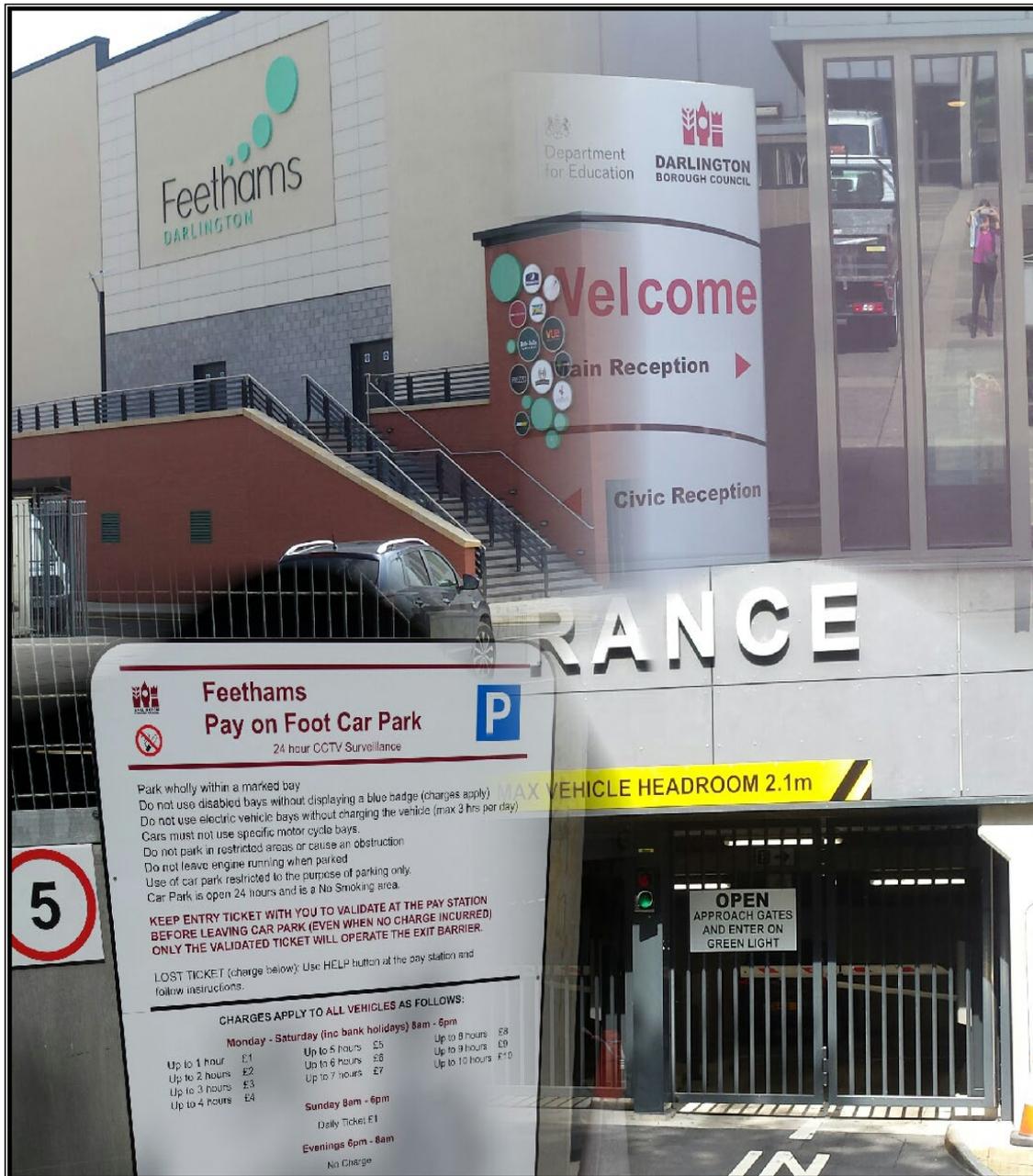




DARLINGTON
Borough Council

Civil Parking Enforcement Annual Report

April 2022 to March 2023



Introduction

1. Welcome to Darlington Borough Council's annual report on Civil Parking Enforcement (CPE) for the year 01st April 2022 to 31st March 2023.
2. The Council understands that different groups and individuals have different parking needs and expectations, and that parking facilities must be best managed to meet those needs. Civil Parking Enforcement is a key part of the Council's approach to managing parking facilities. This report provides information about how Darlington Borough Council delivers Civil Parking Enforcement within the borough. It sets out the policy context, resources, activities and performance for April 2022 to March 2023 including finance (income and expenditure).

Civil Parking Enforcement in Darlington

3. The Council has been operating decriminalised parking enforcement (CPE) since 31st December 2010. Our objectives for CPE are compatible with our Local Transport Plan as follows:-
 - To reduce congestion and ensure expeditious movement of all road traffic
 - To improve air quality and the local environment
 - To maximise safety and reduce accidents
 - To support economic regeneration
 - To comply with the council's Parking Management Strategy
4. CPE is a key component of effective traffic management and improving traffic flow. The integration of enforcement and parking policy provides more effective parking management, and parking provision is made more responsive to the public's needs.
5. CPE activity not only ensures the proper use of parking facilities but also addresses poor, dangerous, and obstructive parking which can pose a danger to pedestrians by blocking pavements and forcing them onto the roads, reducing visibility for other motorists and impeding traffic flow. Through CPE all residents, visitors, schools and businesses benefit from well-managed parking facilities and the control of inconsiderate and dangerous on-street parking.
6. When penalties are issued differential penalty charge levels (set nationally) are applied. A higher level of £70.00 (reduced to £35.00 if paid within 14 days) is levied for more serious parking contraventions such as no waiting/loading areas, bus stop clearways etc. A lower level of £50.00 (reduced to £25.00 if paid within 14 days) is levied for lesser contraventions such as parked after ticket expired, not displaying a valid ticket etc.
7. Some of the income from PCNs is used to finance the enforcement and adjudication systems. Any on-street surpluses (including ticket sales) are used only for the purposes set out in Section 55 (as amended) of the Road Traffic Regulations Act 1984. The Council is required to keep separate accounts of parking income from on-street and off street parking bays.

Any surplus from off street ticket sales can be used for investment in the Council's transport and environmental policies and to promote Local Transport Plan objectives.

Parking Initiatives, projects and Improvements

8. The following initiatives, projects and improvements have either been started/completed or have been ongoing from the previous year:
 - 2hr free parking grant funded by Tees Valley Combined Authority (TVCA) in short stay car parks and inner ring road on street locations ended Jan 23.
 - 2hr free parking funded by Darlington Borough Council from Jan 23
 - Duke Street redevelopment (cycle/walking routes)

Delivery Of Civil Parking Enforcement

9. The team responsible for Civil Parking Enforcement are responsible for enforcing a wide range of duties which includes but not limited to: fly tipping, littering, dog fouling, and anti-social behavior..
10. Our Civic Enforcement Officers (CEO's) work within a stringent set of guidelines governed by the Traffic Management Act 2004 and have attained the WAMITAB Level 2 award for Parking Enforcement . CEOs will at the time of issuing a Penalty Charge Notice (PCN) make notes and take photographic evidence to substantiate the reason for the issue. Photographic evidence is available to both the motorist and the Council to help to determine challenges to penalties. CEOs can also wear body cameras on their person to record live footage. These cameras contribute to the CEOs health and safety wellbeing when on patrol, the footage may also be viewed by the appeal processing team in respect of representations against PCNs.
10. The CEOs will patrol and may issue penalty charge notices (PCNs). They are also deliberately placed in a separate team to the appeal processing section whose role is to objectively assess all appeals in accordance with published procedures.
11. The Council do not set targets for PCN issue for the CEO's nor do they receive any financial gain based on the number of PCNs issued.
12. Members of both teams are trained in their roles and operate to a published framework which provides guidance so that each representation is considered on its own merits. These procedures are published on the Council website and can be viewed at

<https://www.darlington.gov.uk/transport-and-streets/car-parking/procedures-reports-and-documents/>

Locations and Spaces

13. During the year the council operated and regulated 19 pay and display off-street car parks, car park spaces and locations can be viewed at

<http://www.darlington.gov.uk/Transport/carparking/carparking.htm>

14. There are 310 on-street pay and display spaces which are restricted to a maximum stay of 2 hours with no return within an hour (with the exception of Grange Road & Northumberland Street which are 3 hours no return within an hour). These time limits are in place to create turnover to assist businesses located in and around the area. On-street pay and display locations are listed in **Appendix 1**
15. The Council provides five permit holder contract car parks.
- Beaumont Street West located on Beaumont Street
 - Four Riggs located off Bondgate
 - Silver Place car park located at Central Park
 - Feethams Multi Storey located on Beaumont Street
 - Morton Palms located off Alderman Best Way

Beaumont Street West and Four Riggs are dedicated to local businesses to serve operational parking needs. Silver Place & Morton Palms are rented solely to specific businesses. Feethams Multi Storey is a public car park with limited contract parking provided to the Treasury.

16. For all contract parking enquires contact Carolyn Pistellato, Parking Processing and Appeals Co-Ordinator 01325 405977 or email **carparks@darlington.gov.uk**

Crime

17. **Appendix 2** shows the recorded levels of car crime within Darlington car parks for 2015 to 2022. Figures remain exceptionally low, the number of vehicles parked between April 22 to March 23 within our car parks was 1.4million.
18. All council car parks with the exception of East Street Multi Storey have been accredited with two national parking standards 1) National Safer Parking Scheme “Park Mark” 2) Disabled Parking Accreditation as they have met the specific criteria required to achieve the status which includes:

CCTV, lightening, levels, cleanliness, signage, provision of spaces, accessibility, and clear enforcement of disabled bays.

Disabled Parking

19. The Council provides designated disabled spaces within 90% our car parks. Pay and display charges for disabled badge holders in council car parks were introduced January 2018. Badge holders can transfer pay and display tickets between all car parks.

There are 62 FREE disabled on street parking spaces within the town centre. Badge holders can also park for FREE and without time limit within on street pay and display bays.

Residents Parking

20. There are 16 Resident Permit Zones within the Borough of Darlington. Parking is restricted to permit holders 8am to 6pm Monday to Sunday. Out of the 16 zones, 12 require payment for a permit and 4 are designated as free. The free zones are within areas that experienced increased parking congestion after the construction of Darlington College and Darlington football stadium. Permit charges are as follows: 12 Months £40, 6 Months £24 and 3 month (temporary permit) £12.
21. Tradespeople permits were introduced in July 2014, prices are as follows: are 12 months £150, 6 Months £90 and £50 13 week permit (for long term works on a single property). The permit enables tradespeople to park in restricted parking areas when carrying out work i.e. resident permit bays/yellow lines. The permit does not allow parking in taxi ranks, bus stops no waiting/ loading bans and car parks. In 2022/2023 we have issued **63** permits.
22. Tradespeople can also purchase 24hr parking waivers if they need to park in a restricted area, the charge is £5 per 24hrs (contact number 01325 405222)

Performance

23. Between 1st April 2022 to 31st March 2023 the Civic Enforcement Officers issued **5460 Penalty Charge notices.**
24. **Appendix 3** shows the number of penalty charge notices issued and appeals received between 1st April 2022 and 31st March 2023. This has been broken down into appeals which were allowed (cancelled, no payment) rejected (payment required) cases at TPT (Traffic Penalty Tribunal, drivers have the option to have their appeal heard by an independent adjudicator) and penalty notices referred to a bailiff. The previous year's information is also provided as a comparison.
25. **Appendix 4** shows the income received from penalty charge notices between 1st April 2022 and 31st March 2023 which has increased 8.8% from the previous year.
26. The Traffic Management Act 2004 (part 6) requires that all income from Civil Parking Enforcement (CPE) (including Resident Permit Zones) should not exceed the cost of running the service. **Appendix 5** shows the breakdown of the Council's total expenditure on Civil Parking. **Appendix 6** shows income received. In both appendices data is provided for the current and previous financial years.
27. The 2hrs free parking offer funded by Tees Valley Mayor Ben Houchan continued within the short stay car parks. Between April to March we issued just over 1 million free tickets

Improving the Service

28. We continue to learn from customer feedback, listening to local businesses and from the outcome of appeals from the Traffic Penalty Tribunal (TPT). Where the TPT has ruled against us we apply this learning to future cases e.g. where a TPT decision noted that our signage was confusing and inadequate this information was forwarded onto our transport policy team to investigate and resolve.

Between 22/23 five PCNS were registered with TPT of which two were ruled against the council. This equates to 0.09% of the total number of PCNs issued (5460).

Next Year: April 2023 to March 2024

29. The 2hr free parking offer funded by TVCA ended Jan 23 and is now funded directly by the council until 31st March 2023. Parking charges will revert back to previous tariffs unless the funding provision is extended.

All report enquires contact:

Carolyn Pistellato, Parking Processing Co-Ordinator

Email: carolyn.pistellato@darlington.gov.uk Tel: 01325 405977

Appendix 1 – Council On Street Spaces

On Street	Spaces	On Street	Spaces
Beaumont Street (2hrs free parking)	10	Raby Street (2hrs free parking)	2
Grange Road(2hrs free parking)	38	Primrose St (2hrs free parking)	5
East Raby Street(2hrs free parking)	13	Powlett St (2hrs free parking)	12
Northumberland St (2hrs free parking)	14	Larchfield St (2hrs free parking)	10
South Arden St (2hrs free parking)	4	West Powlett St (2hrs free parking)	2
Winston Street (2hrs free parking)	25	Gladstone St (2hrs free parking)	37
Barnard Street (2hrs free parking)	11	North Lodge Tce	6
Duke Street (2hrs free parking)	34	Victoria Embankment	9
Napier Street (2hrs free parking)	8	Victoria Road	7
Kendrew Street	7	Swan Street	5
Park Place	24	Market(2hrs free parking)	14
Hargreave Terrace	13	Total	310

Appendix 2 – Recorded Car Crime Levels

Car Park	2015	2016	2017	2018	2019	2020	2021	2022
Abbotts Yard	0	0	3	1	2	2	1	0
Archer Street	2	0	1	0	0	0	0	0
Barnard Street	0	0	1	0	0	1	0	0
Beaumont Street (Feethams MSCP from 2016)	1	3	7	2	8	1	3	6
Commercial Street	0	1	4	0		2	2	1
Crown Street	0	0	0	0	2	0	1	1
East Street	0	0	9	0	1	1	1	0
Garden Street	0	0	0	0	0	0	0	0
Kendrew/Gladstone Street	0	1	2	1	0	0	0	1
Market Place	1	2	0	0	3	1	0	1
Park Place	0	1	3	0	2	0	2	1
St Hildas	0	0	0	0	0	0	0	0
Town Hall	0	3	2	0	0	0	0	0
Total	4	11	32	4	18	8	10	11

Appendix 3 – Penalty Charge Notices Appeals, Tribunal and Bailiff

Motorists have upto 2 opportunities' to lodge a written appeal against a PCN. Each appeal received is recorded against the PCN.

Month	Apr 22	May 22	Jun 22	Jul 22	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Total 22/22
PCNs Issued	354	421	436	345	386	315	616	331	704	558	492	502	5460
Appeals Received	79	92	89	59	78	54	118	69	144	101	75	101	1059
Appeals Allowed	47	64	66	36	48	36	76	31	108	74	52	66	704 (66%)
Appeals Rejected	32	28	23	23	30	18	42	37	36	27	23	35	354 (34%)
Successful TPT Cases		1					1			1			(0.3%)
Unsuccessful TPT Cases	1											1	(0.1%)

Month	Apr 21	May 21	Jun 21	Jul 21	Aug 21	Sep 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22	Total 21/22
PCNs Issued	370	418	303	323	470	566	440	638	504	480	413	593	5518
Appeals Received	65	79	60	64	100	116	73	106	85	111	79	95	1033
Appeals Allowed	37	55	41	46	69	103	40	74	55	64	58	48	690 (67%)
Appeals Rejected	35	29	35	18	41	37	37	34	30	54	21	55	426 (41%)
Successful TPT Cases									1			1	2 (0.2%)
Unsuccessful TPT Cases										1			1 (0.09%)

Appendix 4 PCN Income Levels – 2022/23 and Previous Year Totals

Month	Income
Apr 22	£11,657
May 22	£12,807
Jun 22	£12,314
Jul 22	£10,236
Aug 22	£12,404
Sep 22	£9,029
Oct 22	£15,717
Nov 22	£12,215
Dec 22	£16,751
Jan 23	£17,542
Feb 23	£16,474
Mar 23	£18,431
Total	£165,486

Month	Income
Apr 21	£8,332
May 21	£9,441
Jun 21	£11,142
Jul 21	£9,237
Aug 21	£12,379
Sep 21	£13,386
Oct 21	£13,064
Nov 21	£15,638
Dec 21	£13,954
Jan 22	£16,210
Feb 22	£12,414
Mar 22	£17,185
Total	£152,112

Appendix 5 Expenditure – 2022/23 and Previous Year Totals

Description	2022/2023	2021/2022
Car Parks Repairs/Maintenance, Highway Maintenance, Road Lighting Maintenance, Traffic Management, Bridge Maintenance	£6,676,409 (A)	£5,604,162
Salaries & other officer costs - Parking Enforcement, Parking Processing & Transport Policy (including overhead costs)	£197,696	£192,287
Legal Fees – Publications (including Traffic Regulation Orders)	£22346	£42,636
Civil Parking Enforcement – prudential borrowing	£39,402	£39,859
Feethams Multi Storey Car Park Running Costs, Building, Rates, Principal Repayments	£687,233	£661,567
Other Supplies & Services e.g. telephone costs/printing/clothing machine collections / machine maintenance/equipment/stationary subscriptions/advertising & business car park operational costs & principal repayments	£387,933 (B)	£107,158
Appeal Processing Costs (DVLA, PATROL & HMCTS)	15,350	£10,321
ICT Hardware, Software & Training, Maintenance, Equipment	£46,149	£40,629
Support Services from other departments	£66,757	£80,180
Building Costs & Security	£9,658	£14,936
Other (Provision for Bad Debt/Capital Charges, depreciation court costs recovered)	£361,682	369,064
Total	£8,510,615	£7,162,799

(A) Increase in highway spend

(B) £287,000 set aside to upgrade on street parking machine stock

Appendix 6 Income – 2022/23 and Previous Year Totals

Description	2022/2023	2021/2022
Penalty Notice Payments	£165,486	£152,112
Resident Permit Payments	£60,688	£59,356
Income from Off street car parks	£2,435,646 (A)	£2,275,494
Income from On Street pay and display areas	£296,789 (A)	£293,505
Income from Contract Parking and Staff Permits	£149,693	£122,416
Daily/Weekly Parking Waivers for Tradesman	£4,985	£5,955
Parking Permits for Tradesman i.e. 12/6/3 months	£8,900	£7,700
PCN debt recovered by bailiff enforcement	£13,316	£12,734
Total	£3,135,502	£2,929,272

A) Figures include 2hr free parking funding provided by:

April 22 to Jan 23 (TVCA)

Jan 23 to March 23 (Darlington Borough Council)