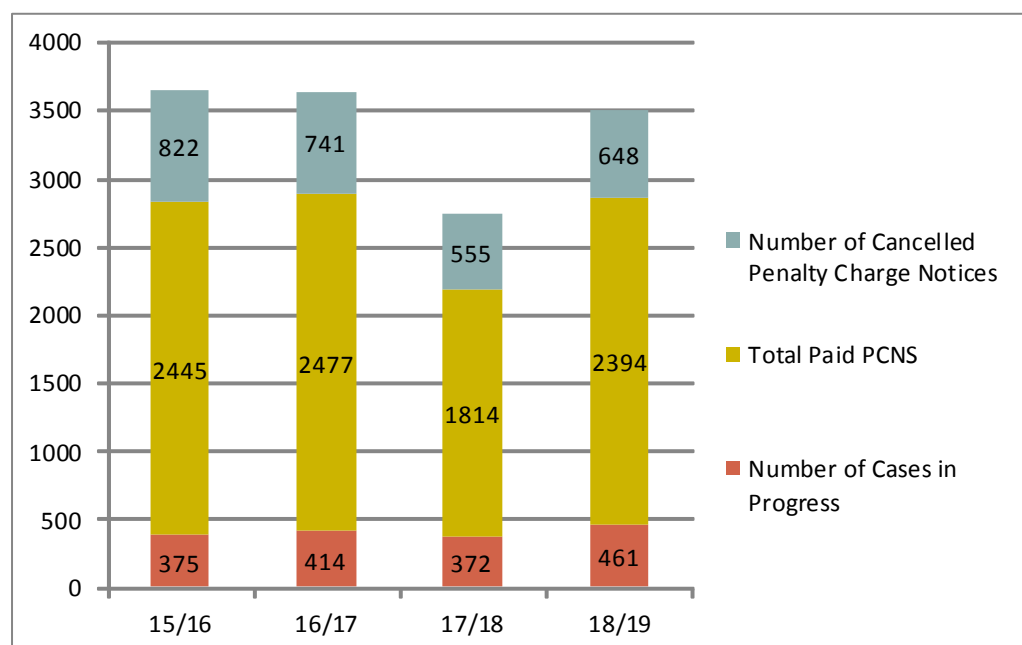
The enforcement officers visited carried out 12189 visits across Newcastle-under-Lyme car parks in 2018/2019. During these visits 3506 penalty charge notices were issued to vehicles parked in contra-vention of the car park regulations.

Reasons for Penalty Charge Notice Issuance:	
Parked after the expiry time of ticket	1104
Parked without displaying a valid ticket	2005
Parked without a valid permit	156
Parked over the bay markings	166
Parked in a disabled bay without displaying a badge	124
Other	10
Total issued (including test and void tickets)	3565

Penalty Charge Notices by Car Park	
Bankside/ Well Street	17
Barracks Road	292
Cherry Orchard	113
Corporation Street	309
Civic Centre	22
Fogg Street East	93
Goose Street	65
Hassell Street	167
High Street	50
King Street	260
Merrial Street	91
Midway	725
Ryecroft	839
School Street	329
Silverdale Road	59
Windsor	134

The chart below shows the penalty charge notices issued over the past four years, including the number cancelled, paid and in progress.

The table overleaf shows the reasons for the cancellations, the number of penalty charge notices disputed and the councils response times in dealing with the correspondence.



Penalty Data



	15/16	16/17	17/18	18/19
Higher Band Penalty Charge Notices	163	316	420	285
Lower Band Penalty Charge Notices	3530	3372	2321	3221
Paid Penalties at Discount Amount	1926	2090	1439	1708
Paid Penalties before Charge Certificate	380	294	302	563
Paid Penalties after Charge Certificate	139	93	73	123
PCN Cancellation Reasons				
Disabled Badges Not Displayed Correctly	83	95	56	59
Discretionary/ Mitigating Circumstances	18	7	34	36
Permit Not Displayed Correctly	103	66	84	94
Pay & Display Ticket Not Displayed Correctly	481	441	269	381
Gone for Change			1	
Emergency	2	5	1	1
Error made when issuing or administering notice	36	23	20	17
Pay & Display Machine Fault found	21	15	7	11
Cashless System	11	45	34	28
Line / Sign discrepancies			2	1
Traffic Order Error	1	6	1	
Untraceable Owner	51	31	26	8
Bankrupt		1		
Resides Abroad	9	3	9	4
Stolen Vehicle	1	2	5	4
Written Off - Enforcement Agents/ Bailiffs				
Abandoned Vehicle				
Vehicle Breakdown	1	1	2	
Exempt Vehicle				
Loading/ Unloading Exemption	4		4	3
Adjudication Appeal Lost by Council				1
Adjudication Appeal withdrawn by Council				
Number of Informal Challenges Received	1686	1576	1200	1057
Number of Informal Challenges Accepted	427	482	323	399
Number of Informal Challenges Rejected	1259	1094	877	658
Number of Formal Representations Received	735	527	406	483
Number of Formal Representations Accepted	451	319	232	282
Number of Formal Representations Rejected	284	208	174	201
Percentage of correspondence responded to within 10 days	99.9%	99.0%	99.8%	97.0%
Number of Cases considered by the Adjudicator		1	1	3
Number of Cases Allowed by Adjudicator (Council Lost)				2
Number of Cases Refused by Adjudicator (Council Won)		1	1	1
Number of Order for Recovery Issued	671	293	0	490
Number of Warrants Issued	388	231	0	414
Percentage of cases disputed	46%	41%	41%	44%
Percentage of cases cancelled	23%	20%	20%	18%
Percentage of cases paid	67%	67%	66%	68%
Percentage of cases in progress	10%	11%	14%	13%
Number of Penalty Charge Notice Disputed	1669	1507	1119	1540
Total PCNs Issued	3642	3688	2741	3506

Overview



The County Town of Stafford has around 134,764 residents living in 60,657 homes covering more than 231 square miles.

Achievements in 2018/2019

During 2018/19 the focus has been on continued operational development of the Waterfront and Riverside car parks, the OJEU tender for the parking management and enforcement contract and future parking provision.

Waterfront Multi-Storey Car Park

Waterfront multi-storey has 1025 spaces over 14 levels. Currently both car parks close overnight. A Key proposal under consideration is to open Waterfront car park 24/7 and also to improve the facilities at the car park including an Amazon locker, car wash, concessions and improved monitoring.

Riverside Undercroft Car Park

Riverside Undercroft has 180 spaces on a single level built under the Riverside shopping development. A key proposal under consideration is a review of the opening hours to support shoppers, visitors and the night time economy.

Both car parks now operate the latest pay on foot chip coin barrier technology and automatic number plate recognition to assist traffic flow and operation of nested permit parking areas.

It was identified that the number of customers losing the chip coin required to exit the car park was increasing; therefore audible voice instructions were introduced on all pay stations advising customers to take their chip coin with them, this together with additional signage significantly reduced the problem.



Entrance and exit barriers and signage have been upgraded to provide smoother access for customers.

The number of CCTV cameras has been increased to provide enhanced civil CCTV coverage of the Waterfront roof, basement and internally in the parking office. These are monitored by both the parking team from within the multi-storey and the Borough Council CCTV central monitoring facility situated within the council offices. The parking team manage both facilities and maintain a presence during opening times offering help, assistance and a reassuring presence to customers.

New Facilities

A new 100 space long stay car park was constructed at Fairway and a parking order was successfully put in place on Riverway car park providing additional long stay parking in Stafford. 11 new parking machines with Chip and Pin and contactless payment functionality have been installed on 7 surface parks.

ParkMark

The prestigious ParkMark award has been successfully retained on 11 car parks and 1 new award was successfully attained for Sainsbury's east bank car park in Stafford.

Pay-by-phone

Pay by phone cashless parking is provided by our partner Paybyphone the usage of which has increased in the region of 45% during this period when we had 43,000 transactions and nearly 9,000 unique users registered.

Campaigns

The council took part in the Dogs Trust 'Dogs Die in Hot Cars, campaign Dogs. Posters were displayed on car park and car stickers were made available to the public. The parking team monitored parked cars and reported any incidents the RSPCA/Police.

Ironman

The parking team supported the annual Ironman event held in Stafford Town Centre and surrounding area. Several Town Centre car parks were used as reception points for participant registration and other for welfare stations.

Christchurch Way Stone

Having identified a requirement for longer stay parking in Stone due to redevelopments Christchurch Way car park was changed from short to variable stay.

Future Priorities, Projects and Initiatives

Long stay parking provision is nearing maximum capacity and the building of the new Stafford Western Access Route will reduce long stay spaces on Doxey car park by 47%. Therefore the council are investigating the feasibility of building at least 1 new multi storey car park in Stafford in the next 2 years.

Electronic variable message signs (VMS) are in the final stages of development and will be operational before the end of 2019, these will provide real time parking space availability for motorists on approach to 4 car parks in Stafford Waterfront, Riverside, South Walls and Civic Centre

Virtual permits (paperless) will be trialled during 2019 together with the help of one of our customers.

Season tickets

Season tickets are available for all long stay car parks in Stafford for 1, 3, 6 or 12 months. Monthly pay as you go and annual season tickets are available on Waterfront multi-storey. Season tickets have also been introduced on Christchurch car park in Stone.

Electric Charging Points

There are currently 5 electric car charging points available across the parking stock. All new and re-surfaced car parks will be fitted with electric charging points. The Council was recently successful in its bid for funding to install electric charging points for taxis across the borough which is on-going.

Financial Data

The income and expenditure of local authorities in connection with 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 parking places and their functions as enforcement authorities. The document can be found on our website with the following link <https://www.staffordbc.gov.uk/local-government-transparency-code>. Any surplus is used to support the Council's budget for environmental improvements.

Car Park Overview

There are currently 3567 parking spaces across the 20 car parks. Surface car parks are currently open to the public 24/7 with a charging period of 0800 to 17.30hrs 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, credit card and contactless payment options as well as 2 free and 3 permit only car parks.

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.

Officers 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.

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, visitor, worker 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.

Statistical



Stafford Borough Council provides 3589 parking spaces in the off street car parks, these are situated in Stafford, Stone and Eccleshall.

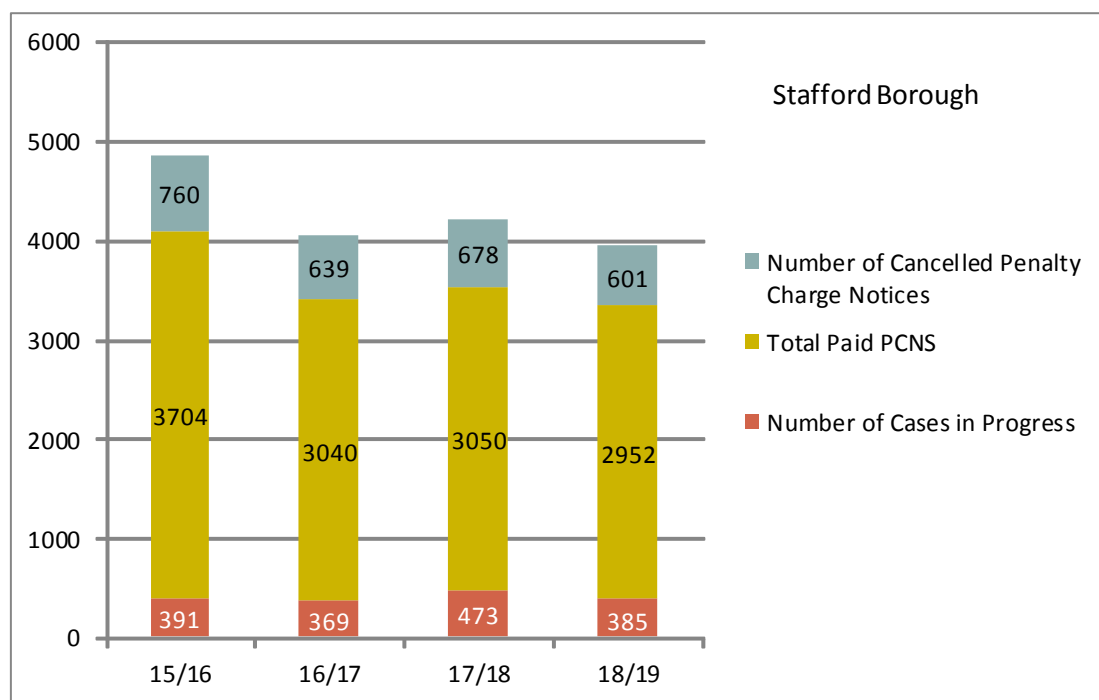
The enforcement officers visited carried out 11458 visits across Stafford Borough car parks in 2018/2019. During these visits 3938 penalty charge notices were issued to vehicles parked in contra-vention of the car park regulations.

Reasons for Penalty Charge Notice Issuance:	
Parked in an electric vehicles charging bay	9
Parked for longer than permitted	40
Parked in a restricted area of the car park	1
Parked after the expiry time of ticket	1005
Parked without displaying a valid ticket	1771
Parked without a valid permit	108
Parked over the bay markings	479
Parked in a disabled bay without displaying a badge	472
Parked without payment of the parking charge	3
Parked causing an obstruction	105
Total issued (including test and void tickets)	3993

Penalty Charge Notices by Car Park	
Broad Street Short Stay	700
Castle Hill	98
Christchurch Short Stay	67
Crown Street Short Stay	43
Doxey Road East Short Stay	647
Doxey Road Long Stay	211
Doxey Road West	220
Gaol Road	57
Lamascote Gyratory	205
Riverside	260
Stafford Leisure Centre	78
Stafford Market	14
Stafford Street Disabled	24
South Walls Short Stay	9
Tenterbanks	340
Waterfront	132

The chart below shows the penalty charge notices issued over the past four years, including the number cancelled, paid and in progress.

The table overleaf shows the reasons for the cancellations, the number of penalty charge notices disputed and the councils response times in dealing with the correspondence.



Penalty Data

	15/16	16/17	17/18	18/19
Higher Band Penalty Charge Notices	387	199	526	711
Lower Band Penalty Charge Notices	4547	3849	3675	3227
Paid Penalties at Discount Amount	2976	2617	2525	2200
Paid Penalties before Charge Certificate	561	347	458	627
Paid Penalties after Charge Certificate	167	76	67	125
PCN Cancellation Reasons				
Disabled Badges Not Displayed Correctly	103	74	187	189
Discretionary/ Mitigating Circumstances	25	35	55	58
Permit Not Displayed Correctly	9	9	15	23
Pay & Display Ticket Not Displayed Correctly	516	413	223	231
Gone for Change	1	1		
Emergency	1	4		2
Error made when issuing or administering notice	36	18	52	22
Pay & Display Machine Fault found	10	13	7	8
Cashless System	10	27	51	38
Line / Sign discrepancies	2	1	1	3
Traffic Order Error	1			
Untraceable Owner	30	38	57	20
Bankrupt				
Resides Abroad	14	4	23	6
Stolen Vehicle		1	7	
Written Off - Enforcement Agents/ Bailiffs				
Abandoned Vehicle				
Vehicle Breakdown				
Exempt Vehicle				
Loading/ Unloading Exemption	1			
Adjudication Appeal Lost by Council	1	1		1
Adjudication Appeal withdrawn by Council				
Number of Informal Challenges Received	2013	1585	1519	1080
Number of Informal Challenges Accepted	425	538	486	348
Number of Informal Challenges Rejected	1588	1047	1033	732
Number of Formal Representations Received	906	543	497	427
Number of Formal Representations Accepted	310	304	192	301
Number of Formal Representations Rejected	596	239	305	126
Percentage of correspondence responded to within 10 days	99.5%	99.5%	99.8%	98.5%
Number of Cases considered by the Adjudicator	3	2	0	3
Number of Cases Allowed by Adjudicator (Council Lost)	1	1		1
Number of Cases Refused by Adjudicator (Council Won)	2	1		2
Number of Order for Recovery Issued	684	266		413
Number of Warrants Issued	543	207		332
Percentage of cases disputed	42%	39%	34%	38%
Percentage of cases cancelled	16%	16%	16%	15%
Percentage of cases paid	76%	75%	73%	75%
Percentage of cases in progress	8%	9%	11%	10%
Number of Penalty Charge Notice Disputed	2061	1590	1411	1507
Total PCNs Issued	4855	4048	4201	3938

Overview

Thank you in advance for reading Staffordshire Moorlands District Council's parking services annual report 2018 / 19.

The parking report provides a helpful insight into the Council's achievements and its future plans. It is important to note; that 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.

Free after 3.30pm

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.

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.

Car Park Investment for 2019/2020

In terms of investment, SMDC will be resurfacing and/or relining 20 car parks in the 2019/2020 financial year.

The total cost estimated to be in excess of £460,000. The resurfacing works will include;

1. Biddulph; Wharf Road, Mill Hayes Sports Ground, Biddulph Town Hall and Biddulph Valley Leisure Centre .
2. Leek; Market Street West, Silk Street , High street , Birchall playing fields, St Edwards Street, Smithfield North, Market Street East, Leek bus station, Ladderedge Country Park, Regent Street and Stockwell Street.
3. Tean; Old Road.
4. Blythe Bridge; Uttoxeter Road East and West.
5. Oakamoor.
6. Wetton.

Local Event Parking

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.

Partnership Working

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.

Financial Data

Income 2018/2019	£
Pay & Display Income	685,879.52
Penalty Charge Notice Income	32,702.55
Other Income	
Total Income	718,582.07

Expenditure 2018/2019	£
Contractors	63,945.14
Staff	-
Equipment Maintenance	13,910.77
Property Costs	187,802.75
Indirect Costs	146,857
Other	40,660.40
Total Expenditure	453,176.06

Surplus	265,406.01
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Staffordshire Moorlands	
Number of Surface Car Parks	27
Number of Charged for Spaces	1557
Number of Free Spaces	144

Statistical

Staffordshire Moorlands District Council provides 1640 parking spaces in the off street car parks, these are situated in Leek, Cheadle and Biddulph.

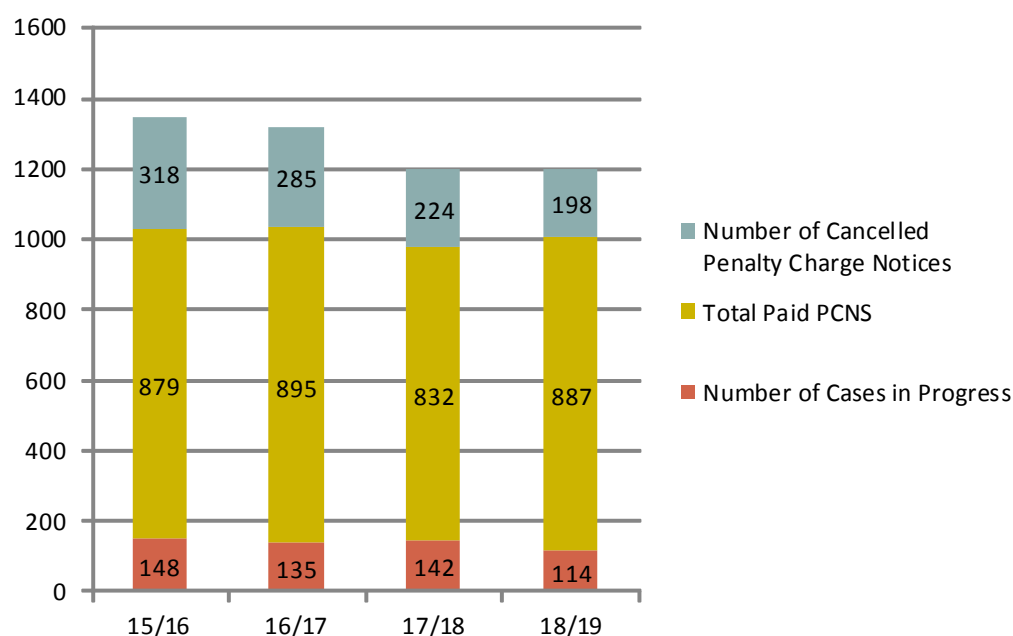
The enforcement officers visited carried out 8322 visits across Staffordshire Moorlands car parks in 2018/2019. During these visits 1,199 penalty charge notices were issued to vehicles parked in contra-vention of the car park regulations.

Reasons for Penalty Charge Notice Issuance:	
Parked in a loading place or bay without loading	2
Parked for longer than permitted	14
Parked in a restricted area of the car park	23
Parked after the expiry time of ticket	265
Parked without displaying a valid ticket	611
Parked without a valid permit	17
Parked over the bay markings	129
Parked in a disabled bay without displaying a badge	88
Parked causing an obstruction	8

The chart below shows the penalty charge notices issued over the past four years, including the number cancelled, paid and in progress.

The table overleaf shows the reasons for the cancellations, the number of penalty charge notices disputed and the councils response times in dealing with the correspondence.

Penalty Charge Notices by Car Park	
Brook Street	75
Buxton Road/Earle Street	28
High Street	77
Joliffe Street	14
Market Place	108
Market Street East	51
Market Street West	63
Moorlands House	24
Queen Street	52
Regent Street	27
Silk Street	74
Smithfield Central Bus Park	21
Smithfield North	18
St Edwards	77
Stockwell Street	73
Tape Street	153
Uttoxeter Road	28
Vicarage Road	59
Well Street	31
West Street	10
Wetton Car Park	11
Wharf Road	75



Penalty Data

	15/16	16/17	17/18	18/19
Higher Band Penalty Charge Notices	283	153	144	164
Lower Band Penalty Charge Notices	1114	1190	1054	1035
Paid Penalties at Discount Amount	669	694	659	681
Paid Penalties before Charge Certificate	171	167	144	188
Paid Penalties after Charge Certificate	39	34	29	18
PCN Cancellation Reasons				
Disabled Badges Not Displayed Correctly	76	55	47	30
Discretionary/ Mitigating Circumstances	38	18	26	23
Permit Not Displayed Correctly	14	9	12	17
Pay & Display Ticket Not Displayed Correctly	98	155	77	96
Gone for Change	2			
Emergency	2	1	4	
Error made when issuing or administering notice	58	28	23	12
Pay & Display Machine Fault found	14	9	10	4
Cashless System				
Line / Sign discrepancies	1	1	1	9
Traffic Order Error		1		1
Untraceable Owner	8	3	16	1
Bankrupt			2	1
Resides Abroad	1	2	6	1
Stolen Vehicle		1		1
Written Off - Enforcement Agents/ Bailiffs				
Abandoned Vehicle				
Vehicle Breakdown	1	1		
Exempt Vehicle				
Loading/ Unloading Exemption	5			1
Adjudication Appeal Lost by Council		1		1
Adjudication Appeal withdrawn by Council				
Number of Informal Challenges Received	704	586	459	336
Number of Informal Challenges Accepted	151	205	163	115
Number of Informal Challenges Rejected	553	381	296	221
Number of Formal Representations Received	306	183	147	146
Number of Formal Representations Accepted	152	89	61	84
Number of Formal Representations Rejected	154	94	86	62
Percentage of correspondence responded to within 10 days	99.5%	99.4%	99.8%	97.9%
Number of Cases considered by the Adjudicator	5	0	1	2
Number of Cases Allowed by Adjudicator (Council Lost)	2			1
Number of Cases Refused by Adjudicator (Council Won)	3		1	1
Number of Order for Recovery Issued	99	110	0	143
Number of Warrants Issued	245	36	0	108
Percentage of cases disputed	52%	42%	37%	40%
Percentage of cases cancelled	24%	21%	19%	17%
Percentage of cases paid	65%	67%	69%	74%
Percentage of cases in progress	11%	10%	12%	10%
Number of Penalty Charge Notice Disputed	703	564	446	482
Total PCNs Issued	1345	1343	1198	1199

Statistical

South Staffordshire District Council provides 200 pay and display parking spaces and 670 free spaces in the off street car parks, these are situated in Brewood, Codsall, Great Wyrley, Kinver, Penkridge, Wombourne and Baggeridge Country Park.

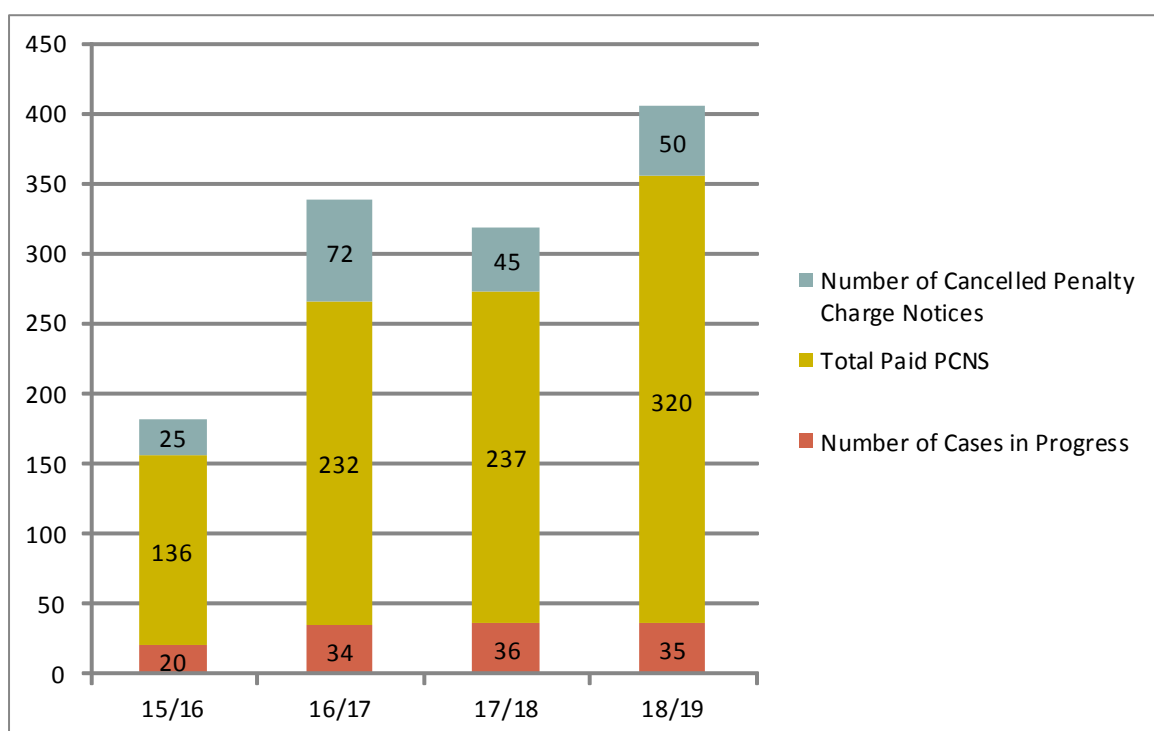
The enforcement officers visited carried out 1798 visits across South Staffordshire District Council car parks in 2018/2019. During these visits 405 penalty charge notices were issued to vehicles parked in contravention of the car park regulations.

Reasons for Penalty Charge Notice Issuance:	
Parked for longer than permitted	32
Parked in a restricted area of the car park	10
Parked after the expiry time of ticket	6
Parked without displaying a valid ticket	85
Parked without a valid permit	4
Parked over the bay markings	153
Parked in a disabled bay without displaying a badge	114

The chart below shows the penalty charge notices issued over the past four years, including the number cancelled, paid and in progress.

The table overleaf shows the reasons for the cancellations, the number of penalty charge notices disputed and the councils response times in dealing with the correspondence.

Penalty Charge Notices by Car Park	
Baggeridge Country Park	99
Bakers Way	82
Clay Street	22
Community Centre, Church Road	51
Council Offices	45
High Street, Kinver	9
High Street, Wombourne	17
Landywood Lane	3
Market Place	7
Mill Lane	6
The Acre	4
The Square	19
Stafford Street	22
Station Road	2
Station Road, Shopping Parade	12
Station Street	7



Penalty Data



**South
Staffordshire
Council**

	15/16	16/17	17/18	18/19
Higher Band Penalty Charge Notices	67	96	87	129
Lower Band Penalty Charge Notices	119	251	231	276
Paid Penalties at Discount Amount	113	201	198	246
Paid Penalties before Charge Certificate	19	28	34	67
Paid Penalties after Charge Certificate	4	3	5	7
PCN Cancellation Reasons				
Disabled Badges Not Displayed Correctly	10	18	7	24
Discretionary/ Mitigating Circumstances	6	7	12	7
Permit Not Displayed Correctly		1	5	4
Pay & Display Ticket Not Displayed Correctly	5	29	15	11
Gone for Change				
Emergency		1		
Error made when issuing or administering notice	1	11	1	
Pay & Display Machine Fault found			2	1
Cashless System				
Line / Sign discrepancies		3	1	2
Traffic Order Error				
Untraceable Owner	3	2	2	1
Bankrupt				
Resides Abroad				
Stolen Vehicle				
Written Off - Enforcement Agents/ Bailiffs				
Abandoned Vehicle				
Vehicle Breakdown				
Exempt Vehicle				
Loading/ Unloading Exemption				
Adjudication Appeal Lost by Council				
Adjudication Appeal withdrawn by Council				
Number of Informal Challenges Received	90	165	109	115
Number of Informal Challenges Accepted	15	53	30	21
Number of Informal Challenges Rejected	75	112	79	94
Number of Formal Representations Received	77	42	30	32
Number of Formal Representations Accepted	29	28	15	30
Number of Formal Representations Rejected	48	14	15	2
Percentage of correspondence responded to within 10 days	98.3%	99.0%	99.9%	98.4%
Number of Cases considered by the Adjudicator			1	1
Number of Cases Allowed by Adjudicator (Council Lost)			1	
Number of Cases Refused by Adjudicator (Council Won)				1
Number of Order for Recovery Issued	12	12		40
Number of Warrants Issued	52	52		35
Percentage of cases disputed	70%	46%	34%	36%
Percentage of cases cancelled	14%	21%	14%	12%
Percentage of cases paid	75%	67%	75%	79%
Percentage of cases in progress	11%	10%	11%	9%
Number of Penalty Charge Notice Disputed	127	160	109	147
Total PCNs Issued	181	347	318	405

Overview

Tamworth continues to operate 12 car parks within the town centre and off-street enforcement is carried out by both Community Wardens and Stoke-on-Trent Parking Service staff.

Cashless Parking

Cashless parking is operated by Phone and Pay and over the last 5 years the usage has doubled in our long stay car parks.

Car Parking Charges

Car parks are chargeable between 8am and 6pm Monday – Saturday <https://www.tamworth.gov.uk/car-parks> and there is an option for town centre resident and business parking permits.

Parking Income

The parking enforcement service continues to be cost neutral to the Council. Parking charges have remained stable since 2012 and there are no immediate plans for increase. The town centre remains a corporate priority and car parking will be reviewed moving forward as plans develop. Parking income is included in the wider budgetary planning process

Financial Data

TAMWORTH BOROUGH COUNCIL PARKING ACCOUNTS

	2016/17	2017/18	2018/19
Total Expenditure	£288,624.67	£263,658.46	£269,415.71
Car park Income	£861,512.10	£828,963.16	£849,095.15
PCN Income	£101,770.47	£107,937.91	£109,829.08
Nett Income	£674,657.90	£673,242.61	£689,508.52

Statistical

Tamworth Borough Council provides 12 car parks.

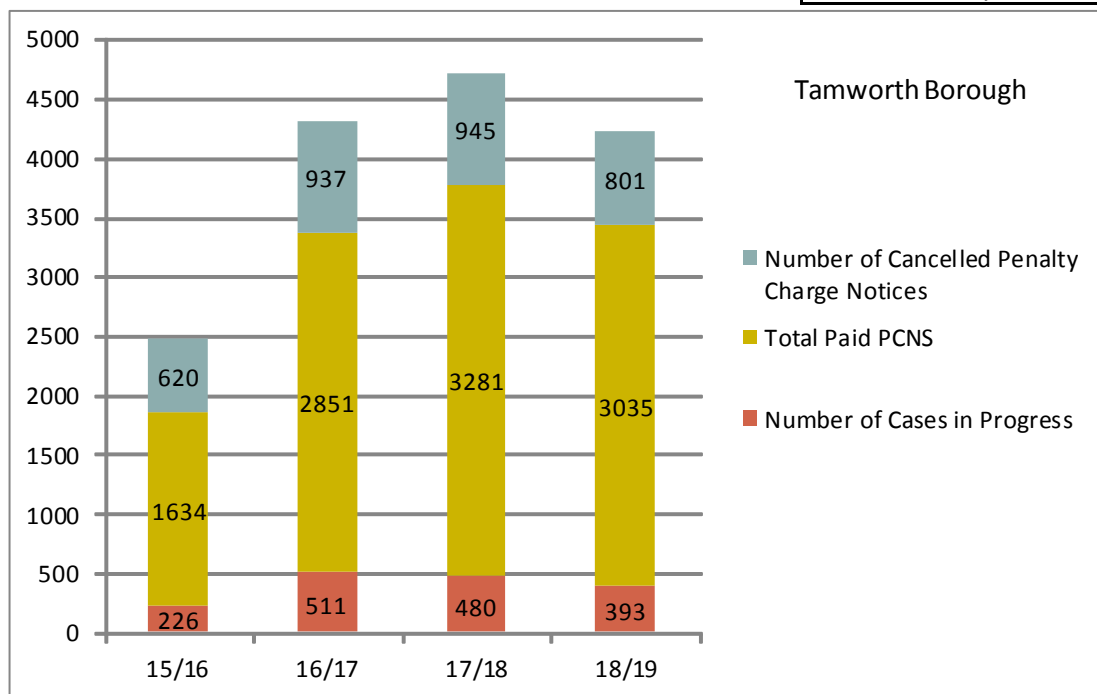
The enforcement officers visited carried out 19953 visits across Tamworth Borough Council car parks in 2018/2019. During these visits 1938 penalty charge notices were issued to vehicles parked in contravention of the car park regulations.

Reasons for Penalty Charge Notice Issuance:	
Parked for longer than permitted	43
Parked in a restricted area of the car park	8
Parked after the expiry time of ticket	701
Parked without displaying a valid ticket	2944
Parked without a valid permit	169
Parked over the bay markings	139
Parked in a disabled bay without displaying a badge	201

The chart below shows the penalty charge notices issued over the past four years, including the number cancelled, paid and in progress.

The table overleaf shows the reasons for the cancellations, the number of penalty charge notices disputed and the councils response times in dealing with the correspondence.

Penalty Charge Notices by Car Park	
Albion Street	132
Aldergate	369
Bolebridge Island	1225
Church Lane	217
Devereux House	9
Harcourt House	22
Holloway	408
Hospital Street & Short Stay	111 & 74
Jolly Sailor	142
Lichfield Street	44
Lower Gungate Street	172
Marmion Street	272
Mill Lane South	221
Peel House	33
Riverdrive	148
Riverside Estate	9
Spinning School	526
Stanhope House	4
Strode House	12
Townshend House	87
Weymouth House	41



Penalty Data

	15/16	16/17	17/18	18/19
Higher Band Penalty Charge Notices	245	398	359	402
Lower Band Penalty Charge Notices	2265	3901	4347	3827
Paid Penalties at Discount Amount	1307	2390	2635	2278
Paid Penalties before Charge Certificate	248	360	557	644
Paid Penalties after Charge Certificate	79	101	89	113
PCN Cancellation Reasons				
Disabled Badges Not Displayed Correctly	58	82	94	101
Discretionary/ Mitigating Circumstances	22	108	59	40
Permit Not Displayed Correctly	17	37	39	56
Pay & Display Ticket Not Displayed Correctly	387	491	534	466
Gone for Change	1		1	
Emergency	6	3		8
Error made when issuing or administering notice	39	27	23	21
Pay & Display Machine Fault found	16	12	19	11
Cashless System	28	98	104	75
Line / Sign discrepancies		6		
Traffic Order Error	1			
Untraceable Owner	33	66	52	16
Bankrupt				1
Resides Abroad	9	5	15	4
Stolen Vehicle	1		3	
Written Off - Enforcement Agents/ Bailiffs				
Abandoned Vehicle				
Vehicle Breakdown	1		1	1
Exempt Vehicle				
Loading/ Unloading Exemption		1		
Adjudication Appeal Lost by Council		1	1	1
Adjudication Appeal withdrawn by Council	1			
Number of Informal Challenges Received	1889	2038	1875	1278
Number of Informal Challenges Accepted	314	580	529	492
Number of Informal Challenges Rejected	1575	1458	1346	786
Number of Formal Representations Received	471	486	540	431
Number of Formal Representations Accepted	429	437	416	332
Number of Formal Representations Rejected	42	49	124	99
Percentage of correspondence responded to within 10 days	99.9%	99.0%	99.0%	99.4%
Number of Cases considered by the Adjudicator	2	4	2	2
Number of Cases Allowed by Adjudicator (Council Lost)		2	1	1
Number of Cases Refused by Adjudicator (Council Won)		2	1	1
Number of Order for Recovery Issued	106	233		473
Number of Warrants Issued	405	223		463
Percentage of cases disputed	47%	44%	40%	40%
Percentage of cases cancelled	25%	22%	20%	19%
Percentage of cases paid	66%	66%	70%	72%
Percentage of cases in progress	9%	12%	10%	9%
Number of Penalty Charge Notice Disputed	1159	1880	1864	1709
Total PCNs Issued	2480	4299	4706	4229

On Street



County and City Councils have responsibility to manage the roads so that traffic moves freely and safely around our city's, towns and villages. The councils provide on-street parking facilities such as disabled bays, pay and display bays, residents parking zones, limited waiting areas, loading bays, bus stops and taxi ranks.

In addition to the designated parking areas above, there are areas where parking is prohibited. These restrictions are enforced to reduce congestion or to improve road safety for other road users. The councils restrict parking with the use of yellow lines, kerb markings, zig zag—keep clear markings, pedestrian crossing markings.

The majority of drivers park responsibly and appropriately, however some drivers do park indiscriminately on our roads, pavements and grass verges. Some drivers park in very dangerous places, with little thought for the safety of others. The next two sections cover the work undertaken by Parking Services in Staffordshire and Stoke-on-Trent in the past three years.

Civil Enforcement Officers

Civil Enforcement Officers are employed to ensure that vehicles are parked appropriately and comply with the relevant traffic management order. Enforcement Officers work each day and into the evening to tackle parking issues which affect our schools, businesses, residents and visitors. Enforcement is a last resort, officers are trained to ask motorists to move on; if they are present with the vehicle.

Enforcement Officers are direct employees of Stoke-on-Trent City Council, all officers receive a salary and where necessary paid overtime but do not receive bonuses. Officers wear a highly visible uniform and a body camera. We do not set quotas or targets because councils cannot predict how many motorists will park in breach of the regulations in place.

Officers have no discretion on street, disputes are dealt with by the compliance support team. This prevents accusations of unfair practices or exercising favouritism. All penalty charge notice disputes must be made in writing by email, post or on-line form.



Enforcement

On-street



The enforcement officers carried out 250,316 visits across the county streets in 2018/2019. During these visits 24,049 penalties were issued to vehicles on street and 10,355 in bus lanes.

The county has:

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

The table below shows the amount of penalty charge notices issued by contravention code.

Code	On Street & Residents Parking	2016/	2017/	2018/
		2017	2018	2019
1	Yellow Lines	9573	10336	11504
2	Kerb Markings	1326	1203	1464
5	Expired Ticket - On Street	177	146	245
6	No Ticket - On Street	399	676	902
7	Meter feeding—on street	2	1	0
12	Residents Parking	596	700	605
16	Residents Parking	213	917	778
19	Residents Parking	2	1	0
21	Suspended Parking Bay	0	1	128
22	Reparked in bay or zone	77	44	41
23	Parked in area not for that vehicle	69	55	70
24	Parked over the bay markings	696	498	435
25	Parked in loading bay and not loading	360	524	516
26	Doubled Parked	42	20	20
27	Parked over a dropped kerb	1404	1020	1216
30	Limited Waiting - Parked for longer	4037	3858	3802
34	Being in a bus lane	10649	8909	10355
40	Parked in a disabled bay, no badge	1892	1894	1954
42	Parked in a police bay	8	4	6
45	Stopped in a taxi rank	119	107	48
47	Stopped on a bus stop	103	84	97
48	Stopped on Keep Clear markings	104	83	112
49	Parked on a cycle track	0	12	33
61	A HCV parked on footway or verge	54	43	29
99	Stopped on a Pedestrian Crossing	216	142	183
Total (including test and void tickets)		32257	31278	34557

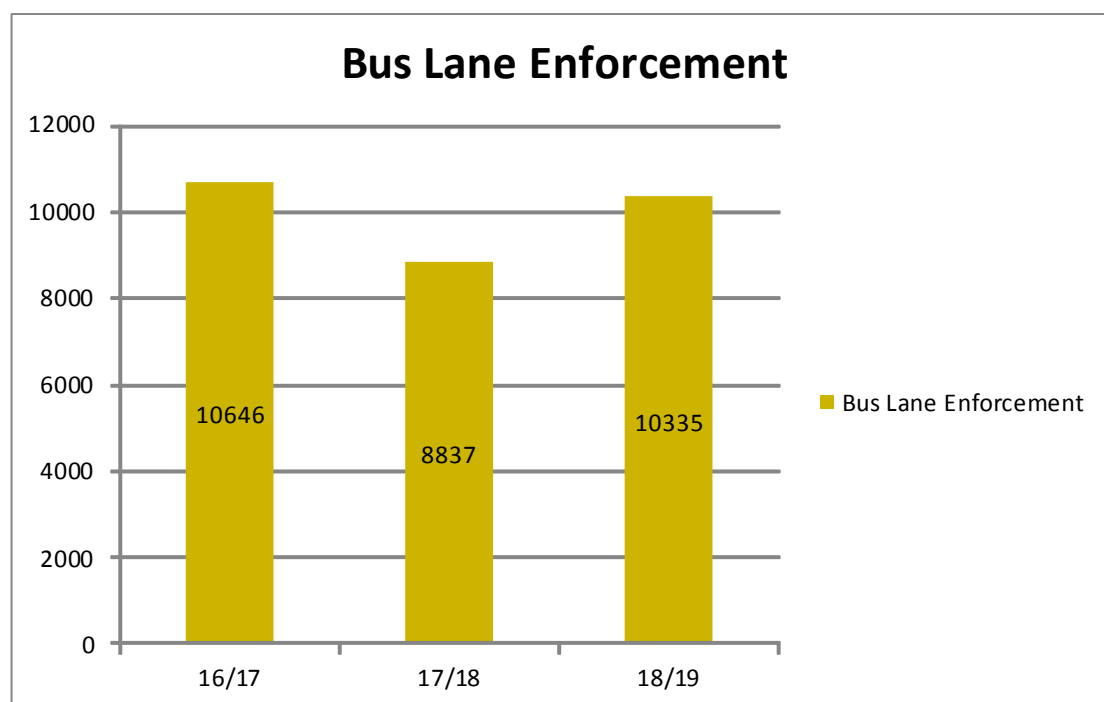


Bus Lanes



The county council has two bus lanes which are monitored by static cameras.

Bus Lanes are designed to improve the punctuality and convenience of using public transport by giving priority access to local bus services. The graph below shows the number of bus lane penalties issued over the past three years.



The below table shows the number of bus lane penalties cancelled by reason.

Cancellation Reason	16/17	17/18	18/19
Bus Lane Exempt Vehicle	18	23	15
Bus Lane - Other	825	226	124
Bus Lane Reviewer Error	131	78	95

Bus Lanes Penalties By location	Issued
2018/2019	Inc test and voids
Innovation Drive, Pendeford	4465
South Walls, Stafford	5885



Staffordshire County Council are intending in 2019/20 to implement a number of improvements in relation to the management of parking on roads in the County.

Residential Permit Zones:

There are Parking Permit Schemes proposed in Brunswick Terrace, Stafford, the Forebridge area of Stafford and potentially Permit Schemes in the Dunkirk area of Newcastle as a result of Developer contributions.

Pay & Display Zones:

Pay & Display locations in Brunswick Terrace, Stafford and Church Street, Cannock will be online in 2019/20 and further schemes in the wider County are under consideration with consultation taking place with the local community.

Bus Lanes:

There will be the introduction of additional Bus Lane Camera Enforcement sites, with two sites planned for Lower Outwoods Road, Burton and Burton High Street, as part of the regeneration scheme for Burton Town Centre. These locations will help prioritise and maintain the existing public transport services that serve these areas.

Penalty Charge Notice—Evidence viewing option:

Technological improvements are also being considered, including a Public-facing webpage, where members of the public can review any Penalty Charge Notices they have received and can then either appeal or pay the Charge Notice, following review of the evidence.

Financial Data

	2014/2015	2015/2016	2016/2017	2017/2018	2018/2019
	£000s	£000s	£000s	£000s	£000s
Parking PCN's	843	584	765	728	854
Bus Lane PCN's	nil	253	270	227	240
Pay and Display Income					
On Street	147	123	112	75	151
Permit Income					
Permit & Other Income	12	19	39	38	34
Total Income	1,002	979	1,186	1,068	1,279
Expenditure					
Parking Service Costs:					
District Authorities	1,169				
Stoke City Council		977	852	1,022	1,048
Staffordshire County (Staff, Contact Centre, Legal)		32	40	40	38
Other External Costs (TEC, Patrol, Equipment)		25	54	46	36
Parking Service Net Cost/(Surplus)	167	308	30	267	83
Bus Lane Service Costs:					
Stoke City Council		92	78	68	66
Staffordshire County (Staff, Contact Centre, Legal)		34	37	37	34
Other External Costs (TEC, Patrol, Equipment)		8	4	20	53
Bus Lane Net Cost/ (Surplus)		(119)	(151)	(102)	(87)

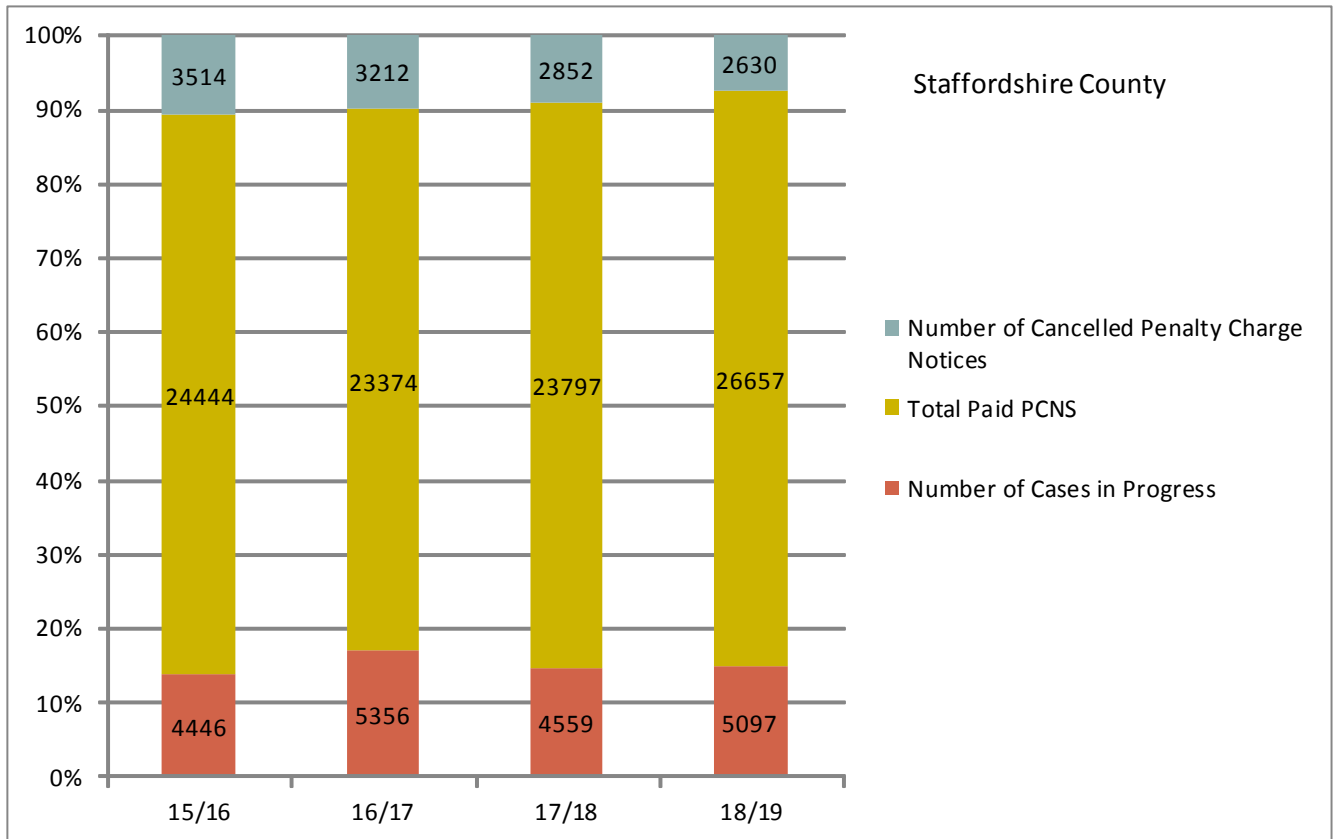
Penalty Data

	15/16	16/17	17/18	18/19
Higher Band Penalty Charge Notices	14451	15967	17146	18639
Lower Band Penalty Charge Notices	5442	5328	5225	5410
Paid Penalties at Discount Amount	20163	20259	19860	20958
Paid Penalties before Charge Certificate	2759	2131	3201	4804
Paid Penalties after Charge Certificate	1522	984	736	895
PCN Cancellation Reasons				
Disabled Badges Not Displayed Correctly	621	625	608	678
Discretionary/ Mitigating Circumstances	460	148	437	362
Permit Not Displayed Correctly	50	42	94	76
Pay & Display Ticket Not Displayed Correctly	58	52	30	90
Gone for Change	1			1
Emergency	29	60	34	33
Error made when issuing or administering notice	813	235	218	204
Pay & Display Machine Fault found	10	6	5	1
Cashless System	4	1	1	
Line / Sign discrepancies	57	20	23	25
Traffic Order Error	18	25	7	5
Untraceable Owner	655	641	645	456
Bankrupt	6	10	2	18
Resides Abroad	249	143	170	181
Stolen Vehicle	13	38	53	61
Written Off - Enforcement Agents/ Bailiffs		2	1	
Abandoned Vehicle	1			
Vehicle Breakdown	55	48	47	47
Exempt Vehicle				
Loading/ Unloading Exemption	167	137	127	145
Adjudication Appeal Lost by Council	26	5	22	13
Adjudication Appeal withdrawn by Council	3		1	
Number of Informal Challenges Received	5343	5343	5371	4448
Number of Informal Challenges Accepted	611	611	1026	718
Number of Informal Challenges Rejected	4732	4732	4345	3730
Number of Formal Representations Received	6614	6614	7081	5303
Number of Formal Representations Accepted	613	613	1826	1007
Number of Formal Representations Rejected	6001	6001	5255	4296
Percentage of correspondence responded to within 10 days	98.7%	99.5%	99.0%	96.7%
Number of Cases considered by the Adjudicator	31	25	29	36
Number of Cases Allowed by Adjudicator (Council Lost)	15	11	10	19
Number of Cases Refused by Adjudicator (Council Won)	16	14	19	17
Number of Order for Recovery Issued	1010	2785	0	2732
Number of Warrants Issued	922	2161	0	2842
Percentage of cases disputed	26%	33%	30%	28%
Percentage of cases cancelled	11%	10%	9%	8%
Percentage of cases paid	75%	73%	76%	78%
Percentage of cases in progress	14%	17%	15%	15%
Number of Penalty Charge Notice Disputed	8321	10566	9389	9751
Total PCNs Issued	32404	31942	31208	34384

Statistical Data



The graph below shows the penalty charge notices paid, cancelled and in progress.



Section 3

Stoke-on-Trent City is affectionately known as the Potteries. The city has a population of nearly 250,000 and 93 schools. The city is the home of Staffordshire University, Stoke-on-Trent Sixth form and Stoke-on-Trent College. Accessible from the M6 motorway via junctions 15 and 16 and the A50. The city has two football clubs; Stoke City and Port Vale. Stoke-on-Trent is one of the greenest cities for parks and greenspace.

Parking enforcement has been the responsibility of the council since 1 October 2001. Parking control is vital to a thriving economy. The council takes parking enforcement seriously, tackling dangerous parking practices outside our schools is a key priority for our team. The team work seven days a week to respond to parking enforcement issues.

This section shows the achievements, enforcement action, future plans, penalty charge notice information and statistics with financial data.



Achievements

2016/2017

- A new flat fee of £1 was introduced across the city after 3pm on the surface car parks.
- Further on-street pay and display facilities were introduced near to the Hospital to cater for further parking demand.
- Addition enforcement staff were employed to tackle growing enforcement requests across the city.

2017/2018

- 34 new pay and display machines which accept payment by card and coin were installed across the city, bring the total to 43 new machines.
- Pay on Exit systems were introduced on three surface car parks, implementing barrier controls with cameras. The new systems accept payment by card, coin, notes and give change. These systems provide motorists with the ability to only pay for the parking time used. Payment is made at the end of the stay and greater payment options are available.
- The all day parking charges were reduced in some of the on-street spaces near to the Hospital and all of the car park in Stoke town centre were relined.
- A new Mobile Enforcement vehicle was purchased for School Zig Zag line enforcement.

2018/2019

- The city's first red route was installed in the City Centre. This was following complaints from businesses and emergency services regarding access into Marsh Street and Etruria Road.
- Due to the mobile enforcement vehicles being focused primarily on School enforcement duties, bus lane enforcement had reduced significantly and compliance had declined. Static cameras were installed on some key bus gates in the City Centre.
- Stoke Station West car park was opened to the public, providing additional parking facilities near to the train station at reduced rates.



Blue Badges

There are 13,000 blue badge issued to residents of the city.



Blue Badges are available to people who are severely disabled and have limited mobility. The blue badge is designed to help the disabled person to park closer to local amenities because they are unable to walk distance.

Wider spaces are provided on many of the council car parks. These spaces are designed to be used by people who use mobility aids or a wheelchair and help them to get into or out of the vehicle.

You may be eligible to apply for a blue badge if:

- You are registered blind;
- You receive the high rate mobility component of Disability Living Allowance;
- You receive 8 points or more for moving around component of Personal Independence Payment (PIP)
- You receive War Pension Mobility Supplement or an award from the Armed Forces Compensation Scheme;
- You are applying on behalf of an organisation who looks after disabled people;
- You have a severe and permanent disability that means you cannot walk or have difficulty in walking;
- You have a severe disability in both arms, drive regularly but are unable to operate parking machines; or
- You are applying on behalf of a child under the age of three who is always accompanied by bulky medical equipment or needs to be close to the vehicle to be treated for their condition.

If you have a permanent disability which affects your walking you can apply for a blue badge, however you may need to be assessed by the occupational health assessor.

	2016/2017	2017/2018	2018/2019
Blue Badges Issued	4510	4798	4780
Number issued to automatically eligible applicants	2569	2738	2676
Number issued under discretionary criteria	1900	2003	2084
Number issued to organisations	41	57	20

Blue Badge Abuse.

The council is tackling blue badge misuse and abuse.

It is important that you do not let any other person use a blue badge, it is illegal. Blue badges must only be used by the person the badge was issued to. The badge holder must be present at the time the badge is used and it must be used for their benefit, so that they can get close to where they need to visit. Badges must not be used for errands for the disabled person

The council is actively working to tackle blue badge abuse. Officers now have the power to inspect blue badges. Misused badges can be confiscated and cancelled.

Enforcement Officers and the Fraud Team work together to investigate these cases. Two motorists were prosecuted over the past two years for misuse. Further cases are being for the new financial year.



City of
Stoke-on-Trent

Bus Lanes



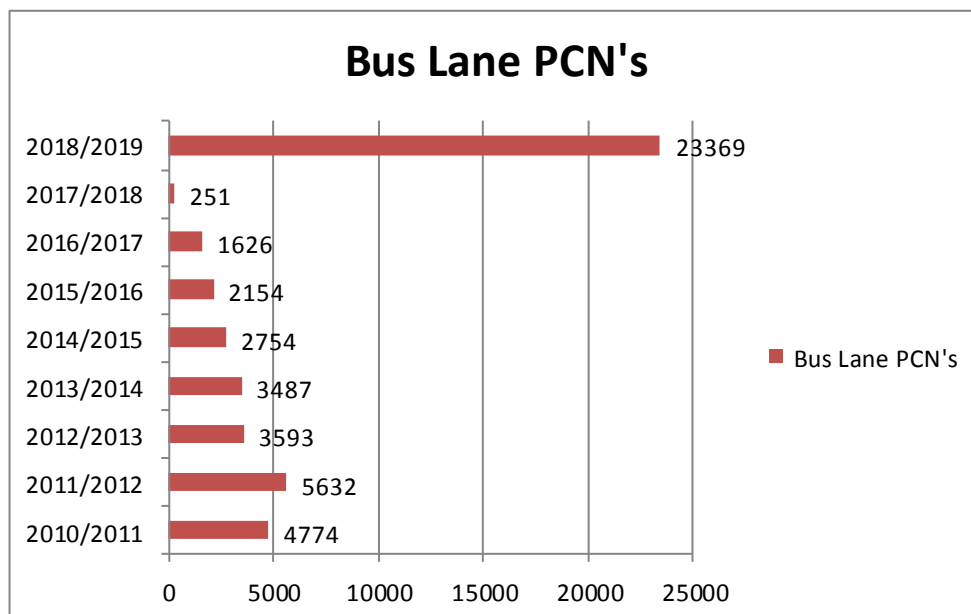
The Transport Act 2000 allows for the enforcement of Bus Lanes through camera technology by approved Local Authorities outside of the Greater London Area. This type of enforcement for traffic regulations by CCTV cameras is one part of a wide-ranging program of measures to improve the reliability and punctuality of public transport, reduce congestion and pollution.

The aim of most traffic management measures, such as bus lanes and parking regulations is to give priority to certain groups of road users by excluding others during prescribed hours. The introduction of CCTV monitoring of traffic regulations is intended to reduce the level of contraventions and reduce delays on the highway network.

The council has used mobile camera enforcement vehicles to enforce the bus lanes since October 2010. The camera vehicles are used to enforce the keep clear road markings outside schools also.

The demand for school enforcement has reduced the capacity for the camera cars to be used on Bus Lane enforcement. This has resulted in the bus lane enforcement reducing to an all time low in 2017/2018, with only 251 contraventions being detected in the whole year, however compliance was very poor. The council introduced static cameras on four key city centre bus gates in May 2018. Bus Lane penalty charge notices are served by post with photographs of the event. The penalty charge notice is £60.00 discounted to £30.00 if paid within 14 days from the date on which the notice was served.

The chart below shows the number of PCNs issued since 2010. The table shows the penalties issued in 2018/2019 by location and the number of penalties cancelled.



Location	Number of PCNs
Bethesda St	5418
Lower Bethesda St	284
Quadrant Rd	7559
Stafford St	3779
Trinity St	6263

Bus Lane Penalties Cancelled	2015/2016	2016/2017	2017/2018	2018/2019
Exempt Vehicle	1	8	2	320
Bus Lane—Other	2	10	5	269
Bus Lane Reviewer Error	13	12	8	158



Car Park Enforcement



Officers patrol the car parks to ensure that all vehicles are parked correctly and motorists have adhered to the car park regulations.

The council provide six electric charging points on John Street Multi Storey Car Park (see photo above).

The table below shows the reasons penalty charge notices were issued to vehicles on the car parks.

Contravention Code	Car Park Enforcement	2016/2017	2017/2018	2018/2019
71	Parked in an electric charge bay	3	8	13
80	Parked for longer than permitted	13	30	65
81	Parked in a restricted area	30	29	43
82	Parked with expired ticket	500	465	477
83	Parked with no ticket displayed	3209	3135	2377
84	Meter feeding - car park	18	12	17
85	Parked without a permit	80	75	161
86	Parked over the bay	489	492	561
87	Parked in disabled bay, no valid badge displayed	295	353	408
89	Parked exceeding height/weight	0	0	4
91	Parked in area not for that vehicle	26	18	20
92	Parked causing an obstruction	1	2	2
93	Parked when car park is closed	0	0	1
95	Parked for a purpose other than designated	6	6	6
		4670	4625	4155

The council provide 31 car parks across the city. Four car parks are pay on exit.

Three surface car parks converted to pay on exit:

Kingsway, Lower Huntbach Street and Stoke Station West car parks are barrier and camera controlled, customers pay at the end of the stay, for the time used. New pay stations accept payment by card, coin or notes.

Discounted Commuter Parking at Stoke Station:

Stoke Station West Car Park is situated next to the Railway Station. It offers commuter parking at a significantly discounted rate of £50 a month/ £600 per year.



Lower Huntbach Street Entrance



Kingsway Entrance



Stoke Station West Entrance

Enforcement On-street

The enforcement officer carried out 96,647 visits across the city streets and car parks in 2018/2019. During these visits 24,455 penalties were issued to vehicles on street and 4100 were parked in the car parks.

The city has:

27	Bus Lanes
1068	Controlled Parking Bays (Match & Event Days)
61	Dual Use Bays
4014	Residents Permit Bays
1255	On Street Limited Waiting Spaces
777	On Street Pay & Display Parking Spaces
3558	Number of Off Street Pay for Parking Spaces

The table below shows the amount of penalty charge notices issued by contravention code.

Code	On Street & Residents Parking	2016/	2017/	2018/
		2017	2018	2019
1	Yellow Lines	4039	5601	6203
2	Kerb Markings	880	1448	1510
5	Expired Ticket - On Street	535	717	766
6	No Ticket - On Street	1513	1674	1755
7	Meter Feeding - On Street	9	17	3
12	Residents Parking	4954	6056	6163
16	Residents Parking	135	229	197
19	Residents Parking	37	34	41
21	Suspended Parking Bay	26	27	38
22	Reparked in bay or zone	4	15	10
23	Parked in area not for that vehicle	496	822	986
24	Parked over the bay markings	235	296	254
25	Parked in loading bay and not loading	269	398	678
26	Doubled Parked	60	127	202
27	Parked over a dropped kerb	539	653	830
30	Limited Waiting - Parked for longer	865	878	1148
40	Parked in a disabled bay, no badge	761	1181	1339
42	Parked in a police bay	8	2	3
45	Stopped in a taxi rank	193	93	90
46	Stopped in a red route or clearway	4	20	723
47	Stopped on a bus stop	646	1150	856
48	Stopped on Keep Clear markings	454	577	425
61	A HCV parked on footway or verge	14	17	14
62	Parked on the footway	2	143	207
99	Stopped on a Pedestrian Crossing	144	204	257
Total (including test and void tickets)		16822	22379	24698



Enforcement at Schools

The city has nearly 100 schools. Unfortunately drivers continue to park on yellow zig zag keep clear markings outside schools when dropping off or collecting children. School visits are scheduled into the Civil Enforcement Officers' daily patrols.

The council operates two mobile enforcement vehicle equipped with CCTV which can help to enforce parking regulations outside schools. School enforcement remains a key priority for our enforcement team.

The visit is arranged after receipt of a complaint, either from the school staff, parents, residents or the Police. We receive information on the area(s) most affected and the worst times. Where possible, the officers arrive before the parents to stop the parking and keep it safe.

We currently visit two schools each morning and two schools each afternoon.

There are plans to employ more enforcement officers to increase the capacity at school times as there is a waiting list for school visits. The proposal will provide the ability to visit five schools each morning and five schools each afternoon, covering 10% of the city's schools each day.

SCHOOL VISITS	2016/2017	2017/2018	2018/2019
Number of School Enforcement Visits	643	651	450
Vehicles Moved On	1348	1333	879
Penalties issued	443	608	626



Future Plans



Next Year the following improvements are planned:

- New Traffic Regulation Order mapping system to be available on council website.
- Further bus lane cameras to be installed to improve compliance.
- Red Route schemes are to be considered in other areas of Stoke-on-Trent to tackle parking issues and congestion.
- Council to consider plans to increase the enforcement team so that more schools can be visited each day to tackle dangerous and inconsiderate parking.
- Demolition of the East/West precinct in the City Centre will make space for a new surface level car park accessed using Charles Street.

Pavement Parking:

The government are considering plans to enable councils to tackle pavement parking as this is currently only enforced where yellow lines are present. The Police enforce pavement parking under the obstruction powers. The council would welcome powers being passed to local authorities so that pavement and obstruction can be tackled by enforcement officers.

Red Route

The government changed the regulations so that camera enforcement could no longer be used on kerb markings and pedestrian crossings.

This restricted the councils ability to tackle issues in the city centre with vehicles parking in Marsh Street and Etruria Road. This area has for many years experienced issues where parked cars have blocked access for emergency vehicles. In addition local businesses complained to the council regarding noise and congestion.



A red route was installed in this area and enforcement began in May 2018. Static cameras are installed in Marsh Street and Etruria Road to tackle this issue.

Councils can currently use cameras to enforce:

- Bus Lanes
- Bus Stops
- Red Routes
- School Keep Clear—Zig Zag markings
- Taxi Ranks

Red Route Enforcement

2018/2019

Number of Penalties Issued

723



City of
Stoke-on-Trent

Pay & Display Machines

New machines have been installed across the city to accept payment by Card and Coins. These machines are located at:

Area	Location
Burslem Car Parks	Chapel Lane Car Park
Burslem (on-street)	Chapel Lane Market Place St John Square
City Centre Car Parks	Birch Terrace Car Park Broad Street Car Park Hinde Street Car Park Hope Street Car Park Upper Huntbach Street Car Park Meigh Street Surface Car Park Pall Mall Car Park
City Centre (on-street)	Broad Street Glass Street Hillchurch Street Lichfield Street Trinity Street
Hartshill (on-street)	Harpfields Road Hilton Road
Longton Car Parks	Chancery Lane Car Park Commerce Street Car Park Longton Exchange Car Park
Longton (on-street)	Kingcross Street
Meir Car Park	Weston Road Car Park
Stoke Car Parks	Hide Street Car Park South Wolfe Street Car Park
Stoke (on-street)	Glebe Street
Tunstall Car Park	Butterfield Place Car Park
Tunstall (on-street)	Tower Square

Card Payments are also accepted in the following car parks:

City Centre:

John Street Multi Storey
Lower Huntbach Street

Stoke Town Centre:

Kingsway Car Park
Stoke Station West.



City of
Stoke-on-Trent



Penalty Charge Data

	15/16	16/17	17/18	18/19
Higher Band Penalty Charge Notices	13269	13889	19233	21555
Lower Band Penalty Charge Notices	7042	7359	7772	7000
Paid Penalties at Discount Amount	12184	13142	15048	29488
Paid Penalties before Charge Certificate	1512	1529	2662	5522
Paid Penalties after Charge Certificate	871	537	584	1800
PCN Cancellation Reasons				
Disabled Badges Not Displayed Correctly	327	321	356	364
Discretionary/ Mitigating Circumstances	219	209	373	604
Permit Not Displayed Correctly	589	541	594	711
Pay & Display Ticket Not Displayed Correctly	815	604	525	539
Gone for Change	4	5	3	1
Emergency	34	55	37	52
Error made when issuing or administering notice	438	311	347	354
Pay & Display Machine Fault found	55	58	64	53
Cashless System				1
Line / Sign discrepancies	61	54	60	45
Traffic Order Error	8	15	9	4
Untraceable Owner	613	582	1077	951
Bankrupt	18	3	5	8
Resides Abroad	62	59	196	438
Stolen Vehicle	4	22	23	42
Written Off - Enforcement Agents/ Bailiffs	4			
Abandoned Vehicle	1			
Vehicle Breakdown	52	48	38	40
Exempt Vehicle				
Loading/ Unloading Exemption	123	87	99	119
Adjudication Appeal Lost by Council	3	4	5	13
Adjudication Appeal withdrawn by Council				
Number of Informal Challenges Received	5636	5693	6763	5875
Number of Informal Challenges Accepted	1389	1648	1752	1411
Number of Informal Challenges Rejected	4247	4045	5011	4464
Number of Formal Representations Received	4734	4486	4526	8347
Number of Formal Representations Accepted	1433	1536	2074	2158
Number of Formal Representations Rejected	3301	2950	2452	6189
Percentage of correspondence responded to within 10 days	97.9%	99.1%	99.0%	95.3%
Number of Cases considered by the Adjudicator	15	25	24	40
Number of Cases Allowed by Adjudicator (Council Lost)	7	8	7	16 + 3 no contest
Number of Cases Refused by Adjudicator (Council Won)	8	17	17	18 + 3 withdrawn
Number of Order for Recovery Issued	1412	2188		3800
Number of Warrants Issued	1881	1949		3218
Percentage of cases disputed	34%	34%	33%	27%
Percentage of cases cancelled	16%	13%	14%	10%
Percentage of cases paid	66%	66%	67%	71%
Percentage of cases in progress	19%	20%	19%	19%
Number of Penalty Charge Notice Disputed	7530	7792	8980	14222
Total PCNs Issued	22230	22887	27256	51924



Residents Permits

On street permit holder parking is introduced at the request of local residents.

These residential or controlled parking schemes are designed to provide dedicated parking for residents. The residents will send a signed petition to the council outlining the parking problems and support for controls, over 50% of the residents must be in support of a scheme for the council to consider implementation.

Residents purchase a permit to park near to their home. Each property pays a one-off joining fee and apply for the permits on an annual basis. Permits are restricted to two residents and two visitors permits per property.

Type of Permit	2016/2017	2017/2018	2018/2019
Residents £18.00 per year	3565	3667	3917
Visitors £25.00 per year (1 free for pensioners per household)	3983	4086	4289
Property Owner £33.00 per year	215	258	282
Business £33.00 or £155 if off road parking available	136	140	229
Trade Exemption £12.00 per week	68	91	116
Dispensation/Waiver Permit £12.00 for the 1st day and £5 for each day thereafter.	42	48	57

Shopmobility

The service provides scooters and wheelchairs for visitors and shoppers who have mobility difficulties.

Shopmobility Services were used 4602 times in 2018/2019.

150 members of with the service.

1125 Light Users/Temporary members using the equipment.

Available Equipment:

35 Scooters

13 Power Chairs

17 Wheel Chairs

2 Kids Buggies

Shopmobility Services are available:

Monday to Friday. Occasional Saturdays.

10am to 4.45pm.

Contact Shopmobility:

Email: shopmobility@stoke.gov.uk

Telephone: 01782 233333

Minicom: 01782 236919

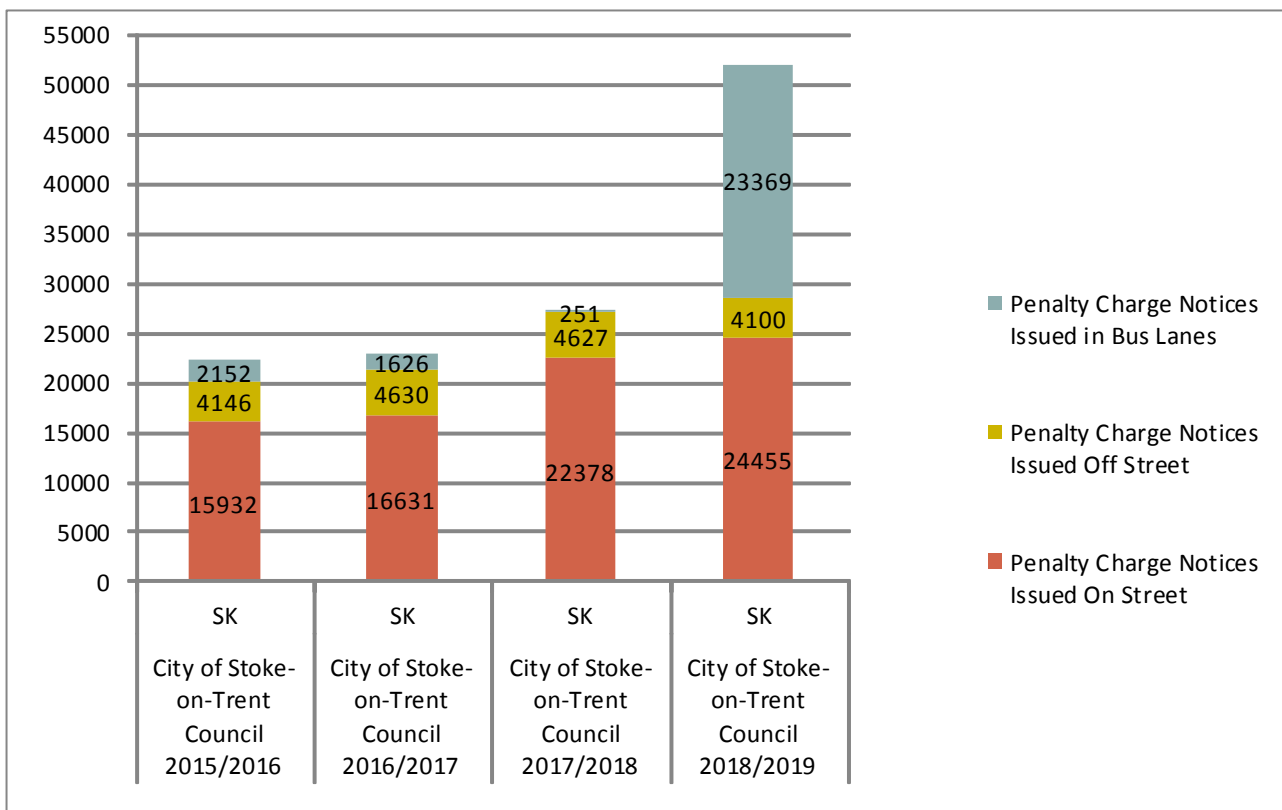
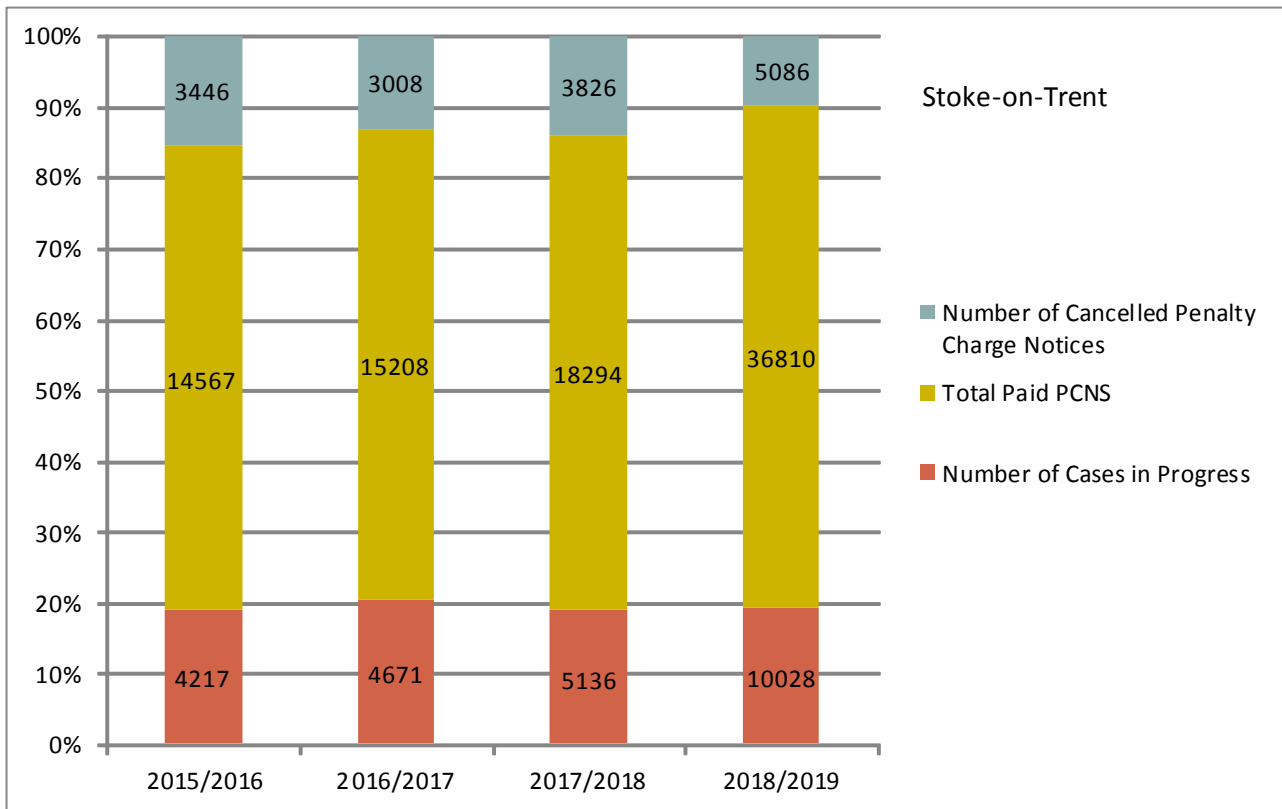
Visit: 19 Lichfield Street, Hanley,
accessed from Birch Terrace, Car Park.



City of
Stoke-on-Trent

Statistical Data

The graph below shows the penalty charge notices paid, cancelled and in progress.



Untaxed & Abandoned Vehicles

We continue to remove vehicles that are either abandoned or untaxed from the streets of Stoke-on-Trent. This enforcement is achieved either as a result of the vehicles being seen whilst on patrol, or calls received from the public, council officers, the Police or other agencies.

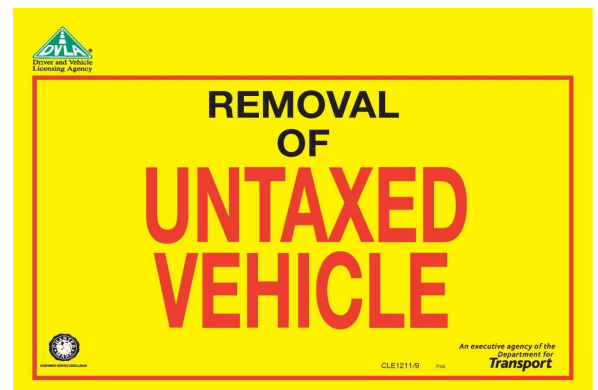
The removal of the requirement to display a tax disc has resulted in an increase in the number of calls we receive regarding potentially untaxed vehicles. The DVLA operate a website which the public can use to check a vehicles tax status.

Abandoned Vehicles	2016/2017	2017/2018	2018/2019
Inspected Vehicles	401	328	346
Removed Vehicles	69	51	41
Destroyed Vehicles	65	35	37



The council work in partnership with the DVLA to remove untaxed vehicles from our cities streets and car parks. If a vehicle is SORN, it must be stored off the highway.

Untaxed Vehicles	2016/2017	2017/2018	2018/2019
Reported Vehicles	592	303	175
Notices Issued	32	6	4
Removed Vehicles	314	180	80
Destroyed Vehicles	65	35	37



Requesting Enforcement

The Civil Enforcement Team tackle many parking issues during the daily patrols in the city. If you have an enforcement request because parking is dangerous at the school or non-residents are parking in the residents parking zone or vehicles are parking over your dropped kerb to your driveway, we can help.

You can contact us for additional enforcement by:

Email: parking.enforcement@stoke.gov.uk

Telephone: 01782 233220

Write to: Parking Services, The Regent Centre, Regent Road, Hanley, Stoke-on-Trent, ST1 3EG.



City of
Stoke-on-Trent

Financial Data

	2016/2017	2017/2018	2018/2019
Penalty Charge Notice Income			
On Street	372,557	442,790	600,116
Off Street (Car Park)	176,855	237,245	157,927
Residents Permit Areas	83,548	95,051	99,891
Bus Lane PCN's	52,743	27,292	446,281
Pay and Display Income			
On Street	525,622	560,216	562,097
Off Street (Car Park)	1,658,713	1,462,733	1,437,122
Permit Income			
Off Street (Car Park)	166,652	95,739	97,632
Residents Permits	84,745	178,244	192,615
Blue Badges	44,939	48,710	57,668
Other Income	291,920	239,474	193,905
Total Income	3,457,644	3,387,494	3,845,254
Service Expenditure			
Parking Services (contains overheads for below services)			
Car Park	1,331,284	1,446,296	1,583,951
On Street	598,253	857,179	938,763
Shopmobility	36,660	46,878	51,340
Residents Parking	150,516	222,522	243,701
Abandoned Vehicles	37,605	37,046	40,572
Community Car Parks			
Blue Badges	61,436	73,806	80,831
Bus Lane	96,381	138,295	151,458
Total Surplus	1,145,529	565,472	754,639

The surplus is used to support the councils budget for Highways and Transportation.



City of
Stoke-on-Trent



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Stoke-on-Trent



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Parking Services

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