



Durham County Council

# Parking & Transport Infrastructure Annual Report

2013/14



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# Foreword



Welcome to the sixth Parking Services Annual Report which sets out our achievements during 2013/14.

This report demonstrates how the Parking and Transport Infrastructure team and its partners continued to support the safe and expeditious movement of traffic whilst also facilitating the organisation of festivals and special events. Notable events during 2013/14 included the Lumiere festival, which attracted 175,000 visitors over four days, and the Lindisfarne Gospels with 100,000 visitors to the exhibition over the summer months.

Of particular note is the commencement of Civil Parking Enforcement in the South Durham area in June 2013, meaning that the County Council now enforces parking restrictions throughout County Durham. We are confident that, over time, enforcement will lead to a reduction in dangerous and inconsiderate parking and an increase in road safety.

I would like to congratulate the Parking Services team and their partners NSL Ltd for their success at the annual British Parking Awards, where they were declared the overall winners for 'Best Car Park Operation' for the Durham Park and Ride service. This is another outstanding accolade for Park and Ride which has over the years proved hugely popular with the public.

The Parking Services team welcomes any feedback on parking issues and if you have any queries or comments on this report or any aspect of the service please telephone the team on 03000 263 985 or email [parkingservices@durham.gov.uk](mailto:parkingservices@durham.gov.uk).

Thank you for taking the time to read our Annual Report and I hope that you will find it of interest.



Councillor Neil Foster  
Cabinet Member for Regeneration and Economic Development

# Our Purpose

## Our Mission

We have developed our mission statement to align with both the values and expectations of our stakeholders as expressed in the Council Plan, the overarching plan that directs the planning of all services in the Council, and the Local Transport Plan 3 (LTP3), a comprehensive plan for the future of transport in County Durham.

***Our Mission is: -***

***To contribute to the development of the economic, social and environmental wellbeing of County Durham by working in partnership with stakeholders to provide a quality, cost effective parking service.***

## Our Values

Our values define the way Parking Services operates. These are the principles that guide our actions.

***Our Values are: -***

***To believe in what we are doing and how we are doing it and to act with fairness and integrity at all times.***

## Our Aims

Our aims align with those contained within the LTP 3 as shown in the table below.

Our Aims	LTP 3
<i>Improve road safety</i>	Safer and healthier travel
<i>Improve the quality and accessibility of public transport</i>	A stronger economy through regeneration Better accessibility to services
<i>Fulfill the transport role in the delivery and support of a vibrant and efficient economy by managing traffic flow</i>	A stronger economy through regeneration
<i>Build liveable streets and neighbourhoods by managing and reconciling the competing demands for kerb space</i>	Improve quality of life and a healthy natural environment Better accessibility to services
<i>Improve the local environment</i>	Improve quality of life and a healthy natural environment Reduce carbon output
<i>Meet the needs of people with disabilities</i>	Improve quality of life and a healthy natural environment

## Our Objectives

We judge the success of our operation according to how far desired transport aims have been achieved, not the number of Penalty Charge Notices issued. To measure our performance we have developed a number of objectives that are SMART (specific, measurable, achievable, realistic and time bound) and are designed to motivate and encourage performance. Our objectives for 2013/14 were: -

### ***Improve Road Safety***

**Improve road safety by enforcing School Keep Clear restrictions and areas marked by zig zags**

**Improve road safety and the local environment by educating drivers about the implications of their actions**

### ***Improve the quality and accessibility of public transport***

**Increase passenger journeys on the Durham Park and Ride service by continuing to provide a high quality accessible service**

**Improve quality and accessibility of public transport through the enforcement of bus stop clearway markings and taxi ranks**

**Improve the accessibility of public transport by delivering improvements to transport infrastructure**

### ***Fulfill the transport role in the delivery and support of a vibrant and efficient economy by managing traffic flow***

**Ensure expeditious movement of traffic through the enforcement of waiting and loading restrictions**

**Support economic growth by assisting in the organisation of festivals and special events**

**Support the local economy through the enforcement of limited waiting bays**

### ***Build liveable streets and neighbourhoods by managing and reconciling the competing demands for kerb space***

**Build liveable streets and neighbourhoods through the introduction and effective management of controlled parking zones and areas**

### ***Improve the local environment***

**Preserve the historic environment of Durham city through the enforcement of the Historic Core Zone**

### ***Meet the needs of people with disabilities***

**Meet the needs of people with disabilities by ensuring legitimate use of designated blue badge holder bays**

Our performance against these objectives can be found in Chapter 14 Statistical Performance.

## Our Policy

Our policies in relation to Civil Parking Enforcement can be found in the Parking Strategy, available at [www.durham.gov.uk](http://www.durham.gov.uk)

# Operations Profile

The Parking and Transport Infrastructure team is made up of 9 members of staff (see Appendix B for staff structure). The team is split into 'Parking Services' and 'Transport Infrastructure'.

'Parking Services' is primarily responsible for the management of:

- Civil Parking Enforcement (CPE)
- Durham City Controlled Parking Zone (CPZ)
- Framwellgate Moor, North End and Chester-le-Street Controlled Parking Areas (CPA)
- Durham City Road User Charge (RUC)
- Durham City Park and Ride (P&R)

'Transport Infrastructure' is primarily responsible for the management of:

- Durham, Stanley, Consett, Bishop Auckland and Peterlee Bus Stations
- Off street pay and display car parks in Durham City, Chester-le-Street, Bishop Auckland and Barnard Castle
- Maintenance of traffic signs and lines

In total the team manages 1,713 on-street pay and display bays, 83 permit holder only streets, 1,157 P&R spaces and 2,270 off street pay and display bays.

In 2013/14 we issued 9,621 permits to residents of County Durham and their visitors and generated over 1.1 million P&R passenger journeys. A summary of all permitted and restricted parking in the CPE areas can be found in Appendix A.

We work in partnership with our contractors, NSL Services and Arriva. Together we have created a partnership with the ability to deliver a first class customer focused service.

## Arriva is responsible for –

- Operation of the Durham City P&R bus service

## NSL Services is responsible for –

- Employment and deployment of Civil Enforcement Officers for the issue of Penalty Charge Notices (PCNs)
- Processing of all PCNs up to Notice to Owner (NtO) stage
- Issue of parking permits for the CPZ and CPAs
- Operation of P&R sites
- Operation of RUC
- Pay and display machine maintenance
- Cash collection and banking



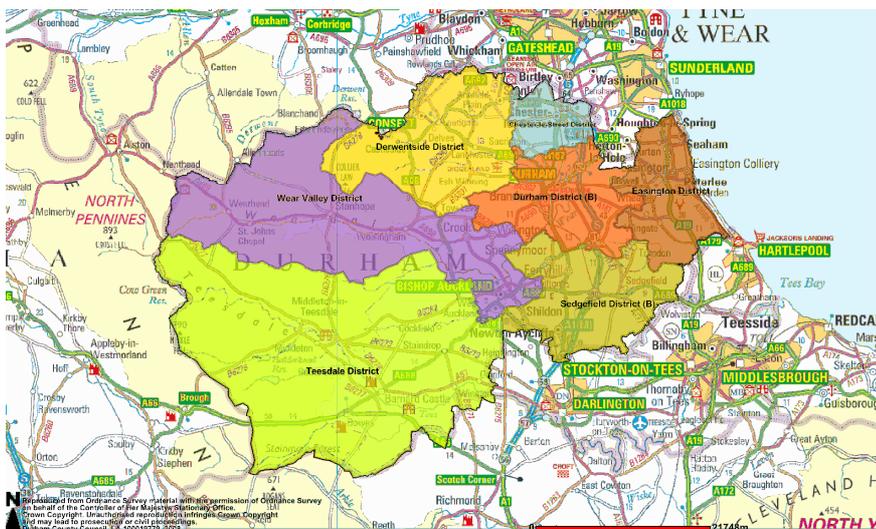
We are committed to ensuring that our operational processes and enforcement procedures are fair, efficient, effective and economical.

Further information relating to our operation is available online at [www.durham.gov.uk](http://www.durham.gov.uk).

# Civil Parking Enforcement

The Traffic Management Act 2004 (TMA) imposes an explicit duty on local authorities to manage their network to reduce congestion and disruption. The Act provides the scope for authorities to assume responsibility for the enforcement of non endorsable parking contraventions and some moving traffic offences from the police.

The legal framework for enforcement authorities in England comprises Part 6 of the TMA and the regulations to bring Part 6 into effect. The TMA and the associated regulations have afforded powers that were already available to authorities in London, giving greater consistency across the country while allowing for parking policies to suit local circumstances. The framework aims to make the system fair as well as effective.



On 3 November 2008, we began operating parking enforcement throughout Durham District in accordance with CPE legislation set out in the TMA. This was rolled out to the north of the county (Chester-le-Street, Derwentside and Easington) on 7 November 2011, and the south of the county (Sedgefield, Wear Valley and Teesdale) on 3 June 2013.

The Act includes a range of on and off street parking

contraventions including prohibited, restricted and permitted parking, together with school and bus stop clearways. We work closely with Durham Constabulary to ensure we can deliver an effective service. Durham Constabulary remains responsible for enforcement of endorsable parking contraventions such as dangerous or obstructive parking.

The enforcement of all moving traffic contraventions throughout the county continues to be the responsibility of Durham Constabulary. However, it is intended that we will assume responsibility following the making of the appropriate legislation.

All of our enforcement procedures comply with appropriate primary legislation, regulations and traffic regulation orders. Our enforcement procedures can be found at [www.durham.gov.uk](http://www.durham.gov.uk)

## Penalty Charge Notices (PCN)

The primary purpose of a penalty charge is to encourage compliance with parking restrictions. The issue of a notice acts as a deterrent to those motorists who wilfully contravene regulations and also as a reminder that safe and considerate parking is a requirement for all road users.

The Secretary of State permits us to choose from one of two bands of penalty charges. We have chosen the higher banding of penalty charge to ensure we achieve a level of compliance in line with our aims and to ensure our parking operation is self-financing. This is in line with our neighbouring authorities.

We issue a £70 penalty charge for more serious parking contraventions such as parking in a place that is always prohibited and a £50 penalty charge for less serious contraventions such as overstaying where parking is permitted.

All penalty charges are reduced by 50% if paid within 14 days.

A list of parking contravention codes and their associated penalty charges can be found in Appendix E and Appendix F.

## Deployment

We are proactive in the planning and delivery of deployment solutions to ensure that we achieve our aims and deliver the authority's wider transport objectives.



Civil Enforcement Officers (CEOs) are generally deployed 8.00am to 6.00pm Monday to Saturday. A reduced level of deployment is undertaken on evenings, Sundays and bank holidays. This reflects the general reduction in demand for parking during these times.

County Durham is enforced on a deployed hours basis. Streets receiving the highest level of deployed hours are those where contraventions would have the greatest impact upon the achievement of our aims and are typically in areas where the local community has expressed concern regarding parking practices.

Parking Services welcome any requests for enforcement in a particular location. All requests made are relayed to the CEOs for investigation. In 2013/14 there were 343 requests for enforcement and all areas were subsequently visited by CEOs. Any requests can be made by contacting Parking Services on 03000 263 985.



## Issuing the PCN and the role of the CEO

The main objective of a CEO is to ensure that parking controls are observed and enforced in a fair, accurate and consistent manner. CEOs are fully trained in the Traffic Management Act 2004 (see Appendix D for NSL training plan).

When a CEO believes that a contravention has taken place he will issue a PCN, either to the windscreen of the vehicle or handing it to the driver. A PCN will be served by post if the CEO has been prevented, for example by force, threats of force, obstruction or violence, from serving the PCN either by affixing it to the vehicle or by giving it to the person who appears to be in charge of that vehicle, or if the CEO had started to issue the PCN but did not have enough time to finish or serve it before the vehicle was driven away and would otherwise have to write off or cancel the PCN.

CEOs need to observe a vehicle for a time to ascertain whether certain contraventions are taking place. How long depends on the type of contravention. Please see Appendix E and Appendix F for a list of contravention codes and their associated observation times.

The exercise of discretion rests with back office staff as part of considering challenges against PCNs and representations against a Notice to Owner (NtO). This is to protect CEOs from allegations of inconsistency, favouritism or suspicion of bribery. It also gives greater consistency in the enforcement of traffic regulations.

In addition to issuing PCNs, CEO duties include the following:

- First point of contact on minor parking enquiries and enforcement matters
- Inspecting parking equipment
- Checking and reporting defective traffic signs and road markings
- Issuing information leaflets and warning notices
- Reporting suspected Blue Badge abuse

Our CEOs now wear body cameras, which records footage whilst officers are on duty. This helps to resolve disputes and complaints, and also acts as a deterrent to would-be attackers. When abuse against our officers has taken place, this footage is used as evidence to help convict criminals who threaten or assault officers.

## Immobilisation/Removal

Enforcing authorities have the power to immobilise (clamp) and remove vehicles. The Secretary of State considers that it should only be used in limited circumstances such as where the same vehicle repeatedly breaks parking restrictions and it has not been possible to collect payment for penalties, primarily because the keeper is not registered, or is not properly registered, with the DVLA. Where a vehicle is causing a hazard or obstruction the enforcement authority should remove rather than immobilise. Immobilisation/removal activity should only take place where it gives clear traffic management benefits. For this reason, it is Durham County Council's policy to never immobilise vehicles. We will remove vehicles but only when it is deemed absolutely necessary.

In 2013/14, no vehicle removals took place.

## Challenges, Representations and Appeals

We receive in excess of 10,000 items of written correspondence throughout the year relating to challenges, representations and appeals.

All officers dealing with these aspects are well versed in the collection, interpretation and consideration of evidence; writing full, clear but concise responses and presenting our case to adjudicators when necessary. Officers will always give proper consideration to extenuating or mitigating circumstances and respond in a timely manner.

We are also aware of our duty to act fairly and proportionately and will exercise discretion sensibly and reasonably and with due regard to the public interest. We always approach the exercise of discretion objectively and without regard to any financial interest in the penalty or decisions that may have been taken at an earlier stage in proceedings.

We aim to respond to all correspondence in the time periods recommended by the Secretary of State, which are currently 14 days for challenges and 21 days for representations. We consider that this is necessary to resolve any dispute at the earliest stage and to foster good customer relations. Once we have come to a decision, the person making the challenge, representation or appeal will be advised promptly what we have decided to do and why.



Full statistical performance relating to challenges, representations and appeals can be found in Chapter 14 Statistical Performance.

## Park and Ride

Durham City is served by three Park and Ride sites on the key routes into the city. These are situated at Belmont, Sniperley and Howlands. A direct bus service runs every 10 minutes to the city centre from each site.

Durham Park and Ride operates Monday to Saturday, 7.00am - 7.00pm (closed Sundays and Bank Holidays). The sites offer free parking for users of the Park and Ride bus service and unlimited daily travel into the city centre and back for £2.00 per person.

Parking at Park and Ride sites is only available to those people purchasing a Park and Ride bus ticket and using the bus service, as the service is financed by passenger fare income. Parking and walking, cycling, or car sharing from the sites is not permitted.

All of our Park and Ride sites have achieved the 'Park Mark Safer Parking Award' in recognition of providing a safe and secure environment through the introduction of proven management processes, physical measures and site security systems. The Park and Ride sites are manned and have CCTV security cameras relayed to a central control office at the Belmont site manned at all times of operation.

A recent customer satisfaction survey found that 100% of those surveyed rated the Park and Ride service as good or very good overall.

In addition, in March 2014 Durham Park and Ride won 'Best Car Park Operation Award' at the British Parking Awards, highlighting the best in parking management, design and innovation.



## Durham Road User Charge

Durham is home to the World Heritage Site of Durham Cathedral and Castle, which has been voted the UK's Number One Landmark by Trip Advisor users. The city attracts over 3.8 million visitors every year, and is widely known for its historic charm.

The Durham Road User Charge (RUC) aims to reduce traffic congestion, reduce pollution and improve air quality in the heavily pedestrianised historic streets of Durham peninsula. The charge encourages motorists to gain access to Durham peninsula outside of the Durham RUC hours of operation, when there are fewer pedestrians. This creates safer and more attractive streets for everyone including residents, businesses, shoppers and visitors. The RUC operates from 10.00am to 4.00pm Monday to Saturday (excluding bank holidays) and a £2 charge applies during the hours of operation. Payment may be made by calling the Parking Shop on 01913846633.



In September 2013 new regulations came into force regarding the operation of road user charging schemes in England. The regulations allow for the fair and effective enforcement of road user charging schemes, providing a challenge and appeal process in line with current civil parking legislation.

At the time of writing this report a new Traffic Regulation Order is being drafted, which will make minor changes to the scheme and will allow us to issue PCNs to vehicles that do not pay the £2 charge. The penalty charge will be £50, reduced to £25 if paid within 14 days. Motorists will have the opportunity to make representations against the PCN to the Council and may appeal further at the Traffic Penalty Tribunal.

## Controlled Parking Zones and Areas

### Durham City Controlled Parking Zone (CPZ)

Controlled parking helps reduce and control the problems of long stay parking by commuters and office workers, which then helps create space for short stay visitors, such as shoppers and tourists as well as residents and their visitors.

There are 52 permit holder only streets in Durham City, and a further 61 streets allocated to pay and display or permit holders. Residents are allocated to a zone and permit holders are able to park in any permit holder only areas and pay and display bays within their zone (please see Appendix C for a list of streets within the CPZ).



Pay and display bays and permit holder only areas are restricted 8.00am to 6.00pm Monday to Saturday. Parking is free outside of operational hours and on bank holidays. Permits that are available include:

- Resident Permit
- Resident Visitor Permit/Scratchcard
- Carer Permit
- Builder Permit
- Business Permit

A maximum of two resident permits may be issued per household (minus the number of off street parking places, e.g. driveway, double garage). Due to the historic nature of the streets within the CPZ the supply of on street parking space is limited in some areas. Our policy is that any new developments or conversions carried out after the introduction of the CPZ will not be eligible for parking permits. If a resident finds they are not eligible for permits, they may wish to consider using 'Co-wheels', a not for profit organisation that allows you to book cars in advance for personal use. Further information can be found at [www.co-wheels.org.uk](http://www.co-wheels.org.uk).

### Framwellgate Moor, North End and Chester-le-Street Controlled Parking Areas (CPA)

There are 16 permit holder only streets in Framwellgate Moor, 13 permit holder only streets in North End and 3 permit holder only streets in Chester-le-Street.

Permit holder only areas in Framwellgate Moor and North End are restricted 8.00am to 6.00pm Monday to Saturday. Permit holder only areas in Chester-le-Street are restricted 10:00am to 11:00am and 2:00pm to 3:00pm Monday to Saturday. Parking is free outside of operational hours and on bank holidays.

Permits that are available include:

- Resident Permit
- Resident Visitor Permit/Scratchcard
- Carer Permit
- Builder Permit
- Business Permit

Residents within the CPA are eligible to purchase a maximum of three resident permits per household. All properties within the CPA are eligible.

At the time of writing this report, further consultations are underway to extend the permit holder streets within Framwellgate Moor and Chester-le-Street, and to introduce permit holder restrictions in Bishop Auckland. When considering requests for permit zones, Durham County Council's Major Projects team apply a number of qualifying criteria including establishing the extent of the problems through surveys, and determining whether or not there would be the effect of displacement parking in neighbouring streets.



## Off Street Parking

The Parking and Transport Infrastructure team manage town centre off street car parks in Durham City, Chester-le-Street, Bishop Auckland and Barnard Castle.

Detailed information regarding the off street car parks within County Durham can be found in Appendix A.



## Bus Stations

Bus stations play a vital role in providing access to and from the town centres, as well as providing visitors and residents with access to local amenities, employment, education and services.

The quality of bus station infrastructure and the motivation and commitment of operational staff play an important role in enhancing the user experience of our customers. We have worked closely with colleagues in Passenger Transport, bus service operators including Arriva and Go Northern and other partners to make the changes necessary to improve services and reduce costs. Transport Infrastructure will continue to manage and maintain the existing infrastructure at the County's bus stations to facilitate access to services and wherever possible, enhance the quality of the waiting environment for bus passengers.

### Durham Bus Station

Durham City Bus Station, situated on North Road, is the principal bus station within the County, with 70 services departing per hour\*. The bus station comprises of 11 bus stands plus an additional 2 set down stands on the approach to the main bus concourse. In previous years notable improvements were made to the bus station, however, due to constraints on the size of the site, capacity issues remain and a number of buses also use the on-street bus stops on North Road and Milburngate.

As outlined in the County Durham Plan, any potential redevelopment of North Road would include the provision of a new and improved bus station. With this in mind, Transport Infrastructure will continue to maintain the existing infrastructure at the bus station until such plans for its future emerge.

In 2013/14, the Council has saved £20,000 on staffing costs. This is due to the reconfiguring of the security staff, reducing their presence Sunday-Thursday, which has had no impact on the service provided.

### Stanley Bus Station

Stanley Bus Station provides 10 bus stands, from which there are 28 bus departures per hour\*. Durham County Council has recently invested money in a new remote door operating system. This will provide a greater service for the public by reducing the amount of time and money spent on repairing the doors.

### Consett Bus Station

Currently 23 buses depart from Consett bus station which comprises of 9 bus stands and 3 additional layover stands.

### Bishop Auckland Bus Station

Bishop Auckland bus station provides a transport hub for South Durham with 46 departures per hour\*. The bus station has 11 bus stands and is primarily made up of bus shelters. Each of the bus stands benefits from electronic real time information displays, informing passengers of when their buses are due to arrive at the stop.

### Peterlee Bus Station

Although Peterlee Bus Station is privately owned, the County Council have previously invested in infrastructure to benefit its users and continue to maintain the ancillary equipment, which include the power doors, CCTV and real-time information displays. There are 8 bus stands at Peterlee Bus Station which accommodates 31 bus departures per hour\*.

\* Bus departures are based on daytime departures per hour during Monday – Saturday

## Partnership working

The Parking and Transport Infrastructure team and its partners, NSL and Arriva understand that collaborative working is essential in order to meet each organisation's aims and objectives. Together our alliance has assisted us in our pursuit of excellence and innovation in service delivery.

Together we have worked throughout the year with other partners to deliver projects that have improved the economic and social wellbeing of County Durham and its stakeholders. Whilst not comprehensive, the following is a sample of some of our highlights during 2013/14.

### The Gospels

From July to September 2013, the Lindisfarne Gospels book was showcased in Durham University's library.

Created by the community of St Cuthbert on Lindisfarne, the book is one of the best examples of creativity and craftsmanship of the Medieval era. The exhibition attracted nearly 100,000 visitors to the City during its three month stay.

An extended Park and Ride service was in operation, and buses were liveried with the famous 'Cat' artwork to promote the event.



### The Miners Gala

The Durham Miners Gala known locally as 'The Big Meeting' is held each July. The event is associated with the coal mining heritage of the Durham Coalfield, which stretched throughout our County. It consists of the parading of banners accompanied by brass bands to the old Racecourse where political speeches are delivered. We were proud to support the event through the increased provision of Park and Ride buses, improving the quality and accessibility of public transport for some of the many thousands of visitors to our city.



## Lumiere

Lumiere returned to Durham in 2013 with a spectacular raft of installations and projections illuminating Durham's buildings, streets and public spaces.

175,000 people visited the light festival over four days. Extra buses operated from the Park and Ride sites, and extra staffing was arranged to assist with crowd control.

## Inspector George Gently

Parking Services worked with the makers of BBC1 series Inspector George Gently starring Martin Shaw. The series was filmed in various locations in County Durham. The Parking Services team arranged suitable locations for the crew's base whilst filming took place, and arranged for the suspension of parking bays.



## Durham City Christmas Festival

During December 2013 we supported the Durham Victorian Christmas Festival ensuring visitors to the city could enjoy the festive entertainment, which included reindeer for the children, children's lantern procession and carols at Durham Cathedral. This along with our free Christmas Eve Park and Ride made a positive contribution to the economic vitality of the city.

## Staff structure and training

We have worked in partnership with NSL Services since the introduction of our first Durham City CPZ in 2000 and Arriva since they were awarded the Durham P&R bus service operation contract in 2009.

Our partnerships are overseen by the Parking and Transport Infrastructure team, contained within the Council's Strategic Traffic Management Section.

### Parking and Transport Infrastructure Staff Structure and Training

The success of our services depends on the commitment and motivation of our personnel.

As many of our systems and processes are complex, we recognise that it is essential that we give personnel the skills and training to do their jobs effectively and professionally.

We also recognise the importance of aligning the aims and objectives at a wider strategic level to the individual jobs in the Parking and Transport Infrastructure team so that employees know what they should be doing, how they should be doing it and how this fits with the organisation's overall vision and agenda.



Management personnel have undertaken specialist training and can demonstrate an understanding of –

- Government transport policy and objectives
- the role of parking regulations and enforcement
- the legal framework for civil parking enforcement
- applying our published policies
- the values and expectations of our stakeholders as expressed in the Council Plan and LTP3

Each 'Parking Services' team member has undertaken specialist training and has an understanding of –

- the legal framework for civil parking enforcement
- applying our published policies
- parking contravention codes and descriptions, and their use
- challenges and representations
- mitigation
- traffic regulation orders
- signs and lines

Appendix B details the staff structure within the Parking and Transport Infrastructure team.

## **NSL Services Staff Structure and Training**

NSL Services provides resource for enforcement and management of all prohibited, restricted and permitted parking within the CPE areas. They also undertake processing of all PCNs up to 'NtO' stage, operate the Durham City P&R sites, operate the Durham City RUC, maintain pay and display machines, and undertake cash collection and banking.

NSL Services consider that having a stable, experienced and motivated workforce is one of the most important elements of running a successful parking operation. At the heart of this are the learning opportunities and the training and development support given to the front line operations teams, to their team leaders and managers and to the business teams and support functions that help them to fulfil their roles.

Appendix C details the staff structure for NSL Services Group.

Appendix D details the training plan set out by NSL Services Group for its employees.

## Financial performance – Parking Services

The operation of our services generates significant income and expenditure. For our operations to remain self-financing it is necessary to ensure that our income is, and remains, in line with our expenditure.

We aim for a cost neutral package of services where all costs are met from revenue generated through on and off street pay and display, PCNs, and P&R fares.

### Parking Services Financial Information

Income from on street parking charges and PCN payments (whether for on-street or off-street enforcement) must only be used in accordance with section 55 of the Road Traffic Regulation Act 1984 (RTRA 1984). Any income remaining after enforcement costs have been met must be used for transport provision for the benefit of road users.

### Parking Services Account

The table below shows the income and expenditure for parking. For historical data, please refer to previous annual reports.

Administration	2012/13		2013/14	
	Income	Expenditure	Income	Expenditure
Staffing	£0.00	£197,766.00	£0.00	£207,658.70
Operation of the Parking Shop	£0.00	£238,228.94	£0.00	£245,575.83
Other administrative costs	£0.00	£34,668.20	£0.00	£15,239.98
<b>Total</b>	<b>£0.00</b>	<b>£470,663.14</b>	<b>£0.00</b>	<b>£468,474.51</b>

Enforcement	2012/13		2013/14	
	Income	Expenditure	Income	Expenditure
Penalty Charge Notices	£515,267.51	£98,014.94	£644,467.58	£103,266.11
Civil Enforcement Officers	£0.00	£631,747.88	£0.00	£739,543.82
<b>Total</b>	<b>£515,267.51</b>	<b>£729,762.82</b>	<b>£644,467.58</b>	<b>£842,809.93</b>

On & Off Street Parking	2012/13		2013/14	
	Income	Expenditure	Income	Expenditure
On Street Parking – Durham City	£929,201.25	£51,876.44	£980,487.00	£42,610.10
Off Street Parking – Durham City	£391,340.83	£178,465.04	£399,691.21	£110,425.68
Off Street Parking – Chester-le-Street	£287,987.33	£94,152.51	£304,082.00	£76,337.65
Off Street Parking – Bishop Auckland	£266,468.63	£111,753.80	£185,570.17	£64,480.72
Off Street Parking – Barnard Castle	£173,578.83	£64,334.31	£191,748.00	£65,155.88
Off Street Parking – Non-pay and display	£0.00	£59,389.05	£0.00	£79,142.38
<b>Total</b>	<b>£2,048,576.87</b>	<b>£559,971.15</b>	<b>£2,061,578.38</b>	<b>£438,152.41</b>

Road User Charge & Access Management	2012/13		2013/14	
	Income	Expenditure	Income	Expenditure
Durham City Road User Charge	£5,377.80	£32,045.91	£2,650.00	£36,687.40
Durham City Static Bollards	£0.00	£9,887.73	£0.00	£2,729.74
Bishop Auckland Bollard	£0.00	£12,932.46	£0.00	£13,299.84
<b>Total</b>	<b>£5,377.80</b>	<b>£54,866.10</b>	<b>£2,650.00</b>	<b>£52,716.99</b>

Park and Ride	2012/13		2013/14	
	Income	Expenditure	Income	Expenditure
Park and Ride service	£779,648.37	£1,268,731.06	£854,035.00	£1,332,267.99
Park and Ride advertising	£9,575.00	£0.00	£12,180.00	£0.00
<b>Total</b>	<b>£789,223.37</b>	<b>£1,268,731.06</b>	<b>£866,215.00</b>	<b>£1,332,267.99</b>

Parking Services total income of £3,574,910.96, minus expenditure of £3,134,421.83, leaves a total surplus of £440,489.13.

## Action Taken with Respect to Surplus

Surplus has contributed to the operation of Durham City Shopmobility. Shopmobility loans scooters and wheelchairs to members with a mobility difficulty and offers a fully accessible minibus service that is used to transport registered members to and from their homes to the city centre.

Surplus has also been spent on the provision of public transport to Durham's Historic Peninsula through the Cathedral bus. The Cathedral bus offers easy access to the Cathedral and Castle as well as city centre shopping areas from the railway station and off street car and coach parks. The service was introduced to support a reduction in vehicular traffic on the historic peninsula and World Heritage site.

Additionally, surplus is spent on introducing/removing and refreshing signs and road markings within County Durham.



## Forecast for Financial Year 2014/15

Financial year 2014/15 will see a full year of Civil Parking Enforcement throughout the whole of County Durham. It is envisaged that the number of Penalty Charge Notices will decrease over time as compliance increases.

A new Civil Parking Enforcement contract will be awarded in November 2014, which will result in changes to our current expenditure. Further information on the changes is explained in detail below.

### Administration -

No changes in administration are predicted in 2014/15.

<b>Administration Forecast 2014/15</b>	<b>Income</b>	<b>Expenditure</b>
Parking Services & Transport Infrastructure Team	£0.00	£207,658.70
Operation of the Parking Shop	£0.00	£245,575.83
Other administrative costs	£0.00	£15,239.98
<b>Total</b>	<b>£0.00</b>	<b>£468,474.51</b>

### Enforcement –

As compliance increases, in 2014/15 we expect that the number of Penalty Charge Notices issued will begin to stabilise.

The new contract commencing in November 2014 will see a reduction in the current number of Civil Enforcement Officers and it is therefore predicted that the expenditure relating to enforcement will reduce.

<b>Enforcement Forecast 2014/15</b>	<b>Income</b>	<b>Expenditure</b>
Penalty Charge Notices	£644,467.58	£103,266.11
Civil Enforcement Officers	£0.00	£665,000.00
<b>Total</b>	<b>£644,467.58</b>	<b>£768,266.11</b>

### On and off street parking -

We intend to maintain parking charges at their current level. Therefore we expect income to remain largely the same.

<b>On &amp; Off Street Parking Forecast 2014/15</b>	<b>Income</b>	<b>Expenditure</b>
On Street Parking – Durham City	£980,487.00	£42,610.10
Off Street Parking – Durham City	£399,691.21	£110,425.68
Off Street Parking – Chester-le-Street	£304,082.00	£76,337.65
Off Street Parking – Bishop Auckland	£185,570.17	£64,480.72
Off Street Parking – Barnard Castle	£191,748.00	£65,155.88
Off Street Parking – Non-pay and display	£0.00	£79,142.38
<b>Total</b>	<b>£2,061,578.38</b>	<b>£438,152.41</b>

## Road User Charge & Access Management –

No charge increases are planned for 2014/15. However, it is intended to introduce a new Traffic Regulation Order which will allow Penalty Charge Notices to be issued for non-payment of the charge. As such, it is predicted that a small increase in road user charge income will be received.

In November 2014, the responsibility for the Bishop Auckland bollard will be transferred to a different department within the Council. As such, there will be a reduction in expenditure within Parking & Transport Infrastructure.

<b>Road User Charge &amp; Access Management 2014/15</b>	<b>Income</b>	<b>Expenditure</b>
Durham City Road User Charge	£3,000.00	£36,687.40
Durham City Static Bollards	£0.00	£2,729.74
Bishop Auckland Bollard	£0.00	£7,800.00
<b>Total</b>	<b>£3,000.00</b>	<b>£47,217.14</b>

## Park and Ride –

It is intended to maintain Park and Ride fares at their current level and as such we expect income to remain broadly the same.

New contracts for managing the Park and Ride sites and running the bus service will commence in November 2014, and at this stage it is unclear how this will affect service costs.

<b>Park and Ride Forecast 2014/15</b>	<b>Income</b>	<b>Expenditure</b>
Park and Ride service	£854,035.00	£1,332,267.99
Park and Ride advertising	£12,180.00	£0.00
<b>Total</b>	<b>£866,215.00</b>	<b>£1,332,267.99</b>

Parking Services total expected income of £3,575,260.96, minus expected expenditure of £3,054,378.16, would leave a total surplus of £520,882.80.

## Financial performance – Transport Infrastructure (Bus Stations)

Transport Infrastructure manages bus stations in Durham, Stanley, Consett, Bishop Auckland and Peterlee.

Income and expenditure is as follows –

Durham Bus Station	2012/13		2013/14	
	Income	Expenditure	Income	Expenditure
Staff	£0.00	£145,802.99	£0.00	£125,235.70
Premises	£0.00	£32,500.00	£0.00	£44,480.31
Supplies and services	£16,899.95	£15,300	£5,769.34	£16,236.67
Advertising	£2,000	£0.00	£3,300.00	£0.00
<b>Total</b>	<b>£18,899.95</b>	<b>£193,602.99</b>	<b>£9,069.34</b>	<b>£185,952.68</b>

Stanley Bus Station	2012/13		2013/14	
	Income	Expenditure	Income	Expenditure
Rent	£32,550.00	£0.00	£32,550.00	£0.00
Premises	£1,487.50	£65,750.00	£4,569.98	£62,223.13
Supplies and Services	£3,000.00	£300.00	£7,392.80	£2,232.01
Advertising	£0.00	£0.00	£112.50	£0.00
<b>Total</b>	<b>£37,037.50</b>	<b>£66,050.00</b>	<b>£44,625.28</b>	<b>£64,455.14</b>

Consett Bus Station	2012/13		2013/14	
	Income	Expenditure	Income	Expenditure
Rent	£5,000.00	£0.00	£5,000.00	£0.00
Premises	£0.00	£38,250.00	£0.00	£38,047.85
Supplies and Services	£3,000.00	£0.00	£2,727.55	£0.00
Advertising	£0.00	£0.00	£0.00	£0.00
<b>Total</b>	<b>£8,000.00</b>	<b>£38,250.00</b>	<b>£7,727.55</b>	<b>£38,047.85</b>

Bishop Auckland Bus Station	2012/13		2013/14	
	Income	Expenditure	Income	Expenditure
Rent	£3,050.00	£0.00	£3,050.00	£0.00
Premises	£0.00	£27,000.00	£0.00	£29,390.35
Supplies and Services	£0.00	£0.00	£0.00	£0.00
Advertising	£0.00	£0.00	£0.00	£0.00
<b>Total</b>	<b>£3,050.00</b>	<b>£27,000.00</b>	<b>£3,050.00</b>	<b>£29,390.35</b>

Peterlee Bus Station	2012/13		2013/14	
	Income	Expenditure	Income	Expenditure
Rent	£0.00	£0.00	£0.00	£0.00
Premises	£0.00	£10,000.00	£0.00	£5,594.66
Supplies and Services	£0.00	£0.00	£0.00	£0.00
Advertising	£0.00	£0.00	£0.00	£0.00
<b>Total</b>	<b>£0.00</b>	<b>£10,000.00</b>	<b>£0.00</b>	<b>£5,594.66</b>

The total income of £64,472.17 minus the expenditure of £323,440.68 left a total deficit of £258,968.51 in 2013/14. This shortfall is partially funded by bus station departure charges paid by bus operators to Durham County Council Passenger Transport section.

# Statistical performance

## Civil Parking Enforcement Performance

On 3 November 2008, we began operating parking enforcement throughout Durham District under the CPE legislation. This was extended into the north of the county (Chester-le-Street, Derwentside and Easington) on 7 November 2011, and the south of the county (Sedgefield, Wear Valley & Teesdale) on 3 June 2013.

### Penalty Charge Notices (PCNs)

A total of 23,171 PCNs were issued from 1 April 2013 - 31 March 2014. The total number of PCNs for each contravention can be found in Appendix E and Appendix F.

	2011/12	2012/13	2013/14
<b>Number of on street PCNs issued</b>	11,245 (84% of all PCNs)	12,368 (78%)	18,023 (78%)
<b>Number of off street PCNs issued</b>	2,164 (16% of all PCNs)	3,408 (22%)	5,148 (22%)
<b>Total</b>	<b>13,409</b>	<b>15,776</b>	<b>23,171</b>

The line graph below shows the total number of PCNs issued over the last three years. There has been a sharp increase due to the implementation of CPE in the south of the county in June 2013.

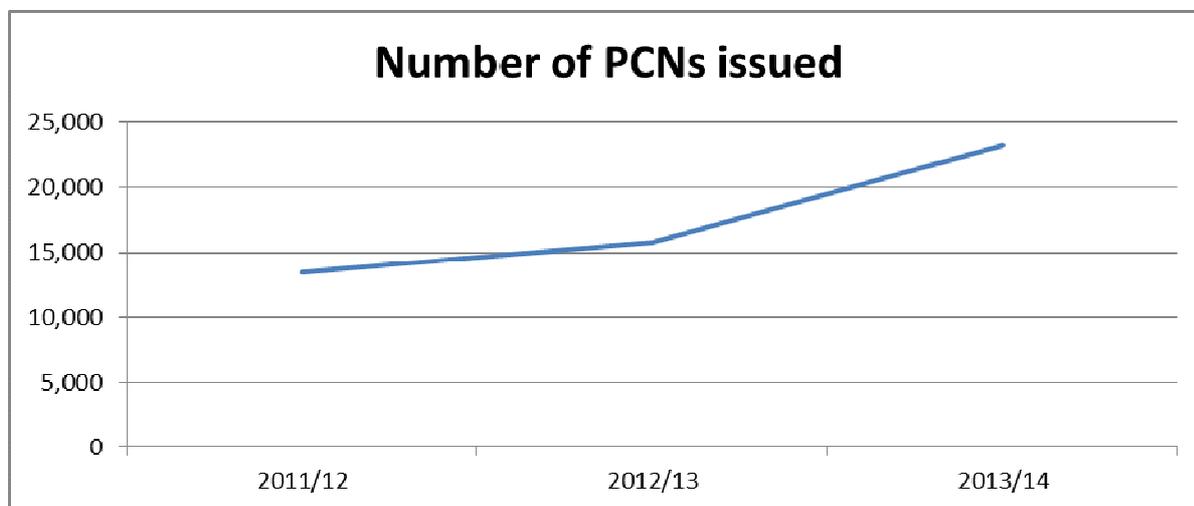


Fig. 1 Line graph showing the number of PCNs issued over the last three years

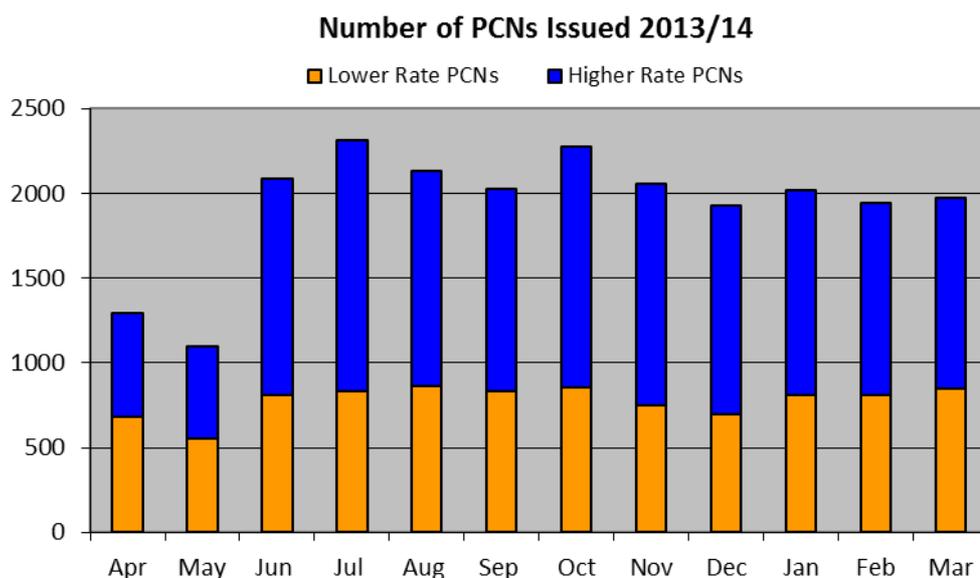


Fig. 2: PCNs issued on a month by month basis, including those issued at the higher and lower rates

### Payment Stage (PCN's)

When a PCN is issued, payment of the charge may be made at various stages of representation and appeal in accordance with relevant primary legislation and regulations. Early payment results in a discounted charge being accepted. Late payment generally results in higher charges being payable.

The figures below are correct as of 1 July 2014.

	2011/12	2012/13	2013/14
<b>Number of PCNs paid within 14 days (discounted)</b>	8,091 (60%)	9,547 (61%)	14,315 (62%)
<b>Number of PCNs paid before Charge Certificate issued (within 56 days)</b>	862 (6%)	1,060 (7%)	1,564 (7%)
<b>Number of PCNs paid after Charge Certificate served</b>	214 (2%)	146 (0%)	228 (1%)
<b>Number of PCNs with an amount outstanding</b>	714 (5%)	1,006 (6%)	1,718 (7%)
<b>Number of Charge Certificates registered</b>	1,201 (9%)	1,530 (10%)	1,166 (5%)
<b>Number of Warrants of Execution issued</b>	1,098 (8%)	1,355 (9%)	932 (4%)
<b>Number of PCNs written off (bailiffs cannot recover and foreign vehicles)</b>	31 (0%)	69 (0%)	50 (0%)
<b>Number of PCNs cancelled</b>	3,497 (26%)	3,955 (25%)	5,833 (25%)

## PCN Challenges, Representations and Appeals

A PCN may be contested at various stages in accordance with relevant primary legislation and regulations.

- An informal challenge can be made before the issue of an NtO.
- A formal representation can be made after the issue of the NtO but before the issue of a Charge Certificate
- An appeal to the Traffic Penalty Tribunal (TPT) can be made following the service of a Notice of Rejection of representation.

Challenges	2011/12	2012/13	2013/14
Number of PCNs resulting in informal challenge	4,039 (30% of all PCNs)	5,284 (33% of all PCNs)	6,939 (30% of all PCNs)
Of which resulted in cancellation of PCN	3,246 (80% of all challenges)	3,637 (69% of all challenges)	5,421 (78% of all challenges)
Of which resulted in rejection of challenge	793 (20% of all challenges)	1,647 (31% of all challenges)	1,518 (22% of all challenges)

Reasons for cancellation of PCN at challenge stage	2011/12	2012/13	2013/14
Cancelled see letter details	374 (5%)	522 (10%)	387 (7%)
Cancelled Processing Error	40 (1%)	34 (1%)	97 (2%)
Cancelled CEO Error	137 (3%)	149 (3%)	167 (3%)
Cancelled Machine Fault	8 (0%)	32 (1%)	7 (0%)
Cancelled Vehicle Broken Down	11 (0%)	27 (1%)	18 (0%)
Cancelled Valid Ticket Produced	656 (16%)	824 (16%)	1,110 (20%)
Cancelled Signs/Lines	156 (4%)	11 (0%)	34 (1%)
Cancelled Blue Badge Holder	1,193 (30%)	1,551 (30%)	2,748 (51%)
Cancelled DVLA No Trace	250 (6%)	247 (5%)	554 (10%)
Cancelled First Invalid Scratchcard	299 (7%)	110 (2%)	107 (2%)
Cancelled General Reason	11 (0%)	21 (0%)	56 (1%)
Cancelled Mitigating Circumstances	28 (1%)	8 (0%)	5 (0%)
Cancelled Resident Permit Produced	50 (1%)	49 (1%)	37 (1%)
Cancelled Spoiled Before Issue	33 (1%)	53 (1%)	94 (2%)

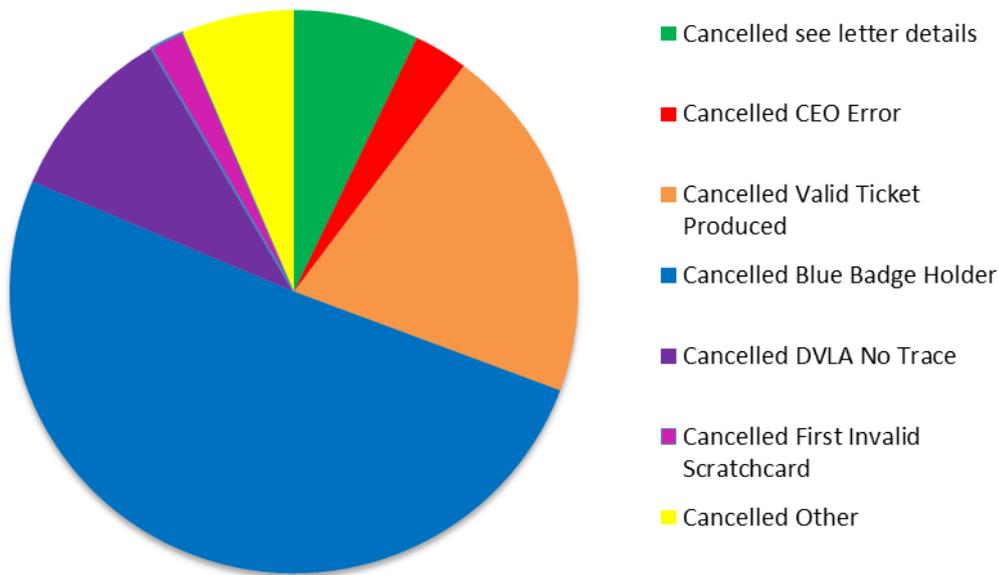


Fig. 3: Reasons for cancellation at challenge stage

Representations	2011/12	2012/13	2013/14
Number of PCNs resulting in a formal representation	472 (4% of all PCNs)	818 (5% of all PCNs)	1,044 (5% of all PCNs)
Of which resulted in cancellation of PCN	192 (41% of all representations)	318 (39% of all representations)	412 (39% of all representations)
Of which resulted in new NtO being issued (hire companies and changes in registered keepers)	191 (40% of all representations)	283 (35% of all representations)	373 (36% of all representations)
Of which resulted in Notice of Rejection	89 (19% of all representations)	217 (27% of all representations)	259 (25% of all representations)

Reasons for cancellation of PCN at representation stage	2011/12	2012/13	2013/14
1 <sup>st</sup> Invalid Scratchcard	4	6	2
56+ Days Elapsed	0	3	4
Accept Representation	76	164	110
Blue Badge Holder	45	69	124
Loading Exemption	0	1	45
Machine Fault	3	2	4
Mitigating Circumstances	1	1	19
P&D Ticket Produced	14	13	31
CEO Error	17	13	12
Processing Error	10	2	7
Resident Permit Produced	1	7	6
Vehicle Broken Down	7	4	9
Lines/Signs	14	33	36
Statutory Exemption	0	0	3

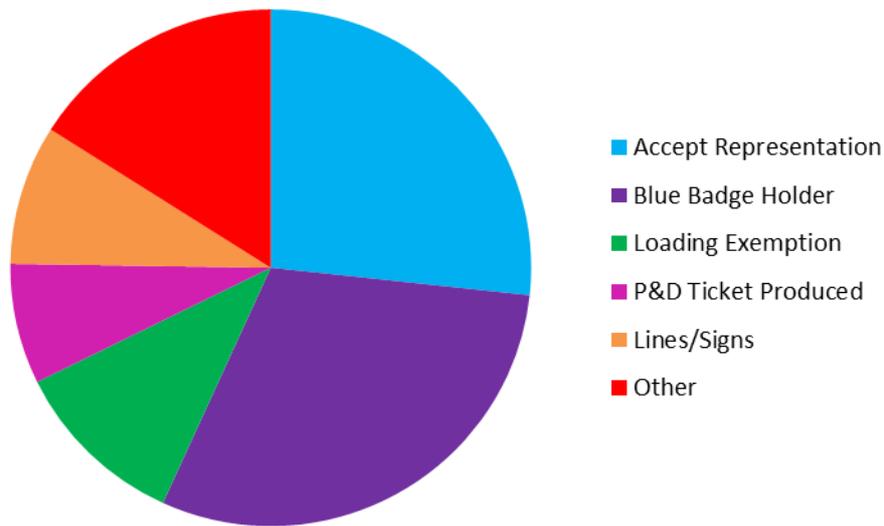


Fig. 4: Reasons for cancellation at representation stage

Appeals	2011/12	2012/13	2013/14
Number of Appeals at the Traffic Penalty Tribunal	13 (0.1% of all PCNs)	37 (0.2% of all PCNs)	33 (0.1% of all PCNs)
Of which resulted in cancellation of PCN	2 (15% of all appeals)	8 (22% of all appeals)	12 (36% of all appeals)

Figures 6 & 7 below show how we perform against the average of all councils with CPE powers, and how we perform against neighbouring authorities. Before mapping our performance against neighbouring authorities, it is important to compare the scale of each Parking Services operation and as such figure 5 details the number of PCNs issued in 2013/14 for all North East local authorities.

The results show that, on average, fewer PCNs issued by Durham County Council were appealed against at the TPT. Of those who appealed, a smaller percentage of PCNs were subsequently cancelled than the national average. This shows that we are fair and are making the right decisions.

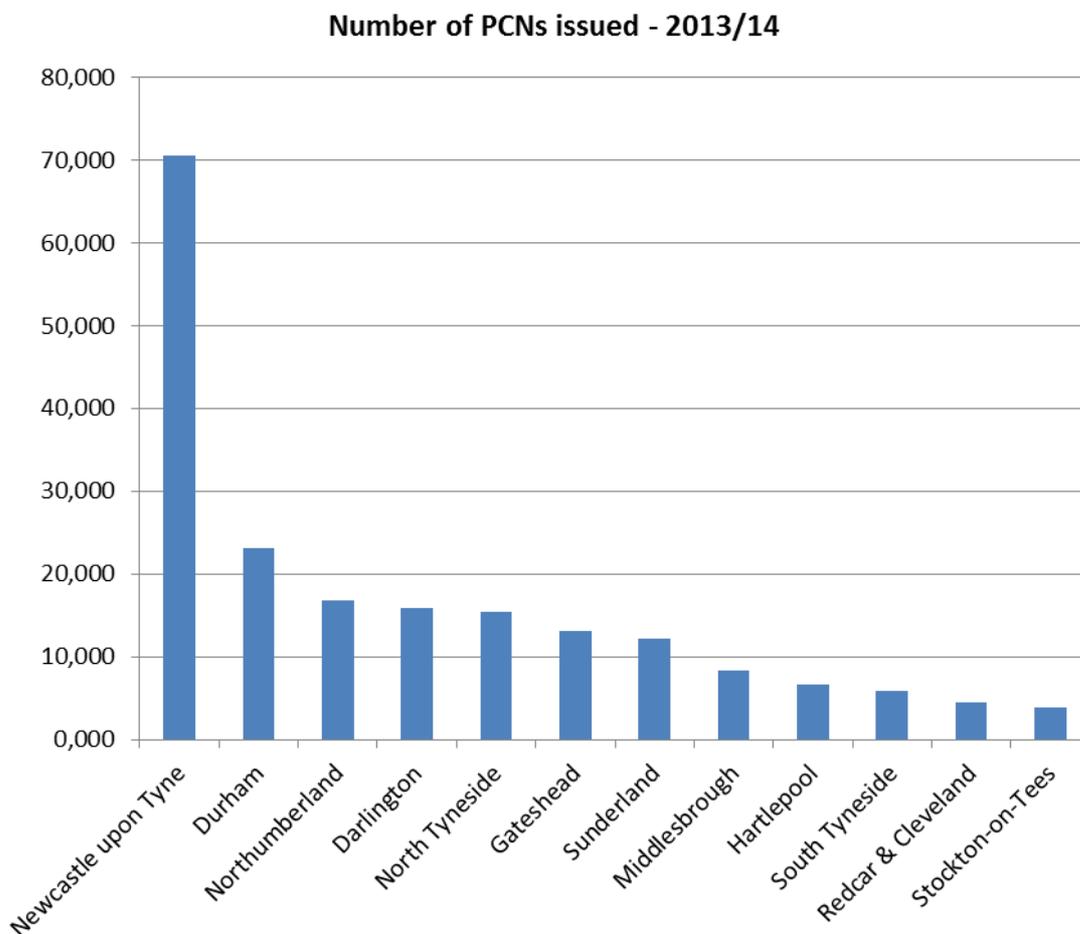


Fig. 5 – Durham County Council issues one of the highest numbers of PCNs in the North East

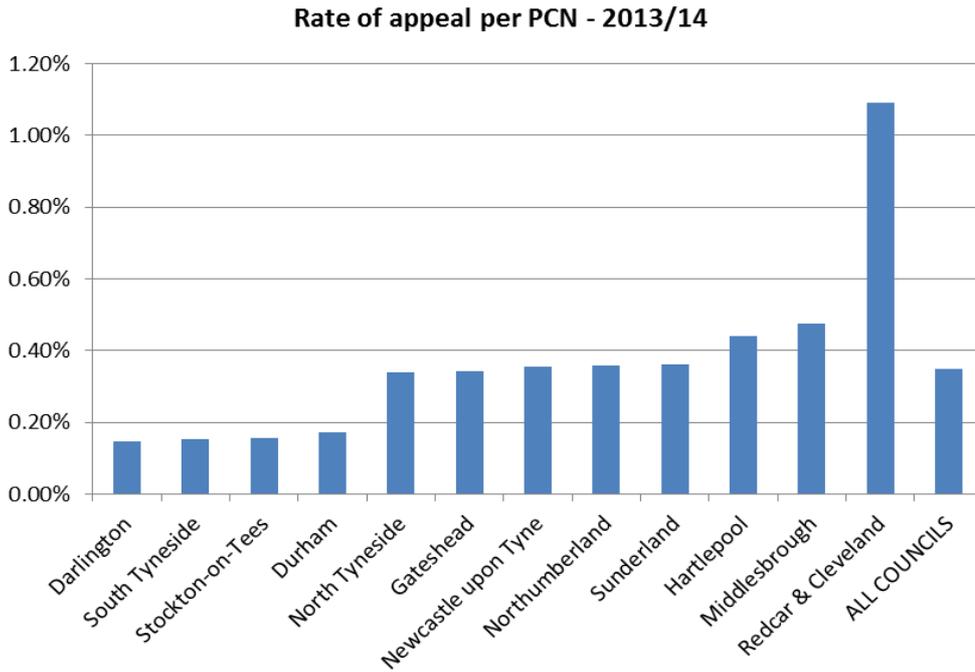


Fig. 6 – Durham County Council has a lower appeal rate than the national average, and is in the top third of North East Councils

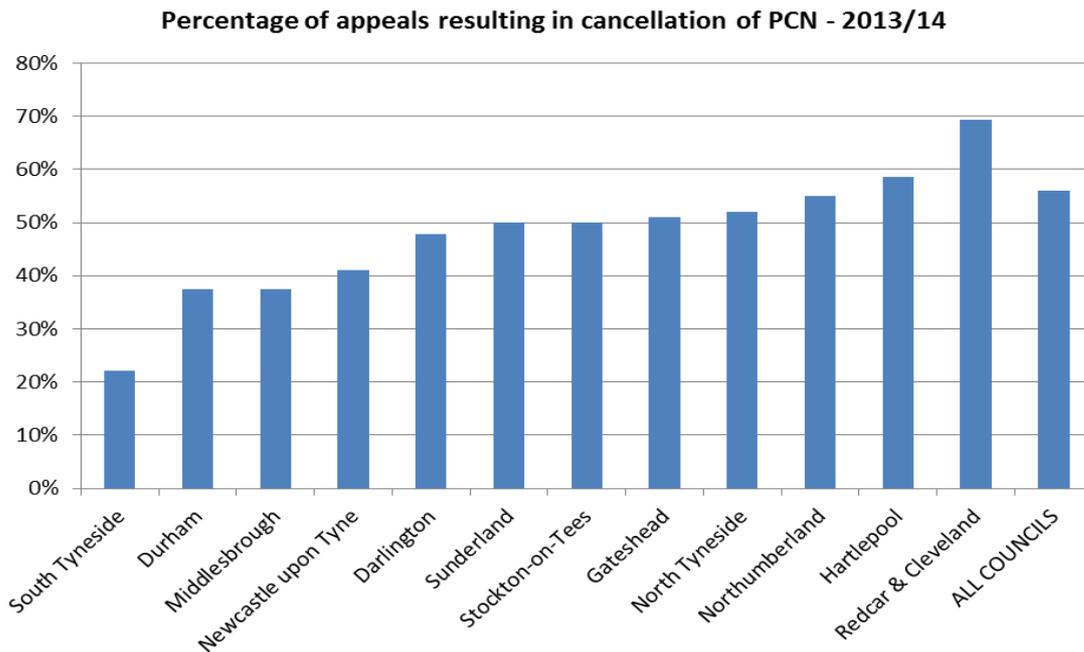


Fig. 7 – More appeals are found in Durham County Council's favour than the national average, and we are one of the most successful in the North East.

## Our Objectives Performance

Our Parking Service objectives enable us to quantify our performance and confirm that the desired outcomes are being achieved. In addition, they help us to understand our customers' needs and identify ways of improving the quality of the services we deliver.

Detailed below are our objectives along with the appropriate performance measures. They clearly demonstrate how the day-to-day work of Parking Services and its partners, NSL Services and Arriva has once again successfully contributed to the achievement of our organisational aims.

Our objectives	Performance Measure	2011/12	2012/13	2013/14
1 - Improve road safety through the enforcement of School Keep Clear restrictions and areas marked by zigzags	Number of PCNs issued on School Keep Clear restrictions and pedestrian crossing zig zags (Contravention codes 48 and 99)	143	333	304
Comment	We consider road safety to be of paramount importance. Officers enforce restrictions outside of schools on a daily basis, and priority is given to those where we have received reports of dangerous parking.			
2 - Increase passenger journeys on the Durham Park and Ride service by continuing to provide a high quality accessible service	Number of passenger journeys on the Durham Park and Ride service	1,171,264	1,086,182	1,156,816
Comment	Park and Ride passenger numbers increased in 2013/14, attributed largely to the Lumiere Festival, which attracted almost 40,000 passengers over four days.			
3 - Improve quality and accessibility of public transport through the enforcement of bus stop clearway markings and taxi ranks.	Number of PCNs issued on bus stop clearways and taxi rank restrictions (Contravention codes 45 and 47)	195	352	575
Comment	We are committed to enforcing bus stop clearways and taxi ranks. Figures show that abuse of these restrictions continues to be a problem throughout the County.			
4 - Improve road safety and the local environment by educating drivers about the implications of their actions	Number of challenges and representations rescinded on the first occasion (Includes blue badges, invalid scratch cards and valid P&D ticket produced only)	2,227	2,573	4,123
Comment	Parking Services and its partners are aware that the purpose of the penalty charge is to dissuade motorists from contravening parking restrictions, not to raise revenue. Therefore, where an undoubted contravention has occurred we may offer advice and guidance on the first occasion, but question the circumstances more closely if subsequent PCNs are issued. This performance measure reveals how increasingly we are choosing to educate drivers about their actions.			

Our objectives	Performance Measure	2011/12	2012/13	2013/14
5 – Support economic growth by assisting in the organisation of festivals and special events	Number of festivals and special events where Durham Park and Ride service was used.	8 Fathers Day bus rally, Miners Gala, Streets of Brass, Tour of Britain Cycling, Big Ride, Lumiere, Food Festival, Christmas Festival	8 Fathers Day bus rally, Miners Gala, Streets of Brass, Tour of Britain Cycling, Big Ride, Olympic Torch Relay, Food Festival, Christmas Festival	7 Miners Gala, Pearl Izumi Cycle Race, Lindisfarne Gospels, Lumiere, Big Ride, Food Festival, Christmas Festival
Comment	Once again we have worked throughout the year with other partners to deliver projects that have improved the economic and social wellbeing of County Durham and its stakeholders.			
6 - Meet the needs of people with disabilities by ensuring legitimate use of designated blue badge holder bays	Number of PCNs issued in blue badge holder bays (Contravention code 40 & 87)	1,237	1,768	3,996
Comment	Abuse of disabled bays continues to be a problem throughout County Durham. It is predicted that this number will reduce over time when drivers become more educated and compliant with parking restrictions.			
7 - Build liveable streets and neighbourhoods through the introduction and effective management of controlled parking zones and areas.	Number of permits issued within controlled parking zones and areas	8,640	9,985	9,621
Comment	The introduction of new permit zones stabilised during 2013/14, however it is expected that further permit areas will be introduced in the south of the county in 2014/15.			
8 - Ensure the expeditious movement of traffic through the enforcement of waiting and loading restrictions	Number of PCNs issued on waiting and loading restrictions (Contravention codes 01 and 02)	2,387	3,415	4,666
Comment	Year on year we continue to address contraventions on waiting and loading restrictions. The issue of a PCN discourages motorists to contravene the restrictions in future, which in turn helps to keep traffic moving. The increase of PCNs during 2013/14 is attributed to the introduction of CPE in the south of the county.			

Our objectives	Performance Measure	2011/12	2012/13	2013/14
9 – Improve the accessibility of public transport by delivering improvements to transport infrastructure	Refurbishment of bus stations	N/A	Consett bus station refurbishment commenced	Consett bus station refurbishment complete
Comments	In 2013/14 the refurbishment of Consett bus station was completed. It is expected that a multi-million-pound redevelopment of Durham bus station will commence in 2014/15.			
10 – Support the local economy through the enforcement of limited waiting bays	Number of PCNs issued in limited waiting bays (contravention codes 22 & 30)	300	416	755
Comments	Limited waiting bays are introduced in commercial areas, providing convenient short stay parking for motorists to use the facilities on offer. Enforcement discourages motorists from parking in the bays all day, meaning that more space is available for customers. The increase in PCNs issued during 2013/14 demonstrates that we are committed to helping businesses, supporting the local economy.			
11 – Preserve the historic environment of Durham City through the enforcement of the 'Historic Core Zone'	Number of PCNs issued within the 'Historic Core Zone' (Market Place, Silver St, Framwellgate Bridge, Elvet Bridge, Saddler St, North Bailey, South Bailey, Owengate, Bow Lane, Dun Cow Lane)	399	362	404
Comments	Durham is home to the World Heritage site of Durham Cathedral and Castle. The Durham Road User Charge (RUC) and the Historic Core Zone (HCZ) aim to reduce traffic congestion, reduce pollution and improve air quality in the heavily pedestrianised historic streets of Durham peninsula. Whilst the RUC discourages access between 10am and 4pm, the HCZ restriction means that parking is only permitted in designated loading and disabled bays and reduces the requirement for yellow lines in the historic area.			

# Glossary of terms

## **Arriva**

Arriva are Durham City Park and Ride bus service providers working under contract.

## **Cancellations**

A Penalty Charge Notice is cancelled when we believe that it would be unjust to pursue the case or when there is an applicable exemption.

## **Challenge**

An objection made against a Penalty Charge Notice before a Notice to Owner is issued.

## **Civil Enforcement Officer – CEO**

This is the name given to officers who used to be known as Parking Attendants. They must be employed by the council or through a specialist contractor. In Durham City they are employed through NSL (formerly NCP).

## **Civil Parking Enforcement – CPE**

This is the name given to the enforcement of parking regulations by Civil Enforcement Officers (CEO) under the Traffic Management Act 2004.

## **Contravention**

Failure of the motorist to comply with traffic or parking regulations as set by local Traffic Regulation Orders (TRO).

## **Controlled Parking Zone - CPZ**

An area where parking is restricted during specified times. This ensures that the needs of all motorists are catered for within the city. Signs are placed at entry points throughout the zone and where the restrictions differ to those on entry. There is no requirement to sign double yellow lines however single yellow lines will be signed.

## **Council Plan**

The overarching plan that directs the planning of all services in the Council. It sets out how we will deliver our corporate priorities for improvement and the key actions we will take in support of delivering the longer-term goals.

## **Department for Transport – DfT**

This is the Government department responsible for the English transport network and transport matters in Scotland, Wales and Northern Ireland which are not devolved. The department is run by the Secretary Of State for Transport.

## **Differential Parking Penalties**

This is the name for the different levels of charges implemented by the Traffic Management Act 2004. Higher level contraventions are £70 and lower levels are set at £50. The different charges reflect the seriousness of the contravention.

## **Excess Charge Notice - ECN**

This is issued to a vehicle that is believed to be parked in an off street car park in contravention of a local Traffic Regulation Order created under the Road Traffic Regulation Act 1984.

## **Fixed Penalty Notice - FPN**

These were introduced in Great Britain in the 1950s to deal with minor parking offences. These can only be issued by the police.

## **Historic Core Zone – HCZ**

Located on Durham peninsula, the HCZ allows for a more flexible approach to the installation of traffic signs and lines to support traffic regulations. It allows us to reduce the visual intrusion created by signs and lines in this historically sensitive area. Signs and road markings are reduced to an absolute minimum, mainly at the entry to the Historic Core Zone and at designated loading and disabled bays. The concept being that there is to be no parking or loading on the peninsula **except** in those areas indicated.

## **Local Transport Plan – LTP**

A comprehensive plan for the future of transport in County Durham, prepared in accordance with the Department for Transport (DfT) guidance.

## **Notice to Owner – NtO**

This is a statutory notice that is served by the authority to the registered keeper of the vehicle that was issued with the Penalty Charge Notice (PCN). This will be served when a Penalty Charge Notice (PCN) is unpaid for 28 days. When the registered keeper, or the person the council believed to be the keeper of the vehicle, receives this they can either;

- make a payment of the full charge
- make a representation (an appeal)

## **NSL**

NSL is Durham County Council's parking enforcement service provider working under contract.

### **Off-street parking**

These are car parking facilities provided on private land i.e. not on the public highway.

### **On-street parking**

These are facilities provided on the kerbside such as pay and display or permit parking.

### **Operational Guidance to Local Authorities: Parking Policy and Enforcement**

Sets out the policy framework within which the Government believes that we should be setting our parking policies. It also advises us of the procedures that we must follow, must have regard and recommends we follow when enforcing parking restrictions.

### **Parking Strategy**

Sets out our strategy for parking as well as our policies.

### **Park and Ride - P&R**

There are three Park and Ride sites located on the outskirts of Durham City that operate 7am – 7pm Monday to Saturday.

### **PATROL**

The Joint Committee of England and Wales for the civil enforcement of Parking and Traffic Regulations Outside London.

### **Penalty Charge Notice – PCN**

This is issued to a vehicle that is believed to be parked in contravention of the local Traffic Regulation Order.

### **Registered Keeper**

The person who is deemed to be legally responsible for the payment of a PCN. These details are obtained from the Driver and Vehicle Licensing Agency (DVLA).

### **Representation**

This is a challenge against the PCN after the Notice to Owner is issued.

### **Road User Charge – RUC**

A £2 Road User Charge operates in Durham City centre from 10am to 4pm Monday to Saturday, restricting access to the historic peninsula area.

### **Special Parking Area - SPA**

An area where on-street parking is subject to Civil Parking Enforcement (CPE). Local Authorities will enforce the regulations through Civil Enforcement Officers.

### **Traffic Enforcement Centre - TEC**

The Traffic Enforcement Centre (TEC) at Northampton County Court processes requests to register Charge Certificates.

### **Traffic Management Act 2004 – TMA**

This act was passed by UK government in 2004. This law details street works and parking regulations. The act has been implemented since 31 March 2008.

### **Traffic Penalty Tribunal –TPT**

The Traffic Penalty Tribunal decides appeals against parking penalties issued by Civil Enforcement Authorities in England (outside London) and Wales and against bus lane penalties issued by Civil Enforcement Authorities in England (outside London).

The Traffic Penalty Tribunal is the final stage of appeal for motorists or vehicle owners against a penalty issued by a council in England (outside London) and Wales.

### **Traffic Regulation Order – TRO**

This is the statutory legal document necessary to support any enforceable traffic or highway measures.

## References

Department for Transport (2010) *Operational Guidance to Local Authorities: Parking Policy and Enforcement*, London: The Stationary Office

Durham County Council (2009) *Council Plan 2012 – 2016*, Available from: [www.durham.gov.uk](http://www.durham.gov.uk)

Durham County Council (2011) *Local Transport Plan 3*, Available from: [www.durham.gov.uk](http://www.durham.gov.uk)

Durham County Council (2013) *County Durham Plan*. Available from:  
<http://www.durham.gov.uk/pages/Service.aspx?ServiceId=856>

Durham County Council (2008) *Parking Strategy*, Available from: [www.durham.gov.uk](http://www.durham.gov.uk)

# Appendices



# Summary of permitted, prohibited and restricted parking in County Durham

## Prohibited and Restricted Parking

### No Waiting restrictions

There are approximately 265m of waiting restrictions

### No Loading restrictions

There are approximately 35km of no loading restrictions

### Blue Badge Holder Bays

There are approximately 60 blue badge holder bays

### Loading Bays

There are approximately 130 loading bays

### Taxi Bays

There are approximately 90 taxi bays

### Police Bays

There are approximately 8 police bays

### Bus and Coach Bays

There are approximately 8 bus and coach bays

### Bus Stop Clearway

There are approximately 1,880 Bus Stop Clearways

### School Keep Clears

There are approximately 265 'School Keep Clears' covering a distance of 8 km

## On Street Parking

### Pay and Display Parking Bays

There are 1,713 on street pay and display bays

### Permit Parking Areas

There are 84 permit holder only streets

### Limited Waiting Bays

There are approximately 135 limited waiting bays

## Off Street Parking

### Pay and display car parks -

Durham City Car Parks	No. of spaces	Pay and Display	Charges Apply	Blue badge holder bays	M/cycle bays	Lorry bays	Coach bays	Motor Home bays	Blue badge holders required to pay
Sands	130	✓	At all times	✓	✓	✗	✓	✗	✓
Sidegate	110	✓	At all times	✗	✗	✗	✗	✗	✓
Providence Row	20	✓	Mon - Sat	✗	✗	✗	✗	✗	✓

Durham Park and Ride	No. of spaces	Pay and Display	Charges Apply	Blue badge holder bays	M/cycle bays	Lorry bays	Coach bays	Motor Home bays	Blue badge holders required to pay
Belmont	533	✗	-	✓	✗	✗	✗	✓	-
Sniperley	294	✗	-	✓	✗	✗	✗	✓	-
Howlands	330	✗	-	✓	✗	✗	✓	✓	-

Chester-le-Street Car Parks	No. of spaces	Pay and Display	Charges Apply	Blue badge holder bays	M/cycle bays	Lorry bays	Coach bays	Motor Home bays	Blue badge holders required to pay
Burns Green	46	✓	Mon - Sat	✗	✗	✗	✗	✗	✓
Civic Centre	35	✓	Mon - Fri	✓	✗	✗	✗	✗	✓
Cone Terrace	68	✓	Mon - Sat	✓	✗	✗	✗	✗	✓
Cricket Club	6	✗	-	✗	✗	✗	✗	✗	-
Foundry Lane	51	✓	Mon - Sat	✓	✗	✗	✗	✗	✓
Leisure Centre	18	✓	Mon - Sat	✓	✗	✗	✗	✗	✓
Low Chare	49	✓	Mon - Sat	✓	✗	✗	✗	✗	✓
Lucy Street	26	✓	Mon - Sat	✗	✗	✗	✗	✗	✓
Middle Chare	80	✓	Mon - Sat	✓	✗	✗	✗	✗	✓
North Burns	50	✓	Mon - Sat	✗	✗	✓	✗	✗	✓
Osbourne Road	47	✓	Mon - Sat	✓	✗	✗	✗	✗	✓
St Mary's	32	✓	Mon - Sat	✓	✗	✗	✗	✗	✓
Wilfred Street	42	✓	Mon - Sat	✓	✗	✗	✗	✗	✓
Youth Centre	18	✓	Mon - Sat	✗	✗	✗	✗	✗	✓
Riverside	472	✓	Mon - Sun	✓	✗	✗	✓	✗	✓

<b>Barnard Castle Car Parks</b>	No. of spaces	Pay and Display	Charges Apply	Blue badge holder bays	M/cycle bays	Lorry bays	Coach bays	Motor home bays	Blue badge holders required to pay
Queen Street	65	✓	Mon - Sun	✓	✗	✗	✗	✗	✓ (First 2 hours free)
Galgate	175	✓	Mon - Sun	✓	✗	✗	✓	✗	✓ (First 2 hours free)

<b>Bishop Auckland Car Parks</b>	No. of spaces	Pay and Display	Charges Apply	Blue badge holder bays	M/cycle bays	Lorry bays	Coach bays	Motor Home bays	Blue badge holders required to pay
Kingsway/Castle Chare	23	✓	Mon - Sat	✗	✗	✗	✗	✗	✓
South Terrace	21	✓	Mon - Fri	✓	✗	✗	✗	✗	✓
Tenters Street	35	✓	Mon - Sat	✗	✗	✗	✗	✗	✓
Kingsway/South Church Road	35	✗	Mon - Sat	✗	✗	✗	✗	✗	✓
Newgate Centre	300	✓	Mon - Sat	✓	✗	✗	✗	✗	✓
North Bondgate	172	✓	Mon - Sat	✓	✗	✗	✗	✗	✓
Victoria Avenue	20	✓	Mon - Sat	✗	✗	✗	✗	✗	✓

### Free off street car parks

Area	Location	Postcode	No. of spaces	Managed by
Chester-le-Street	Waldridge Fell	DH2 3RY	60	Countryside
Sacrison	John Street	DH7 6HJ	18	Neighbourhoods
Sacrison	Front Street	DH7 6LE	20	Neighbourhoods
Sacrison	Depot, Lingey Close	DH7 6AN	110	Neighbourhoods
Pelton	Community Centre, Ivyway	DH2 1DE	30	Neighbourhoods
Consett	Albert Road	DH8 5QU	150	Regeneration & Economic Development
Consett	Allensford (east)	DH8 9BA	97	Neighbourhoods
Consett	Allensford (west)	DH8 9BA	50	Neighbourhoods
Consett	Civic Centre	DH8 1SF	112	Neighbourhoods
Leadgate	Community Centre	DH8 7PP	30	Neighbourhoods

Blackhill	Derwent Street	DH8 8LP	22	Neighbourhoods
Consett	Derwent Walk, Queens Rd	DH8 5XD	15	Neighbourhoods
Consett	Edith Street	DH8 5DN	12	Regeneration & Economic Development
Consett	Green St/Gibson St	DH8 5LB	66	Regeneration & Economic Development
Consett	Sherburn Terrace	DH8 6ND	61	Regeneration & Economic Development
Shotley Bridge	Shotley Grove Road	DH8 8SF	16	Neighbourhoods
Shotley Bridge	Snows Green Road	DH8 0HA	3	Neighbourhoods
Consett	Sports Centre	DH8 6LZ	170	Neighbourhoods
Consett	Swimming Baths	DH8 6LL	84	Neighbourhoods
Blackhill	Valley Gardens	DH8 8RQ	19	Neighbourhoods
Lanchester	Cricket Field, Kitswell Road	DH7 0JP	16	Neighbourhoods
Lanchester	Kitswell Road	DH7 0JP	17	Neighbourhoods
Lanchester	Rear of Front Street	DH7 0ER	40	Neighbourhoods
Lanchester	Malton	DH7 0TX	20	Countryside
Stanhope	Park Head, Waskerley Way	DL13 2ES		Countryside
Edmundbyers	Pow Hill (Country Park, Derwent Reservoir)	DH8 9NU	40	Countryside
Stanley	Adj to WMC, near Ritson Street	DH9 0AD	30	Regeneration & Economic Development
Stanley	Causey Arch	NE16 5EJ	25	Countryside
Stanley (South Moor)	Arch Club, near Geoffrey Terrace	DH9 7LW	20	Neighbourhoods
Stanley	Civic Hall, near Beamish Street	DH9 0NA	25	Neighbourhoods
Stanley (Dipton)	Front Street, near Collierly School	DH9 9DA	50	Neighbourhoods
Stanley (Annfield Plain)	Granville Avenue	DH9 8JF	40	Neighbourhoods
Stanley	Near Harperley Hotel	DH9 9TY	100	Neighbourhoods
Stanley (Craghead)	Holmside Terrace	DH9 6ET	25	Neighbourhoods
Stanley	Mountsett Crematorium	DH9 9JP	55	Neighbourhoods
Stanley	Old Bus Station Site	DH9 0HU	180	Regeneration & Economic Development
Stanley	Old Swimming Baths Site, High Street	DH9 0DF	140	Neighbourhoods
Stanley (South Moor)	Park Road (East)	DH9 7AW	12	Neighbourhoods

Stanley (South Moor)	Park Road (West)	DH9 7QF	15	Neighbourhoods
Stanley (Craghead)	Railway Street	DH9 6EP	10	Neighbourhoods
Stanley	Rear of Council Offices (out of working hours)	DH9 0SU	25	Neighbourhoods
Stanley	Rear of Front Street/Scott Street	DH9 8AD	256	Regeneration & Economic Development
Stanley	Rear of library, High Street	DH9 0DJ	8	Neighbourhoods
Stanley	Royal Road (rear of Royal Hotel)	DH9 0JQ	21	Regeneration & Economic Development
Stanley (Catchgate)	Swan Street	DH9 8LJ	15	Neighbourhoods
Stanley (South Moor)	William Street	DH9 7BJ	15	Neighbourhoods
Shotley Bridge	Derwent Valley Walk	DH8 0NG	25	Countryside
Consett	Waskerley, Waskerley Way	DH8 9DZ	25	Countryside
Consett	Whitehall, Waskerley Way	DH8 9AN	20	Countryside
Brandon	Bishop Walk (Brancepeth Station)	DH7 8EN	30	Countryside
Broompark	Broompark Picnic Area	DH7 7RJ	50	Countryside
Durham City	Wharton Park	DH1 4RS	35	Neighbourhoods
Durham City	Sixth Form Centre	DH1 1RS	50	Neighbourhoods
Ferryhill	Church Lane	DL17 8LT	70	Neighbourhoods
Ferryhill	Eamont Road	DL17 8HN	15	Neighbourhoods
Newton Aycliffe	Greenwell Road	DL5 4DH	55	Neighbourhoods
Newton Aycliffe	Walcher Road	DL5 4LX	25	Neighbourhoods
Sedgefield	Sedgefield Library	TS21 3AT	50	Neighbourhoods
Sildon	Association Street	DL4 1DX	3	Neighbourhoods
Sildon	Dean Street	DL4 1EZ	80	Neighbourhoods
Sildon	Railway Terrace (East)	DL4 2JB	50	Neighbourhoods
Sildon	Railway Terrace (West)	DL4 2JB	60	Neighbourhoods
Sildon	Robson Street (North East)	DL4 2HP	5	Neighbourhoods
Sildon	Robson Street (North West)	DL4 2HP	40	Neighbourhoods
Sildon	Robson Street (South East)	DL4 1EB	5	Neighbourhoods
Sildon	Robson Street (South West)	DL4 1EB	5	Neighbourhoods
Spennymoor	Clarence Street	DL16 7SE	20	Neighbourhoods
Spennymoor	Dickens Street	DL16 6AS	25	Neighbourhoods
Spennymoor	Rosa Street	DL16 7NB	90	Neighbourhoods
Spennymoor	Silver Street	DL16 6DF	130	Neighbourhoods
West Cornforth	Reading Street	DL17 9LH	45	Neighbourhoods
Barnard Castle	Mickelton Station (Tees Railway)	DL12 0JN	25	Countryside
Consett	Baybridge (Picnic Area near Blanchland)	DH8 9UB	10	Countryside

Bishop Auckland	Bracks Road (Auckland Walk)	DL14 7GF	20	Countryside
Consett	Blanchland (Carricks Picnic Area on Derwent Reservoir Near Blanchland)	DH8 9PE	130	Countryside
Bishop Auckland	Batts Terrace	DL14 7QE	10	Neighbourhoods
Bishop Auckland	Dam Head	DL14 7PA	15	Neighbourhoods
Bishop Auckland	Gibbon Street	DL14 7DL	15	Neighbourhoods
Bishop Auckland	West Mills	DL14 7PA	40	Neighbourhoods
Bishop Auckland	Coundon Station (Auckland Walk)	DL14 8QD	15	Countryside
Bishop Auckland	Cowshill	DL13 1JF	6	Neighbourhoods
Crook	Arthur Street	DL15 9DT	30	Neighbourhoods
Crook	Church Hill	DL15 9DL	12	Neighbourhoods
Crook	Addison Street	DL15 9ES	65	Neighbourhoods
Crook	Council Offices	DL15 9ES	35	Neighbourhoods
Crook	Glenholme Drive	DL15 8PU	60	Neighbourhoods
Crook	Hope/Wesley Street	DL15 9HU	75	Neighbourhoods
Crook	Market Place	DL15 8QH	120	Neighbourhoods
Crook	Mill Street	DL15 9BE	20	Neighbourhoods
Crook	West Road	DL15 9PY	60	Neighbourhoods
Crook	Wilson Street	DL15 9EA	15	Neighbourhoods
Frosterley	Front Street	DL13 2QW	25	Neighbourhoods
Howden Le Wear	School Street	DL15 8HJ	20	Neighbourhoods
Bishop Auckland	Leasingthorne	DL14 8EJ	20	Neighbourhoods
Stanhope	Dales Centre	DL13 2FJ	60	Countryside
Bishop Auckland	Market Place, St Johns Chapel	DL13 1QF	30	Neighbourhoods
West Auckland	East Green	DL14 9HJ	30	Neighbourhoods
Spennymoor	Whitworth Road (Auckland Walk)	DL16 7QW	10	Countryside
Willington	Cambridge Avenue	DL15 0PN	10	Neighbourhoods
Willington	Commercial Street	DL15 0PG	6	Neighbourhoods
Willington	High Street	DL15 0PF	10	Neighbourhoods
Willington	Lido	DL15 0EQ	35	Neighbourhoods
Willington	North Terrace	DL15 0QP	3	Neighbourhoods
Willington	Park Top	DL15 0BQ	25	Neighbourhoods
Blackhall	Blackhall Rocks Picnic Area	TS27 4AT	40	Countryside
Blackhall	Middle Street	TS27 4ED	5	Neighbourhoods
Crimdon	Crimdon Parks	TS27 4BL	30	Neighbourhoods
Easington	Seaside Lane	SR8 3FB	30	Neighbourhoods
Easington Colliery	Off Ashton Street	SR8 3QQ	70	Neighbourhoods
Easington	Townfield Hill	SR8 3PF	60	Neighbourhoods
Horden	Blackhills Road (former colliery)	SR8 4LG	200	Neighbourhoods
Horden	Sunderland Road	SR8 4PF	25	Neighbourhoods
Murton	Woods Terrace (East)	SR7 9BD	45	Neighbourhoods

Murton	Woods Terrace (West)	SR7 9BA	10	Neighbourhoods
Peterlee	Grampian Drive	SR8 2LR	60	Neighbourhoods
Peterlee	Hearts of Oak	SR8 1EX	15	Neighbourhoods
Peterlee	York Road	SR8 2DP	30	Neighbourhoods
Peterlee	St Cuthberts Way	SR8 1AF	100	Neighbourhoods
Seaham	Terrace Green (North Terrace)	SR7 7EU	51	Regeneration & Economic Development
Seaham	South Railway Street	SR7 7ES	25	Regeneration & Economic Development
Seaham	Princess Road (former theatre site)	SR7 7QT	12	Neighbourhoods
Seaham	Green Street	SR7 7ET	52	Regeneration & Economic Development
Seaham	Adj to Seaham Hall	SR7 7AG	55	Regeneration & Economic Development
Seaham	Adj to Seaham Hall	SR7 7AG	78	Regeneration & Economic Development
Seaham	Vane Tempest	SR7 7AF	65	Regeneration & Economic Development
Seaham	Marlbrough	SR7 7SA	24	Regeneration & Economic Development
Wheatley Hill	Ashmore Terrace/Front Street	DH6 3NP	8	Neighbourhoods
Wingate	Wingate Quarry	TS29 6NP	40	Countryside

# Streets within the Durham City Controlled Parking Zone

## **Zone A**

*Pay & Display*

Elvet Hill Road

Potters Bank

Quarryheads Lane

## **Zone B**

*Pay & Display*

Anchorage Terrace

Church Street

Church Street Villas

Gladstone Villas

Hallgarth Street

Hallgarth Street\Whinney Hill

Link Road

The Hallgarth

Oswald Court

Stockton Road

Whinney Hill

*Permit Holder Area*

Boyd Street

Hallgarth Cul de Sac

Hallgarth View

Highwood View

The Hallgarth

Mountjoy Crescent

Oswald Court cul de sac

Oswald Ct\Church Lane Flats

South Entrance to Durham

Johnstone School

Whinney Hill cul de sac

## **Zone C**

*Pay & Display*

Elvet Waterside

Green Lane

New Elvet

Old Elvet

Prison Green

*Permit Holder Area*

Elvet Crescent

## **Zone D**

*Permit Holder Area*

Leazes Court

## **Zone E**

*Pay & Display*

Claypath

Ellis Leazes

Gilesgate

Leazes Lane

Renny Street

*Permit Holder Area*

Douglas Villas

Hillcrest

Kepier Terrace

Kepier Villas

Mayorswell Close

Mayorswell Field

Ravensworth Terrace

The Chains

Wear View

## **Zone F**

*Pay & Display*

Orchard Drive

The Sands

*Permit Holder Area*

Ferens Close

Ferens Park

Orchard Drive cul de sac

Wanless Terrace

Wearside Drive

## **Zone G**

*Pay & Display*

Framwellgate Waterside

Frankland Lane

Sidegate

*Permit Holder Area*

Sidegate Cul De Sac

## **Zone H**

*Pay & Display*

Pelaw Leazes Lane

St Hild's Lane  
Station Lane

**Zone I**

*Pay & Display*

Castle Chare  
Crossgate  
Grove Street  
Pimlico  
South Street

*Permit Holder Area*

Crossgate (North Side Cul De  
Sac)

Crossgate (South Side Cul De  
Sac)

Grape Lane  
Highgate  
Tenter Terrace

**Zone J**

*Pay & Display*

Margery Lane

*Permit Holder Area*

Alexandria Crescent (rear)

Back Nevilldale Tce

Beech Crest

Briardene

Brierville

Crossgate Peth (north west  
side)

Nevilldale Tce  
Summerville

**Zone K**

*Pay & Display*

Flass Street  
John Street  
Mowbray Street  
Sutton Street  
Waddington Street

*Permit Holder Area*

Bridge Street Access

Lambton Street

**Zone L**

*Pay & Display*

Framwellgate Peth (Access  
Rd)

North Road

*Permit Holder Area*

Princes street

**Zone M**

*Permit Holder Area*

Back Western Hill

Millbank Court

Obelisk Lane

Valeside

Albert Street

West Terrace

**Zone N**

*Pay & Display*

Hawthorn Terrace  
Holly Street  
Laburnam Avenue  
Lawson Tce  
May Street  
Mistletoe Street  
The Avenue

**Zone O**

*Pay & Display*

Atherton Street  
Allergate  
Allergate Terrace  
East Atherton Street  
Mitchell Street  
New Street  
Neville Street

**Zone P**

*Pay & Display*

George Street  
Percy Tce  
St John's Road  
*Permit Holder Area*  
Farnley Hey Road  
Farnley Mount  
Farnley Ridge

## Notes

Zone D resident permits can be used in Zone E

Zone E resident permits can be used in Zone D

Zone I resident permits can be used in Zone N

Zone J resident permits can be used in Zone N

Zone L resident permits can be used in Zone M

Zone M resident permits can be used in Zone L

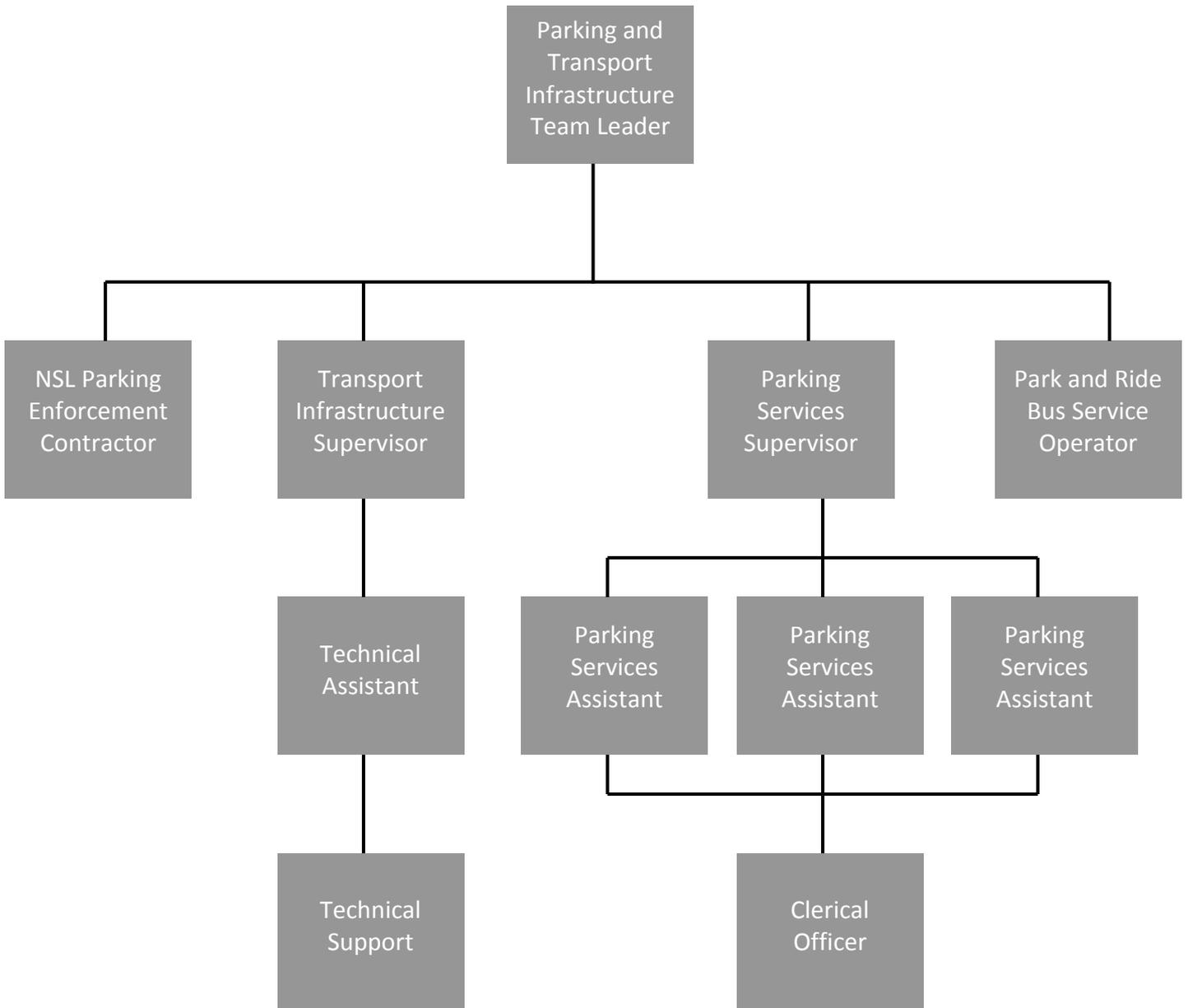
Zone N resident permits can be used in Zone J

Zone O resident permits can be used in Zone N

Every effort has been made to ensure the accuracy of the information contained on this page. As parking restrictions do change from time to time it is the responsibility of the driver to check signs on street.

Where there appear to be differences between the information contained on this sheet and the signing on street, the signing on streets takes precedence.

# Staff Structure within the Parking Services and Transport Infrastructure team





## NSL Services Group training plan

Training Requirement	NSL SERVICES GROUP Provision
Career growth and fulfilling potential	NSL SERVICES GROUP Academy with development, training and certified qualifications at each level
Planned approach	<p>L&amp;D strategy with annual training plans</p> <p>Twice yearly L&amp;D reviews</p> <p>Team Training Plans to meet individual and team needs delivered by managers and with L&amp;D function delivery or support as required</p>
C&G PA qualification	Learning delivered as part of Streets Ahead induction prior to working on street with exam at end of course. Individual support and re-sit option where appropriate. Thereafter all staff undertake guided on job development and regular performance review during the first three months to ensure competency in the role
Customer focus, conflict and tourist training	<p>All employees undertake the Driving Customer Focus Certificated Programme as part of Induction Programme before undertaking their role. The programme covers customer service, conflict management and bespoke local and client requirement knowledge and practical activity</p> <p>Ongoing development within the first nine months includes all employees undertaking a further in depth certificated Conflict Management Course run by Maybo and an individually designed contract and local area/tourist 'Ambassador' Programme</p>
<p>Specific roles:</p> <ul style="list-style-type: none"> <li>• Team leader/Manager</li> <li>• OBPA's</li> <li>• Radio Controller</li> <li>• Lines and Signs</li> </ul>	<p>NSL SERVICES GROUP has developed a series of job role specific training programmes, and deliver SIA licensed training courses where appropriate to meet the needs of specific roles and where PA and other staff have additional responsibilities</p> <p>Prior to commencement of induction a training and delivery plan is formulated to meet the job skills training needs for groups or individuals in addition to induction and Driving Customer training requirements and is delivered and monitored by the contract Training Officer and L&amp;D Team.</p> <p>Further group and individual training needs are identified and built into the annual team plan to ensure all requirements are met</p>

Training Requirement	NSL SERVICES GROUP Provision
<p>NVQ Level 2 Controlling Parking Areas or equivalent</p>	<p>NSL SERVICES GROUP Stage 2 Academy Award – Driving Excellence provides all staff with the opportunity to undertake a programme of training and development, assessment, external verification, certification and achievement award after 3 months of employment. Usually achieved within 9 months employees undertake a programme that uses NVQ/NVQ Lv 2 CPA as the minimum standard but which additionally includes further learning and development with an additional Team Work module</p> <p>At 9-24 months employees are then able to progress to Stage 3 award by undertaking further development modules focused on multi skilling, advanced customer and client relations and team leader appreciation before being considered for promotion and progression through stage 4 and 5 team leader and manager development</p>
<p>Refresher training / briefings</p>	<p>Managers and Team Leaders are provided with trainer skills training, L&amp;D coaching and resource support to enable them to fulfil their key responsibility of training the staff on a regular basis – in training sessions and at briefings. Activity is monitored regularly by the L&amp;D Manager through performance reviews conducted by line managers and additional training delivery is provided by the contract Training Officer to ensure that all refresher and new skills/knowledge training is completed</p>
<p>Training support, evidence and achievement</p>	<p>All employees are provided with quality training materials, workbooks and personal / job skills development records. In addition NSL SERVICES GROUP operate a personnel and training record process where every training activity, development programme and certificated / accredited learning activity is recorded commencing at induction and updated throughout the individual’s career. L&amp;D Reviews and regular Training Officer &amp; HR Manager visits ensure that all records are updated and maintained regularly. Copies of certificates are placed on the individual’s files and can be provided as required</p>

Training Requirement	NSL SERVICES GROUP Provision
<p>Provision of training information / client liaison</p>	<p>NSL SERVICES GROUP Academy aim to build strong links and relationships with the client and to that end are able and happy to provide:</p> <ul style="list-style-type: none"> <li>• Copies of training information and materials</li> <li>• Documentary evidence of training requirements met. Training and certification records</li> <li>• Opportunities for client personnel to attend any of the Academy training programmes including Streets Ahead Induction, technical skills courses, leadership and management programmes</li> <li>• Opportunities for client input into training courses or to identify further training and development requirements</li> <li>• Opportunities to meet and update to ensure client is fully briefed on the Academy learning and development provision and has opportunity to feedback on provision, content and results</li> </ul>

## Total number of PCNs for each on street contravention

Code	Contravention (on street)	Observation Period	Penalty	PCNs issued 2011/12	PCNs issued 2012/13	PCNs issued 2013/14
01	Parked in a restricted street during prescribed hours	5 mins	£70	1,661	2,249	3,369
02	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	0 mins	£70	726	1,166	1,297
05	Parked after the expiry of paid for time	5 mins	£50	1,572	1,262	1,411
06	Parked without clearly displaying a valid pay & display ticket or voucher	5 mins	£50	2,762	2,298	2,281
16	Parked in a permit space without displaying a valid permit	5 mins	£70	1,046	1,103	1,257
18	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited	0 mins	£70	7	2	0
19	Parked in a residents' or shared use parking place or zone displaying an invalid permit, an invalid voucher or an invalid pay & display ticket	5 mins	£50	481	248	327
21	Parked in a suspended bay or space or part of bay or space	0 mins	£70	12	17	94
22	Re-parked in the same parking place or zone within one hour (or other specified time) of leaving	0 mins	£50	1	7	5
23	Parked in a parking place or area not designated for that class of vehicle	0 mins	£70	16	25	47
24	Not parked correctly within the markings of the bay or space	0 mins	£50	75	50	35
25	Parked in a loading place during restricted hours without loading	Private car - 5 mins Commercial - 20 mins	£70	1,009	1,274	2,712
26	Parked in a special enforcement area more than 50 cm from the edge of the carriageway and not within a designated parking place	0 mins	£70	4	3	18

27	Parked in a special enforcement area adjacent to a dropped footway	0 mins	£70	12	6	12	
30	Parked for longer than permitted	5 mins	£50	299	409	750	
40	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	0 mins	£70	1,138	1,546	3,514	
42	Parked in a parking place designated for police vehicles	0 mins	£70	47	18	15	
45	Parked on a taxi rank	0 mins	£70	86	140	296	
47	Stopped on a restricted bus stop or stand	0 mins	£70	109	212	279	
48	Stopped in a restricted area outside a school when prohibited	0 mins	£70	143	206	137	
49	Parked wholly or partly on a cycle track or lane	0 mins	£70	0	0	0	
99	Stopped on a pedestrian crossing or crossing area marked by zigzags	0 mins	£70	39	127	167	
w01	Warning Notice - General on street	-	-	1,219	1,682	1,960	
w40	Warning Notice - Blue Badge	-	-	45	60	123	
				<b>TOTAL</b>	<b>12,509</b>	<b>14,110</b>	<b>20,106</b>

## Total number of PCNs for each off street contravention

Code	Contravention (off street)	Observation period	Penalty	PCNs issued 2011/12	PCNs issued 2012/13	PCNs issued 2013/14
70	Loading restriction	0	£70	0	0	13
71	Vehicle not charging	0	£70	0	0	5
73	Parked without payment of the parking charge	5 mins	£50	53	0	0
74	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited	0 mins	£70	0	0	0
80	Parked for longer than the maximum period permitted	5 mins	£50	0	0	10
81	Parked in a restricted area in a car park	0 mins	£70	11	37	26
82	Parked after the expiry of paid for time	5 mins	£50	445	755	936
83	Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock	5 mins	£50	948	1,870	3,125
86	Parked beyond the bay markings	0 mins	£50	123	113	96
87	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	0 mins	£70	99	222	482
89	Vehicle parked exceeds maximum weight or height or length permitted in the area	0 mins	£70	0	0	0
91	Parked in a car park or area not designated for that class of vehicle	0 mins	£70	87	52	91
92	Parked causing an obstruction	0 mins	£70	1	1	1
93	Parked in car park when closed	0 mins	£50	176	128	161
95	Parked in a parking place for a purpose other than the designated purpose for the parking place	5 mins	£50	217	230	202
w02	Warning Notice - General off street	-	-	165	442	627
w87	Warning Notice - Blue Badge off street	-	-	16	15	48
<b>TOTAL</b>				<b>2,341</b>	<b>3,865</b>	<b>5,823</b>

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