

Durham County Council

# Parking Services

Annual Report  
2009/2010



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## Foreword

We understand that as these difficult economic times continue, it is more important than ever to be transparent about our parking and enforcement activity. During these difficult times it is essential that our stakeholders understand what it is that we are doing, how we are doing it, and how it contributes to the achievement of real improvements for local communities and businesses.

Contrary to what some may believe, the provision of our parking services such as civil parking enforcement, park and ride and road user charging is not about raising revenue. Rather, their purpose is to contribute to the economic, social and environmental wellbeing of County Durham. Now, more than ever, it is essential that we communicate this purpose.

To do this we have developed a clear Parking Services mission statement, along with appropriate aims and objectives. This report sets out our performance against these objectives and demonstrates how, by forging effective partnerships, we continued to meet the expectations of our stakeholders and provide value for money.

We understand that as the impact of public spending cuts becomes clear there will be an increased need for all public service providers to test their methods of service delivery and challenge them to find ways of doing more for less. We want our stakeholders to know that we are committed to continuous improvement and will continue to work hard to deliver an efficient and effective parking service for County Durham.

Councillor Neil Foster

Cabinet Member for Regeneration and Economic Development

## Operations profile

We are primarily responsible for the management of Durham District Civil Parking Enforcement (CPE), Durham City Park and Ride (P&R) and Durham City Road User Charge (RUC). 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.

NSL Services is responsible for –

- Civil enforcement of all parking restrictions in Durham District
- Operation of Durham City P&R sites
- Operation of Durham City RUC
- Operation of Durham City Controlled Parking Zone (CPZ)
- Operation of Durham City off street car parks
- Processing of all penalty charge notices (PCN) up to Notice to Owner (NtO)
- Cash collection and banking

Arriva is responsible for –

- Operation of the Durham City P&R bus service

In total we manage 1713 on-street pay and display bays, 46 permit holder only streets, 1048 P&R spaces and 260 off street pay and display bays.

We issued 7529 permits to residents of Durham City and their visitors and generated over 1 million P&R passenger journeys.

A summary of all permitted and restricted parking in Durham District can be found in Appendix A.

# 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 2 (LTP2), a comprehensive five year 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 LTP2 and the Operational Guidance to Local Authorities: Parking Policy and Enforcement.

Our aims are: -

- Contribute to equality and social inclusion by improving accessibility
- Improve road safety
- Improve the quality and accessibility of public transport including access to health services
- Fulfill the transport role in the delivery and support of a vibrant and efficient economy by ensuring the expeditious movement of traffic
- Build liveable streets and neighbourhoods by managing and reconciling the competing demands for kerb space
- Improve the local environment
- Meet the needs of people with disabilities

### **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 2009/10 were: -

- Improve road safety through the enforcement of School Keep Clear restrictions and areas marked by zigzags
- 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 road safety and the local environment by educating drivers about the implications of their actions
- Encourage partnership and innovation by assisting in the organisation of festivals and special events
- Meet the needs of people with disabilities by ensuring legitimate use of designated blue badge holder bays
- Build liveable streets and neighbourhoods through the introduction and effective management of controlled parking zones and areas.

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

Our performance against these objectives can be found in Section 8 – Statistical Performance

### **Our Policy**

Our policies in relation to Civil Parking Enforcement can be found in the Parking Strategy 2008 – 2011.

# The Traffic Management Act 2004

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 endorseable parking contraventions and some moving traffic offences from the police.

On 3 November 2008, we began operating parking enforcement throughout Durham District in accordance with CPE legislation set out in the TMA. 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, having assumed responsibility for non endorseable contraventions in Durham District. Durham Constabulary remains responsible for enforcement of endorseable 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 assume responsibility following the making of appropriate legislation.



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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.



# Enforcement

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

Operational information relating to the following services is available to view on-line at [www.durham.gov.uk](http://www.durham.gov.uk).

- Civil Parking Enforcement (CPE)
- Durham City Controlled Parking Zone (CPZ)
- Durham Park and Ride (P&R)
- Durham City Road User Charge (RUC)

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 highest banding of penalty charges to ensure we achieve a level of compliance in line with our aims and 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.

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

## 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 deployed 08:00 to 18:00 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 in the City and surrounding district during these times.



Streets containing parking prohibitions, restrictions and/or permitted parking places within Durham City centre are enforced on a beats basis whereby CEOs undertake a set number of visits on a pre-determined route. Streets receiving the highest number of beats are those where contraventions have the greatest impact upon the achievement of our aims.

Streets containing parking prohibitions, restrictions and/or permitted parking places in the Durham district area outside of Durham City centre are enforced on a deployed hours basis whereby CEOs patrol during the day for a total of 40 hours per week. An option exists for further deployment during the evenings for up to 10 hours per week and Sunday and bank holidays for up to 4 hours per week.

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.

## Challenges, representations and appeals

We received over 5000 items of written correspondence throughout the year relating to the services we provide.

Included in this total was over 3000 items of correspondence relating to challenges, 500 relating to representations and 50 relating to 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 9 Statistical Performance.

## Partnership working

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

We believe that the most important ingredient in our success is trust; with each partner confident that the other has the resources and competences to fulfill their part and that we each are compatible in terms of attitudes, integrity and openness.

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.

### 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.



## The Lumiere Festival

In November 2009 we worked together with a variety of partners to assist in the delivery of the Lumiere festival of light, which transformed our beautiful city into a spectacular light show for four nights.

Durham Park and Ride service once again fulfilled its transport role by assisting in the transportation of visitors to the festival thus supporting a vibrant and efficient economy.



## Durham City Christmas Festival

During December 2009 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 our Parking Services team. Parking Services team is contained within the Council's Strategic Traffic Management Section and consists of one Parking Manager and two Administrative Assistants.



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### Parking Services 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 Services 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 LTP2

Each 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; and
- mitigation

Appendix B details the staff structure within Strategic Traffic Management Section.

We consider that the Parking Services team is currently appropriately resourced. However, the expansion of our services throughout County Durham in accordance with our Parking Strategy will inevitably result in an increase in workload. This will necessitate additional resource in order to maintain a professional, efficient, timely and user-friendly service.

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

NSL Services provides resource for enforcement and management of all prohibited, restricted and permitted parking within Durham District. They also undertake processing of all PCNs up to 'NtO' stage, management of the Durham City P&R sites, operation and management of Durham City RUC scheme.

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

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

Income subject to section 55 of the RTRA 1984 is generated from –

	Previous Year	Financial Year 2009/10
On Street Pay and Display revenue	£747,819	£800,919
Permits and Scratch cards	£56,088	£47,195
PCNs	£223,985	£269,054
Other	£3935	£0
<b>Total</b>	<b>£1,031,827</b>	<b>£1,117,168</b>



Expenditure funded from income subject to section 55 of the RTRA 1984 –

	Previous Year	Financial Year 2009/10
Provision of Parking Shop	£165,390	£181,614
Issue of PCN	£24,317	£21,533
Issue of NtO	£1,048	£1330
On Street Enforcement 8am - 6pm - Mon to Sat	£240,295	£271,813
On Street Enforcement evenings, Sundays and bank holidays	£8,809	£882
Payments to PATROL	-	£5878
Payments to TEC	-	£3420
Cash collection	£38,526	£25,107
P & D machine maintenance	£20,887	£35,748
Management of Durham City RUC + access restriction	£38,474	£39,027
Maintenance of RUC and other access restrictions	£18,693	£19,934
Management of Durham City P&R sites	£239,742	£237,900
Provision of P&R bus service	£850,000	£844,873
Provision of off street car parks in Durham City	£0	£27923
Other	£22,147	£43,310
<b>Total</b>	<b>£1,668,328</b>	<b>£1,760,292</b>

Total income of £1,117,168 minus expenditure of £1,760,292 created a deficit of £643,124. This deficit was funded from income **not** subject to section 55 of the RTRA 1984 which is -

Income **not** subject to section 55 of the RTRA 1984 is generated from –

	<b>Previous Year</b>	<b>Financial Year 2009/10</b>
Off Street Car Parks	£0	£264,194
Durham City RUC	£66,772	£64,580
P&R passenger payment	£445,833	£484,678
P&R concession subsidy	£159,000	£190,158
Advertising pay and display tickets	£1,385	£0
Recovered damages	£9,804	£0
Other	£11,019	£0
<b>Total</b>	<b>£693,813</b>	<b>1,003,610</b>

The total income not subject to section 55 of the RTRA 1984 was £1,003,610, minus a deficit of £643,124 leaving an overall Parking Services surplus of £360,486

### **Action Taken with Respect to Surplus**

The surplus of £360,486 contributed to the operation of Durham City Shopmobility, the provision of public transport to Durham's Historic Peninsula through the Durham City Cathedral Bus and the development of CPE in north Durham.

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.

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.

The development of CPE for north Durham will allow us to assume responsibility for the enforcement of non endorseable parking contraventions in town centres such as Chester le Street, Stanley, Consett, Seaham and Peterlee when introduced in 2011.

### **Forecast for Financial Year 2009/10**

We expect to generate an increase of £50,000 in income subject to section 55 of the RTRA 1984.

We expect movement in income to be generated from payments of PCNs and increase total income from £1,117,168 to approximately £1,170,000.

We expect expenditure funded from income subject to section 55 of the RTRA 1984 to remain broadly the same.

We expect income **not** subject to section 55 of the RTRA 1984 to remain broadly the same.

# Statistical Performance

## Civil Parking Enforcement Performance

On 3 November 2008, we began operating parking enforcement throughout Durham District under the CPE legislation. As this is our first annual report where operations have taken place for a full 12-month period we are unable to benchmark against previous activity. For the purpose of this report we have included all available statistical information. We will use this information to measure our performance in future annual reports.

### On Street Penalty Charge Notices (PCNs) -

A total of 9549 PCNs were issued for on street contraventions from 1<sup>st</sup> April 2009 - 31<sup>st</sup> March 2010. The total number of PCNs for each contravention can be found in Appendix E.

	<b>Previous Year 3<sup>rd</sup> November 2008 to 31<sup>st</sup> March 2009</b>	<b>Financial Year 2009/10 1<sup>st</sup> April 2009 to 31<sup>st</sup> March 2010</b>
Number on street PCNs issued	5088 (96% of all PCNs)	9549 (89% of all PCNs)

### Off Street Penalty Charge Notices (PCNs)

A total of 1,152 PCNs were issued for off street contraventions from 1<sup>st</sup> April 2009 - 31<sup>st</sup> March 2010. The total number of PCNs for each contravention can be found in Appendix F.

	<b>Previous Year 3<sup>rd</sup> November 2008 to 31<sup>st</sup> March 2009</b>	<b>Financial Year 2009/10 1<sup>st</sup> April 2009 to 31<sup>st</sup> March 2010</b>
Number of off street PCNs issued	213 (4% of all PCNs)	1152 (11% of all PCNs)

## Payment Stage

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.

<b>Payment Stage</b>	<b>Previous Year 3<sup>rd</sup> November 2008 to 31<sup>st</sup> March 2009</b>	<b>Financial Year 2009/10 1<sup>st</sup> April 2009 to 31<sup>st</sup> March 2010</b>
Number of PCNs paid within 14 days (discounted)	1964 (37% of all PCNs)	5609 (52% of all PCNs)
Number of PCNs paid before Charge Certificate issued (within 56 days)	360 (7% of all PCNs)	795 (7% of all PCNs)
Number of PCNs paid after Charge Certificate served	0 (0% of all PCNs)	214 (2% of all PCNs)
Number of PCNs with an amount outstanding	449 (8% of all PCNs)	554 (5% of all PCNs)
Number of Charge Certificates registered	429 (8% of all PCNs)	676 (6% of all PCNs)
Number of PCNs Written off or cancelled	246 (5% of all PCNs)	2586 (24% of all PCNs)
<b>Total</b>	<b>3448</b>	<b>10434</b>

## 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.

<b>Challenges</b>	<b>Previous Year 3<sup>rd</sup> November 2008 to 31<sup>st</sup> March 2009</b>	<b>Financial Year 2009/10 1<sup>st</sup> April 2009 to 31<sup>st</sup> March 2010</b>
Number of PCNs resulting in informal challenge	Approximately 600 (11% of all PCNs)	Approximately 3100 (29% of all PCNs)

<b>Reason for cancellation of PCN at challenge stage</b>	<b>Previous Year 3<sup>rd</sup> November 2008 to 31<sup>st</sup> March 2009</b>	<b>Financial Year 2009/10 1<sup>st</sup> April 2009 to 31<sup>st</sup> March 2010</b>
Cancelled see letter details	69 (12% of all challenges)	237 (8% of all challenges)
Cancelled Processing Error	2 (1% of all challenges)	21 (1% of all challenges)
Cancelled PA Error	33 (6% of all challenges)	56 (2% of all challenges)
Cancelled Machine Fault	3 (1% of all challenges)	11 (1% of all challenges)
Cancelled Vehicle Broken Down	5 (1% of all challenges)	11 (1% of all challenges)
Cancelled Valid Ticket Produced	66 (11% of all challenges)	381 (12% of all challenges)
Cancelled Blue Badge	86 (14% of all challenges)	707 (23% of all challenges)

	challenges)	challenges)
Cancelled Representation Allowed	25 (4% of all challenges)	9 (1% of all challenges)
Cancelled General reason	7 (1% of all challenges)	15 (1% of all challenges)
Cancelled DVLA No Trace	20 (3% of all challenges)	194 (6% of all challenges)
Cancelled Address Late - Postal	8 (1% of all challenges)	0 (0% of all challenges)
<b>Total</b>	<b>243</b>	<b>1642</b>

<b>Representations</b>	<b>Previous Year 3<sup>rd</sup> November 2008 to 31<sup>st</sup> March 2009</b>	<b>Financial Year 2009/10 1<sup>st</sup> April 2009 to 31<sup>st</sup> March 2010</b>
Number of PCNs resulting in a formal representation	107 (2% of all PCNs)	410 (4% of all PCNs)
Of which resulted in cancellation of PCN	26 (24% of all representations)	154 (38% of all representations)
Of which resulted in new NtO being issued	53 (50% of all representations)	171 (42% of all representations)
Of which resulted in Notice of Rejection	28 (26% of all representations)	82 (20% of all representations)

<b>Appeals</b>	<b>Previous Year 3<sup>rd</sup> November 2008 to 31<sup>st</sup> March 2009</b>	<b>Financial Year 2009/10 1<sup>st</sup> April 2009 to 31<sup>st</sup> March 2010</b>
Number of Appeals against Notice of Rejection	4 (4% of all representations)	20 (5% of all representations)
Of which resulted in cancellation of PCN	1 (25% of all appeals)	11 (55% of all appeals)

## 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	Previous Year 3 <sup>rd</sup> Nov 2008 to 31 <sup>st</sup> Mar 2009	Financial Year 2009/10 1 <sup>st</sup> Apr 2009 to 31 <sup>st</sup> Mar 2010
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 (Contravention codes 48 and 99)	28	13
Comment	<b>We worked hard during 2008/09 to improve road safety outside of schools. The reduction in School Keep Clears contraventions highlights how our work is increasing safety for school children.</b>		
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	927,324 (complete year)	1,021,848
Comment	<b>A year on year increase in Park and Ride passenger journeys demonstrates the continued success and increasingly broad appeal the Park and Ride service.</b>		
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)	30	54
Comment	<b>During 2009/10 we have continued to address contraventions occurring in bus stops and taxi ranks. The number of notices issued was broadly in line with 2008/09 demonstrating that whilst abuse of these restrictions is fairly limited it continues to be a problem throughout Durham district.</b>		



Our Objectives	Performance Measure	Previous Year 3 <sup>rd</sup> Nov 2008 to 31 <sup>st</sup> Mar 2009	Financial Year 2009/10 1 <sup>st</sup> Apr 2009 to 31 <sup>st</sup> Mar 2010
4 - Improve road safety and the local environment by educating drivers about the implications of their actions	Number of representations rescinded on the first occasion	6	94
Comment	<p><b>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.</b></p>		
5 - Encourage partnership and innovation by assisting in the organisation of festivals and special events	Number of festivals and special events where Durham Park and Ride service was used.	5 Fathers Day bus rally, Miners Gala, Streets of Brass, Illuminate Festival and Winter Festival	4 Fathers Day bus rally, Miners Gala, Lumiere Festival and Winter Festival
Comment	<p><b>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.</b></p>		



Our Objectives	Performance Measure	Previous Year 3 <sup>rd</sup> Nov 2008 to 31 <sup>st</sup> Mar 2009	Financial Year 2009/10 1 <sup>st</sup> Apr 2009 to 31 <sup>st</sup> Mar 2010
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)	198	715
Comment	<b>The number of disabled bay contraventions occurring throughout Durham district is high. We are working with Social Services to identify ways to reduce the number of contraventions and are confident that we will see a reduction in the number during the period 2010/11.</b>		
7 - Build liveable streets and neighbourhoods through the introduction and effective management of controlled parking zones and areas.	Number of permits issued to within controlled parking zones and areas, and percentage of residents able to find a space in their street (On Street Parking Survey)	6103 (complete year)  69% of residents able to find a space in their street	7529  N/A
Comment	<b>Once again we have worked throughout the year with other partners to deliver projects that have</b>		



	<b>improved the economic and social wellbeing of County Durham and its stakeholders.</b>		
<b>Our Objectives</b>	<b>Performance Measure</b>	<b>Previous Year 3<sup>rd</sup> Nov 2008 to 31<sup>st</sup> Mar 2009</b>	<b>Financial Year 2009/10 1<sup>st</sup> Apr 2009 to 31<sup>st</sup> Mar 2010</b>
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)	838	1249
Comment	<b>During 2009/10 we have continued to address contraventions occurring on no waiting and no loading restrictions. The number of notices issued has seen a relative reduction over the number of notices issued in 2008/09 which demonstrates that the work we are doing to ensure the expeditious movement of traffic is having a positive effect.</b>		



# Glossary of Terms

## **Arriva**

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

## **Challenge**

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

## **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 offence.

## **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.

## **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.

## **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.

## **Local Transport Plan – LTP**

A comprehensive five year plan for the future of transport in County Durham. These are an important part of transport planning within England that we are required to present to the Department for Transport.

## **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 – formerly National Car Parks (NCP)**

NSL are Durham City parking enforcement service provider working under contract.

### **Off-street parking**

These are facilities provided through car parks.

### **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 between 2008 -11 as well as our policies.

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

There are three Park and Ride sites located on the periphery 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 road user charge operates in Durham City centre from 10am to 4pm Monday to Saturday, restricting access to the historic peninsula area. The charge is £2, pay on exit.

## **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 31st 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.

## Bibliography

Department for Transport (2008) *Operational Guidance to Local Authorities: Parking Policy and Enforcement*, London: The Stationary Office

Durham County Council (2009) *Council Plan 2009 – 2011*, Durham: Durham County Council

Durham County Council (2006) *Local Transport Plan 2 2006 - 2011*, Durham: Durham County Council

Durham County Council (2006) *Local Transport Plan 2 2006 – 2011 Annex*, Durham: Durham County Council

Durham County Council (2008) *Parking Strategy 2008-2011*, Durham: Durham County Council

# Appendices

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

## **Prohibited and Restricted Parking**

### No Waiting restrictions

There are approximately 60km of waiting restriction throughout Durham District.

### No Loading restrictions

There are approximately 14km of no loading restriction throughout Durham District.

### Blue Badge Holder Bays

There are 29 blue badge bays throughout Durham District.

### Loading Bays

There are 67 loading bays throughout Durham District.

### Taxi Bays

There are 32 taxi bays throughout Durham District.

### Police Bays

There are 6 police bays throughout Durham District.

### Bus and Coach Bays

There are 6 bus and coach bays throughout Durham District.

### Bus Stop Clearway

There are 147 Bus Stop Clearways throughout Durham District

### School Keep Clears

There are 50 'School Keep Clears' covering a distance of 1.7 km throughout Durham District

## **Permitted Parking**

### Pay and Display Parking Bays

There are 1713 pay and display bays within Durham City.

### Permit Parking Areas

There are 46 permit holder only streets in Durham City.

### Limited Waiting Bays

There are 10 limited waiting bays throughout Durham District.

## **Off Street Parking**

### Durham City Car Parks

The Sands Car Park, Durham City - 130 spaces

Pay and Display at all times

Designated parking for cars, blue badge holders and motorcycles

Blue Badge holders are not exempt from charges

Motor homes and mini buses pay for each parking bay or part thereof

Sidegate Car Park, Durham City – 110 spaces

Pay and Display at all times

Designated parking for cars only

Blue Badge holders are not exempt from charges

Motor homes and mini buses pay for each parking bay or part thereof

Providence Row Car Park, Durham City – 20 spaces

Pay and Display Monday to Saturday 8am – 6pm

Blue Badge Holders are not exempt from charges

Motor homes not permitted

### Durham Park and Ride

Belmont Park and Ride, Durham City – 424 spaces

Free parking for Park and Ride users

Designated parking for cars, blue badge holders and motor homes

Sniperley Park and Ride, Durham City – 294 spaces

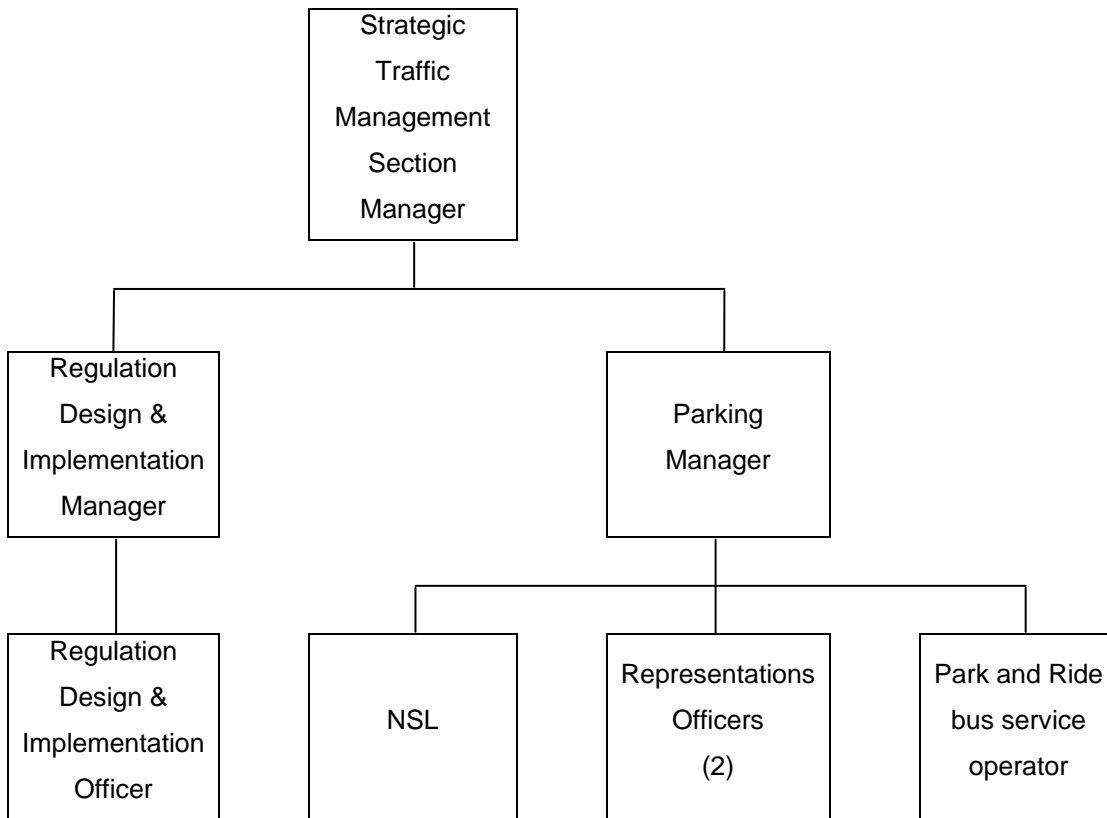
Free parking for Park and Ride users

Designated parking for cars, blue badge holders and motor homes

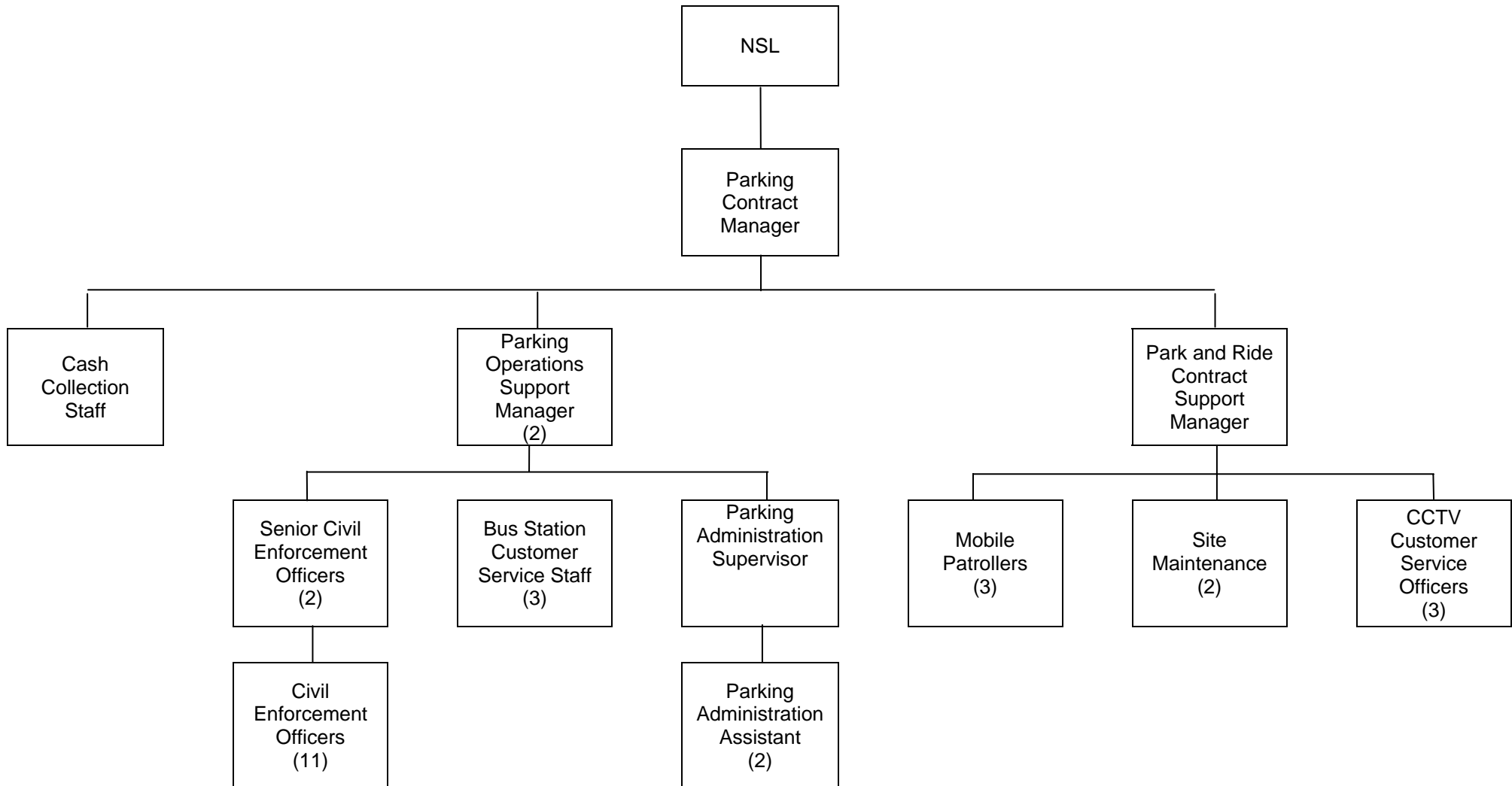
Howlands Park and Ride, Durham City – 330 spaces

Free parking for Park and Ride users. Designated parking for cars, blue badge holders, motor homes and coaches

# Staff structure within Strategic Traffic Management Section



# Staff structure for NSL Services Group





# 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	L&D strategy with annual training plans Twice yearly L&D reviews Team Training Plans to meet individual and team needs delivered by managers and with L&D function delivery or support as required
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	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 On-going development within the first nine months includes all employees undertaking a further in depth certificated Conflict Management Course run by Maybo ad an individually designed contract and local area/tourist 'Ambassador' Programme
Specific roles: <ul style="list-style-type: none"> <li>• Team leader/Manager</li> <li>• OBPA's</li> <li>• Radio Controller</li> </ul>	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

<ul style="list-style-type: none"> <li>• Lines and Signs</li> </ul>	<p>Prior to commencement of induction a training and delivery plan is formulated to meet the these 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. Further group and individual training needs are identified and built into the annual team plan to ensure al requirements are met</p>
<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 with 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 al refresher and new skills/knowledge training is completed</p>
<p>Training support, evidence</p>	<p>All employees are provided with quality training materials,</p>

and achievement	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&D Reviews and regular Training Officer & 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
Provision of training information / client liaison	<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)	Level	Penalty	PCNs Issued 3/11/08 31/03/09	PCNs Issued 01/04/09 31/03/10
01	Parked in a restricted street during prescribed hours	Higher	£70	658	1013
02	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	Higher	£70	180	236
05	Parked after the expiry of paid for time	Lower	£50	523	1574
06	Parked without clearly displaying a valid pay & display ticket or voucher	Lower	£50	864	2530
16	Parked in a permit space without displaying a valid permit	Higher	£70	279	874
18	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited	Higher	£70	0	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	Lower	£50	170	1184
21	Parked in a suspended bay or space or part of bay or space	Higher	£70	1	2
22	Re-parked in the same parking place or zone within one hour (or other specified time) of leaving	Lower	£50	2	0

23	Parked in a parking place or area not designated for that class of vehicle	Higher	£70	4	2
24	Not parked correctly within the markings of the bay or space	Lower	£50	5	32
25	Parked in a loading place during restricted hours without loading	Higher	£70	459	695
26	Parked in a special enforcement area more than 50 cm from the edge of the carriageway and not within a designated parking place	Higher	£70	0	1
27	Parked in a special enforcement area adjacent to a dropped footway	Higher	£70	0	0
30	Parked for longer than permitted	Lower	£50	35	198
40	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	Higher	£70	198	715
42	Parked in a parking place designated for police vehicles	Higher	£70	7	31
45	Parked on a taxi rank	Higher	£70	2	7
47	Stopped on a restricted bus stop or stand	Higher	£70	28	47
48	Stopped in a restricted area outside a school when prohibited	Higher	£70	19	13
49	Parked wholly or partly on a cycle track or lane	Higher	£70	1	0
99	Stopped on a pedestrian crossing or crossing area marked by zigzags	Higher	£70	9	14
w01	Warning Notice - General on street			1288	370
			<b>TOTAL</b>	<b>5088</b>	<b>9538</b>

## Total number of PCNs for each off street contravention

Code	Contravention (off street)	Level	Penalty	PCNs Issued 3/11/08 31/03/09	PCNs Issued 01/04/09 31/03/10
73	Parked without payment of the parking charge	Lower	£50	0	6
74	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited	Higher	£70	0	0
80	Parked for longer than the maximum period permitted	Lower	£50	0	1
81	Parked in a restricted area in a car park	Higher	£70	0	20
82	Parked after the expiry of paid for time	Lower	£50	0	135
83	Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock	Lower	£50	0	358
86	Parked beyond the bay markings	Lower	£50	0	29
87	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	Higher	£70	8	38
89	Vehicle parked exceeds maximum weight or height or length permitted in the area	Higher	£70	0	0
91	Parked in a car park or area not designated for that class of vehicle	Higher	£70	3	31

92	Parked causing an obstruction	Higher	£70	0	0
93	Parked in car park when closed	Lower	£50	2	6
95	Parked in a parking place for a purpose other than the designated purpose for the parking place	Lower	£50	1	1
w02	Warning Notice - General off street			356	506
w40	Warning Notice - Blue Badge			176	11
w87	Warning Notice - Blue Badge off street			23	20
			<b>TOTAL</b>	<b>213</b>	<b>1162</b>