

Parking Annual Report

Civil Parking Enforcement For the Financial year 2017/2018



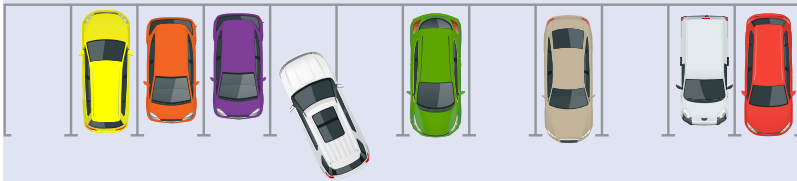
South Tyneside Council





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Introduction

The provision and management of Council controlled parking in South Tyneside is a very important function undertaken by the Council. Parking can be the subject of intense public interest including attracting both local and national media. The Council's primary aims related to parking management are to support the economic activity and viability of South Tyneside's town centres and other local shopping areas and to reduce congestion in the interests of all highway users.

Up to the 30th March 2008 South Tyneside Council operated parking enforcement under the Decriminalised Parking Enforcement (DPE) legislation in accordance with The Road Traffic Act 1991. From the 31st March 2008 the Council has operated parking under the Civil Parking Enforcement legislation in accordance with the Traffic Management Act 2004.

The Traffic Management Act 2004 states that Enforcement Authorities should produce an annual report about their enforcement activities. The report should be published and as a minimum it should cover the financial, statistical and other data (including any parking or CPE targets). This report describes these parking and other related activities undertaken by the Council.

The Council's transport priorities are to improve safety, accessibility and air quality and to reduce congestion. Parking facilities and the way they are used contribute to achieving these priorities, and it is important therefore that they are appropriately managed and controlled.

The rationale behind this report is that it helps to make it clear that the council is operating the scheme satisfactorily and more openness enables the public to see that this is the case, which in turn helps to increase the public's understanding of civil parking enforcement at a local level.

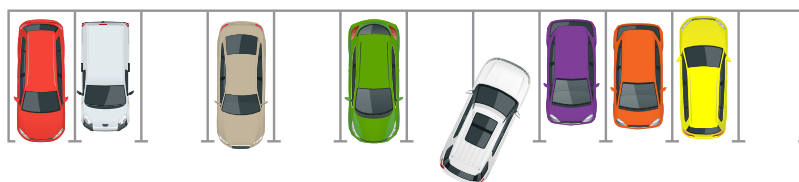


Parking Enforcement Charter

The Council has produced a parking enforcement charter entitled "Guidance on Parking in South Tyneside" which includes useful information for motorists about traffic signing and the circumstances in which a Penalty Charge Notice (PCN) may be issued and what to do if you are issued with one. The amount of observation time that civil enforcement officers give before a PCN is issued is included and the charter also provides guidelines for appeals staff to follow when representations are received from motorists who have received a PCN. To ensure fairness and consistency all appeals are considered on their own merits. The Council's Parking Enforcement Charter can be viewed on line at:

<https://www.southtyneside.gov.uk/article/38104/Parking-fines>

The Council's approach to parking enforcement is to be fair but firm and the parking enforcement charter outlines how we intend to deliver the best possible service to motorists.



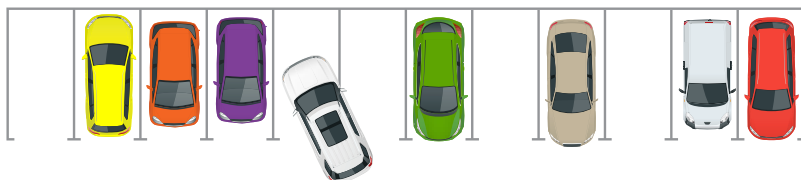
Car Parking Facilities (2017/18)

Off Street Car Parks

The Council has 22 chargeable off street car parks located in South Shields town centre and along the Foreshore area which operate a pay and display system and 20 free off street car parks located in other areas as shown in the tables below:

Car Park	No of Spaces	Tariff	Income 2017/2018
Charlotte Street (3 car parks)	187	1p per min, £2.00 all day	£42,655.32
North Street	105	1p per min, £3.00 all day	£92,484.49
Salem Street	34	1p per min, £3.00 all day	£26,562.87
Oyston Street	75	1p per min, £3.00 all day	£32,589.85
Garden Lane*	68	70p per hour	£81,451.99
Denmark Centre*	114	70p per hour	£12,256.60
Winchester Street (Sat/Sun only)	208	1p per min, £2.00 Sat £1 Sun	£3038.78
Library (Sat/Sun only)	39	1p per min, £2.00 Sat £1 Sun	£118.75
Mile End Road (Temporary)	70	1p per min, £3.00 all day	£52,632.85
Harbour Drive North	199	1p per min, £3.00 all day	£28,075.85
Harbour Drive South	168	1p per min, £3.00 all day	£38,944.53
Pierhead	315	1p per min, £3.00 all day	£208,086.79
Pier Parade	49	1p per min, £3.00 all day	£49,770.34
South Promenade North	115	1p per min, £3.00 all day	£49,671.82
South Promenade South	150	1p per min, £3.00 all day	£69,645.02
The Dragon	350	1p per min, £3.00 all day	£19,602.62
Trow Quarry	245	1p per min, £3.00 all day	£18,262.84
Marsden Lea	149	1p per min, £3.00 all day	£8357.51
Whitburn Bents	80	1p per min, £3.00 all day	£27,221.95
Thomas Street	40	1p per min, £3.00 all day	£31,524.54
Additional Car Parking Income			£81,340.36
Total	2760	Total	£974,295.61

* Privately owned, but managed by the Council



Free Off Street Car Parks

HEBBURN	
Car Park Name	No of Spaces
Hebburn Central	81
Hebburn Shopping Centre	117
Total	198

SOUTH SHIELDS	
Car Park Name	No of Spaces
Claypath Lane (Sat/Sun only)	40
Dean Road	73
Beacon Street	27
Wawn Street	63
New George Street	140
Victoria Road	48
Mill Dam	166
St Hilda Street	31
Rear Ocean Road	130
The Word	40
Total	758

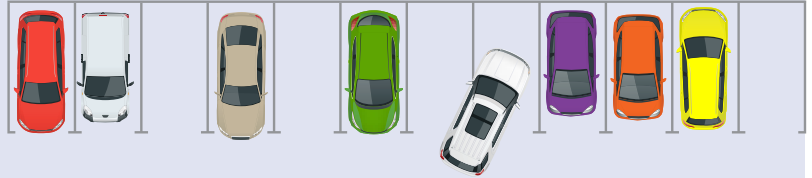
JARROW	
Car Park Name	No of Spaces
Chapel Road	19
Grange Road East	23
Gordon Street	12
Tyne Street	34
Hiberian Street	45
Napier Street	20
Slake Road (St.Paul's)	22
Total	175

WHITBURN	
Car Park Name	No of Spaces
Barnes Institute	15
Total	15

BOLDON	
Car Park Name	No of Spaces
Boker Lane	17
Total	17
Total	1163

Resident Permit Parking Schemes

Scheme No	Name of Scheme	No of Spaces
1	Westoe Village, South Shields	59
2	Grosvenor Road, Lavington Road, South Shields	45
3	Sunderland Road, South Shields	19
4	Grange Road West, Beverley Court and Selby Court, Jarrow	43
5	Beaufront Terrace, South Shields	9
6	St Hilda Street, South Shields	5
7	Beach Road, South Shields	60
8	Mowbray Road, South Shields	16
9	Berkley Street, Bolingbroke Street, Broughton Road, Romilly Street and Salisbury Street, South Shields	128
10	Broad Landing, Captains Wharf and Long Row, South Shields	37
11	Westhope Road, South Shields	6
12	Brisbane Avenue and Melbourne Gardens, South Shields	16
13	Caroline Street and Railway Street, Jarrow	38
14	Ashley Road and Talbot Road, South Shields	26
15	Bamford Walk, Bonsall Court, Hathersage Gardens, Haylands Square, Hollingside Way and Hucklow Gardens, South Shields	110
17	Prince Edward Road, South Shields	6
19	Grange Terrace, East Boldon	6
20	St Mary's Avenue, South Shields	24
21	Lawe Road, South Shields	14
	Total	667

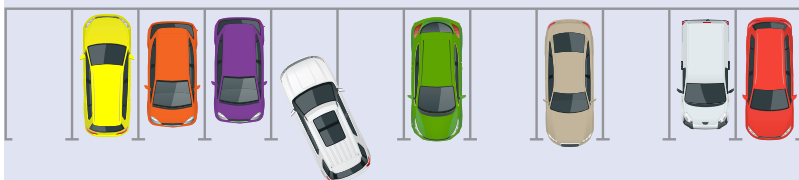


Chargeable On Street Car Parking

The Council has 238 chargeable on street parking bays located in South Shields which operate a pay and display system of parking as shown in the table below:

Car Park	No of Spaces	Tariff	Income 2017/2018
East Street	14	1p per min, £3.00 all day	£20,439.85
Charlotte Street	38	1p per min, £2.00 all day	Incl. Off street
Thomas Street	6	1p per min, £2.00 all day	Incl. Off street
William Street	10	1p per min, £2.00 all day	Incl. Off street
Burrow Street	11	1p per min, £2.00 all day	Incl. Off street
Salem Street	9	1p per min, £3.00 all day	Incl. Off street
Sea Road North	17	1p per min, 80p per hour thereafter	£7602.10
Sea Road South	17	1p per min, 80p per hour thereafter	£22,452.75
Beach Road East	68	1p per min, 80p per hour thereafter	£44,943.55
Beach Road West	48	1p per min, 80p per hour thereafter	£12,888.15
Additional Car Parking Income			£56,236.00
Total	238	Total	£164,562.45





Enforcement

Enforcement of waiting and loading restrictions and parking places is undertaken across the whole of the borough. The borough is patrolled through 7 enforcement beats as follows:

- 4 are deployed in South Shields area
- 1 in Hebburn / Jarrow,
- 1 in Boldon,
- 1 in Whitburn,

The Council operated parking enforcement under the Decriminalised Parking Enforcement legislation in accordance with The Road Traffic Act 1991 from the 1st February 2007 up to the 30th March 2008.

The council also enforces bus lanes in accordance with the Transport Act 2000.

On 31st March 2008 in accordance with government legislation, the relevant provisions of the RTA 1991 were repealed and part 6 of the Traffic Management Act 2004 (TMA) and the associated regulations introduced Civil Parking Enforcement (CPE). The provisions for CPE largely replicated and updated the arrangements for DPE.

CPE introduced some changes in terminology and differential parking penalties (higher and lower charges) are now applied depending on the seriousness of the contravention. For example, parking in a place where it is always prohibited, such as on double yellow lines, is considered to be more serious than overstaying where parking is permitted, such as in a parking place. The current levels in South Tyneside of higher and lower charge are £70 and £50 respectively and for bus lanes £60.

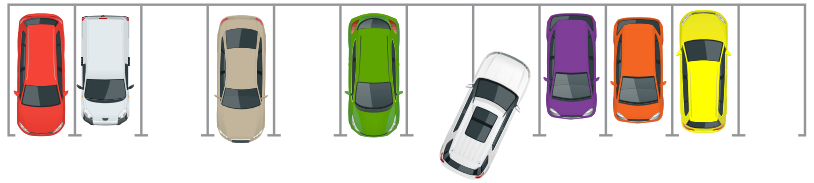
Mobile Phone Payments

In November 2014 the Council introduced parking by mobile phone with cashless parking provider RingGo in South Shields town centre pay and display car parks. Following the immediate success of this trial the Council extended the scheme to cover all Foreshore pay and display car parks.

This system allows drivers to stay longer without having to return to the car park to buy another ticket in person, and also sends text reminders before a parking period expires.

Location	RingGo Zone
Winchester Street, South Tyneside	5849
Library, South Tyneside	5848
Charlotte Street South, South Tyneside	5847
Charlotte Street Central, South Tyneside	5846
Charlotte Street North, South Tyneside	5845
Charlotte Street West, South Tyneside	5844
Thomas Street, South Tyneside	5843
Denmark Centre, South Tyneside	5842
Garden Lane North, South Tyneside	5841
Oyston Street, South Tyneside	5840
Salem Street, South Tyneside	5839
North Street, South Tyneside	5838
Mile End Road, South Tyneside	5837

Location	RingGo Zone
Harbour Drive North, River Drive, South Shields	5827
Harbour Drive South Car Park, South Shields	5828
Pierhead Car Park, South Shields	5829
Pier Parade Car Park, South Shields	5830
South Promenade North Car Park, South Shields	5831
South Promenade South Car Park, South Shields	5832
The Dragon, Bents Park, Sea Road, South Shields	5833
Trow Quarry, Promenade, South Shields	5834
Marsden Lea, Coast Road, South Shields	5835
Whitburn Bents, Sea Lane, Whitburn	5836



Blue Badge Enforcement

Disabled persons' bays are placed at strategic locations across town centres and in Council car parks. Blue Badge holders can park for up to three hours on the public highway as long as the Blue Badge is displayed along with their clock.

Civil Enforcement Officers monitor the use of Blue Badges as part of their normal work, and take enforcement action in cases of misuse.

School Enforcement

The regulations for enforcement of schools at opening and closing times are seen as a key priority to ensure the safe movement of children and pedestrians.

The parking services work closely with the schools and we regularly patrol the 61 schools within our borough - however we cannot be at every school at drop off and pick up times every day therefore the civil enforcement team concentrate on attending schools where we have received reports of unsafe parking.

The enforcement patrol is there to ensure that the school keep clear lines and restrictions are clear of traffic.

The Council introduced a mobile CCTV camera enforcement vehicle with one of the main aims ensuring full compliance of no parking on school keep clear zig zags.

Frequency of Patrols

South Shields town centre is where most congestion occurs and we aim to make three visits to each location in the morning and the afternoon. Other areas such as primary routes into the borough and local shopping centres are visited twice during a morning and afternoon with other areas on a lesser and "as and when" basis. Car parks are patrolled at regular intervals throughout the day.



Staffing Levels

The Council's Parking Team establishment consists of:

No of Staff	Job Title
1	Parking Services Manager
1	Parking Engineer
2.5	Parking Appeals Assistant

Parking Enforcement Team establishment consists of:

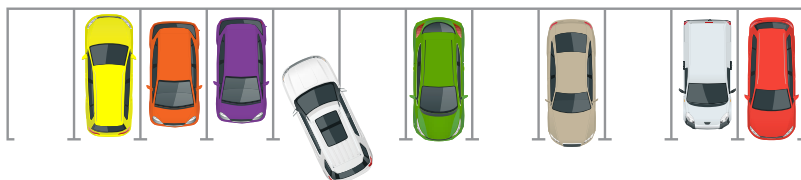
No of Staff	Job Title
8	Civil Enforcement Officers

Each Civil Enforcement Officer (CEO) undergoes a minimum 10 days of training to achieve the required standard for Civil Enforcement Officers and then "shadows" a more experienced staff member until they are familiarised with their role and management is satisfied that an appropriate level of competency is established. The Council encourages parking staff to be customer focussed.

CEO's are suitably uniformed and are equipped with a mobile radio that keeps them in constant contact with their operations base. They have electronic handheld equipment that can issue a PCN via a printer and also incorporates a camera to record photographic evidence.

Types of Contraventions

There are over 70 contraventions that could be enforced depending on what is contained within relevant traffic regulation orders. These range from enforcing yellow lines on the streets to vehicles being parked outside bay markings in a car park.



The police remain responsible for endorsable offences such as dangerous parking, obstruction, failure to comply with police “no parking” signs placed in emergencies, and any vehicle where security or other traffic policing issues are involved, including the need to close roads or set up diversions.

Bus Lane and Bus Stop Enforcement

As part of powers granted to this Council to enforce parking restrictions throughout the borough, we were also given the additional power to enforce Bus Lanes.

In July 2008, Council agreed the level of Penalty Charge Notice at £60, with the discounted level set at £30.

There are currently 12 Bus lanes/Gates around the borough of which enforcement is carried out at the following sites by CCTV camera:

Bus Lanes have been installed in South Tyneside to generally increase journey time reliability and safety for certain vehicles and to encourage the use of sustainable transport such as public transport and cycling.

Bus Lanes/Gates have also been installed in the interest of Road Safety, by reducing unnecessary traffic levels and removing conflicts for pedestrians at various times.

Inappropriate parking in bus stops throughout the borough is also a problem, as this stops buses reaching the kerbside and prevents passengers obtaining the benefit of using the low floor bus facilities. This is a particular problem for the elderly, disabled passengers and parents with young children.

The Bus Operators are supportive of the introduction of bus lane and bus stop clearway enforcement, by the Council.

Most Common Contraventions

The most common contravention code is 83 for being parked in a car park without clearly displaying a valid pass, display ticket or voucher or parking clock.

(Approximately 19% of PCN's issued). Other most repeated types of contravention are also shown below;

Contravention Code	Contravention Description	% of Overall PCN Issue
83	Parked in a car park without clearly displaying a valid pay and display ticket or voucher or parking clock.	18.68%
02	Parked or loading/unloading in a restricted street where waiting, loading/unloading restrictions are in force.	11.30%
12	Parked in a residents or shared use parking place or zone without clearly displaying either a permit or voucher or pay and display ticket issued for that place.	10.29%
01	Parked in a restricted street during prescribed hours.	9.78%
82	Parked after the expiry of paid for time.	7.17%



Operational and Financial Statistics

Operating Costs

The car parking trading account for 2017/2018 is as follows:

Allocation	Car Parking	Parking Enforcement	Grand Total
Income	£	£	£
Income - Off Street	(974,295.67)	-	(974,295.67)
Income - On Street	(164,562.45)		(164,562.45)
Income - Penalty Notice		(585,547.15)	(585,547.15)
Income - Grants	-		-
Total Income	(1,138,858.12)	** (585,547.15)	(1,724,405.27)

Expenditure	£	£	£
Employee Costs	215,965.12	141,356.27	357,321.39
Premises Costs	202,929.48	-	202,929.48
Supplies & Services	65,344.31	£103,256.53	168,600.84
Third Party Payments	-	-	-
Profit Share Payment	15,724.83	-	15,724.83
Software		28,398.36	28,398.36
Total Expenditure	499,963.74	273,011.16	772,974.90

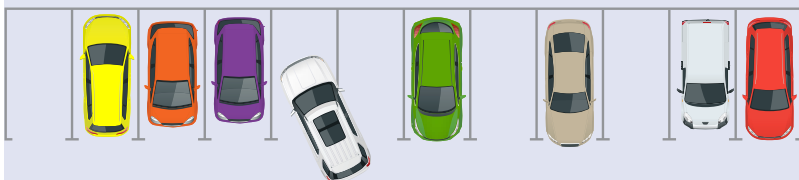
Net Cost/(Surplus)	(638,894.38)	312,535.99	(951,430.37)
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Include: Overhead Charges			75,793.31
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* Revised Surplus			(875,637.06)
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*Any surplus to be spent on Parking, Highways, Traffic/Road Safety related schemes/works.

** The PCN income figure detailed in the above table (£585,547.15) includes payments received from PCN's issued 2017/18 and PCN recovery from previous financial years.



Penalty Charge Notices

A Penalty Charge Notice may be issued for any vehicle parked in contravention of the parking and waiting restrictions. For 2017/2018 the values of a Penalty Charge Notice were either £70 or £50 depending on the severity of the contravention, discounted by 50% if paid within 14 days from the date of issue.

During the period 1st April 2017 to 31st March 2018 the Council issued 25,503 Penalty Charge Notices and from that number 2894 notices were cancelled as a result of informal challenges and formal representations.

The Income generated from PCN's for the same period was £616,118.43.

Observation Periods

Civil Enforcement Officers are given guidance on what the minimum length of observation time that vehicles must be given before a PCN can be issued. The electronic handset is set up such that the minimum period of time must elapse before it will issue a PCN. The observation periods are included in the Council's Parking Enforcement Charter.

Mitigating Circumstances

Staff who deal with the appeals have a framework that provides guidance on how to deal with the various contraventions to ensure fairness and consistency and all appeals are considered on their own merits. A list of mitigating circumstances is included in the Council's Parking Enforcement Charter.

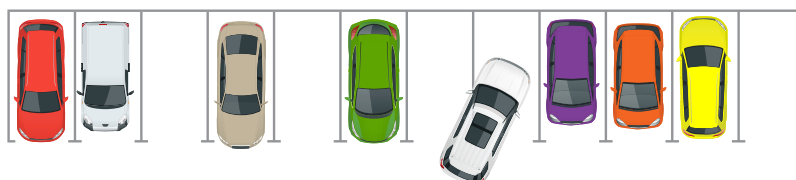
PCN's Issued per Area

A breakdown of the PCN issue in each area is as follows;

Area	TMA		BL	
	No Of PCN's Issued	% Of Total PCN's Issued	No Of PCN's Issued	% Of Total PCN's Issued
South Shields	7,240	87.66%	7,554	43.81%
Jarrow	440	5.33%	9690	56.19%
Hebburn	290	3.51%	0	0
Boldon	165	2.00%	0	0
Whitburn	80	0.97%	0	0
Cleadon	44	0.53%	0	0

The 10 locations in South Tyneside where most TMA PCN's have been issued are;

1. Pierhead Car Park, South Shields
2. The Word Car Park, South Shields
3. Pier Parade Car Park, South Shields
4. Mile End Road Car Park, South Shields
5. Prince Edward Road East, South Shields
6. Seafeld Terrace, South Shields
7. North Street Car Park, South Shields
8. Queen Street, South Shields
9. Winchester Street Car Park, South Shields
10. Market Place, South Shields



Payments of PCN'S

13,705 (79.48%) Bus Lane and
4,734 (57.32%) payments were received;

% Paid		Status
BL	TMA	
2.88%	7.01%	paid at full rate
95.43%	88.91%	paid at discounted rate
1.69%	1.67%	paid at charge certificate stage
0%	1.33%	paid at order of recovery (pre bailiff)
0%	1.08%	paid at bailiffs stage

Method of Payment

13,705 Bus Lane PCN's and
4,734 PCN's were paid using the following methods:

% Paid		Method Of Payment
BL	TMA	
90.89%	88.02%	Debit/Credit Card Payment
5.20%	5.03%	Cheque Payment
2.97%	6.36%	Cash Payment
0.94%	0.59%	Postal Order/Other Payment

Correspondence

In 2017/18, 41,804 items of correspondence were dealt with.

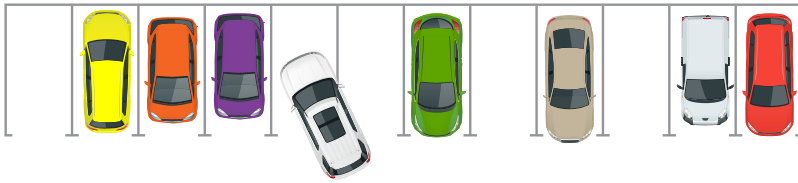
No Of Items Bus Lane	No Of Items TMA	Type Of Correspondence
0	2888	Informal Representations
0	2888	Responses to Informal Representations
0	1933	Notice To Owners
3531	392	Formal Representations
968	61	Notice of Rejections of Representations
2563	331	Notice of Acceptance of Representations
62	10	Representations to TPT
2400	1275	Charge Certificates
0	6	Statutory Declarations
0	206	Warrants
3005	1842	Other Correspondence
17244	199	Penalty Charge Notices (Bus Lane & CCTV TMA)

Appeals Process

If after a period of 28 days the amount owed remains outstanding the Council obtains the registered keeper's details from the DVLA at Swansea and sends out a "Notice to Owner" (NtO) to the registered keeper. Regardless of who was driving at the time it is the registered keeper who is responsible. The notice requests the registered keeper to either pay the outstanding amount or challenge the issue of the PCN. At this stage the opportunity to pay the discounted sum is no longer available.

If the Council and the registered keeper cannot agree then an appeal can be made by the appellant to the Traffic Penalty Tribunal (TPT), which is an adjudication service made up of qualified solicitors with a minimum 5 years experience in road traffic law. They are independent of the Council and arrive at decisions based on evidence placed before them. Appeals can be made in person at a tribunal, by post or via a telephone hearing using conferencing equipment.





Cancellations

Cancellations Due to Appeal

All appeals must be made in writing detailing their mitigating circumstances. Because the Council adopt a firm but fair approach, appeals are considered on their own merits and inevitably there are a number of cancellations for various reasons. Approximately 11.35% of PCN's were cancelled due to an appeal being received, 4.66% were written off and 11.69% are still outstanding. It is important that the decisions which are made are consistent, supported by firm evidence, not only to assist the notice processing staff to arrive at the correct decision but also to confirm to the Council's auditor that we are operating a fair, proportionate and consistent regime.

The most frequent reasons for cancellations are as follows:

Reason for Cancellation	No Cancelled of Total Tickets Issued	%
Valid Ticket Produced	576	2.26%
Mitigating Circumstances	1885	7.39%
Blue Badge Holder	287	1.13%

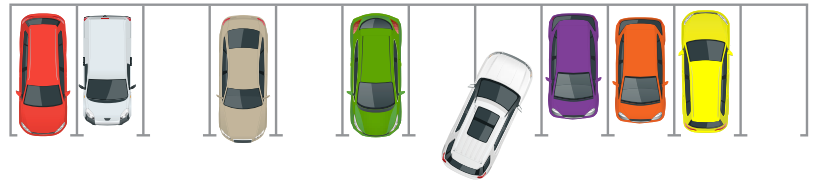
PCN's Written Off

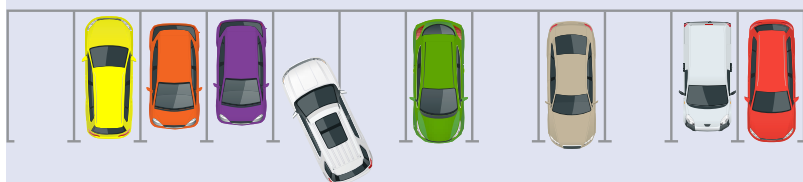
Reason for Cancellation	Number of PCN's Written Off of Total Tickets Issued	%
PCN TYPE	TMA	BL
Driver Untraceable	270 (3.27%)	527 (3.06%)
Processing Error/ Spoilt	86 (1.04%)	206 (1.19%)
Machine Fault	62 (0.75%)	0 (0%)
Foreign Vehicle	2 (0.02%)	0 (0%)

Recovery of Debts

If the registered keeper fails to pay the outstanding charge it will ultimately be referred to the Traffic Enforcement Centre at Northampton County Court and the outstanding charge is registered as a debt to the Council and thereafter bailiffs may be employed to recover the debt. In 2017/18 206 warrants were issued from the 17,244 tickets issued.







The Joint Report of the Parking Adjudicators for England and Wales 2017/2018 - Statistical Information

The report provides statistical information on every authority outside of London that had adopted decriminalised parking enforcement, now called civil parking enforcement with effect from the 31st March 2008.

South Tyneside Council Appeals Statistics;

The following table shows figures taken from the Councils involved in Civil Parking Enforcement (April 2017 to March 2018).

These figures are purely based on Appeals made to the independent body known as the Traffic Penalty Tribunal.

Authority	Number of Cases	Allowed by Adjudicator	Total Allowed Including Not Contested by Council	Refused by Adjudicator Including Out of Time and Withdrawn by Appellant	Awaiting a decision by TPT
Bus Lane	62	24 (38.71%)	24 (38.71%)	38 (61.29%)	0
TMA	10	7 (70%)	7 (70%)	3 (30%)	0

The above table shows figures provided by the Traffic Penalty Tribunal.

Of the 25,503 Penalty Charge Notices issued for parking contraventions in On-street, Off-street and Bus Lane locations in South Tyneside during April 2017 to March 2018, 72 cases reached the point of appeal.

41 of these cases were refused by the Adjudicator, finding in favour of the Council.

The TPT allowed 31 of the appeals, with the Adjudicator deciding in favour of the Appellant.

The Council do not have any appeals lodged with the TPT awaiting a decision.

The Parking Adjudicators for England and Wales recommends an Authority to publish in its Annual Report information relation to specific statistics.

These follow in Appendix 1.



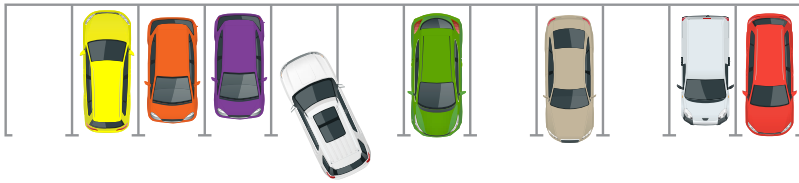
Appendix 1

Statistical Information for Year 2017-18

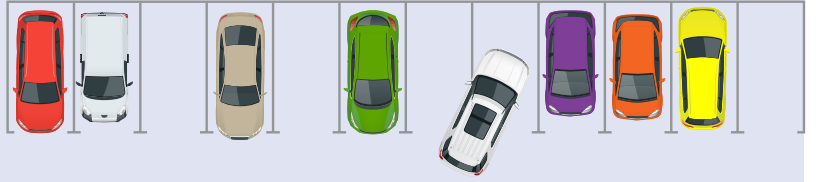
Item	TMA	Bus Lane
Penalty Charge Notices issued	8259	17,244
Paid at discounted sum	4067	13,078
Notice to Owners issued	1933	0
Formal Representations received	392	3531
Representations accepted	331	2563
Representations rejected	61	968
Number of Appeals lodged	10	62
Charge Certificates issued	1275	2400
%age Charge Certificates Paid	1.67%	1.69%
Cases to County Court	206	0

No of Appeals Lodged

Item	TMA	Bus Lane
Outcome of Appeals		
Not contested by Council	0	0
Allowed by Adjudicator	7	24
Total allowed including not contested	7	24
Refused by Adjudicator including out of hire and withdrawn by Appellant	3	38
Awaiting decision	0	0



Notes



If you know someone who needs this information in a different format, for example large print, Braille or a different language, please call Marketing and Communications on 0191 424 7385.