

# Parking Annual Report 2015/16



**The London Borough of Ealing's Parking Services Annual Report of Accounts and Key Activities**

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## Foreword



I am once again pleased to introduce Ealing Council's Parking Annual Report. One of the objectives of the report is to provide information regarding the priorities and challenges of managing parking in our borough. It highlights the service's achievements throughout 2015/16 outlines future developments and opportunities for the coming year.

This year Parking Services were again recognised at a national level as finalists for the British Parking Award for Exceptional Customer Services for the improvements to accessibility to services and the removal of bureaucracy leading to more efficient and cost effective parking systems. Additionally, the service were Commended for the Front Line Award as a result of the hard work and dedication of Ivan Bodman, one of the Council's Car Park Officers, who has spent time working with the community to improve some of the Car Park facilities and also to assist people who for one reason or another have found themselves to be homeless and taking shelter in the Car Parks we operate. Ivan has helped to ensure these people receive the help and guidance they need to find appropriate accommodation.

The report also covers some of the initiatives introduced by the service over the year, including the removal of any requirement for customers with residential permits to physically display them when parking in permit holder or shared use bays, opportunities to pay for and be directed to parking spaces via a smartphone application and the option to purchase parking for visitors over the phone or online without the need for paper scratch cards.

During 2015/16 the council has managed to improve response times to customer enquiries and contacts with an average response time of 5 working days for challenges to Penalty Charge Notices and with online permits processed and live on the same working day. Additionally, the Ealing parking services team have started a review of off street car parking space to see how they are able to provide more services with new Amazon pick up lockers installed at Perivale Car Park enabling customers the opportunity to pick up parcels at their convenience.

With the introduction of new controlled parking zones and the exploitation of new enforcement technology increasing levels of productivity the number of Penalty Charge Notices (PCNs) issued in Ealing has increased from 2014/15, when 162,781 PCNs were issued, 170,810 PCNs issued for the year covered by this report.

If you have any questions or comments about our Parking Annual Report please let us know by emailing our Parking Services Team at [parkingservices@ealing.gov.uk](mailto:parkingservices@ealing.gov.uk)

Thank you for taking the time to read our 2015/16 Parking Annual Report.

A handwritten signature in blue ink, appearing to read 'Bassam'.

**Cllr Bassam Mahfouz**  
**Cabinet Member for Environment & Transport**



## Overview



### Our Parking Policy objectives are to:

- Utilise technology to enhance customer journeys when using the council's parking services
- Manage traffic flow and offer appropriate parking solutions to our customers through fair, robust and consistent enforcement
- Provide parking options to all motorists ensuring a balance of kerbside space
- Drive value for money through appropriate commercialisation of assets

Parking controls in the London Borough of Ealing are essential to keep traffic moving and provide access for residents, visitors and businesses. Parts of the borough are amongst the most densely populated in the country. The 2011 census results show the boroughs population to be 338,449, making it the 3<sup>rd</sup> largest borough by population in London, and is expected to increase to 400,000 by 2031 so pressure on limited parking space will continue to increase. Balancing the needs of residents, visitors and businesses is key to sustainable economic growth and success. The table below shows the scale of the parking operation in the borough.

Figure 1: General Issuances and received items

London Borough of Ealing Parking Operation	2015/16 <sup>(i)</sup>	2014/15 <sup>(ii)</sup>	2013/14 <sup>(iii)</sup>	2012/13 <sup>(iv)</sup>
CEO Penalty Charge Notices issued	86,414	82,372	75,630	92,147
CCTV Penalty Charge Notices issued	84,396	80,409	75,289	80,320
Items of correspondence received	50,068	47,202	51,207	58,386
Resident permits issued	27,213	27,380	27,438	26,821
Resident visitor permits applications processed	11,854 <sup>Δ</sup>	18,342*	20,169	24,579

\*82,347 visitor vouchers were also purchased via the RingGo option in 2014/15

<sup>Δ</sup> 149,123 visitor vouchers were also purchased via the RingGo option in 2015/16

## British Parking Awards

**british  
parking  
awards  
2016**  
**COMMENDED**

**british  
parking  
awards  
2016**  
**FINALIST**

Ealing Parking Services attended the British Parking Awards ceremony in March 2016. The competition, organised by 'Parking Review', is an annual celebration of the best in British Parking.

**Ivan Bodman, Ealing Parking Services, is Highly Commended for the UK's Front Line British Parking Award 2016.**

The British Parking Awards are a national awards scheme established to acknowledge and award excellence within the industry. In its fourteenth year, 2016 saw over 100 entrants across both the public and private sectors submit entries for the 14 award categories. Ealing Parking Services submitted entries for the Parking in the Front Line Award and the Exceptional Customer Services Award.

Our submission for the Exceptional Customer Services Award followed a number of innovative technological and process improvements which have seen customer waiting times fall annually since 2012 alongside improvements to accessibility and large savings for the organisation without a need to compromise service delivery. On 4th March 2016 Parking Services were announced as finalists for the award, narrowly losing out to Phoenix Commercial Collections, one of the Council's contracted debt recovery agents.

The service also submitted an entry for Ivan Bodman, Car Park Officer, who was announced as a runner-up for the Front Line Award 2016 following work he has undertaken to manage issues surrounding homelessness. Ivan has worked to improve links between the Council's parking services and re-homing charities and organisations to help vulnerable people who have found themselves without a home and taking shelter in one of the Council's Car Parks. Ivan has managed to help over 12 people find more suitable accommodation over the year and has often gone the extra mile to help and protect the people he encounters.

Barry Francis, Assistant Director of Parking Services, said, "Ivan deserves the national recognition he has received for the outstanding work he has undertaken. He has continued to offer the council his complete commitment, often returning helping to resolve issues in his own time. He puts the customer at the front of everything he does and the Council is lucky to have him supporting it."

## Parking Permits

Ealing Parking Services has 45 controlled parking zones offering various types of parking permits to reflect the needs of local residents, shops and businesses, thereby sustaining the borough's economic environment.

### Parking Permits and Visitor Voucher Processing

A total of 29,286 resident permits were applied for during 2015/16 with 27,213 of those being successfully processed. The main reason for unsuccessful applications was a lack of supporting documents provided with the application.

Applications received for parking permits are, in the main, made over the internet, with changes launched in July 2015 to make the application process entirely paperless. As such the service has invested in improving the online application process by enabling customers to have 'electronic permits' live for their vehicles the moment a payment is made removing the need to wait for a permit in the post.

This not only ensures that we are able to maintain a prompt processing turnaround timeframe, but also reduces our postal and staff administrative costs. Residents have warmly received this additional application mechanism, as is proven by the marked increases in online new permit applications and permit renewals.

To continue to improve the quality of services offered to our customers, Parking Services has introduced permit renewals via email. This email service allows the customer a more accessible, flexible, environmentally friendly and faster service than our traditional postal service.

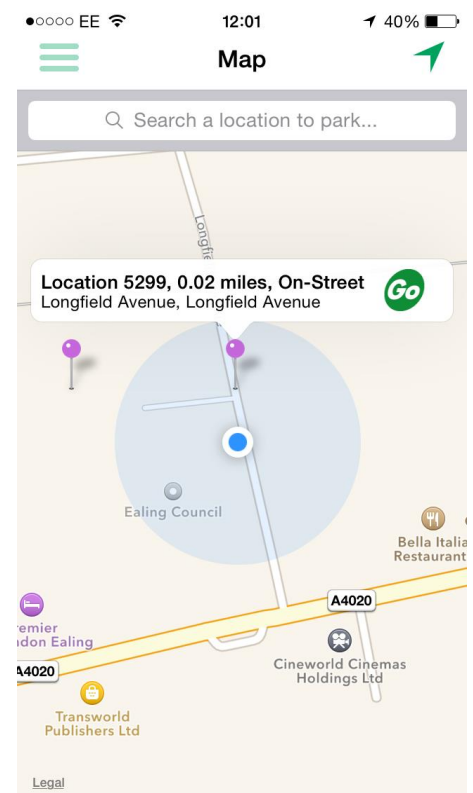
Additionally, customers can check the expiration date of their permit, change their vehicle or find their PIN by using the on-line tools available as part on the permit management system.

### Visitor Park by Phone

Visitor parking can be paid for at any time and from any location by using the service, RingGo. Payment can be made by phone, online or via a mobile phone application. The levels of uptake for virtual visitor vouchers have increased considerably from circa 3,100 vouchers purchased in 2012, to a total of 149,123 vouchers purchased during 2015/16. The RingGo service now constitutes to 33% of all vouchers purchased.

Parking Services also offer a RingGo smart phone application and online account management facility, further increasing the technological facilities offered to Ealing residents.

The service is being constantly reviewed and improvements,



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where identified are made and is now on offer to all residents across the borough, the introduction of the RingGo smartphone application is one example of where a service has been enhanced through a complimentary technology. The RingGo app enables customers to purchase both visitor vouchers and parking sessions on their smart phone with options to extend periods of stay, receive text message confirmations and reminders as well as navigate their way to a parking place, both on and off street.

In 2015/2016 the number of minutes of parking purchased through RingGo equated to 199,823,474 minutes or over 3.3 million hours across the borough and throughout the year. This is a combination of all visitor park-by-phone, on street and car park transactions.

Cashless RingGo Parking <sup>a</sup>		
Length of Time	No Of Trans	Total Minutes
15 min	8,452	126,780
20 min	5,564	111,280
30 min	32,059	961,770
40 min	5,732	229,280
45 min	6,408	288,360
1 hrs	161,940	9,716,400
1.25 hrs	1,269	95,175
1.33 hrs	587	46,843
1.5 hrs	10,558	950,220
1.67 hrs	231	23,146
1.75 hrs	426	44,730
2 hrs	95,749	11,489,880
2.33 hrs	6	839
2.5 hrs	639	95,850
2.67 hrs	6	961
3 hrs	23,136	4,164,480
3.5 hrs	300	63,000
4 hrs	11,465	2,751,600
4.5 hrs	126	34,020
5 hrs	13,017	3,905,100
6 hrs	3,120	1,123,200
7 hrs	2,494	1,047,480
8 hrs	9,810	4,708,800
9 hrs	1,876	1,013,040
10 hrs	84	50,400
1 days *	189,126	90,780,480
2 days *	16	15,360
3 days *	4	5,760
4 days *	1	1,920
5 days *	0	0
6 days *	0	0
7 days *	424	1,424,640
1 Month <sup>c</sup>	3	43,200
3 Months <sup>c</sup>	3	129,600
<b>TOTALS</b>	<b>584,631</b>	<b>135,443,594</b>

Visitor Park by Phone <sup>b</sup>		
Length of Time	No Of Trans	Total Minutes
1 hrs	47,250	2,835,000
2 hrs	14,031	1,683,720
3 hrs	8,523	1,534,140
4 hrs	5,228	1,254,720
5 hrs	3,639	1,091,700
6 hrs	2,105	757,800
7 hrs	1,689	709,380
8 hrs	28	13,440
9 hrs	11	5,940
10 hrs	1	600
1 days *	49,984	23,992,320
2 days *	5,515	5,294,400
3 days *	2,843	4,093,920
4 days *	1,974	3,790,080
5 days *	3,799	9,117,600
6 days *	427	1,229,760
7 days *	2,076	6,975,360
<b>TOTALS</b>	<b>149,123</b>	<b>64,379,880</b>

**\* 1 Day = 8 Hrs (Based on Average Controlled Hrs)**

<sup>a</sup> Excludes 'Resident Visitor' session types

<sup>b</sup> Includes only 'Resident Visitor' session types

<sup>c</sup> Months calculate is Number of Months x 30 days x 8 hours

## Residential permit breakdown by areas

Figure 2: Successful Permits by Area

Resident Permit applications for financial year 2015/16 compared to 2014/2015 and 2013/14										
Area	Zone	2015/16			2014/15			2013/14		
		Permit Applications	Permits Issued	% Successful	Permit Applications	Permits Issued	% Successful	Permit Applications	Permits Issued	% Successful
CENTRAL EALING	A	802	716	89.28%	808	739	91.46%	812	739	91.01%
SUDBURY HILL	AA	24	23	95.83%	34	33	97.06%	39	37	94.87%
BEDFORD PARK	B	2,183	2,080	95.28%	2,269	2,131	93.92%	2,315	2,170	93.74%
SUDBURY TOWN	BB	266	249	93.61%	300	282	94%	313	286	91.37%
THAMES VALLEY UNIVERSITY	C&D	1,409	1,322	93.83%	1,468	1,380	94.01%	1,439	1,350	93.82%
GYPSY CORNER	CC	630	577	91.59%	765	686	89.67%	754	692	91.78%
CORONATION ROAD	CR	1	1	100%	2	2	100%	-	-	-
BOLLO BRIDGE	DD	381	352	92.39%	372	346	93.01%	381	347	91.08%
EAST ACTON	E	291	269	92.44%	293	277	94.54%	293	280	95.56%
BRENTVALE	EE	42	38	90.48%	43	42	97.67%	47	45	95.74%
EALING COMMON	F&G	1,323	1,239	93.65%	1,423	1,336	93.89%	1,453	1,373	94.49%
BUXTON GARDENS	FF	187	170	90.91%	185	179	96.76%	195	188	96.41%
BOSTON MANOR	GG	210	205	97.62%	222	211	95.05%	212	206	97.17%
GEORGE ST	GS	-	-	-	-	-	-	6	1	16.67%
GEORGE ST	GS1	22	22	100%	24	23	95.83%	21	20	95.24%
HOME ZONE	H	286	258	90.21%	300	275	91.67%	290	271	93.45%
WEST EALING	HH	712	666	93.54%	828	765	92.39%	788	748	94.92%
ACTON TOWN	J	582	547	93.99%	599	551	91.99%	603	563	93.37%
EALING DEAN	JJ	1099	1038	94.45%	1148	1105	96.25%	1225	1172	95.67%
ACTON CENTRAL	K	653	598	91.58%	713	650	91.16%	665	611	91.88%
ACTON CENTRAL EXTENSION	K1	1,522	1403	92.18%	1614	1500	92.94%	1666	1543	92.62%
THE VALE ESTATE	KK	193	176	91.19%	217	192	88.48%	239	217	90.79%
SOUTHALL	L	2777	2,598	93.55%	2,972	2,749	92.5%	2,876	2,673	92.94%
SOUTHALL 5	LL	813	754	92.74%	870	805	92.53%	789	739	93.66%
ACTON GREEN	M	1078	982	91.09%	1,156	1,047	90.57%	1,067	986	92.41%
FRIARS GREEN	MM	1,018	949	93.22%	1,058	987	93.29%	1,080	1,005	93.06%
THE DRIVE	MM1	7	7	100%	9	5	55.56%	5	5	100%
NORTHFIELDS	N	1,254	1,191	94.98%	1,237	1,184	95.72%	1,297	1,237	95.37%
DRAYTON GREEN	NN	702	660	94.02%	723	687	95.02%	777	734	94.47%
NORTHFIELDS	Ns	51	50	98.04%	48	48	100%	55	53	96.36%
HANGER HILL	O	562	521	92.7%	605	570	94.21%	620	598	96.45%
PERIVALE	P	168	159	94.64%	183	177	96.72%	209	188	89.95%
OLD OAK	PP	203	181	89.16%	110	104	94.55%	142	120	84.51%
GREENFORD	Q	505	467	92.48%	522	486	93.1%	518	494	95.37%
NORTHOLT	QQ	62	59	95.16%	74	64	86.49%	-	-	-
SOUTHFIELDS	R	683	641	93.85%	728	675	92.72%	730	676	92.6%
LITTLE EALING	RR	1292	1132	87.62%	-	-	-	-	-	-
SOUTH EALING	S	370	341	92.16%	403	379	94.04%	411	377	91.73%
SOUTH EALING	Sn	133	128	96.24%	138	133	96.38%	139	133	95.68%
WESLEY ESTATE	SS	171	150	87.72%	-	-	-	-	-	-
THE VALE	T	318	301	94.65%	316	277	87.66%	352	300	85.23%
GREEN MAN	U	368	339	92.12%	379	342	90.24%	367	341	92.92%
SOUTHALL 2	V	950	884	93.05%	1010	927	91.78%	968	905	93.49%
EALING BROADWAY	W	1,521	1,417	93.16%	1,651	1,538	93.16%	1,676	1,566	93.44%
VALETTA ROAD	X	442	400	90.5%	457	408	89.28%	430	397	92.33%
WEST TWYFORD	Y	148	138	93.24%	178	164	92.13%	180	169	93.89%
WEST ACTON	Z	872	815	93.46%	970	919	94.74%	944	883	93.54%
	TOTAL	29286	27213	92.92%	29424	27380	93.05%	29388	27438	93.36%

\*- CPZ GS was replaced with GS 1 in 2013/14; \*- CPZ Sn and Ns fall within CPZs S and N; \*- CPZ QQ was introduced on 5<sup>th</sup> May 2015



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## Permit breakdown by category

Figure 3: Permits and vouchers by Category

Number of other permits and vouchers issued										
Type	Category	2015/16			2014/15			2013/14		
		Applications	Books	Vouchers	Application	Books	Vouchers	Applications	Books	Vouchers
Permit	Allotment	23	N/A	N/A	24	N/A	N/A	24	N/A	N/A
	Business	423	N/A	N/A	482	N/A	N/A	470	N/A	N/A
	Business Trader	15	N/A	N/A	31	N/A	N/A	38	N/A	N/A
	Car Club	73	N/A	N/A	65	N/A	N/A	64	N/A	N/A
	Councillor PH CP	36	N/A	N/A	21	N/A	N/A	-	-	-
	Doctor	19	N/A	N/A	17	N/A	N/A	18	N/A	N/A
	Disabled Bay	52	N/A	N/A	31	N/A	N/A	28	N/A	N/A
	Essential Users	57	N/A	N/A	38	N/A	N/A	26	N/A	N/A
	Honorary Freeman	1	N/A	N/A	2	N/A	N/A	2	N/A	N/A
	Premier	2	N/A	N/A	2	N/A	N/A	-	-	-
	Religious (*)	316	N/A	N/A	744	N/A	N/A	743	N/A	N/A
	Season	907	N/A	N/A	912	N/A	N/A	980	N/A	N/A
	Veterinary	1	N/A	N/A	4	N/A	N/A	4	N/A	N/A
Voucher	Business	13	117	585	24	165	825	26	214	1070
	Resident <sup>(4)</sup>	11,874	37,888	300,285	18,342	59,605	495,775	20,169	63,947	519,950
	Service	529	6,564	65,640	847	13,661	136,610	1,023	13,649	136,490
Total		14,341	44,569	366,510	21,586	73,431	633,210	23,615	77,810	657,510

<sup>(4)</sup> VV count includes "Redundant" VV which was move from the 'Resident Voucher' permit grouping

- One hour vouchers are sold in a book of 10 vouchers
- All day hours are sold in a book of 5 vouchers
- Business and service vouchers are only sold in books of 10 one hour vouchers

(4) In addition to the paper scratch cards, 149,123 virtual vouchers (82,347 last year) were purchased in 2015/16.

## Blue Badge Fraud and Misuse Prevention

Blue Badge fraud and misuse is a serious problem across the UK with the issue being at its most pressing in London. As such, Ealing Parking Services continued work first commenced in 2012 and has enforced against blue badge misuse throughout the borough by working jointly with the Metropolitan Police to tackle abusers of the scheme directly.



The Blue Badge Scheme is an important service for people with severe mobility problems which enables badge holders to park close to where they need to go. The scheme operates throughout the UK, and is administered by local authorities, which deal with applications and issue badges. The Blue Badge Scheme only applies to on-street parking, although Ealing Council has implemented parking bays reserved for blue badge holders in some of its off street car parks. It is an offence for anyone other than the badge holder to take advantage of the parking concessions provided under the scheme. The maximum fine should someone be convicted is £1,000 plus any additional penalty for the related parking offence.

It is estimated that blue badge fraud costs the UK £46m\* per year, meaning that spaces which could genuinely be used by eligible genuine badge holders are not available. Blue Badge fraud is a growing and widespread problem, from the use of fake badges; theft of genuine badges; non-disabled people using Blue Badge parking spaces; and some local authorities not maintaining an adequate database of badge holders.

It has also been reported that 5,000 Blue Badges are stolen from vehicles in London each year, which equates to two per cent of the total issued in the capital. With just over 3,000 blue badges issued/renewed in Ealing each year, each valid for 3 years, there are approximately 10,000 Ealing issued blue badges in circulation at any one time.

The operations carried out this year have led to 30 badges being seized and passed to the Crown Prosecution Service with over £16,000 paid to the Courts in fines and costs. The table below details each of the cases taken to date.

## Blue Badge Fraud and Misuse Prevention

The table below summarises the cases heard to date for 2015/16 enforcement operations.

Case	Plea	Case Summary	Conclusion
Case Number 1	Not Guilty	Misuse of a friends badge	Found guilty by courts £300 fine, £819 costs, £30 Victim Surcharge
Case Number 2	Guilty	Misuse of fathers badge	£400 fine, £470 costs, £40 Victim Surcharge
Case Number 3	Guilty	Misuse of a friends badge	£41 fine, £470 costs, £20 Victim Surcharge
Case Number 4	Guilty	Misuse of daughters badge	£73 fine, £470 costs, £20 Victim Surcharge
Case Number 5	Guilty	Misuse of uncle's cancelled badge	£266 fine, £470 costs, £26 Victim Surcharge
Case Number 6	Guilty	Misuse of mother in law's badge	£500 fine, £350 costs, £50 Victim Surcharge
Case Number 7	Guilty	Misuse of fathers badge	£100 fine, £100 costs, £20 Victim Surcharge
Case Number 8	Guilty	Misuse of mothers badge	£275 fine, £350 costs, £27 Victim Surcharge
Case Number 9	Guilty	Misuse of mother in law's badge	£950 fine, £350 costs, £95 Victim Surcharge
Case Number 10	Guilty	Using a stolen badge	£200 fine, £85 costs, £20 Victim Surcharge
Case Number 11	Guilty	Carer misusing child's badge	£200 fine, £200 costs, £20 Victim Surcharge
Case Number 12	Guilty	Misuse of husbands badge	£120 fine, £573 costs, £20 Victim Surcharge
Case Number 13	Guilty	Misuse of wife's badge	£80 fine, £300 costs, £20 Victim Surcharge
Case Number 14	Guilty	Misuse of stolen badge	£300 fine, £30 costs, £30 Victim Surcharge
Case Number 15	Guilty	Misuse of wife's badge	£160 fine, £200 costs, £20 Victim Surcharge
Case Number 16	Guilty	Misuse of husbands badge	£80 fine, £100 costs, £20 Victim Surcharge
Case Number 17	Guilty	Misuse of mothers badge	£80 fine, £100 costs, £20 Victim Surcharge
Case Number 18	Guilty	Misuse of mothers badge	£80 fine, £300 costs, £20 Victim Surcharge
Case Number 19	Guilty	Misuse of deceased badge	£40 fine, £20 costs, £20 Victim Surcharge
Case Number 20	Guilty	Using a stolen badge	£150 fine, £500 costs, £20 Victim Surcharge
Case Number 22	Guilty	Misuse of stolen badge	£200 fine, £200 costs, £20 Victim Surcharge
Case Number 23	Guilty	Misuse of son's badge	£400 fine, £400 costs, £40 Victim Surcharge

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Case Number 24	Guilty	Misuse of mothers badge	£300 fine, £100 costs, £30 Victim Surcharge
Case Number 25	Guilty	Misuse of grandmothers badge	£300 fine, £200 costs, £30 Victim Surcharge
Case Number 26	Guilty	Misuse of a friends fathers badge	£200 fine, £100 costs, £20 Victim Surcharge
Case Number 27	Guilty	Misuse of mothers badge	£200 fine, £200 costs, £20 Victim Surcharge
Case Number 28	Guilty	Misuse of fathers badge	£250 fine, £417 costs, £25 Victim Surcharge
Case Number 29	Guilty	Misuse of sister in law badge	£200 fine, £446 costs, £20 Victim Surcharge
Case Number 30	Guilty	Misuse of husbands badge	£400 fine, £409 costs, £40 Victim Surcharge



## Parking Enforcement



**The borough's enforcement contractor employs 58 Civil Enforcement Officers (CEOs)**

### CEO Enforcement

In 2010 NSL Services Ltd. commenced a parking enforcement operation on behalf of the council. This operation consists of the provision and deployment of Civil Enforcement Officers (CEOs), a vehicle removal service, a parking bay suspension service, staff provision to the council CCTV enforcement team, a cash collection service, maintenance of the Council Pay & Display machines and minor repairs to signs and lines around the borough.

The contract was reviewed in 2014 and extended for a further three years between April 2015 and March 2018.

Parking Services believes that the Council's parking enforcement contractor are best placed to know which streets need the most

enforcement and at what times. As such, we have encouraged NSL Services to manage the deployment of Officers to ensure we achieve our priority of delivery of fair, consistent and robust enforcement.

We also conduct analysis into times of days and locations where enforcement is most required, allowing NSL Services to arrange their deployment to match need.

NSL Services also considers and evaluates requests for parking enforcement in determining deployment plans for the Officers patrols. The enforcement procedures are monitored regularly to ensure the most appropriate enforcement for the borough is delivered.

### Mobile enforcement

NSL deploy a number of CEOs on mopeds, bicycles or in cars, which are able to ensure enforcement across the borough takes place. They concentrate mainly on enforcement of yellow lines or cases where immediate action is required.

They are able to get around the city much quicker than CEOs on foot and can attend to urgent issues such as obstruction of residential driveways and dropped kerbs.

### School enforcement

The Council and NSL have worked closely over the last year to identify ways of improving safety outside schools and have developed a school enforcement plan which is aimed at tackling parking on school keep clear markings. In addition to this the service has been working with local schools to raise awareness of the dangers of inconsiderate parking and are planning further exercises in the coming year including school based workshops and talks on road safety.



## CCTV Enforcement

Parking Services also enforces against parking and moving traffic contraventions using CCTV cameras.

During 2015/16, the CCTV team's operational focus at the start of the year remained on ensuring that the resources were used in the most efficient way possible to maximise traffic flow and increase road safety.

The Council has invested in state of the art CCTV technology which has ensured efficiency levels have been maximised and also introduced three vehicles equipped with CCTV and Automatic Number Plate Recognition (ANPR) which has the ability to quickly establish if vehicles are legitimately parked improving the levels of efficiency for officers.

The introduction of new cameras and technology has seen efficiencies in the processing of contraventions and also in the volume of contraventions observed. This is in part due to the introduction of unattended cameras, which record all vehicles committing contraventions and log them ready for an Officer to review and approve before issuing a Penalty Charge Notice (PCN) to the motorist observed. The numbers of PCNs issued are listed in the table below.

*Figure 4: CCTV Breakdown*

	2015/16	2014/15	2013/14
CCTV - Parking	9,594	31,643	31,730
CCTV - Traffic	47,095	25,894	19,437
CCTV - Bus lanes	27,707	22,872	24,122
	84,396	80,409	75,289

## Statistical reporting

Figure 5: PCN issued, paid, correspondence, cancelled, written off and removals

	2015/16 <sup>(i)</sup>	2014/15 <sup>(iii)</sup>	2013/14 <sup>(iii)</sup>	2012/13 <sup>(iv)</sup>	2011/12 <sup>(iv)</sup>
Number of higher level Penalty Charge Notices (including bus lane and moving traffic contraventions)	145,069	133,059	121,163	136,482	113,722
Number of lower level Penalty Charge Notices	25,741	29,722	29,756	35,985	40,392
Total number of Penalty Charge Notices issued	170,810	162,781	150,919	172,467	197,302
Number of CCTV Penalty Charge Notices issued	84,396	80,409	75,289	80,320	89,455
Number of Penalty Charge Notices paid <sup>(d)</sup>	132,439	129,410	119,566	133,186	152,359
Number of Penalty Charge Notices paid at discount (d)	117,672	114,090	104,122	117,823	133,739
Number of Penalty Charge Notices against which an informal challenge was made	18,083	15,531	14,641	19,113	20,069
Number of Penalty Charge Notices against which a formal representation was made	16,890	16,371	15,901	16,166	17,862
Number of Penalty Charge Notices cancelled	5,797	4,822	4,634	8,669	7,456
Number of vehicles removed	0	82	481	515	496

<sup>d</sup> PCNs paid by date of report

## Statistical Reporting Breakdown by Issued, Paid, Letters, cancelled and Written Off

Figure 6: PCN types, payment charge level, cancelled after correspondence, Write Off other and removals

Penalty Charge Notices		2014/15	2014/15	2013/14	2012/13	2011/12
Total PCNs Issued		170,810	162,781	150,919	172,467	197,302
	CEO	86,414	82,372	75,630	92,147	107,847
	CCTV - Total	84,396	80,409	75,289	80,320	89,455
	CCTV - Bus Lane	27,707	22,872	24,122	28,741	25,388
	CCTV - Parking	9,594	31,643	31,730	29,072	46,267
	CCTV - Moving	47,095	25,894	19,437	22,507	17,800

Paid	Total Paid	132,439	129,410	119,566	133,186	152,359
	...at Discount	117,672	114,090	104,122	117,823	133,739
	...at Full Rate	10,170	10,103	9,744	10,538	12,383
	...at Surcharge	4,597	5,217	5,700	4,825	6,237

Challenges / Representations	Total PCN's challenged	42,578	31,902	30,542	35,279	37,931
	Informal Representation	18,083	15,531	14,641	19,113	20,069
	Formal Representation	24,495	16,371	15,901	16,166	17,862
	PCNs cancelled as a result of representation or informal challenge	5,797	4,822	4,634	8,669	7,456

Number of Penalty Charge Notices written off for other reasons		568	595	1388	736	863
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Number of vehicles removed		-	82	481	515	496
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## Challenges, Representations & Appeals

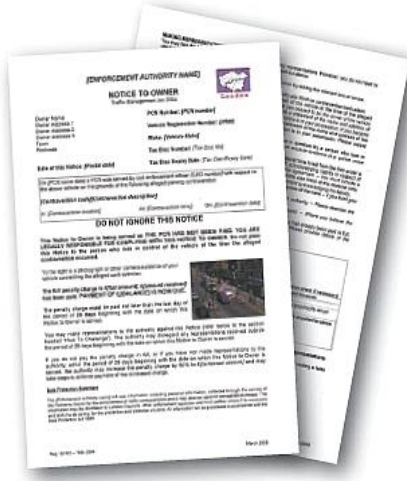


Figure 7: 15/16 Correspondence Type Pie Chart

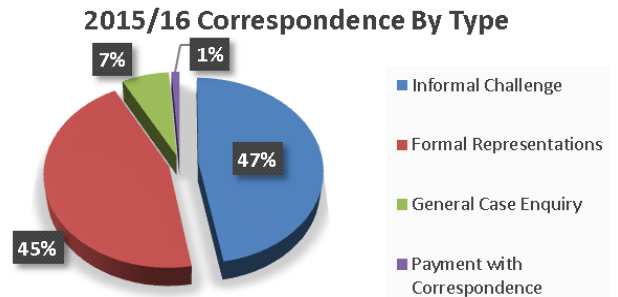


Figure 8: 14/15 Correspondence Type Pie Chart

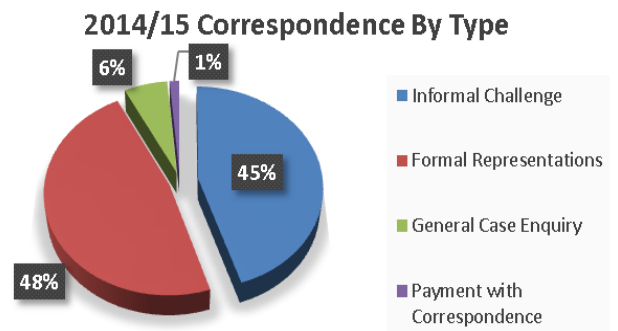


Figure 9: 13/14 Correspondence Type Pie Chart

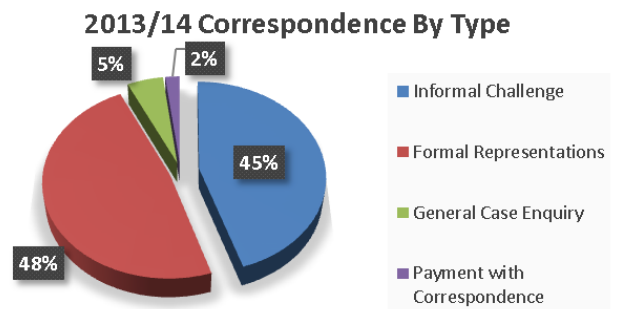
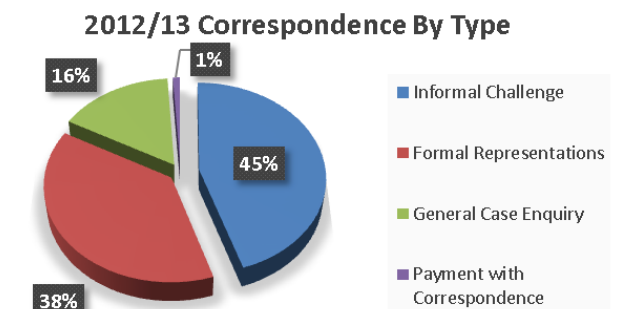


Figure 10: 12/13 Correspondence Type Pie Chart



The service receives approximately 50,000 pieces of Penalty Charge Notice (PCN) related correspondence from the public each year and in 2015/16 of the 170,810 PCNs issued 42,578 were challenged by the motorist through either an informal (during the 50% discount period) or formal (after the 50% discount period) representation.

The Council found that there were some instances where there were grounds for mitigation and therefore 5,797 PCNs were cancelled. This equates to 3% of total PCNs issued. Of those cancelled, 443 were done so by an independent adjudicator.

The tables opposite illustrate the percentage volumes of correspondence received at different stages within the PCN representations process.

## Appeals

In total there were 1,219 appeals processed during 2015/16, fewer than in 2014/15 (1,571). The percentage of cases allowed, where the adjudicator orders the Council to cancel the PCN or transfer liability to a different party stands at 36% of all cases taken to adjudication. In July 2015, PATAS was replaced with the London Tribunals Services where a more online approach is taken to registering an appeal, supplying evidence and sending general communications. This change has also seen an amendment in how cases where liability is to be transferred recorded. In previous years the cases would not count as 'allowed' but instead not be included at all, this has impacted the year on year comparison. Around 50 of the cases recorded as allowed were in fact cases where the liability for the PCN has been transferred to a new motorist and the PCN has not been cancelled.

Figure 11: PATAS' Appeals 'Allowed', 'Refused' and 'Withdrawn' breakdown

	2014/15	2013/14	2012/13	2011/2012
<b>PATAS Appeals Processed*</b>	1,571	1,992	2,542	2,240
<b>Appeals allowed</b>	273	554	571	681
<b>...Of which not contested</b>	199	283	312	449
<b>Appeals refused</b>	1,090	1,145	1,631	1,083
<b>...Of which withdrawn</b>	9	10	28	27

	2015/16		
	At PATAS	At London Tribunals	TOTALS
<b>No of Cases Appealed</b>	333	886	<b>1,219</b>
<b>Appeals allowed</b>	51	392	<b>443</b>
<b>...Of which not contested</b>	43	177	<b>220</b>
<b>Appeals refused</b>	188	389	<b>577</b>
<b>...Of which withdrawn</b>	2	21	<b>23</b>

\* The Appeals processed figure relates to the number of PCNs issued in the financial year that were appealed by the motorist rather than the total number of appeals heard including PCNs issued in previous years.

## Online Services

Figure 12: Resident permit application stream pie chart

### 2015/16 Resident Permit Application

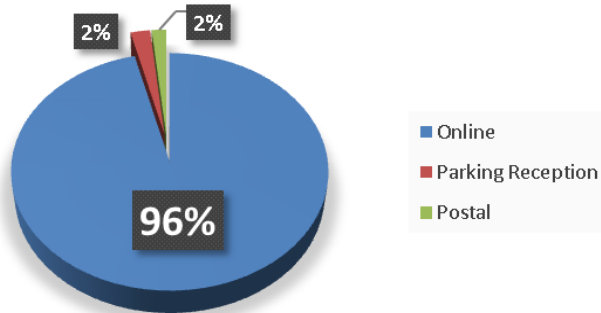


Figure 13: Resident voucher application stream pie chart

### 2015/16 Resident Voucher Application

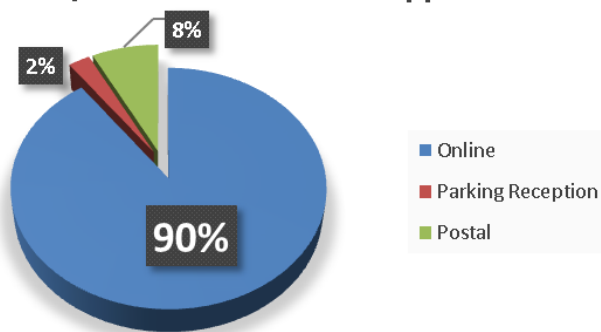
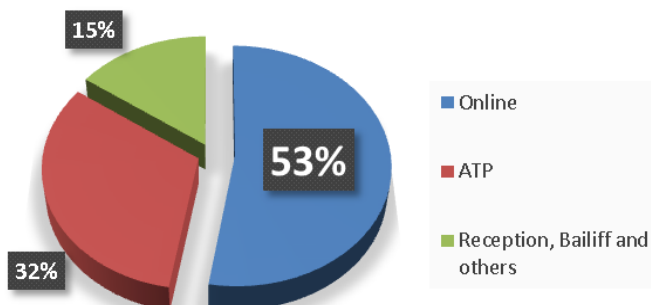


Figure 14: PCN Payment Method pie chart

### 2015/16 PCN Payments



### Online Parking Services:

As part of the Council's drive to provide easy access to its products and services online, Parking Services are offering a wide range of services accessible from the Council's website at

<http://www.ealing.gov.uk/parking>

The online services relate to:

#### 1. Resident Permits & Visitor Vouchers

Customers can:

- Renew a resident's permit online
- Apply for a new resident's permit online
- Apply for resident's visitor vouchers online

In the financial year 2015/16, 97% of all resident permit applications and 90% of all resident visitor voucher applications were made online. Compared to this, 2% of all resident permit applications and 2% of all resident visitor voucher applications were made at the Parking Reception whilst 2% of all resident permit applications and 8% of all resident visitor voucher applications were made by post. This clearly demonstrates the uptake of online parking services.

Note: The above excludes RingGo visitor parking transactions.

#### 2. PCNs

Customers can:

- Pay a penalty charge notice online
- Manage a penalty charge notice online
- View traffic contravention video clips and images

In the financial year 2015/16, **53%** of PCN payments received by the Council were made online. Compared to this, **32%** of PCN payments were made using the Council's Automated Telephone Payment service. The remainder was a combination of payments made at the Customer Reception and directly to debt recovery agents.



## Council Car Parks

Parking Services is responsible for managing 17 public off street car parks stretching across the borough and servicing a wide range of customers including shoppers and commuters. A number of car parks have bays marked for disabled blue badge holders, who are able to park for free for up to 3 hours, providing they display both their badge and clock.

A number of customer focused initiatives have been launched over the year, including free parking offers on bank holidays and customers parking in Springbridge Road continued to see their parking charges reduced to a charge of £1 per hour or £3 for the entire day.

Customers wishing to park on a regular basis also have the option of buying season tickets at the following off street car parks:

- Churchfield Road
- Featherstone Terrace
- George Street
- Greenford Broadway
- Herbert Road Multi Storey Car Park
- Hambrough Road
- Perivale Station
- Salisbury Street
- Singapore Surface
- Springbridge Road Multi Storey Car Park

The number of season tickets offered is limited and varies for each location. All applications are judged on a first come, first served basis. For more information and to apply please visit the council's web site at:

[https://www.ealing.gov.uk/info/201178/parking/640/car\\_parks](https://www.ealing.gov.uk/info/201178/parking/640/car_parks)

Customer safety is also one of the primary concerns for Parking Services and as such we have made a commitment to join the Association of Chief Police Officers (ACPO) and the British Parking Associations (BPA) Safer Parking Scheme. To date we have had 10 of our car parks assessed and have been awarded the Park Mark award on each occasion. The purpose of the scheme is to reduce crime and the fear of crime inside parking facilities by ensuring car park operators manage their services robustly and implement a number of crime deterrents, like suitable lighting and surveillance for example.

A full list of off-street car parks with the addresses and charges can be found in Appendix 1 of this report.



## Freedom of Information requests and Complaints

Ealing Council defines a complaint as:

"Any expression of dissatisfaction about a council service that requires a response."

Telling us that you are dissatisfied with a service provided by the Council, or telling us about a failure in service provision, can help us to stop making the same mistakes again and help us to improve our services.

The following data shows the number of complaints received by Parking Services from April 2012 to March 2016.

The 'Complaints' column denotes that the origin is from individuals. 'Members Enquiries' are complaints or questions received from Councillors or MPs on behalf of constituents, 'Late' means the number of complaints/enquiries responded to past the designated timeframe (10 days).

Figure 15: Complaints and Members Enquires

	2015/16			2014/15			2013/14		
	Complaints	Members enquiries	Late	Complaints	Members enquiries	Late	Complaints	Members enquiries	Late
April	3	6	1	43	12	1	45	12	0
May	3	2	0	23	6	19	54	15	1
June	4	6	1	25	7	5	84	16	2
July	26	7	3	28	8	5	92	16	2
August	17	1	2	18	5	4	65	19	2
September	31	3	1	14	3	3	65	12	8
October	30	2	4	21	3	2	72	14	1
November	20	0	4	9	4	0	48	17	0
December	9	0	1	5	6	0	17	18	1
January	18	4	4	13	1	2	54	19	3
February	18	4	4	25	9	1	21	19	2
March	23	4	3	6	7	0	15	13	5
	202	39	28	230	71	42	632	190	27

## Freedom of Information

The Freedom of Information (FOI) Act 2000 was passed on 30 November 2000. It gives a general right to see recorded information held by the public authorities, subject to a number of exemptions.

Ealing Council has two main responsibilities under the Act:

- to have a publication scheme in place
- to respond to individual requests for information.

*Figure 16: Monthly FOI count breakdownby on-time and late responses*

	2015/16		2014/15		2013/14		2012/13	
	FOI	Late	FOI	Late	FOI	Late	FOI	Late
<b>April</b>	7	3	8	0	14	0	11	0
<b>May</b>	4	1	10	5	7	0	13	0
<b>June</b>	6	1	6	3	12	0	7	0
<b>July</b>	6	1	12	4	10	0	13	0
<b>August</b>	9	4	6	2	12	1	12	0
<b>September</b>	20	2	8	2	13	1	9	0
<b>October</b>	15	2	7	0	10	0	14	0
<b>November</b>	14	1	6	0	8	0	5	1
<b>December</b>	11	5	4	0	5	0	4	0
<b>January</b>	11	2	12	4	16	1	14	0
<b>February</b>	8	2	9	2	7	0	4	0
<b>March</b>	7	2	4	2	4	0	8	0
<b>TOTAL</b>	<b>118</b>	<b>26</b>	<b>92</b>	<b>24</b>	<b>118</b>	<b>3</b>	<b>114</b>	<b>1</b>

## Financial Information



The objective of Parking Services is to manage parking demands in a safe and appropriate way rather than generate income or revenue. However, any income generated through parking enforcement is ring-fenced by law and must be spent on transport and highways related initiatives.

The tables below give a breakdown of both the income generated and expenditure from within the service.

Figure 17: Income Source breakdown by on and off street incomes

£000's Income by source	2015/16			2014/15			2013/14		
	On-Street	Off-Street	Total	On-Street	Off-Street	Total	On-Street	Off-Street	Total
Penalty Charge Notice Income	£9,709		£9,709	£8,558		£8,558	£8,326		£8,326
On-street permits and vouchers	£3,483		£3,483	£3,340		£3,340	£3,000		£3,000
Off-street permits and vouchers		£328	£328		£374	£374		£330	£330
On-street pay and display	£1,967		£1,967	£1,645		£1,645	£1,511		£1,511
Off-street pay and display		£1,600	£1,600		£1,613	£1,613		£1,690	£1,690
Other income (inc suspensions)	£859		£859	£535	£12	£547	£611	£10	£621
<b>TOTAL INCOME (A)</b>	<b>£16,018</b>	<b>£1,928</b>	<b>£17,946</b>	<b>£14,078</b>	<b>£1,999</b>	<b>£16,077</b>	<b>£13,448</b>	<b>£2,030</b>	<b>£15,478</b>

Figure 18: Direct Costs breakdown by on and off street costs

£000's Direct costs of parking enforcement	2015/16			2014/15			2013/14		
	On-Street	Off-Street	Total	On-Street	Off-Street	Total	On-Street	Off-Street	Total
Council Staffing Costs	£1,201	£32	£1,233	£1,308	£72	£1,380	£1,495	£79	£1,574
Civil Enforcement Officers (CEO) Contract Costs	£3,078		£3,078	£2,863		£2,863	£2,760	£0	£2,760
ATP Contractual Payments (ATP & Online)	£176		£176	£166		£166	£119	£0	£119
Other Contractual Services (Telephony, Processing, IT)	£461		£461	£441		£441	£662	£1	£663
Premises Costs		£292	£292	£75	£438	£513	£54	£377	£431
Transport Costs		£2	£2	£17		£17	£39		£39
Registration of debt fees *							£151		£151
Traffic Enforcement Centre (TEC) fees	£470		£470	£348		£348	£195		£195
Equipment Purchase	£437		£437	£61		£61	£355		£355
Other Supplies (Postage, Printing, Storage, etc)	£904	£53	£957	£429	£38	£467	£530	£20	£550
<b>TOTAL EXPENDITURE (B)</b>	<b>£6,727</b>	<b>£379</b>	<b>£7,106</b>	<b>£5,708</b>	<b>£548</b>	<b>£6,256</b>	<b>£6,360</b>	<b>£477</b>	<b>£6,837</b>

\* Debt registration fees were calculated alongside the TEC fees for 2015/16

## Financial Information

Any remaining surplus after direct costs is used to contribute towards projects in the areas of Transport and Highways. The table below shows where the surplus is distributed:

Figure 19: Funding Expenditure breakdown

£000's	2015/16	2014/15	2013/14
Schemes funded by civil enforcement related income	On-Street	On-Street	On-Street
Concessionary Fares (Freedom Pass)	£8,003	£8,366	£7,793
School Crossing Patrol Services	£35	£72	£79
Parking Places Reserves Account	£1,492	£382	-£385
Off-street trading account	£1,310	£1,001	£1,154
<b>TOTAL EXPENDITURE (A-B)</b>	<b>£10,840</b>	<b>£9,821</b>	<b>£8,641</b>

In 2015/16, £17,946,000 was raised from on and off street parking income. The expenditure items directly associated with running a parking service totalled £7,106,000. The remaining income is classed as 'surplus' and totals £10,773,000. A contribution of £8,003,000 was made towards the council's cost of concessionary fares in 2015/16 including funding of the Freedom Pass.

The surplus contributes towards the part funding of the Freedom Pass, which provides free travel inside London to older and disabled residents. For further information on the scheme please call 0845 275 7054 or visit <http://www.londoncouncils.gov.uk/services/freedompass/>

The surplus generated by the service also funded the Council's School Crossing Patrol Service and a number of projects including the introduction of Controlled Parking Zone extensions, the removal of graffiti from street furniture and the parking enforcement operation into the investigation and prevention of blue badge misuse.

# Parking Annual Report 2015/16

## Appendix 1 – Off Street Car Parks

### CHARGES OFF-STREET CAR PARKS – 2015/16

Car Park Ref	Name	Spaces	Charges	Days & Hours of Charging	Open 24 HRS	Season Ticket
WE01	<b>Arden Road</b> - Surface West Ealing W13 8RP RingGo 9995	27 x Regular Bays 2 x Disabled Bays 3 x Motorcycle Bays	£1.50 per hour, £12 all day	08.00-18.00 Mon-Sun	YES	£525.00 Annual Permit £150.00 Quarterly Permit
A02	<b>Churchfield Road</b> – Surface Acton W3 6AJ RingGo 9994	57 x Regular Bays 2 x Disabled Bays 4 x Motorcycle Bays 1 x Car Club	70p per hour for 1st 2 <sup>nd</sup> and 3 <sup>rd</sup> hours, £1.20 per hour after 3 hours	08.00-18.00 Mon-Sat	YES	£360.00 Annual Permit £95.00 Quarterly Permit
WE02	<b>Dean Gardens</b> - Surface West Ealing W13 9DA RingGo 9993	46 x Regular Bays 4 x Disabled Bays 2 x Motorcycle Bays	£1.50 for 1st hour, then £1.10 per hour, £10 all day	8.00–18.00 Mon-Sun	YES	
STH01	<b>Featherstone Terrace</b> -Surface Southall UB2 5AL RingGo 9992	133 x Regular Bays 7 x Disabled Bays 2 x Motorcycle Bays	£1.20 per hour, £4 all day	08.00–18.00 Mon-Sun	YES	£250.00
H01	<b>George Street</b> – Surface Hanwell W7 3TA RingGo 9991	83 x Regular Bays 3 x Disabled Bays 1 x Motorcycle Bay	80p per hour or £2.50 all day	08.00–18.00 Mon-Sun	YES	£250.00



# Parking Annual Report 2015/16

Car Park Ref	Name	Spaces	Charges	Days & Hours of Charging	Open 24 HRS	Season Ticket
G01	<b>Greenford Broadway –</b> Surface  Greenford UB6 9PY RingGo 9990	149 x Regular Bays  10 x Disabled Bays  3 x Motorcycle Bays	90p per hour	08.00–18.00 Mon-Sun	YES	£250.00
STH03	<b>Herbert Road</b> MSCP Herbert Road Southall UB1 1LH RingGo 9988	243 x Regular Bays  19 x Disabled Bays  2 x Lifts	£1.50 per hour (Monday – Friday) £2.00 per hour (Sat & Sun ONLY)	08.00- 18.00 Mon-Sun	08.00-22.30	£500.00 Annual Permit  £150.00 Quarterly Permit
STH04	<b>Norwood Road 1:</b> Surface  Southall UB2 4JT RingGo 9987	35 x Regular Bays  4 x Disabled Bays  2 x Motorcycle Bays	£1.20 per hour	0800-18.00 Mon-Sun	YES	
STH05	<b>Norwood Road 2:</b> Surface  Southall UB2 4DD RingGo 9986	24 x Regular Bays  1 x Motorcycle Bay	£1.20 per hour	0800-18.00 Mon-Sun	YES	
P01	<b>Perivale Station -</b> Surface  Perivale UB6 8LE RingGo 9985	100 x Regular Bays  6 x Disabled Bays  1 x Motorcycle Bay	£4.00 All day (Mon-Fri) £2.00 All day (Sat) £1.50 All day (Sun)	08.00-18.00 Mon-Sat	YES	£550.00 Annual Permit  £175.00 Quarterly Permit
E01	<b>Perceval House -</b> Surface  Longfield Avenue Ealing W5 2UQ	85 x Regular Bays  6 x Disabled Bays	£2 all day	Staff Permit Holders Mon-Fri  Public Car Park after 6pm weekdays (free)	YES	

# Parking Annual Report 2015/16

Car Park Ref	Name	Spaces	Charges	Days & Hours of Charging	Open 24 HRS	Season Ticket
	RingGo 9984			All day Sat & Sun 08:00 – 18:00 Charge)		
A02	<b>Salisbury Street</b> – Surface Acton W3 8NW RingGo 9983	62 x Regular Bays 4 x Disabled Bays 4 x Motorcycle Bays 1 x Car Club	£1.00 per hour	08.00–18.00 Mon-Sun	YES	£400.00 Annual Permit  £110.00 Quarterly Permit
WE03	<b>Singapore Road</b> - Surface Ealing W13 0RJ RingGo 9982	72 x Regular Bays 12 x Disabled Bays 2 x Motorcycle Bays	£1.50 for 1st hour, then £1 per hour, £10 all day	08.00- 18.00 Mon-Sun	YES	£250.00 Annual Permit
E02	<b>South Ealing Road</b> – Surface Ealing W5 4QT RingGo 9981	28 x Regular Bays 5 x Motorcycle Bays 2 x Disabled Bays	£1.00 per hour	08:00–18:00 Mon-Sun	YES	
E03	<b>Springbridge Road</b> -MSCP Ealing W5 2AB RingGo 9980	465 x Regular Bays 8 x Disabled Bays 9 x Motorcycle Bays 9 x Parent & Child 2 x Lifts	£1.00 per hour (Mon-Fri) £1.00 per hour, £3 all day (Sat) £1.00 all day (Sun)	07:00-18:00 Mon-Sun	YES	£750 Annual £215 Quarterly (both permits 7 days a week)
WE04	<b>Witham Road</b> – Surface West Ealing W13 0TU RingGo 9979	19 x Regular Bays 1 x Disabled Bay	£1.50 for 1st hour, then £1 per hour, £10 all day	08.00-18.00 Mon-Sun	YES	

# Parking Annual Report 2015/16

Car Park Ref	Name	Spaces	Charges	Days & Hours of Charging	Open 24 HRS	Season Ticket
STH6	<b>Southall Market</b> – Surface Southall UB1 3DG RingGo 9978	77 x Regular Bays 2 x Disabled Bays 2 x Charging Points	£1.00 per hour (Monday – Friday) £2.00 per hour (Sat & Sun ONLY)	08.00-18.00 Mon-Sun	YES	£500. Annual Permit £150.00 Quarterly Permit

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*The prices above reflect the charges on 1<sup>st</sup> April 2015*

# Parking Annual Report 2015/16

## Appendix 2 – Permit Prices

Figure 20 - Permit Prices

Permit Type	2015/16			2014/15			2013/14		
	12 months	6 months	3 months	12 months	6 months	3 months	12 months	6 months	3 months
Allotment Permit	£30.00			£30.00			£30.00		
Business Permit	£800.00			£600.00			£600.00		
Business Trader Permit	£600.00	£325.00	£175.00	£600.00	£325.00	£175.00	£600.00	£325.00	£175.00
Car Club Permit	£800.00			£600.00			£600.00		
Carers Permit	£45.00			£45.00			-		
Disabled Bay Permit	£30.00			£30.00			-		
Doctors Permit	£800.00			£600.00			£600.00		
Essential Users Permit	£350.00			£350.00			-		
Premier Permit	£1,500.00			£1,500.00			-		
Religious Establishment Permit	£100.00(c)			£30.00			£30.00		
Veterinary Permit	£800.00			£600.00			£600.00		
Residents Permit (Reduced Hours CPZ)	£52.50(a)			£50.00			£50.00		
Residents Permit (All Day CPZ)	£82.50(b)			£80.00			£80.00		
Disabled Person Permit	£30.00			£30.00			£30.00		
	All day	3 hours		All day	3 hours		All day	3 hours	
Resident Vouchers (All day CPZ)	£22.50	£9.00		£22.50	£9.00		£22.50	£9.00	
Resident Vouchers (Reduced hours)	£6.00			£6.00			£6.00		

(c) If you purchase the maximum 20 Religious Permit, then to cost will be £1500 for all 20 Permits.

Figure 21 - Resident Permit's Tier Pricing

No of vehicles at same address	(b) All day zones	(a) Part day zones
1	82.50	£52.50
2	£112.50	£82.50
3	£142.50	£112.50
4 or more	£172.50	£142.50

All new customers will be charged a one-off registration fee of £15 on top of the price of the permit

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## Appendix 3 – PCNs issued by contravention code (2015/16)

Figure 22: PCNs issued by contravention code (2015/16)

Contravention Code	Description	Bus Lane	CCTV Parking	Moving	CEO Off Street	CEO On Street	Grand Total
1	Parked in a restricted street during prescribed hours					13782	13782
2	Parked or loading / unloading in a restricted street where waiting and loading / unloading restrictions are in force		50			1669	1719
5	Parked after the expiry of paid for time					2075	2075
6	Parked without clearly displaying a valid pay & display ticket or voucher					6363	6363
11	Parked without payment of the parking charge					1372	1372
12	Parked in a residents' or shared use parking place or zone without either clearly displaying a valid permit or voucher or pay and display ticket issued for that place, or without payment of the parking charge					27882	27882
16	Parked in a permit space or zone without clearly displaying a valid permit					197	197
19	Parked in a residents' or shared use parking place or zone either displaying an invalid permit or voucher or pay and display ticket, or after the expiry of paid for time					5063	5063
21	Parked wholly or partly in a suspended bay or space					1041	1041
22	Re-parked in the same parking place or zone within one hour after leaving					34	34
23	Parked in a parking place or area not designated for that class of vehicle					626	626
24	Not parked correctly within the markings of the bay or space					814	814
25	Parked in a loading place or bay during restricted hours without loading		81			3265	3346
26	Parked in a special enforcement area more than 50 cm from the edge of the carriageway and not within a designated parking place		3			182	185
27	Parked in a special enforcement area adjacent to a footway, cycle track or verge lowered to meet the level of the carriageway					3158	3158
28	Parked in a special enforcement area on part of the carriageway raised to meet the level of a footway, cycle track or verge					2	2
30	Parked for longer than permitted					4208	4208
31	Entering and stopping in a box junction when prohibited			10722			10722
32	Failing to drive in the direction shown by the arrow on a blue sign			1027			1027
33	Using a route restricted to certain vehicles			1			
34	Being in a bus lane	27707					27707
38	Failing to comply with a sign indicating that vehicular traffic must pass to the specified side of the sign			2551			2551
40	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner		1			1579	1580
45	Stopped on a taxi rank		19			36	55
47	Stopped on a restricted bus stop or stand		8624			289	8913
48	Stopped in a restricted area outside a school, a hospital or a fire, police or ambulance station when prohibited		737			141	878
49	Parked wholly or partly on a cycle track or lane		2				2
50	Performing a prohibited turn			12751			12751
51	Failing to comply with a no entry sign			8944			8944
52	Failing to comply with a prohibition on certain types of vehicle			11099			11099
55	A commercial vehicle parked in a restricted street in contravention of the Overnight Waiting Ban					22	22
56	Parked in contravention of a commercial vehicle waiting restriction					31	
61	A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways					137	137
62	Parked with one or more wheels on or over a footpath or any part of a road other than a carriageway		66			5450	5516
71	Parked in an electric vehicles' charging place during restricted hours without charging				152		152
73	Parked without payment of the parking charge				212		212
80	Parked for longer than permitted				41		41
81	Parked in a restricted area in a car park				192		192
82	Parked after the expiry of paid for time				1606		1606
83	Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock				3455		3455
85	Parked without clearly displaying a valid permit where required				329		329
86	Not parked correctly within the markings of a bay or space				498		498
87	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner				292		292
91	Parked in a car park or area not designated for that class of vehicle				18		18
99	Stopped on a pedestrian crossing or crossing area marked by zigzags		11			201	212
<b>Grand Total</b>		<b>27707</b>	<b>9594</b>	<b>47095</b>	<b>6795</b>	<b>79619</b>	<b>170810</b>

(Standard PCN Codes v6.7)



## Appendix 4 – PCNs issued by contravention code (2014/15)

Figure 23: PCNs issued by contravention code (2014/15)

Contravention Code	Description	Bus Lane	CCTV Parking	Moving	CEO Off Street	CEO On Street	Grand Total
1	Parked in a restricted street during prescribed hours		22			11124	11146
2	Parked or loading / unloading in a restricted street where waiting and loading / unloading restrictions are in force		6715			1625	8340
5	Parked after the expiry of paid for time					3639	3639
6	Parked without clearly displaying a valid pay & display ticket or voucher					6223	6223
11	Parked without payment of the parking charge					1860	1860
12	Parked in a residents' or shared use parking place or zone without either clearly displaying a valid permit or voucher or pay and display ticket issued for that place, or without payment of the parking charge					26927	26927
16	Parked in a permit space or zone without clearly displaying a valid permit					196	196
19	Parked in a residents' or shared use parking place or zone either displaying an invalid permit or voucher or pay and display ticket, or after the expiry of paid for time					1	1
20	Parked in a part of a parking place marked by a yellow line where waiting is prohibited					4557	4557
21	Parked wholly or partly in a suspended bay or space		3			1062	1065
22	Re-parked in the same parking place or zone within one hour after leaving					53	53
23	Parked in a parking place or area not designated for that class of vehicle					536	536
24	Not parked correctly within the markings of the bay or space					1018	1018
25	Parked in a loading place or bay during restricted hours without loading		8199			2326	10525
26	Parked in a special enforcement area more than 50 cm from the edge of the carriageway and not within a designated parking place		176			120	296
27	Parked in a special enforcement area adjacent to a footway, cycle track or verge lowered to meet the level of the carriageway					2425	2425
28	Parked in a special enforcement area on part of the carriageway raised to meet the level of a footway, cycle track or verge		4			1	5
30	Parked for longer than permitted					4923	4923
31	Entering and stopping in a box junction when prohibited			8908			8908
32	Failing to drive in the direction shown by the arrow on a blue sign			1226			1226
33	Using a route restricted to certain vehicles			1			
34	Being in a bus lane	22872					22872
38	Failing to comply with a sign indicating that vehicular traffic must pass to the specified side of the sign			1585			1585
40	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner		216			976	1192
45	Stopped on a taxi rank		3734			17	3751
47	Stopped on a restricted bus stop or stand		1902			224	2126
48	Stopped in a restricted area outside a school, a hospital or a fire, police or ambulance station when prohibited					94	94
49	Parked wholly or partly on a cycle track or lane		635				635
50	Performing a prohibited turn			1747			1747
51	Failing to comply with a no entry sign			9385			9385
52	Failing to comply with a prohibition on certain types of vehicle			3042			3042
55	A commercial vehicle parked in a restricted street in contravention of the Overnight Waiting Ban					46	46
56	Parked in contravention of a commercial vehicle waiting restriction					120	
61	A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways		21			42	63
62	Parked with one or more wheels on or over a footpath or any part of a road other than a carriageway		8362			3931	12293
71	Parked in an electric vehicles' charging place during restricted hours without charging				139		139
73	Parked without payment of the parking charge				129		129
80	Parked for longer than permitted				27		27
81	Parked in a restricted area in a car park				106		106
82	Parked after the expiry of paid for time				2984		2984
83	Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock				3987		3987
85	Parked without clearly displaying a valid permit where required				227		227
86	Not parked correctly within the markings of a bay or space				322		322
87	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner				218		218
91	Parked in a car park or area not designated for that class of vehicle				11		11
99	Stopped on a pedestrian crossing or crossing area marked by zigzags		1654			156	1810
<b>Grand Total</b>		<b>22872</b>	<b>31643</b>	<b>25894</b>	<b>8150</b>	<b>74222</b>	<b>162781</b>

(Standard PCN Codes v6.7)

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## Appendix 5 – PCNs issued by contravention code (2013/14)

Figure 242: PCNs issued by contravention code (2013/14)

Contravention Code	Description	Bus Lane	CCTV Parking	Moving	CEO Off Street	CEO On Street	Grand Total
1	Parked in a restricted street during prescribed hours		17			9624	9641
2	Parked or loading / unloading in a restricted street where waiting and loading / unloading restrictions are in force		13116			1707	14823
5	Parked after the expiry of paid for time					4082	4082
6	Parked without clearly displaying a valid pay & display ticket or voucher					5637	5637
11	Parked without payment of the parking charge					1265	1265
12	Parked in a residents' or shared use parking place or zone without either clearly displaying a valid permit or voucher or pay and display ticket issued for that place, or without payment of the parking charge					23501	23501
16	Parked in a permit space or zone without clearly displaying a valid permit					170	170
19	Parked in a residents' or shared use parking place or zone either displaying an invalid permit or voucher or pay and display ticket, or after the expiry of paid for time					4387	4387
20	Parked in a part of a parking place marked by a yellow line where waiting is prohibited					2	2
21	Parked wholly or partly in a suspended bay or space		31			959	990
22	Re-parked in the same parking place or zone within one hour after leaving					104	104
23	Parked in a parking place or area not designated for that class of vehicle					327	327
24	Not parked correctly within the markings of the bay or space					935	935
25	Parked in a loading place or bay during restricted hours without loading		7309			2328	9637
26	Parked in a special enforcement area more than 50 cm from the edge of the carriageway and not within a designated parking place		169			77	246
27	Parked in a special enforcement area adjacent to a footway, cycle track or verge lowered to meet the level of the carriageway		1			2392	2393
28	Parked in a special enforcement area on part of the carriageway raised to meet the level of a footway, cycle track or verge					5	5
30	Parked for longer than permitted					5681	5681
31	Entering and stopping in a box junction when prohibited			5512			5512
32	Failing to drive in the direction shown by the arrow on a blue sign			2366			2366
34	Being in a bus lane	24122					24122
38	Failing to comply with a sign indicating that vehicular traffic must pass to the specified side of the sign			1730			1730
40	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner		154			589	743
45	Stopped on a taxi rank		2961			12	2973
47	Stopped on a restricted bus stop or stand		2828			328	3156
48	Stopped in a restricted area outside a school, a hospital or a fire, police or ambulance station when prohibited		3			101	104
	Parked wholly or partly on a cycle track or lane						0
50	Performing a prohibited turn			2069			2069
51	Failing to comply with a no entry sign			4814			4814
52	Failing to comply with a prohibition on certain types of vehicle			2946			2946
55	A commercial vehicle parked in a restricted street in contravention of the Overnight Waiting Ban					21	21
61	A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways		3			13	16
62	Parked with one or more wheels on or over a footpath or any part of a road other than a carriageway		3073			3028	6101
71	Parked in an electric vehicles' charging place during restricted hours without charging				118		118
73	Parked without payment of the parking charge				4		4
80	Parked for longer than permitted				14		14
81	Parked in a restricted area in a car park				56		56
82	Parked after the expiry of paid for time				3652		3652
83	Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock				3815		3815
85	Parked without clearly displaying a valid permit where required				199		199
86	Not parked correctly within the markings of a bay or space				180		180
87	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner				178		178
91	Parked in a car park or area not designated for that class of vehicle				5		5
99	Stopped on a pedestrian crossing or crossing area marked by zigzags		2065			134	2199
<b>Grand Total</b>		<b>24122</b>	<b>31730</b>	<b>19437</b>	<b>8221</b>	<b>67409</b>	<b>150919</b>

## Appendix 5 – PCNs issued by contravention code (2012/13)

Figure 23: PCNs issued by contravention code (2012/13)

Contravention Code	Description	Bus Lane	CCTV Parking	Moving	CEO Off Street	CEO On Street	Grand Total
1	Parked in a restricted street during prescribed hours		216			11312	11528
2	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force		5545			2531	8076
5	Parked after the expiry of paid for time					5326	5326
6	Parked without clearly displaying a valid pay & display ticket or voucher					5700	5700
11	Parked without payment of the parking charge					102	102
12	Parked in a resident's or shared use parking place or zone without either clearly displaying a valid permit or voucher or pay and display ticket issued for that place, or without payment of the parking					28193	28193
16	Parked in a permit space or zone without clearly displaying a valid permit					180	180
18	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited					1	1
19	Parked in a resident's or shared use parking place or zone either displaying an invalid permit or voucher or pay and display ticket, or after the expiry of paid for time					6967	6967
21	Parked wholly or partly in a suspended bay or space		64			872	936
22	Re-parked in the same parking place or zone within the prescribed time period after leaving		1			109	110
23	Parked in a parking place or area not designed for that class of vehicle		2			447	449
24	Not parked correctly within the markings of the bay or space					982	982
25	Parked in a loading place during restricted hours without loading		6353			3348	9701
26	Parked in a special enforcement area more than 50 cm from the edge of the carriageway and not within a designated parking place		1063			76	1139
27	Parked in a special enforcement area adjacent to a footway, cycle track or verge lowered to meet the level of the carriageway		2			3148	3150
28	Parked in a special enforcement area on part of the carriageway raised to meet the level of a footway, cycle track or verge					8	8
30	Parked for longer than permitted					6523	6523
31	Entering and stopping in a box junction when prohibited			9339			9339
32	Failing to drive in the direction shown by the arrow on a blue sign			1174			1174
34	Being in a Bus Lane	28741					28741
38	Failing to comply with a sign indicating that vehicular traffic must pass to the specified side of the sign			2534			2534
40	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner		286			692	978
45	Parked on a Taxi Rank		3566			25	3591
47	Stopped on a restricted bus stop or stand		4731			468	5199
48	Stopped in a restricted area outside a school, a hospital or a fire, police or ambulance station when prohibited		120			156	276
49	Parked wholly or partly on a cycle track or lane						0
50	Performing a prohibited turn			2899			2899
51	Failing to comply with a no entry sign			5160			5160
52	Failing to comply with a prohibition on certain types of vehicle			1401			1401
55	A commercial vehicle parked in a restricted street in contravention of the Overnight Waiting Ban					4	4
61	A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways		1			18	19
62	Parked with one or more wheels on or over a footpath or any part of a road other than a carriageway		3174			3636	6810
71	Parked in an electric vehicles' charging place during restricted hours without charging				117		117
73	Parked without payment of the parking charge				1		1
80	Parked for longer than the maximum period permitted				15		15
81	Parked in a restricted area in a car park				77		77
82	Parked after the expiry of paid for time				5339		5339
83	Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock				4626		4626
85	Parked in a Permit Bay without clearly displaying a valid permit				462		462
86	Not parked correctly within the markings of a bay or space				293		293
87	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner				204		204
91	Parked in a car park or area not designated for that class of vehicle				3		3
93	Parked in car park when closed				1		1
99	Stopped on a pedestrian crossing and/or crossing area marked by zig-zags		3948			185	4133
Grand Total		28741	29072	22507	11138	81009	172467

## End Notes

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- (i) Council accounting year – 30<sup>th</sup> March 2015 to 27<sup>th</sup> March 2016 inclusive
- (ii) Council accounting year – 31<sup>st</sup> March 2014 to 29<sup>th</sup> March 2015 inclusive
- (iii) Council accounting year – 1<sup>st</sup> April 2013 to 30<sup>th</sup> March 2014 inclusive
- (iv) Council accounting year – 2nd April 2012 to 31st March 2013 inclusive