



Durham County Council

Parking & Transport Infrastructure

Annual Report
2012/2013



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Foreword



Welcome to the fifth Parking Services Annual Report which sets out our achievements during 2012/13.

This report demonstrates how the Parking Services team and its partners continued to support the safe and expeditious movement of traffic whilst also facilitating the organisation of festivals and special events. Unique events of particular note included the Olympic Torch Relay through County Durham, and The Queen and The Duke of Edinburgh's visit to Durham City as part of the Diamond Jubilee Tour.

The report also highlights that the continued customer satisfaction and outstanding quality of the Durham Park and Ride service.

Our commitment to continuous improvement of parking enforcement operations in the Durham and North Durham areas afforded us the opportunity to plan and prepare for the introduction of Civil Parking Enforcement in the South Durham area during 2013/2014, which will ensure local communities in the whole of County Durham are provided with an efficient and effective parking service.

I trust you will find the report of interest and invite comments and feedback to the Parking Services team by email at parkingservices@durham.gov.uk.

A handwritten signature in black ink, appearing to read 'Neil Foster', with a long horizontal flourish extending to the right.

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 2012/13 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 12 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

Operations Profile

In addition to the responsibilities outlined in our previous annual reports, in 2012 the Parking Services team were tasked with managing the County's bus stations. The team was re-named the 'Parking and Transport Infrastructure Team'.

The team is split into 'Parking Services' and 'Transport Infrastructure'.

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

- Civil Parking Enforcement (CPE) in the former districts of Durham, Chester-le-Street, Derwentside and Easington
- 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' are 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 1713 on-street pay and display bays, 83 permit holder only streets, 1157 P&R spaces and 2270 off street pay and display bays.

In 2012/13 we issued 9985 permits to residents of County Durham and their visitors and generated over 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

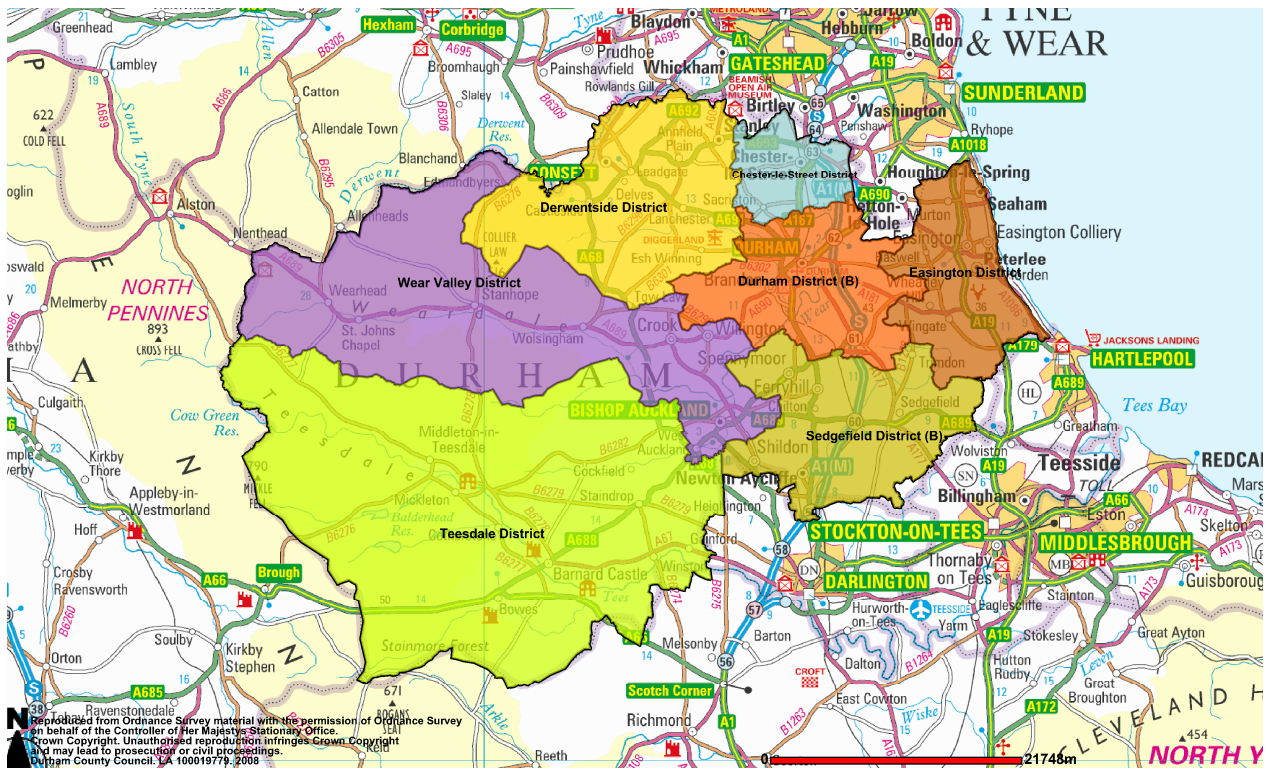
NSL Services is responsible for –

- Employment and deployment of Civil Enforcement Officers for the issue of Penalty Charge Notices (PCNs)
- Processing of all PCNs and Excess Charge Notices (ECNs) 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



Civil Parking Enforcement (CPE)

CPE was first introduced in Durham District on 3 November 2008. CPE in the north of the county was introduced on 7 November 2011 and includes the former districts of Chester-le-Street, Derwentside and Easington. It is expected that CPE will be introduced in the south of the county in June 2013, which will include the former districts of Teesdale, Wear Valley and Sedgely.



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.



In March 2013, 105 users of the Park and Ride service completed a customer satisfaction survey. The survey found that –

- 100% of respondents would rate the Park and Ride service as good or very good overall.
- 83% of respondents waited 0-5 minutes for a bus, 17% waited 6-10 minutes, and no-one waited 11-15 minutes.
- 59% of respondents rated the fare as good value, whilst 38% felt the fare was about right. 3% of respondents rated the fare as expensive.
- 92% of respondents rated the bus stops in the city as easy to find.
- 99% of respondents rated the security at the Park and Ride sites as good or very good.
- 100% of respondents rated the friendliness and helpfulness of the car park operators as good or very good.
- 99% of respondents rated the friendliness and helpfulness of the bus drivers as good or very good.
- 100% of respondents were likely or very likely to recommend the Park and Ride service to others.

The results are comparable to the last survey undertaken in 2010, and show that customers remain satisfied with the Park and Ride service.

It is reassuring to see that following a below inflation price increase in April 2012, where the cost of a day ticket increased from £1.70 to £2.00, only 3% of customers surveyed found the fare to be expensive.



Durham City Road User Charge (RUC)

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 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.

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. 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.

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.

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.

Off Street Car Parks

We manage off street car parks in Durham City, Chester-le-Street, Bishop Auckland and Barnard Castle. Two major schemes were undertaken during 2012/13 with a total capital investment of approximately £300000. These included substantial improvements to The Sands off street car park in Durham City and Newgate Centre multi storey car park in Bishop Auckland.

Further information on our car parks can be found in Appendix A.

Bus Stations

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.

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.

In April 2012 Parking and Transport Infrastructure took over the management of the County's Bus Stations, located in five of the major town centres; Durham City, Stanley, Consett, Bishop Auckland and Peterlee.

Prior to the unitary authority coming into effect in 2009, Stanley, Consett and Bishop Auckland bus stations had been the responsibility of their respective district authority.

Four of the five bus stations are owned by the County Council, and 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*.

During 2012/2013 through the 'LTP3 Capital Programme' we have been able to invest in the refurbishment of Consett Bus Station. The refurbishment included structural, aesthetic and cosmetic improvements to enhance the waiting area for passengers and improve their journey experience. Currently 23 buses depart per hour from Consett Bus Station* which comprises of 9 bus stands, plus 3 additional layover stands.

Further investment, also funded through the 'LTP3 Capital Programme', in the existing infrastructure at Stanley Bus Station enabled Transport Infrastructure to progress with a scheme to upgrade the automatic doors throughout the bus station with new door operators. As well as improving the waiting area for bus passengers, the new door operators prevent access to the bus concourse when there are no buses present to board, resulting in enhancing the safety of the waiting environment. The 'Dorvision' operating units are also designed to reduce engineer call outs by allowing systems to be reset remotely and therefore reducing future operating costs.

Stanley Bus Station provides 10 bus stands, from which there are 28 bus departures per hour*.

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.

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.

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.

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

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 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. 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.

To date we have approval from the Department for Transport to operate CPE in the former districts of Durham, Chester-le-Street, Derwentside and Easington only. As a consequence, we are required to enforce off street car parks in the south of the County (Bishop Auckland and Barnard Castle car parks) using powers afforded by the Road Traffic Regulation Act 1984 until CPE is introduced in the south of the county in June 2013. Where a parking contravention occurs in an off street car park in the south of the county an Excess Charge Notice (ECN) is issued.

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 online at www.durham.gov.uk

- Civil Parking Enforcement (CPE)
- Durham City Controlled Parking Zone (CPZ)
- Framwellgate Moor Controlled Parking Area (CPA)
- North End CPA
- Chester-le-Street CPA
- Durham Park and Ride (P&R)
- Durham City Road User Charge (RUC)
- Durham City, Chester le Street, Bishop Auckland, Barnard Castle and Hardwick Park off street car parks

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

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.

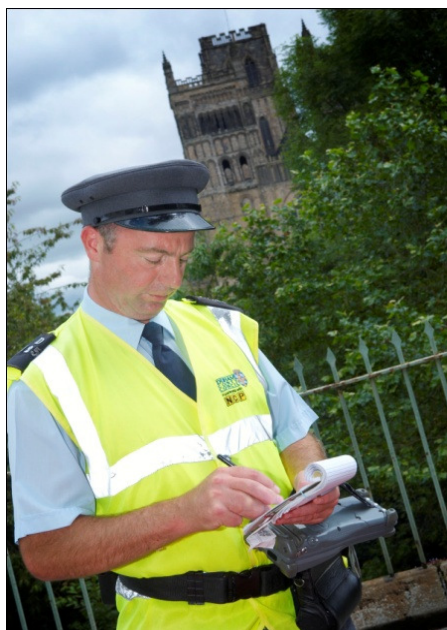
Excess Charge Notices (ECN)

The primary purpose of an excess charge is to encourage compliance with parking restrictions. The issue of a notice acts as a deterrent to those motorists who wilfully avoid off street parking charges.

We issue a £50 excess charge notice for parking without displaying a pay and display ticket or displaying a pay and display ticket that has expired. All excess charges are reduced by 50% if paid within 7 days.

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.

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.

Outside of Durham City, streets are 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 2012/13 there were 161 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

In 2012, we provided our CEOs with body cameras, recording 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 2012/13, two vehicle removals took place.

Challenges, representations and appeals

We receive in excess of 7000 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 12 Statistical Performance.

The Blue Badge Scheme

When a blue badge holder is issued a PCN we believe in offering advice and guidance on the first occasion, and in 2012/13 we cancelled 1,620 PCNs issued to badge holders.

However, this number is rising year on year, suggesting that badge holders are unsure of how the scheme works. A PCN may be issued to a genuine blue badge holder for a number of reasons. For example, the blue badge holder may have forgotten to display the blue badge or the parking clock, or they may have parked on a restriction where blue badge holders are not allowed to park.

This chapter looks at the blue badge scheme and how to park correctly in order to avoid being issued a PCN. This information can also be found in the 'Blue Badge Scheme: Rights and Responsibilities in England' leaflet which is provided to the blue badge holder on issue.

Displaying the badge:

You must display the badge on the dashboard or fascia panel, where it can be clearly read through the front windscreen. The front of the badge should face upwards, showing the wheelchair symbol.

When you park on yellow lines or where there is a time restriction, you need to display the parking clock to show your time of arrival. This must be clearly displayed alongside the blue badge.

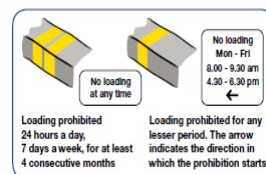
Where blue badge holders can park in County Durham:



- Yellow lines for up to three hours
- On street pay and display bays, free of charge
- On street limited waiting bays, without time limit
- On street disabled bays – check signage to see if time limit applies
- Permit holder only areas, without time limit
- Off street pay and display bays – check signage to see if parking charges apply

Where blue badge holders cannot park:

- In areas where there is a ban on loading, marked by yellow kerb markings
- Parking places reserved for specific users, such as loading bays
- Pedestrian crossings, including areas marked by zig zags
- Bus stop clearways
- 'School Keep Clear' zig zag markings



Partnership working

Parking Services 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.

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.

Olympic Torch Relay

In June 2012, the Olympic Torch Relay came to County Durham. Celebrations took place in Durham City on 16 June where Durham and England cricketer Paul Collingwood carried the flame through the city. To assist with the event, we extended the Park & Ride Service until 10.00pm from all 3 sites.



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.



Diamond Jubilee Tour

In July 2012, The Queen and The Duke of Edinburgh visited Durham City as part of the Diamond Jubilee Tour across the UK. To assist with security for the event, we suspended a number of parking facilities in the city. In addition, the Durham Park & Ride service ensured quick and convenient access into the city amidst road closures.

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. As the series was set in the 1960s, we also arranged bay suspensions and the covering up of road markings to maintain the appearance of the 1960s.



Durham City Christmas Festival

During December 2012 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 and ECNs 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	Income	Expenditure
Parking Services & Transport Infrastructure Team	£0.00	£197,766.00
Operation of the Parking Shop	£0.00	£238,228.94
Other administrative costs	£0.00	£34,668.20
Total	£0.00	£470,663.14

Enforcement	Income	Expenditure
Penalty Charge Notices	£515,267.51	£98,014.94
Civil Enforcement Officers	£0.00	£631,747.88
Total	£515,267.51	£729,762.82

On & Off Street Parking	Income	Expenditure
On Street Parking – Durham City	£929,201.25	£51,876.44
Off Street Parking – Durham City	£391,340.83	£178,465.04
Off Street Parking – Chester-le-Street	£287,987.33	£94,152.51
Off Street Parking – Bishop Auckland	£266,468.63	£111,753.80
Off Street Parking – Barnard Castle	£173,578.83	£64,334.31
Off Street Parking – Non-pay and display	£0.00	£59,389.05
Total	£2,048,576.87	£559,971.15

Road User Charge & Access Management	Income	Expenditure
Durham City Road User Charge	£5,377.80	£32,045.91
Durham City Static Bollards	£0.00	£9,887.73
Bishop Auckland Bollard	£0.00	£12,932.46
Total	£5,377.80	£54,866.10

Park and Ride	Income	Expenditure
Park and Ride service	£779,648.37	£1,268,731.06
Park and Ride advertising	£9,575.00	£0.00
Total	£789,223.37	£1,268,731.06

Parking Services total income of £3,358,445.55, minus expenditure of £3,083,994.27, leaves a total surplus of £274,451.28.

Action Taken with Respect to Surplus

The surplus 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 south 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.



Surplus is also spent on introducing/removing and refreshing signs and road markings within County Durham. Most recently, surplus has been spent on the development of CPE in the south of the county, which will allow us to assume responsibility for the enforcement of non endorsable parking contraventions from the police in the former districts of Teesdale, Wear Valley and Sedgfield when introduced in June 2013.

Forecast for Financial Year 2013/14

Financial year 2013/14 will see the introduction of Civil Parking Enforcement in the south of County Durham. We hope to accommodate the additional administration within our current staffing structure and therefore expect only minimal increases in expenditure resulting from inflation in line with the Retail Price Index. Therefore –

Administration Forecast 2013/14	Income	Expenditure
Parking Services & Transport Infrastructure Team	£0.00	£200,000
Operation of the Parking Shop	£0.00	£245,000
Other administrative costs	£0.00	£35,000
Total	£0.00	£480,000

We expect there to be only a moderate increase in the number of enforcement staff and therefore anticipate a small increases in expenditure resulting additional staff as well as stationary and postage costs. There will also be a small increase in line with the Retail Price Index.

An increase in penalty charge notices from 15,776 to approximately 20,000 will result in an increased in income. Therefore –

Enforcement Forecast 2013/14	Income	Expenditure
Penalty Charge Notices	£720,000	£110,000
Civil Enforcement Officers	£0.00	£700,000
Total	£720,000	£810,000

We intend to maintain off street, on street and Road User charges at their current level. We also intend to maintain existing Park and Ride fares at their current level. Therefore we expect income to remain largely the same.

Expenditure on off street and on street infrastructure and the Road User Charge is expected to increase in line with the Retail Price Index. Therefore -

On & Off Street Parking Forecast 2013/14	Income	Expenditure
On Street Parking – Durham City	£929,201.25	£53,000
Off Street Parking – Durham City	£391,340.83	£180,000
Off Street Parking – Chester-le-Street	£287,987.33	£96,000
Off Street Parking – Bishop Auckland	£266,468.63	£113,000
Off Street Parking – Barnard Castle	£173,578.83	£66,000
Off Street Parking – Non-pay and display	£0.00	£61,000
Total	£2,048,576.87	£569,000

Road User Charge & Access Management	Income	Expenditure
Durham City Road User Charge	£5,377.80	£33,000
Durham City Static Bollards	£0.00	£11,000
Bishop Auckland Bollard	£0.00	£14,000
Total	£5,377.80	£58,000

Park and Ride Forecast 2013/14	Income	Expenditure
Park and Ride service	£779,648.37	£1,280,000
Park and Ride advertising	£9,575.00	£0.00
Total	£789,223.37	£1,280,000

Parking Services total expected income of £3,563,178, minus expected expenditure of £3,197,000, leaves a total surplus of £366,178.

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	Income	Expenditure
Staff (customer service & security)	£0.00	£145,802.99
Premises (inc repairs, rates etc)	£0.00	£32,500.00
Supplies and services (inc telephone, toilets etc)	£16,899.95	£15,300
Advertising	£2,000	£0.00
Total	£18,899.95	£193,602.99

Stanley Bus Station	Income	Expenditure
Rent	£32,550.00	£0.00
Premises (inc repairs, rates etc)	£1,487.50	£65,750
Supplies and services (inc telephone, toilets etc)	£3,000.00	£300.00
Total	£37,037.50	£66,050

Consett Bus Station	Income	Expenditure
Rent	£5,000.00	£0.00
Premises (inc repairs, rates etc)	£0.00	£38,250.00
Supplies and services (inc telephone, toilets etc)	£3,000.00	£0.00
Total	£8,000.00	£38,250.00

Bishop Auckland Bus Station	Income	Expenditure
Rent	£3,050.00	£0.00
Premises (inc repairs, rates etc)	£0.00	£27,000
Total	£3,050.00	£27,000

Peterlee Bus Station	Income	Expenditure
Premises (inc repairs, rates etc)	£0.00	£10,000
Total	£0.00	£10,000

The total income of £66,987.45 minus the expenditure of £334,902.99 left a total deficit of £267,915.54 in 2012/13. 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.

Penalty Charge Notices (PCNs)

A total of 15,776 PCNs were issued from 1 April 2012 - 31 March 2013. The total number of PCNs for each contravention can be found in Appendix E and Appendix F.

	2010/11	2011/12	2012/13
Number of on street PCNs issued	8,646 (88% of all PCNs)	11,245 (84% of all PCNs)	12,368 (78%)
Number of off street PCNs issued	1,129 (12% of all PCNs)	2,164 (16% of all PCNs)	3,408 (22%)
Total	9,775	13,409	15,776

The line graph below shows the total number of PCNs issued over the last three years. There has been a steady increase due to the implementation of CPE in the north of the county in November 2011. This is expected to increase further next year when we implement CPE in the south of the county.

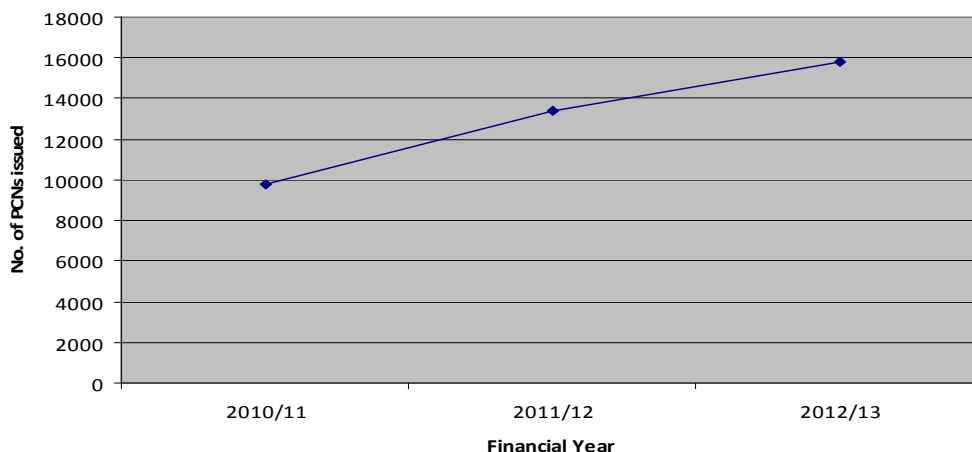


Fig. 1 Line graph showing the number of PCNs issued over the last three years

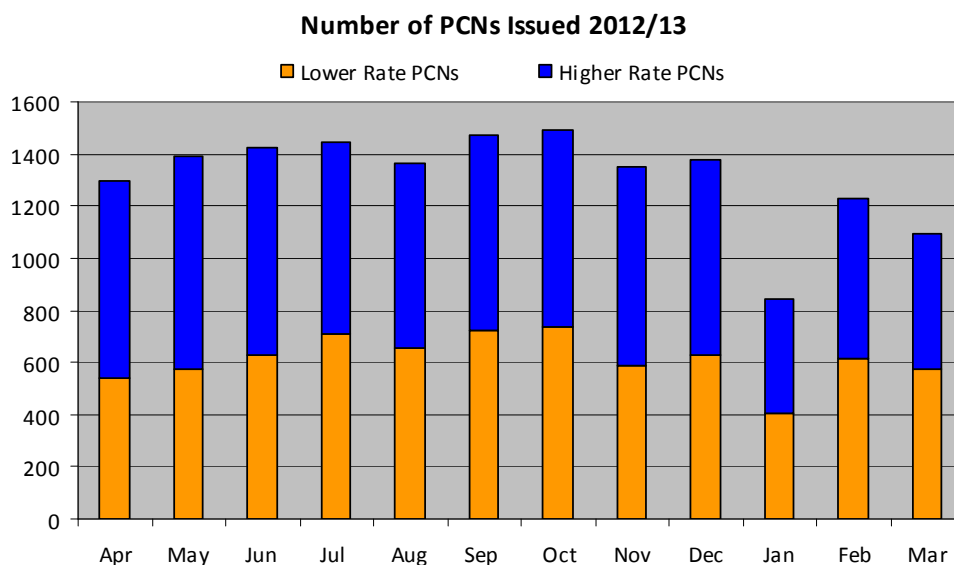


Fig. 2: PCNs issued on a month by month basis, including those issued at the higher and lower rates

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.

	2010/11	2011/12	2012/13
Number of PCNs paid within 14 days (discounted)	5,795 (59%)	8,091 (60%)	9,547 (61%)
Number of PCNs paid before Charge Certificate issued (within 56 days)	682 (7%)	862 (6%)	1,060 (7%)
Number of PCNs paid after Charge Certificate served	152 (2%)	214 (2%)	146 (0%)
Number of PCNs with an amount outstanding	563 (6%)	714 (5%)	1,006 (6%)
Number of Charge Certificates registered	986 (10%)	1,201 (9%)	1,530 (10%)
Number of Warrants of Execution issued	942 (10%)	1,098 (8%)	1,355 (9%)
Number of PCNs written off (bailiffs cannot recover and foreign vehicles)	18 (0%)	31 (0%)	69 (0%)
Number of PCNs cancelled	2,531 (26%)	3,497 (26%)	3,955 (25%)

Off Street Excess Charge Notices (ECNs)

A total of 2,560 ECNs were issued for off street contraventions from 1 April 2012 - 31 March 2013. This number is down from last year due to the implementation of CPE in the north of the county, where contraventions in Chester-le-Street car parks now result in a PCN being issued rather than an ECN.

	2010/11	2011/12	2012/13
Number of off street ECNs issued	2,091	3,632	2,560

Payment Stage (ECNs)

When an ECN is issued, payment of the charge may be made in accordance with relevant legal orders. Early payment results in a discounted charge being accepted. Late payment generally results in a higher charge being payable.

	2010/11	2011/12	2012/13
Number of ECNs paid within 7 days (discounted)	1,261 (43%)	2,098 (58%)	1,369 (53%)
Number of ECNs paid after 7 days	221 (8%)	319 (9%)	195 (8%)
Number of ECNs with an amount outstanding	67 (2%)	156 (4%)	110 (4%)
Number of ECNs cancelled	542 (19%)	1059 (29%)	886 (35%)

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.

	2010/11	2011/12	2012/13
Number of PCNs resulting in informal challenge	2,966 (30% of all PCNs)	4,039 (30% of all PCNs)	5,284 (33% of all PCNs)
Of which resulted in cancellation of PCN	2,458 (83% of all challenges)	3,246 (80% of all challenges)	3,637 (69% of all challenges)
Of which resulted in rejection of challenge	508 (17% of all challenges)	793 (20% of all challenges)	1,647 (31% of all challenges)

Reason for cancellation of PCN at challenge stage	2010/11	2011/12	2012/13
Cancelled see letter details	192 (6%)	374 (5%)	522 (10%)
Cancelled Processing Error	32 (1%)	40 (1%)	34 (1%)
Cancelled CEO Error	54 (2%)	137 (3%)	149 (3%)
Cancelled Machine Fault	17 (1%)	8 (0%)	32 (1%)
Cancelled Vehicle Broken Down	6 (0%)	11 (0%)	27 (1%)
Cancelled Valid Ticket Produced	568 (19%)	656 (16%)	824 (16%)
Cancelled Signs/Lines	14 (0%)	156 (4%)	11 (0%)
Cancelled Blue Badge Holder	775 (26%)	1,193 (30%)	1,551 (30%)
Cancelled DVLA No Trace	219 (7%)	250 (6%)	247 (5%)
Cancelled First Invalid Scratchcard	471 (16%)	299 (7%)	110 (2%)
Cancelled General Reason	12 (0%)	11 (0%)	21 (0%)
Cancelled Mitigating Circumstances	13 (0%)	28 (1%)	8 (0%)
Cancelled Resident Permit Produced	59 (2%)	50 (1%)	49 (1%)
Cancelled Spoiled Before Issue	26 (1%)	33 (1%)	53 (1%)

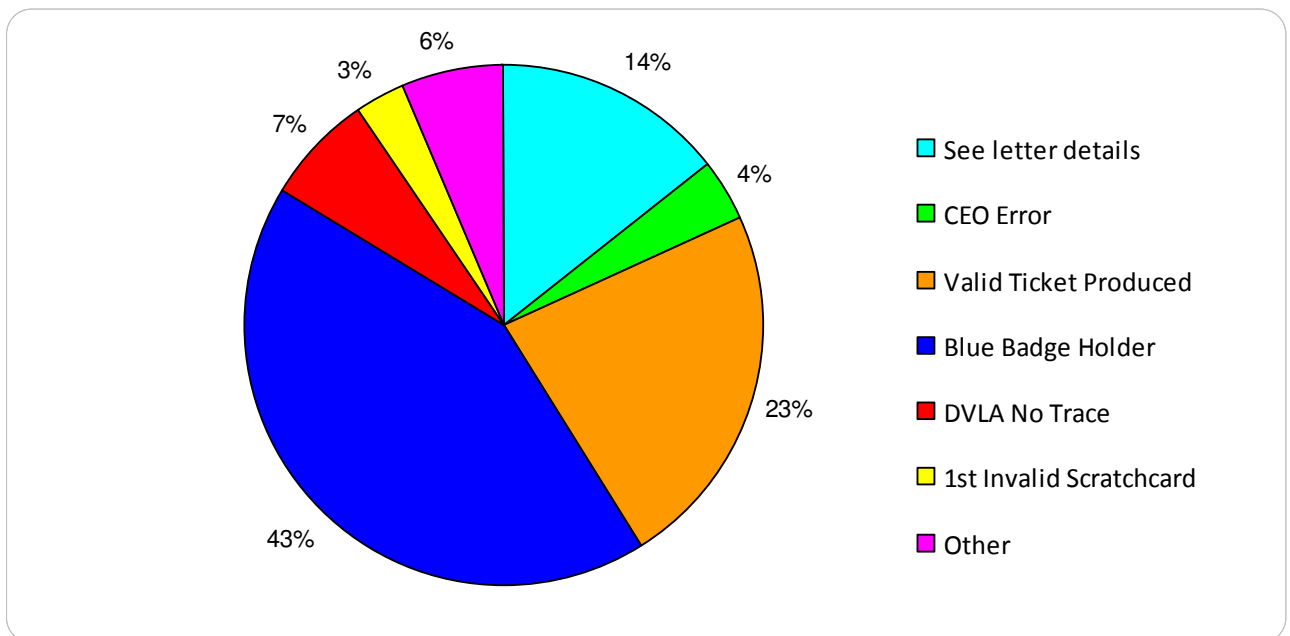


Fig. 3: Reasons for cancellation at challenge stage

Representations	2010/11	2011/12	2012/13
Number of PCNs resulting in a formal representation	374 (4% of all PCNs)	472 (4% of all PCNs)	818 (5% of all PCNs)
Of which resulted in cancellation of PCN	141 (38% of all representations)	192 (41% of all representations)	318 (39% of all representations)
Of which resulted in new NtO being issued (hire companies and changes in registered keepers)	149 (40% of all representations)	191 (40% of all representations)	283 (35% of all representations)
Of which resulted in Notice of Rejection	84 (22% of all representations)	89 (19% of all representations)	217 (27% of all representations)

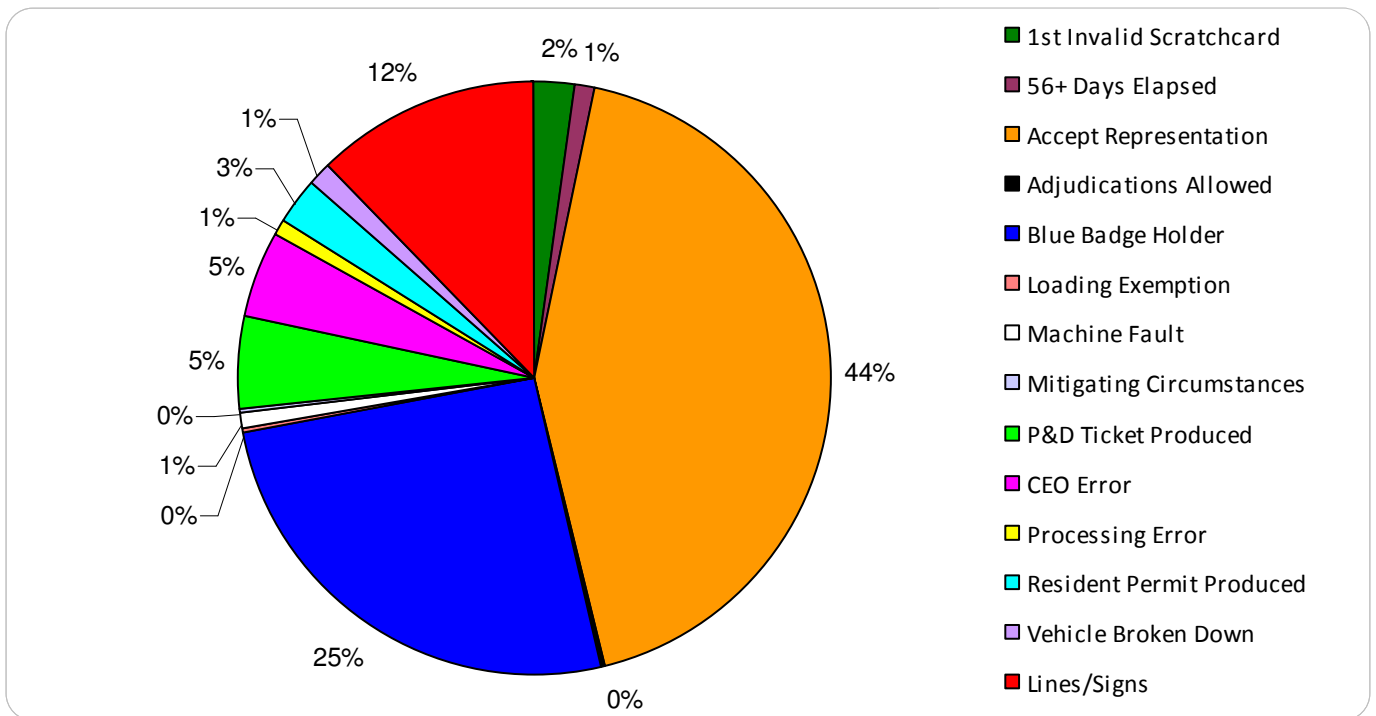


Fig. 4: Reasons for cancellation at representation stage

Appeals	2010/11	2011/12	2012/13
Number of Appeals at the Traffic Penalty Tribunal	11	13 (0.1% of all PCNs)	37 (0.2% of all PCNs)
Of which resulted in cancellation of PCN	3 (27% of all appeals)	2 (15% of all appeals)	8 (22% of all appeals)

Figures 5 and 6 below show how we perform against the average of all councils with CPE powers. 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.

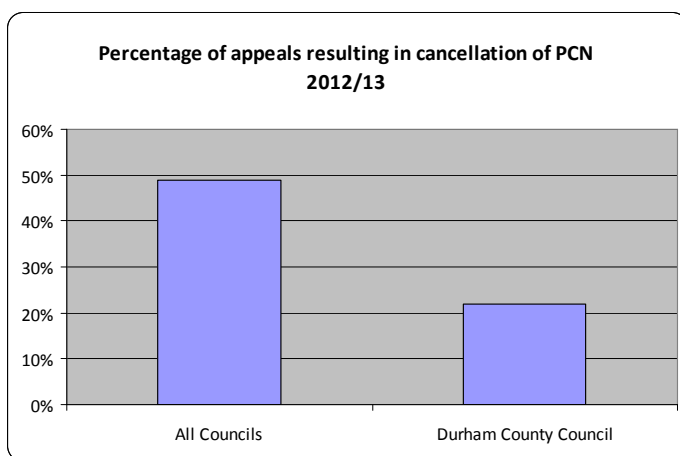


Fig. 5: Rate of appeal per PCN, DCC v all councils

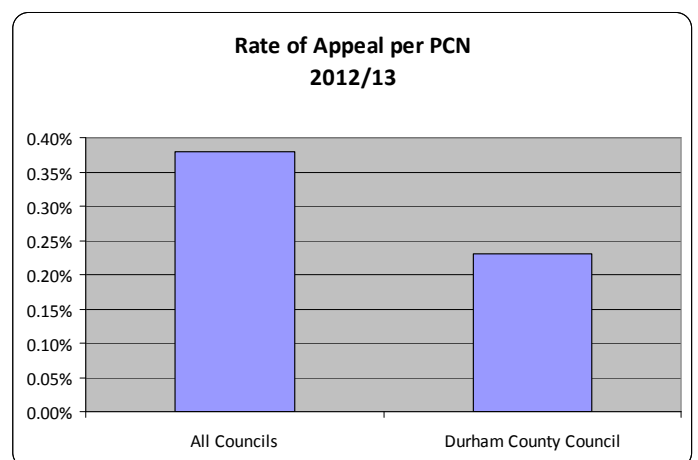


Fig. 6: Percentage of appeals resulting in cancellation of PCN, DCC v all councils

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	2010/11	2011/12	2012/13
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)	55	143	333
Comment	We consider road safety to be of paramount importance. The increase in PCNs issued during 2012/13 demonstrates our commitment to the safety of school children.			
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	1,043,249	1,171,264	1,086,182
Comment	Park and Ride figures soared in 2011/12 which was attributed to the success of events such as 'Lumiere' which attracted 140,000 people to the city. We are pleased to see that there were over 1 million passenger journeys during 2012/13 and a recent survey found that our customers remain satisfied with the service.			
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)	191	195	352
Comment	We are committed to enforcing bus stop clearways and taxi ranks. Figures show that abuse of these restrictions continues to be a problem.			
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)	1,864	2,227	2,573
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	2010/11	2011/12	2012/13
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.	5 Fathers Day bus rally, Miners Gala, Streets of Brass, Tour of Britain Cycling, Christmas Festival	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
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)	684	1,237	1,768
Comment	Whilst there was a small reduction in contraventions in 2010/11, the number has risen sharply in 2011/12. This is attributed to the implementation of CPE in North 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	7,930	8,640	9,985
Comment	During 2012/13, two permit areas were introduced in Chester-le-Street at the request of residents who were finding it increasingly difficult to park outside their homes. The increase in permits issued overall demonstrates that we are continuing to build liveable streets and neighbourhoods.			
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)	1,100	2,387	3,415
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.			

Our objectives	Performance Measure	2010/11	2011/12	2012/13
9 – Improve the accessibility of public transport by delivering improvements to transport infrastructure	Refurbishment of bus stations	N/A	N/A	Consett bus station refurbishment commenced
Comments	In 2012/13 a refurbishment of Consett bus station commenced, which is due to be completed in June 2013.			
10 – Support the local economy through the enforcement of limited waiting bays	Number of PCNs issued in limited waiting bays (contravention codes 22 & 30)	218	300	416
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 2012/13 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)	215	399	362
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. Figures show that the number of PCNs has started to decline in 2012/13, demonstrating that motorists are increasingly choosing to comply with the restrictions.			

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.

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Appendices



Appendix A

Summary of permitted, prohibited and restricted parking in the CPE areas of Durham, Chester-le-Street, Derwentside and Easington

Prohibited and Restricted Parking

No Waiting restrictions

There are approximately 200km of waiting restrictions

No Loading restrictions

There are approximately 25km of no loading restrictions

Blue Badge Holder Bays

There are 46 blue badge holder bays

Loading Bays

There are 97 loading bays

Taxi Bays

There are approximately 70 taxi bays

Police Bays

There are 6 police bays

Bus and Coach Bays

There are 6 bus and coach bays

Bus Stop Clearway

There are 1,415 Bus Stop Clearways

School Keep Clears

There are approximately 200 'School Keep Clears' covering a distance of 6 km

Permitted Parking

Pay and Display Parking Bays

There are 1,713 on street pay and display bays

Permit Parking Areas

There are 81 permit holder only streets, located in Durham City, Framwellgate Moor and North End.

Limited Waiting Bays

There are approximately 100 limited waiting bays

Off Street Parking

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	✗	✗	✗	✗	✗	✓

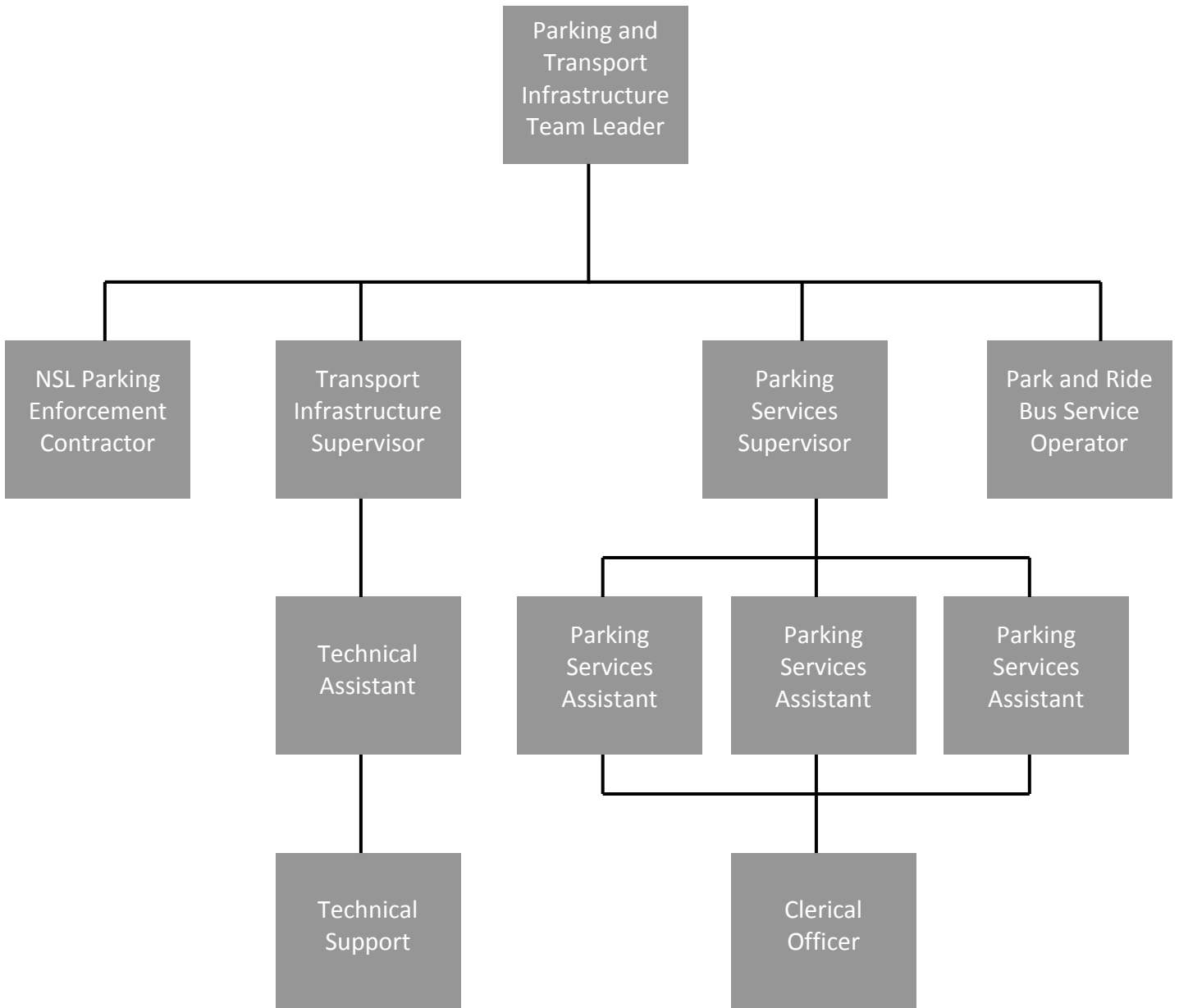
Durham Park and Ride	No. of spaces	Pay and Display	Charges Apply	Blue badge holder bays	M/cycle bays	Lorry bays	Coach bays	Motor Home bays	Blue badge holders required to pay
Belmont	533	✗	-	✓	✗	✗	✗	✓	-
Sniperley	294	✗	-	✓	✗	✗	✗	✓	-
Howlands	330	✗	-	✓	✗	✗	✓	✓	-

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	✓	✗	✗	✓	✗	✓

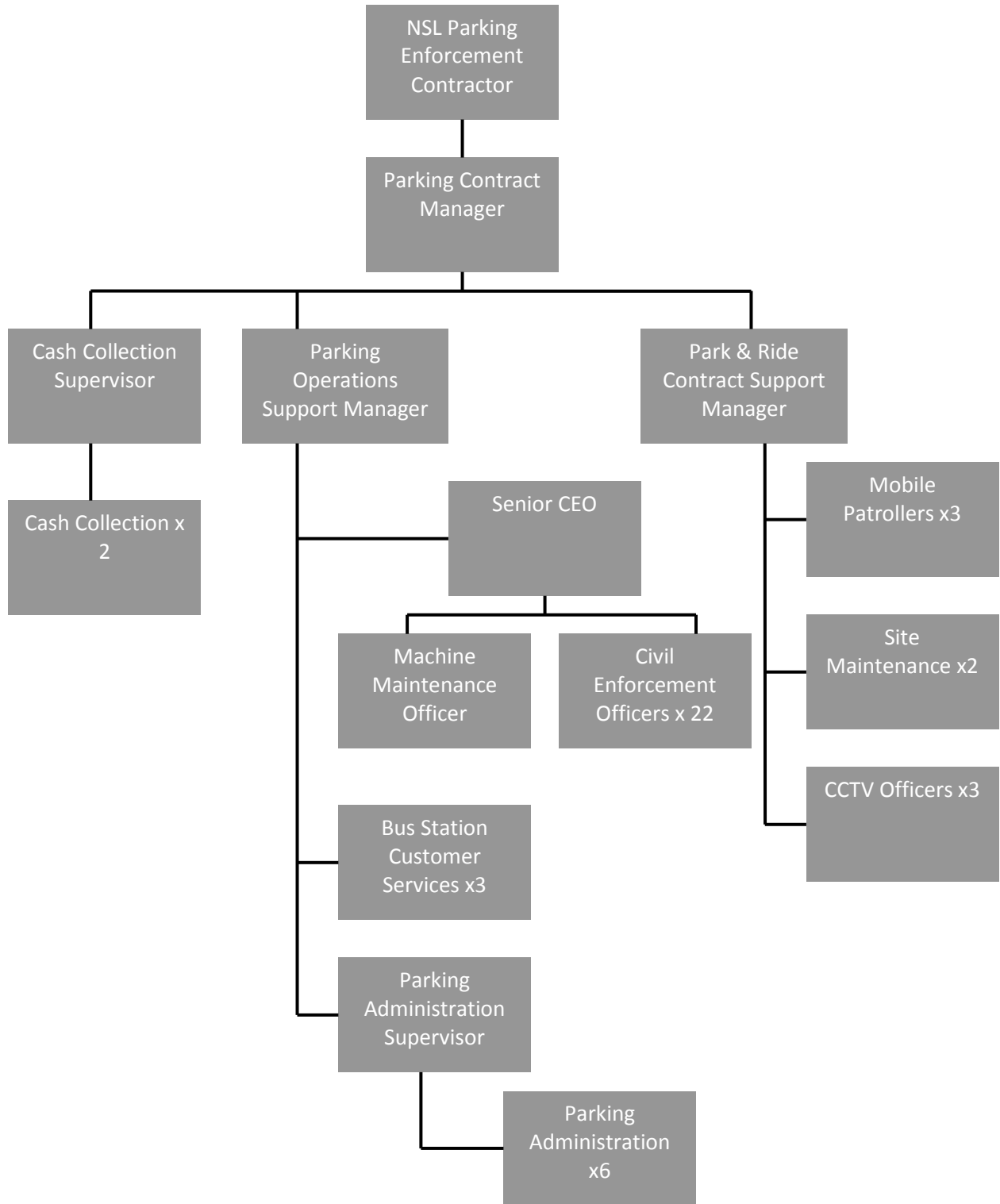
Barnard Castle Car Parks	No. of spaces	Pay and Display	Charges Apply	Blue badge holder bays	M/cycle bays	Lorry bays	Coach bays	Motor home bays	Blue badge holders required to pay
Queen Street	65	✓	Mon - Sun	✓	✗	✗	✗	✗	✓ (First 2 hours free)
Galgate	175	✓	Mon - Sun	✓	✗	✗	✓	✗	✓ (First 2 hours free)

Bishop Auckland 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
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	✗	✗	✗	✗	✗	✓

Staff Structure within the Parking Services and Transport Infrastructure team



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	<p>L&D strategy with annual training plans</p> <p>Twice yearly L&D reviews</p> <p>Team Training Plans to meet individual and team needs delivered by managers and with L&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"> • Team leader/Manager • OBPA's • Radio Controller • Lines and Signs 	<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&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&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&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&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</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"> • Copies of training information and materials • Documentary evidence of training requirements met. Training and certification records • Opportunities for client personnel to attend any of the Academy training programmes including Streets Ahead Induction, technical skills courses, leadership and management programmes • Opportunities for client input into training courses or to identify further training and development requirements • 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

Total number of PCNs for each on street contravention

Code	Contravention (on street)	Observation Period	Penalty	PCNs Issued 2010/11	PCNs issued 2011/12	PCNs issued 2012/13
01	Parked in a restricted street during prescribed hours	5 mins	£70	757	1,661	2,249
02	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	0 mins	£70	343	726	1,166
05	Parked after the expiry of paid for time	5 mins	£50	1455	1,572	1,262
06	Parked without clearly displaying a valid pay & display ticket or voucher	5 mins	£50	2518	2,762	2,298
16	Parked in a permit space without displaying a valid permit	5 mins	£70	859	1,046	1,103
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	0	7	2
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	908	481	248
21	Parked in a suspended bay or space or part of bay or space	0 mins	£70	2	12	17
22	Re-parked in the same parking place or zone within one hour (or other specified time) of leaving	0 mins	£50	0	1	7
23	Parked in a parking place or area not designated for that class of vehicle	0 mins	£70	14	16	25
24	Not parked correctly within the markings of the bay or space	0 mins	£50	39	75	50
25	Parked in a loading place during restricted hours without loading	Private car - 5 mins Commercial - 20 mins	£70	546	1,009	1,274
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	2	4	3

27	Parked in a special enforcement area adjacent to a dropped footway	0 mins	£70	3	12	6	
30	Parked for longer than permitted	5 mins	£50	218	299	409	
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	684	1,138	1,546	
42	Parked in a parking place designated for police vehicles	0 mins	£70	51	47	18	
45	Parked on a taxi rank	0 mins	£70	161	86	140	
47	Stopped on a restricted bus stop or stand	0 mins	£70	30	109	212	
48	Stopped in a restricted area outside a school when prohibited	0 mins	£70	39	143	206	
49	Parked wholly or partly on a cycle track or lane	0 mins	£70	1	0	0	
99	Stopped on a pedestrian crossing or crossing area marked by zigzags	0 mins	£70	16	39	127	
w01	Warning Notice - General on street	-	-	436	1,219	1,682	
w40	Warning Notice - Blue Badge	-	-	2	45	60	
				TOTAL	9,084	12,509	14,110

Total number of PCNs for each off street contravention

Code	Contravention (off street)	Observation period	Penalty	PCNs Issued 2010/11	PCNs issued 2011/12	PCNs issued 2012/13
73	Parked without payment of the parking charge	5 mins	£50	14	53	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	1	0	0
80	Parked for longer than the maximum period permitted	5 mins	£50	0	0	0
81	Parked in a restricted area in a car park	0 mins	£70	6	11	37
82	Parked after the expiry of paid for time	5 mins	£50	222	445	755
83	Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock	5 mins	£50	596	948	1,870
86	Parked beyond the bay markings	0 mins	£50	62	123	113
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	35	99	222
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	21	87	52
92	Parked causing an obstruction	0 mins	£70	1	1	1
93	Parked in car park when closed	0 mins	£50	52	176	128
95	Parked in a parking place for a purpose other than the designated purpose for the parking place	5 mins	£50	119	217	230
w02	Warning Notice - General off street	-	-	461	165	442
w87	Warning Notice - Blue Badge off street	-	-	14	16	15
TOTAL				1,604	2,341	3,865

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Parking Services
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