

Parking Annual Report 2016/17



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 2016/17 as well as outlining future developments and opportunities for the coming year.

This year Fred Williams, who has worked with Ealing for over 14 years, reflected the excellent work of the team, by being recognised at a national level as finalist in the British Parking Awards for his exceptional contribution and engagement with the public and other organisations. Well done Fred!

The report also covers our move to a completely online system, allowing new residents as well as current ones to carry out their transactions for new or renewed permits easily and efficiently in their own time. Once an application is accepted, it's live on the system and there's no need to complete or post paper forms or turn up in person. Convenient pay-by-phone visitor vouchers have also seen a significant increase in uptake including use of the RingGo app too. With text message reminders and ease of which you can extend your stay from the convenience of where you are, we're helping drivers to focus on the activity they've set out for, rather than worrying about running back to top up their parking with the right change, as can be the case in so many other areas.

Importantly, our fight against the scourge of Blue Badge fraud and misuse continues. Last year we passed 37 cases to the CPS, with over £21,606 paid to the courts in fines and costs. In addition, 5 stolen and 2 cancelled blue badges were recovered.

In addition to this is our important work outside of school gates, playing our part in supporting those who wish to travel to school safely by taking aim at those who wish to park recklessly and without due care and attention on zig-zag lines outside school gates or on street corners; or selfishly blocking dropped kerbs causing a nuisance to neighbours. Additional School Enforcement Cameras as well as a Parking Pledge have been introduced in the fight to help keep our kids safe on their school journeys.

The figures contained within this report also show that parking enforcement is fair across Ealing and how the income received from penalty notices is redistributed to services such as the Freedom Pass.

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

Thank you for taking the time to read our 2016/17 Parking Annual Report.



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 3rd 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	2016/17	2015/16	2014/15
CEO Penalty Charge Notices issued	68087	86,414	82,372
CCTV Penalty Charge Notices issued	96006	84,396	80,409
Items of correspondence received	51160	50,068	47,202
Resident permits issued	28004	27,213	27,380
Resident visitor permits applications processed	7457•	11,854 ^Δ	18,342*

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

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

• 233,127 visitor vouchers were also purchased via the RingGo option in 2016/17

British Parking Awards

**british
parking
awards
2017
FINALIST**



Ealing Parking Services attended the British Parking Awards ceremony in March 2017. The competition, organised by 'Parking Review', is an annual celebration of the best in British Parking.

The British Parking Awards are a national awards scheme established to acknowledge and award excellence within the industry. In its sixteenth year, 2017 saw over 100 entrants across both the public and private sectors submit entries for the 15 award categories. Ealing Parking Services submitted an entry for the Parking Person of the Year Award.

Fred Williams has worked in the parking service at Ealing council as a Parking Monitoring and Maintenance Officer since 2003. His work places him in the heart of the community and the face of Ealing Parking Services for many members of the public. His daily interactions with parents, children, and other council officers have made him a familiar face within the borough and he is somebody that the local community have come to regard as both hard working and diligent and also an all-round nice person.

Fred works closely with the council's enforcement contractor, NSL, and has developed a great relationship with many of the council's frontline colleagues. He has the ability to look at all situations and provide a positive method of improving parking solutions for both the contractors and the general public. He has also been the driving force behind parking's counter fraud operation, investigating blue badge misuse and pay and display fraud.

Gina Cole, Interim Parking Assistant Director, said "Fred Williams is somebody who dedicates his working life to making things easier for everybody else, constantly improving and always going the extra mile in everything that he does. Throughout his professional career Fred Williams has managed to embody positive and customer driven qualities consistently."

Parking Permits

Ealing Parking Services has 47 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 30,008 resident permits were applied for during 2016/17 with 28,004 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 now, in the main, made over the internet and the application process is entirely paperless. Parking Services have invested in improving the online application process and enabled 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

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, process a change of vehicle, change their contact details or find their PIN by using the on-line tools available as part of the online permit management system.

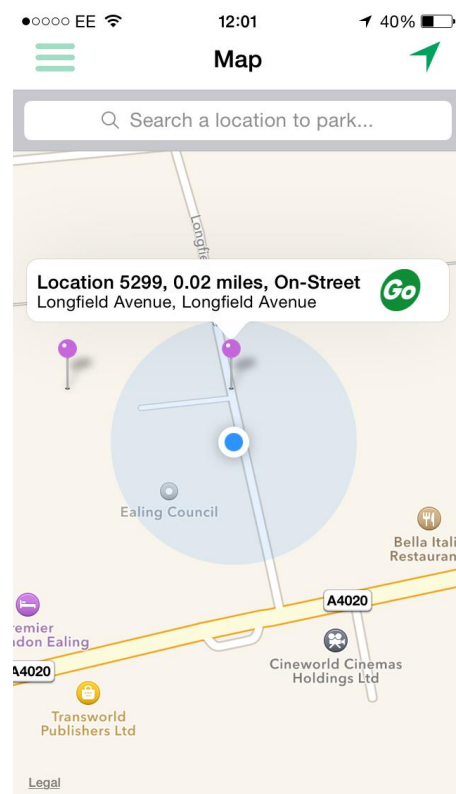
Visitor Park by Phone

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 223,127 vouchers purchased in 2016/17 which equates to an increase of nearly 50% on the previous year.

The RingGo service now constitutes to just under 50% 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.

RingGo has now also largely replaced the service voucher system which has brought further savings. Council and NHS staff that need to book parking in order to carry out their duties can now



do so via the pay by phone system. This has resulted in decreased application processing times, increased auditing capability and accuracy, and led to a significant reduction of the use of the less cost-effective paper vouchers.

The RingGo service is being constantly reviewed and where identified improvements are made. The service 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.

The RingGo iPhone App has recently been subject to a major revision which has improved the user experience by making it quicker to use and providing extra features, such as highlighting the customers nearest parking locations. Similar updates are expected for other phone platforms as our software contractor continues to improve the service.

In 2016/2017 the number of minutes of parking purchased through RingGo equated to 198,223,380 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.

Parking Annual Report 2016/17

Cashless RingGo Parking ^a		
Length of Time	No Of Trans	Total Minutes
15 min	10,850	162,750
20 min	8,488	169,760
30 min	43,684	1,310,520
40 min	8,651	346,040
45 min	8,157	367,065
1 hrs	217,965	13,077,900
1.25 hrs	1,627	122,025
1.33 hrs	834	66,553
1.5 hrs	13,461	1,211,490
1.67 hrs	350	35,070
1.75 hrs	511	53,655
2 hrs	125,903	15,108,360
2.33 hrs	12	1,678
2.5 hrs	1,003	150,450
2.67 hrs	21	3,364
3 hrs	29,418	5,295,240
3.5 hrs	446	93,660
4 hrs	13,326	3,198,240
4.5 hrs	294	79,380
5 hrs	15,532	4,659,600
6 hrs	3,735	1,344,600
7 hrs	3,273	1,374,660
8 hrs	10,652	5,112,960
9 hrs	2,012	1,086,480
10 hrs	88	52,800
19 hrs	125	142,500
20 hrs	18	21,600
22 hrs	11	14,520
1 days	225,732	108,351,360
2 days	238	228,480
3 days	80	115,200
4 days	42	80,640
5 days	0	0
6 days	0	0
7 days	510	1,713,600
3 Months	3	43,200
Total	747,052	165,195,400

Visitor Park by Phone ^b		
Length of	No Of Trans	Total Minutes
1 hrs	80,222	4,813,320
2 hrs	22,211	2,665,320
3 hrs	12,467	2,244,060
4 hrs	7,551	1,812,240
5 hrs	4,893	1,467,900
6 hrs	3,214	1,157,040
7 hrs	2,105	884,100
8 hrs	152	72,960
9 hrs	84	45,360
10 hrs	13	7,800
1 days*	67,246	32,278,080
2 days*	7,538	7,236,480
3 days*	3,798	5,469,120
4 days*	2,580	4,953,600
5 days*	5,663	13,591,200
6 days*	452	1,301,760
7 days*	2,938	9,871,680
TOTALS	223,127	89,872,020

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

^a Excludes 'Resident Visitor' session types

^b Includes only 'Resident Visitor' session types (this includes Ealing corporate bookings)

Residential permit breakdown by areas

Figure 2: Successful Permits by Area

Resident Permit applications for financial year 2016/17 compared to 2015/16 and 2014/2015										
Area	Zone	2016/17			2015/16			2014/15		
		Permit Applications	Permits Issued	% Successful	Permit Applications	Permits Issued	% Successful	Permit Applications	Permits Issued	% Successful
CENTRAL EALING	A	844	764	90.52%	802	716	89.28%	808	739	91.46%
SUDBURY HILL	AA	33	32	96.97%	24	23	95.83%	34	33	97.06%
BEDFORD PARK	B	2,220	2,099	94.55%	2,183	2,080	95.28%	2,269	2,131	93.92%
SUDBURY TOWN	BB	275	259	94.18%	266	249	93.61%	300	282	94%
THAMES VALLEY UNIVERSITY	C&D	1,443	1,358	94.11%	1,409	1,322	93.83%	1,468	1,380	94.01%
GYPSY CORNER	CC	682	626	91.79%	630	577	91.59%	765	686	89.67%
CORONATION ROAD	CR	1	1	100%	1	1	100%	2	2	100%
BOLLO BRIDGE	DD	377	358	94.96%	381	352	92.39%	372	346	93.01%
EAST ACTON	E	286	269	94.06%	291	269	92.44%	293	277	94.54%
BRENTVALE	EE	54	53	98.15%	42	38	90.48%	43	42	97.67%
EALING COMMON	F&G	1,366	1,261	92.31%	1,323	1,239	93.65%	1,423	1,336	93.89%
BUXTON GARDENS	FF	190	175	92.11%	187	170	90.91%	185	179	96.76%
BOSTON MANOR	GG	221	210	95.02%	210	205	97.62%	222	211	95.05%
GEORGE ST	GS1	22	22	100%	22	22	100%	24	23	95.83%
HOME ZONE	H	299	274	91.64%	286	258	90.21%	300	275	91.67%
WEST EALING	HH	685	650	94.89%	712	666	93.54%	828	765	92.39%
ACTON TOWN	J	566	537	94.88%	582	547	93.99%	599	551	91.99%
EALING DEAN	JJ	1114	1062	95.33%	1099	1038	94.45%	1148	1105	96.25%
ACTON CENTRAL	K	643	582	90.51%	653	598	91.58%	713	650	91.16%
ACTON CENTRAL EXTENSION	K1	1,547	1445	93.41%	1522	1403	92.18%	1614	1500	92.94%
THE VALE ESTATE	KK	185	168	90.81%	193	176	91.19%	217	192	88.48%
SOUTHALL	L	2946	2,733	92.77%	2,777	2,598	93.55%	2,972	2,749	92.5%
SOUTHALL 5	LL	878	795	90.55%	813	754	92.74%	870	805	92.53%
ACTON GREEN	M	1138	1,062	93.32%	1,078	982	91.09%	1,156	1,047	90.57%
FRIARS GREEN	MM	1,021	940	92.07%	1,018	949	93.22%	1,058	987	93.29%
THE DRIVE	MM1	4	4	100%	7	7	100%	9	5	55.56%
NORTHFIELDS	N	1,230	1,168	94.96%	1,254	1,191	94.98%	1,237	1,184	95.72%
DRAYTON GREEN	NN	724	689	95.17%	702	660	94.02%	723	687	95.02%
NORTHFIELDS	Ns	53	52	98.11%	51	50	98.04%	48	48	100%
HANGER HILL	O	578	541	93.6%	562	521	92.7%	605	570	94.21%
PERIVALE	P	175	164	93.71%	168	159	94.64%	183	177	96.72%
OLD OAK	PP	200	184	92%	203	181	89.16%	110	104	94.55%
GREENFORD	Q	473	451	95.35%	505	467	92.48%	522	486	93.1%
NORTHOLT	QQ	66	54	81.82%	62	59	95.16%	74	64	86.49%
SOUTHFIELDS	R	754	720	95.49%	683	641	93.85%	728	675	92.72%
LITTLE EALING	RR	1205	1130	93.78%	1292	1132	87.62%	-	-	-
SOUTH EALING	S	389	347	89.2%	370	341	92.16%	403	379	94.04%
SOUTH EALING	Sn	129	124	96.12%	133	128	96.24%	138	133	96.38%
WESLEY ESTATE	SS	159	144	90.57%	171	150	87.72%	-	-	-
THE VALE	T	328	303	92.38%	318	301	94.65%	316	277	87.66%
GREEN MAN	U	381	350	91.86%	368	339	92.12%	379	342	90.24%
SOUTHALL 2	V	1043	952	91.28%	950	884	93.05%	1010	927	91.78%
EALING BROADWAY	W	1,567	1,472	93.94%	1,521	1,417	93.16%	1,651	1,538	93.16%
VALETTA ROAD	X	450	416	92.44%	442	400	90.5%	457	408	89.28%
WEST TWYFORD	Y	168	155	92.26%	148	138	93.24%	178	164	92.13%
WEST ACTON	Z	896	849	94.75%	872	815	93.46%	970	919	94.74%
	TOTAL	30008	28004	93.32%	29286	27213	92.92%	29424	27380	93.05%



Permit breakdown by category

Figure 3: Permits and vouchers by Category

Number of other permits and vouchers issued										
Type	Category	2016/17			2015/16			2014/15		
		Applications	Books	Vouchers	Applications	Books	Vouchers	Applications	Books	Vouchers
Permit	Allotment	22	N/A	N/A	23	N/A	N/A	24	N/A	N/A
	Business	397	N/A	N/A	423	N/A	N/A	482	N/A	N/A
	Business Trader	23	N/A	N/A	15	N/A	N/A	31	N/A	N/A
	Car Club	67	N/A	N/A	73	N/A	N/A	65	N/A	N/A
	Carers	15	N/A	N/A	9	N/A	N/A	N/A	N/A	N/A
	Councillor PH CP	57	N/A	N/A	36	N/A	N/A	21	N/A	N/A
	Doctor	16	N/A	N/A	19	N/A	N/A	17	N/A	N/A
	Disabled Bay	45	N/A	N/A	52	N/A	N/A	31	N/A	N/A
	Essential Users	64	N/A	N/A	57	N/A	N/A	38	N/A	N/A
	Honorary Freeman	1	N/A	N/A	1	N/A	N/A	2	N/A	N/A
	Premier	3	N/A	N/A	2	N/A	N/A	2	N/A	N/A
	Religious	320	N/A	N/A	316	N/A	N/A	744	N/A	N/A
	Season	855	N/A	N/A	907	N/A	N/A	912	N/A	N/A
	Veterinary	1	N/A	N/A	1	N/A	N/A	4	N/A	N/A
Voucher	Business	46	424	2250	13	117	585	24	165	825
	Resident ⁽⁴⁾	7,484	23,072	171,500	11,874	37,888	300,285	18,342	59,605	495,775
	Service	428	5,138	51,380	529	6,564	65,640	847	13,661	136,610
Total		9,844	28,634	225,130	14,350	44,569	366,510	21,586	73,431	633,210

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

(See Figure 19 - Permit Prices)

- 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, 233,127 virtual vouchers (149,123 last year) were purchased in 2016/17.

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.



The most recent figures available from the National Fraud Authority estimate that blue badge fraud costs the UK £46m per year whilst other sources estimate this figure to be much higher. This means 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 was reported in 2016 by the Local Government Association (LGA) that the number of blue badges for disabled drivers stolen in England has more than trebled in three years from 2013. The LGA said there were 2,056 cases of theft recorded in 2015 compared with 1,756 in 2014 and 656 in 2013.

With over 3,000 blue badges issued/renewed in Ealing each year, (3753 issued in 2016/17) each valid for 3 years, there are approximately 10,000 Ealing issued blue badges in circulation at any one time. With increased misuse of this vital service, the parking fraud team have put considerable effort into investigating those who are suspected of fraud. They are also looking at ways to work with other departments so that any badges belonging to the deceased are taken out of circulation to prevent misuse by family members

The operations carried out this year have led to 37 cases being passed to the Crown Prosecution Service. This has resulted in 33 cases submitting a guilty plea, over £21,606 paid to the Courts in fines and costs. In addition 5 stolen and 2 cancelled blue badges were recovered. The table below details each of the cases taken to date.

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Blue Badge Fraud and Misuse Prevention

The table below summarises the cases heard to date for 2016/17 enforcement operations.

Case	Outcome	Case Summary	Conclusion
Case Number 1	Withdrawn	Misuse of daughter's badge	Withdrawn, not in public interest
Case Number 2	Guilty by post	Misuse of stolen badge	£200 fine, £200 costs, £20 Victim surcharge
Case Number 3	Guilty by post	Misuse of son's badge	£400 fine, £400 costs, £40 Victim surcharge
Case Number 4	Guilty in person	Misuse of mother's badge	£300 fine, £100 costs, £30 Victim surcharge
Case Number 5	Guilty by post	Misuse of grandmother's badge	£300 fine, £200 costs, £30 Victim surcharge
Case Number 6	Guilty in person	Misuse of a friends father's badge	£200 fine, £100 costs, £20 Victim surcharge
Case Number 7	Guilty by post	Misuse of mother's badge	£200 fine, £200 costs, £20 Victim surcharge
Case Number 8	Guilty by post	Misuse of father's badge	£250 fine, £416.85 costs, £25 Victim surcharge
Case Number 9	Guilty by post	Misuse of sister in law's badge	£200 fine, £446.85 costs, £20 Victim surcharge
Case Number 10	Guilty in absence	Misuse of husband's badge	£400 fine, £408.88 costs, £40 Victim surcharge
Case Number 11	Guilty by post	Fraudulently altered a parking card	£350 fine, £220 costs, £35 Victim surcharge
Case Number 12	Guilty by post	Misuse of father's badge	£200 fine, £459 costs, £20 Victim surcharge
Case Number 13	Absolute discharge	Misuse of wife's badge	Absolute Discharge
Case Number 14	Guilty in person	Carer misusing badge	£200 fine, £453.67 costs, £20 Victim surcharge
Case Number 15	Guilty by post	Misuse of mother's badge	£200 fine, £447.50 costs, £20 Victim surcharge
Case Number 16	Guilty in person	Misuse of mother in law's badge	£500 fine, £402.95 costs, £50 Victim surcharge
Case Number 17	Guilty by post	Misuse of son's badge	£250 fine, £426.77 costs, £25 Victim surcharge
Case Number 18	Guilty by post	Misuse of mother's badge	£200 fine, £426.58 costs, £25 Victim surcharge
Case Number 19	Guilty by post	Misuse of mother's badge	£200 fine, £396.83 costs, £20 Victim surcharge
Case Number 20	Guilty in person	Misuse of mother's cancelled badge	£40 fine, £200 costs, £20 Victim surcharge
Case Number 21	Guilty in person	Misuse of a cancelled deceased badge by carer	£400 fine, £200 costs, £40 Victim surcharge
Case Number 22	Guilty in person	Misuse of stolen badge	£140 fine, £250 costs, £20 Victim surcharge
Case Number 23	Guilty in absence	Misuse of mother's badge	£250 fine, £350 costs, £25 Victim surcharge
Case Number 24	Guilty in person	Misuse of stolen badge	£500 fine, £500 costs, £20 Victim surcharge
Case Number 25	Guilty in person	Misuse of father's badge	£120 fine, £300 costs, £20 Victim surcharge
Case Number 26	Guilty in absence	Misuse of mother's badge	£440 fine, £418.67 costs, £44 Victim surcharge
Case Number 27	Guilty in absence	Misuse of father's badge	£440 fine, £418.67 costs, £44 Victim surcharge
Case Number 28	Guilty by post	Carer misusing badge	£120 fine, £300 costs, £20 Victim surcharge
Case Number 29	Guilty in person	Misuse of stolen badge	£250 fine, £620 costs, £25 Victim surcharge
Case Number 30	Guilty in person	Misuse of stolen badge	£330 fine, £493.67 costs, £33 Victim surcharge
Case Number 31	Guilty by post	Misuse of brothers badge	£156 fine, £448 costs, £20 Victim surcharge
Case Number 32	Withdrawn	Misuse of a cancelled badge	Withdrawn, not in public interest
Case Number 33	Withdrawn	Misuse of mother's badge	Withdrawn, not in public interest
Case Number 34	Guilty by post	Misuse of wife's badge	£350 fine, £300 costs, £30 Victim surcharge
Case Number 35	Guilty by post	Misuse of mother's badge	£200 fine, £200 costs, £30 Victim surcharge
Case Number 36	Guilty in person	Misuse of mother's badge	£170 fine, £517.80 costs, £20 Victim surcharge
Case Number 37	Guilty by post	Misuse of father's badge	£350 fine, £673 costs, £35 Victim surcharge

Parking Enforcement



The borough's enforcement contractor employs 85 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 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.

The service has recently invested in new handheld computers (HHCs) which the CEOs use to issue Penalty Charge Notices (PCNs). The new units offer greater speed, efficiency and more reliable connectivity to the council's supporting central permit and dispensation database.

This has led to improved accuracy and greater productivity as the CEOs are able to check permit and pay by phone details quicker and more reliably prior to issuing a PCN. In addition the CEOs have found the new units are more portable and user friendly.

In the last two years we have seen 85 CEOs employed by NSL and we could see a small increase in this number as new CPZs are introduced.

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, such as urgent enforcement requests made by residents.

They are able to get around the borough 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 couple of years 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 amongst parents of the dangers of inconsiderate parking and are planning further exercises in the coming year including school based workshops and talks on road safety.

One such scheme is the Parking Pledge which is being rolled out to all schools in the borough. The purpose of the scheme is to actively engage with parents and children to encourage safe and considerate parking in the vicinity of schools and to encourage walking and cycling as an alternative.

Adoption of the scheme by parents would bring multiple benefits as not only would it reduce traffic congestion in what are already very busy areas during school times but provide a cleaner environment and reduced pollution.

This in addition to advances in CCTV technology which are also being used to ensure and encourage safe parking at schools.

We have provisions to introduce 3 new School Enforcement cameras which will be used to enforce at school locations. These cameras will be situated at the worst offending schools and have the ability to be moved to different school locations once compliance improves.

KEEP CLEAR
OF SCHOOL ZIGZAGS

I promise for the safety of the children:

- ✓ I will **not** park on the school keep clear zigzag
- ✓ I will **not** park on pavements or in front of driveways or dropped kerbs
- ✓ I will **not** park on corners

In addition I will:

- ✓ Walk or cycle to/from school whenever I can, even for part of the way
- ✓ Use the school park & stride area if there is one
- ✓ Make sure everyone in the car always wears a seat belt and children are in appropriate car seats
- ✓ Never let my children out of the car directly onto the road

Ealing's safer parking promise

Please return to the school office or class teacher

Signed
Parent/carer of
Class



CCTV Enforcement

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

During 2016/17, the CCTV team's operational focus remained on ensuring that the available resources were used in the most efficient way possible to maximise traffic flow and increase road safety.

The Council has continued to invest in state of the art CCTV technology which has ensured that efficiency and compliance levels have been maximised. The service now operates 41 automated LaneWatch cameras, 10 of which have been introduced in the last year and is looking to introduce a further 10 cameras in the coming year.

The service also operates 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.

In addition new moveable cameras are being introduced for the enforcement of school keep clear lines. These new cameras work in the same way as other manned cameras on the council's fixed CCTV network except that they use the 3G/4G cellular network to transmit the images back to the control room.

The introduction of new cameras and technology has seen efficiencies in the processing of contraventions, in the volume of contraventions observed and in the deployment of resources. The unattended cameras record all vehicles committing contraventions and log them ready for an officer to review and approve before issuing a Penalty Charge Notice (PCN). This requires considerably less staff to operate and the saved resources can be utilised in on-street operations.

The ANPR CCTV vehicles can check compliance far more efficiently than officers on foot when checking resident bays in Controlled Parking Zones (CPZs) resulting in on-street CEOs being deployed in areas of high non-compliance and where a visible presence is required.

The moveable cameras used for school keep clear enforcement can be redeployed as required between different locations which allows the service to enforce a greater number of schools with fewer camera resources resulting in greater efficiency, higher compliance, savings and most importantly improved safety.

The numbers of PCNs issued are listed in the table below.

Figure 4: CCTV Breakdown

	2016/17	2015/16	2014/15
CCTV - Parking	3,945	9,594	31,643
CCTV - Traffic	66,166	47,095	25,894
CCTV - Bus lanes	25,895	27,707	22,872
	96,006	84,396	80,409

Statistical reporting

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

	2016/17	2015/16	2014/15
Number of higher level Penalty Charge Notices (including bus lane and moving traffic contraventions)	145,765	145,069	133,059
Number of lower level Penalty Charge Notices	18,328	25,741	29,722
Total number of Penalty Charge Notices issued	164,093	170,810	162,781
Number of CCTV Penalty Charge Notices issued	96,006	84,396	80,409
Number of Penalty Charge Notices paid ^(c)	129,992	132,439	129,410
Number of Penalty Charge Notices paid at discount	115,171	117,672	114,090
Number of Penalty Charge Notices against which an informal challenge was made	14,884	18,083	15,531
Number of Penalty Charge Notices against which a formal representation was made	17,318	16,890	16,371
Number of Penalty Charge Notices cancelled	5,279	5,797	4,822
Number of vehicles removed	0	0	82

^c 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		2016/17	2015/16	2014/15
Total PCNs Issued		164,093	170,810	162,781
	CEO	68,087	86,414	82,372
	CCTV - Total	96,006	84,396	80,409
	CCTV - Bus Lane	25,895	27,707	22,872
	CCTV - Parking	3,945	9,594	31,643
	CCTV - Moving	66,166	47,095	25,894
Paid	Total Paid	129,992	132,439	129,410
	...at Discount	115,171	117,672	114,090
	...at Full Rate	9,202	10,170	10,103
	...at Surcharge	5,619	4,597	5,217
Challenges / Representations	Total PCN's challenged	39,441	42,578	31,902
	Informal Representation	14,884	18,083	15,531
	Formal Representation	24,557	24,495	16,371
	PCNs cancelled as a result of representation or informal challenge	5,279	5,797	4,822
Number of Penalty Charge Notices written off for other reasons		628	568	595
Number of vehicles removed		-	-	82

Challenges, Representations & Appeals

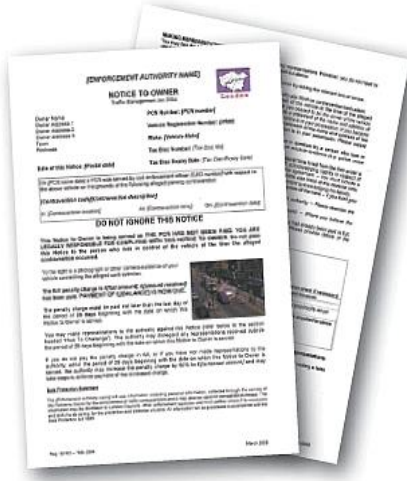


Figure 7: 16/17 Correspondence Type Pie Chart

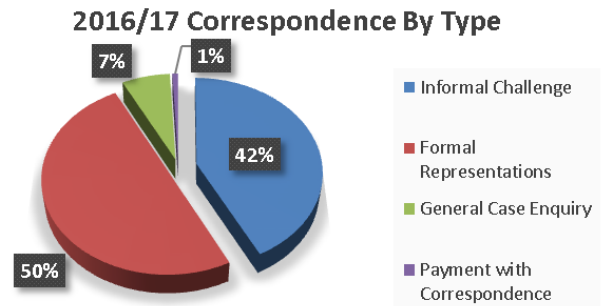


Figure 8: 15/16 Correspondence Type Pie Chart

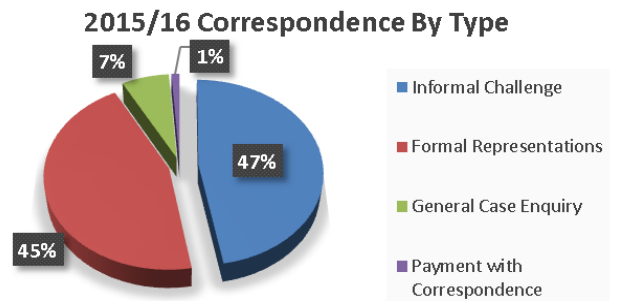
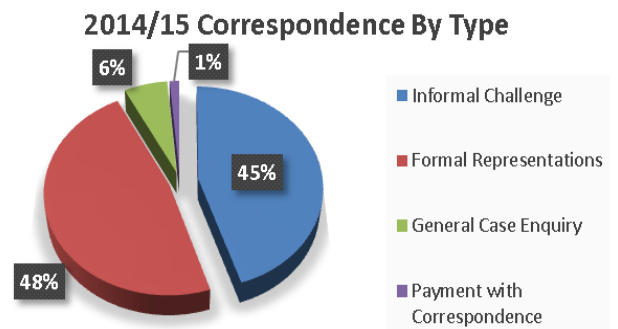


Figure 9: 14/15 Correspondence Type Pie Chart



The service receives approximately 52,000 pieces of Penalty Charge Notice (PCN) related correspondence from the public each year and in 2016/17 of the 164,093 PCNs issued 39,441 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 5,279 PCNs were cancelled. This equates to 3% of total PCNs issued. Of those cancelled, 265 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 830 appeals processed during 2016/17, fewer than in 2015/16 (1,263). The percentage of cases allowed, where the adjudicator orders the Council to cancel the PCN or transfer liability to a different party stands at 50% 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 239 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 10: PATAS' Appeals 'Allowed', 'Refused' and 'Withdrawn' breakdown

	2016/17	2015/16	2014/15
PATAS Appeals Processed*	830	1,263	1,571
Appeals allowed	415	443	273
...Of which not contested	229	220	199
Appeals refused	382	577	1,090
...Of which withdrawn	7	23	9

* 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 11: Resident permit application stream pie chart

2016/17 Resident Permit Application

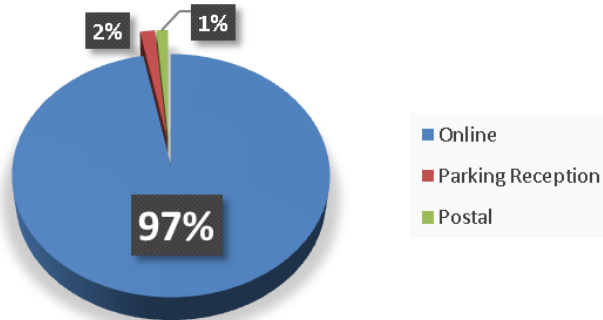


Figure 12: Resident voucher application stream pie chart

2016/17 Resident Voucher Application

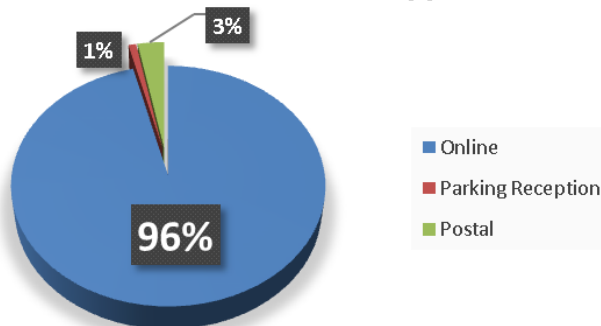
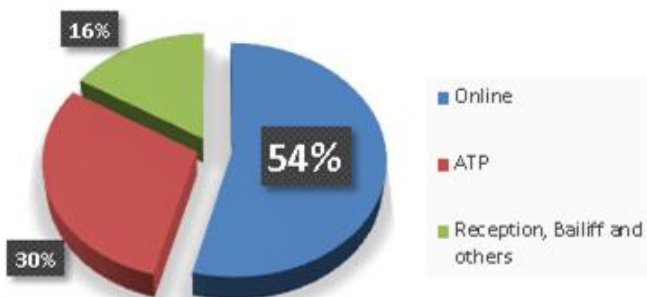


Figure 13: PCN Payment Method pie chart

2016/17 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 2016/17, 97% of all resident permit applications and 96% of all resident visitor voucher applications were made online. Compared to this, 2% of all resident permit applications and 1% of all resident visitor voucher applications were made at the Parking Reception whilst 1% of all resident permit applications and 3% 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 2016/17, 54% of PCN payments received by the Council were made online. Compared to this, 30% 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 16 public off street car parks stretching across the borough and servicing a wide range of customers including shoppers and commuters. We also a free of charge car park use by residents in Verona Terrace, and oversee the running of two leisure centre car parks.

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.

In 2016/17 we froze all pay and display tariffs. 68% of our tariffs were not raised the previous year either. Ealing Council is doing everything it can to support encourage visitors to Ealing.

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

- Arden Road
- Featherstone Terrace
- George Street
- Greenford Broadway
- Herbert Road Multi Storey Car Park
- 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:

www.ealing.gov.uk/carparks

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 15 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.

The Council has continued to seek ways to better utilise it's car parks – particularly those where there is a low level of parking demand. By offering some reserved spaces to organisations directly (either in our quieter car parks or at times when the car park is not well used) we have generated an income that has allowed us to offer a price freeze to pay and display visitors and car park permit holders. We hope to continue to make more intelligent use of our parking spaces in 2017/18.

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 2013 to March 2017.

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 14: Complaints and Members Enquires

	2016/17			2015/16			2014/15		
	Complaints	Members enquiries	Late	Complaints	Members enquiries	Late	Complaints	Members enquiries	Late
April	17	8	0	3	6	1	43	12	1
May	12	2	0	3	2	0	23	6	19
June	12	1	3	4	6	1	25	7	5
July	16	2	4	26	7	3	28	8	5
August	13	1	1	17	1	2	18	5	4
September	8	0	4	31	3	1	14	3	3
October	11	1	1	30	2	4	21	3	2
November	3	0	0	20	0	4	9	4	0
December	0	0	0	9	0	1	5	6	0
January	7	1	0	18	4	4	13	1	2
February	6	1	1	18	4	4	25	9	1
March	3	1	0	23	4	3	6	7	0
TOTAL	108	18	14	202	39	28	230	71	42

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 15: Monthly FOI count breakdown by on-time and late responses

	2016/17		2015/16		2014/15	
	FOI	Late	FOI	Late	FOI	Late
April	7	0	7	3	8	0
May	11	0	4	1	10	5
June	8	0	6	1	6	3
July	6	0	6	1	12	4
August	4	0	9	4	6	2
September	7	4	20	2	8	2
October	10	0	15	2	7	0
November	12	2	14	1	6	0
December	5	0	11	5	4	0
January	15	5	11	2	12	4
February	6	1	8	2	9	2
March	8	3	7	2	4	2
TOTAL	99	15	118	24	118	3

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 16: Income Source breakdown by on and off street incomes

Parking Annual Report 2016/17 - Financial Information									
£000's	2016/17			2015/16			2014/15		
	On-Street	Off-Street	Total	On-Street	Off-Street	Total	On-Street	Off-Street	Total
Penalty Charge Notice Income	£8,858		£8,858	£9,709		£9,709	£8,558		£8,558
On-street permits and vouchers	£3,190		£3,190	£3,483		£3,483	£3,340		£3,340
Off-street permits and vouchers		£407	£407		£328	£328		£374	£374
On-street pay and display	£2,004		£2,004	£1,967		£1,967	£1,645		£1,645
Off-street pay and display		£1,637	£1,637		£1,600	£1,600		£1,613	£1,613
Other income (inc suspensions)	£1,072		£1,072	£859		£859	£535	£12	£547
TOTAL INCOME (A)	£15,124	£2,044	£17,168	£16,018	£1,928	£17,946	£14,078	£1,999	£16,077

Figure 17: Direct Costs breakdown by on and off street costs

£000's	2016/17			2015/16			2014/15		
	On-Street	Off-Street	Total	On-Street	Off-Street	Total	On-Street	Off-Street	Total
Council Staffing Costs	£1,040	£0	£1,040	£1,201	£32	£1,233	£1,308	£72	£1,380
Civil Enforcement Officers (CEO) Contract Costs	£2,809		£2,809	£3,078		£3,078	£2,863		£2,863
ATP Contractual Payments (ATP & Online)	£108		£108	£176		£176	£166		£166
Other Contractual Services (Telephony, Processing, IT)	£740		£740	£461		£461	£441		£441
Premises Costs	£145	£472	£617		£292	£292	£75	£438	£513
Transport Costs	£10		£10		£2	£2	£17		£17
Registration of debt fees *									
Traffic Enforcement Centre (TEC) fees	£303		£303	£470		£470	£348		£348
Equipment Purchase			£0	£437		£437	£61		£61
Other Supplies (Postage, Printing, Storage, etc)	£765	£112	£877	£904	£53	£957	£429	£38	£467
TOTAL EXPENDITURE (B)	£5,920	£584	£6,504	£6,727	£379	£7,106	£5,708	£548	£6,256

* 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 18: Funding Expenditure breakdown

£000's	2016/17	2015/16	2014/15
Schemes funded by civil enforcement related income	On-Street	On-Street	On-Street
Concessionary Fares (Freedom Pass)	£8,383	£8,003	£8,366
School Crossing Patrol Services	£27	£35	£72
Parking Places Reserves Account	£1,464	£1,492	£382
Off-street trading account	£790	£1,310	£1,001
TOTAL EXPENDITURE (A-B)	£10,664	£10,840	£9,821

In 2016/17, £17,168,000 was raised from on and off street parking income. The expenditure items directly associated with running a parking service totalled £6,504,000. The remaining income is classed as 'surplus' and totals £10,664,000. A contribution of £8,383,000 was made towards the council's cost of concessionary fares in 2016/17 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. Income was also used for court and tribunal services related to PCNs.

Appendix 1 – Off Street Car Parks

CHARGES OFF-STREET CAR PARKS – 2016/17

Car Park Ref	Name	Spaces	Charges	Days & Hours of Charging	Open 24 HRS	Season Ticket
WE01	Arden Road - 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
WE02	Dean Gardens - Surface West Ealing W13 9DA RingGo 9993	46 x Regular Bays 4 x Disabled Bays 3 X Electric Charging Bays	£1.50 for 1st hour, then £1.10 per hour, £10 all day	8.00–18.00 Mon-Sun	YES	
STH01	Featherstone Terrace -Surface Southall UB2 5AL RingGo 9992	133 x Regular Bays 7 x Disabled Bays 3 X Electric Charging Bays	£1.20 per hour, £4 all day	08.00–18.00 Mon-Sun	YES	£250.00
H01	George Street – 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
G01	Greenford Broadway – 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	Herbert Road 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	Norwood Road 1: 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	Norwood Road 2: 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	Perivale Station - 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	Perceval House - Surface Longfield Avenue Ealing W5 2UQ RingGo 9984	85 x Regular Bays 6 x Disabled Bays	£2 all day	Staff Permit Holders Mon-Fri Public Car Park after 6pm weekdays (free) All day Sat & Sun 08:00 – 18:00 (Charge)	YES	

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Car Park Ref	Name	Spaces	Charges	Days & Hours of Charging	Open 24 HRS	Season Ticket
A02	Salisbury Street – 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	Singapore Road - 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	South Ealing Road – 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	Springbridge Road - 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	Witham Road – 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	

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(see Figure 3: Permits and vouchers by Category)

The prices above reflect the charges on 1st April 2016

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Appendix 2 – Permit Prices

Figure 19 - Permit Prices

Permit Type	2016/17			2015/16			2014/15		
	12 Months	6 Months	3 Months	12 Months	6 Months	3 Months	12 Months	6 Months	3 Months
Allotment Permit	£30.00 (d)			£30.00			£30.00		
Business Permit	£800.00			£800.00			£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			£800.00			£600.00		
Carers Permit	£45.00			£45.00			£45.00		
Disabled Bay Permit	£30.00			£30.00			£30.00		
Doctors Permit	£800.00			£800.00			£600.00		
Essential Users Permit	£350.00			£350.00			£350.00		
Premier Permit	£1,500.00			£1,500.00			£1,500.00		
Religious Establishment Permit	£100.00 (c)			£100.00 (c)			£30.00		
Veterinary Permit	£800.00			£800.00			£600.00		
Residents Permit (Reduced Hours CPZ)	£53.00			£52.50 (a)			£50.00		
Residents Permit (All Day CPZ)	£83.00			82.5 (b)			£80.00		
	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) Cost is reduced to £1500 if the maximum of 20 permits are purchased.

(d) Available for renewal only

Figure 20 - Resident Permit's Tier Pricing

No of vehicles at same address	(a) Part day zones	(b) All day zones
1	£83.00	£53.00
2	£113.00	£83.00
3	£143.00	£113.00
4 or more	£173.00	£143.00

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 (2016/17)

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					12120	12120
2	Parked or loading / unloading in a restricted street where waiting and loading / unloading restrictions are in force					1137	1137
5	Parked after the expiry of paid for time					1419	1419
6	Parked without clearly displaying a valid pay & display ticket or voucher					4877	4877
11	Parked without payment of the parking charge					1448	1448
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					20754	20754
16	Parked in a permit space or zone without clearly displaying a valid permit					118	118
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					2624	2624
21	Parked wholly or partly in a suspended bay or space					18	18
22	Re-parked in the same parking place or zone within one hour after leaving					1067	1067
23	Parked in a parking place or area not designated for that class of vehicle					44	44
24	Not parked correctly within the markings of the bay or space					436	436
25	Parked in a loading place or bay during restricted hours without loading					800	800
26	Parked in a special enforcement area more than 50 cm from the edge of the carriageway and not within a designated parking place					2709	2709
27	Parked in a special enforcement area adjacent to a footway, cycle track or verge lowered to meet the level of the carriageway					159	159
28	Parked in a special enforcement area on part of the carriageway raised to meet the level of a footway, cycle track or verge					3503	3503
30	Parked for longer than permitted					3	3
31	Entering and stopping in a box junction when prohibited					3550	3550
32	Failing to drive in the direction shown by the arrow on a blue sign			6963			6963
33	Using a route restricted to certain vehicles			731			
34	Being in a bus lane	25895					25895
38	Failing to comply with a sign indicating that vehicular traffic must pass to the specified side of the sign			972			972
40	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner					1053	1053
45	Stopped on a taxi rank					1	1
47	Stopped on a restricted bus stop or stand					23	23
48	Stopped in a restricted area outside a school, a hospital or a fire, police or ambulance station when prohibited		3625			212	3837
49	Parked wholly or partly on a cycle track or lane		320			123	443
50	Performing a prohibited turn			38643			38643
51	Failing to comply with a no entry sign			6200			6200
52	Failing to comply with a prohibition on certain types of vehicle			12657			12657
55	A commercial vehicle parked in a restricted street in contravention of the Overnight Waiting Ban					15	15
56	Parked in contravention of a commercial vehicle waiting restriction					1	
61	A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways					101	101
62	Parked with one or more wheels on or over a footpath or any part of a road other than a carriageway					5385	5385
70	Parked in a loading place or bay during restricted hours without loading				2		2
71	Parked in an electric vehicles' charging place during restricted hours without charging				77		77
73	Parked without payment of the parking charge				148		148
80	Parked for longer than permitted				17		17
81	Parked in a restricted area in a car park				51		51
82	Parked after the expiry of paid for time				756		756
83	Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock				2389		2389
85	Parked without clearly displaying a valid permit where required				277		277
86	Not parked correctly within the markings of a bay or space				256		256
87	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner				175		175
91	Parked in a car park or area not designated for that class of vehicle				9		9
99	Stopped on a pedestrian crossing or crossing area marked by zigzags					230	230
Totals		25895	3945	66166	4157	63930	164093

Council accounting year - 28th March 2016 to 2nd April 2017 inclusive

Appendix 4 – PCNs issued by contravention code (2015/16)

Figure 21: 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
Grand Total		27707	9594	47095	6795	79619	170810

(Standard PCN Codes v6.7)

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Appendix 5 – PCNs issued by contravention code (2014/15)

Figure 22: 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
Grand Total		22872	31643	25894	8150	74222	162781

(Standard PCN Codes v6.7)

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Appendix 6 – PCNs issued by contravention code (2013/14)

Figure 232: 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
Grand Total		24122	31730	19437	8221	67409	150919