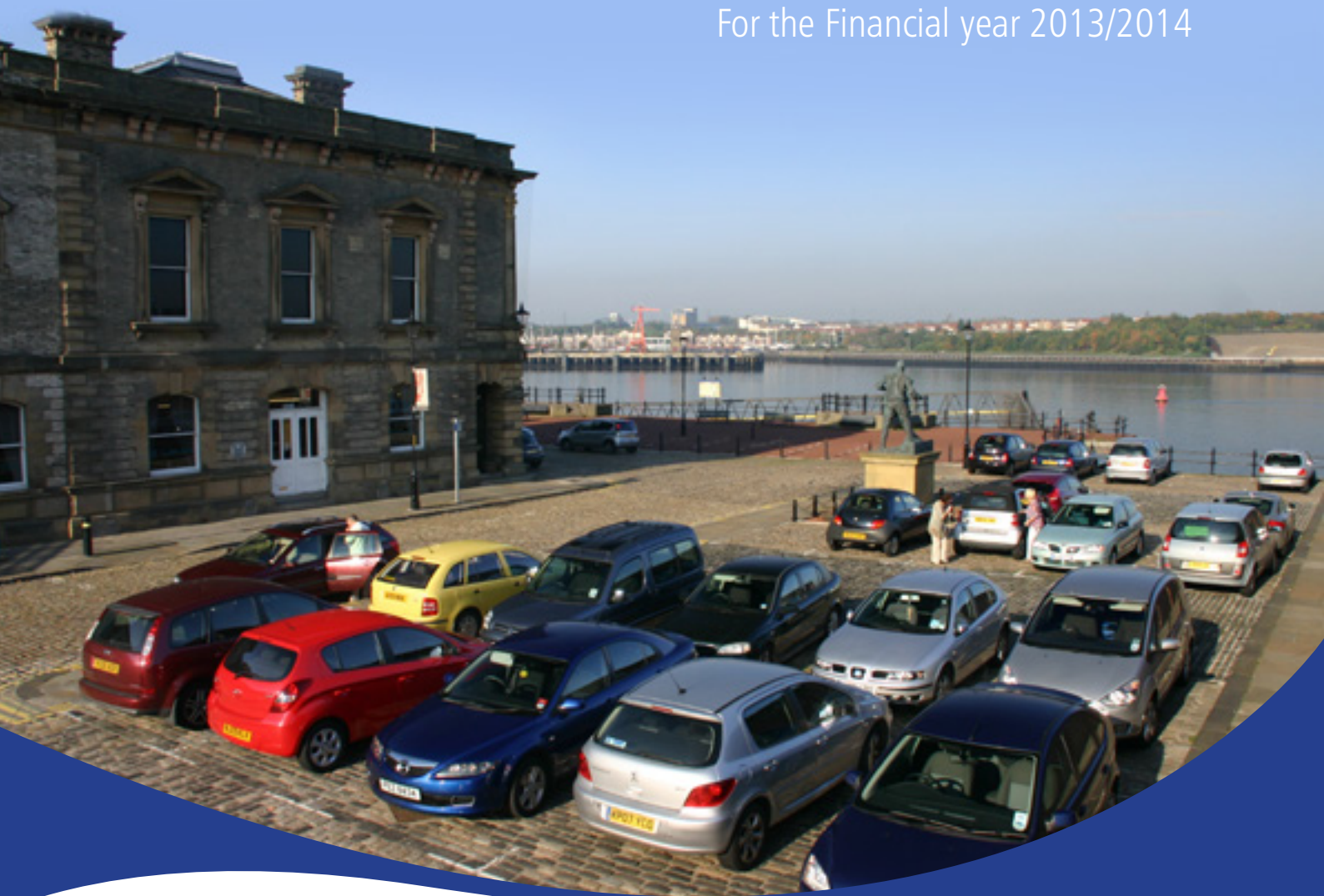
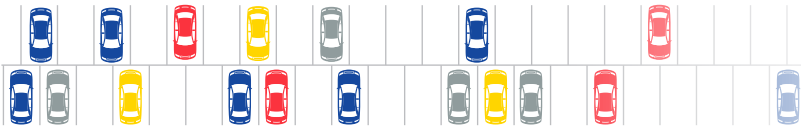


# Parking

Civil Parking Enforcement Annual Report  
For the Financial year 2013/2014



**South Tyneside Council**





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## Introduction

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

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

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

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

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

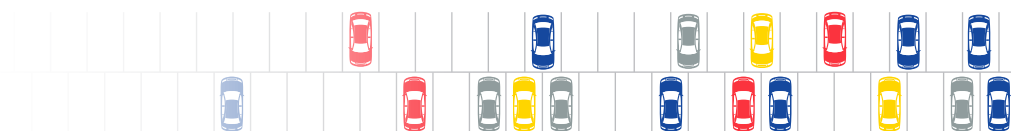


## Parking Enforcement Charter

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

**[http://www.southtyneside.info/search/document\\_view.asp?mode=8&pk\\_document=17715](http://www.southtyneside.info/search/document_view.asp?mode=8&pk_document=17715)**

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



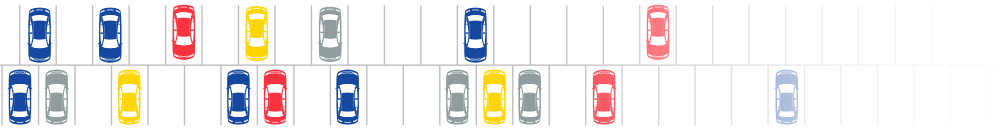
## Car Parking Facilities (2013/14)

### Off Street Car Parks

The Council has 20 chargeable off street car parks located in South Shields town centre and along the Foreshore area which operate a pay and display system and 21 free off street car parks located in other areas as shown in the tables below:

Car Park	No of Spaces	Tariff	Income 2013/2014
Charlotte Street	80	1p per min, £2.00 all day	£48,989
North Street	115	1p per min, £3.00 all day	£108,905
Salem Street	34	1p per min, £3.00 all day	£29,020
Oyston Street	95	1p per min, £3.00 all day	£49,490
Garden Lane*	75	70p per hour	£90,110
Denmark Centre*	120	70p per hour	£29,906
Winchester Street (Sat/Sun only)	208	1p per min, £2.00 Sat £1 Sun	£585
Library (Sat/Sun only)	40	1p per min, £2.00 Sat £1 Sun	£970
Mile End Road (Temporary)	80	1p per min, £3.00 all day	£61,253
Harbour Drive North	220	1p per min, £3.00 all day	£14,099
Harbour Drive South	120	1p per min, £3.00 all day	£193
Pierhead	315	1p per min, £3.00 all day	£185,920
Pier Parade	60	1p per min, £3.00 all day	£48,078
South Promenade North	122	1p per min, £3.00 all day	£55,211
South Promenade South	150	1p per min, £3.00 all day	£40,554
The Dragon	220	1p per min, £3.00 all day	£27,485
Trow Quarry	305	1p per min, £3.00 all day	£18,361
Marsden Lea	170	1p per min, £3.00 all day	£6,127
Whitburn Bents	104	1p per min, £3.00 all day	£19,268
Additional Car Parking Income			£44,709.77
<b>Total</b>	<b>2633</b>	<b>Total</b>	<b>£879,233.77</b>

\* Privately owned, but managed by the Council



## Free Off Street Car Parks

HEBBURN	
Car Park Name	No of Spaces
Hebburn Civic Centre	152
Hebburn Shopping Centre	130
<b>Total</b>	<b>282</b>

SOUTH SHIELDS	
Car Park Name	No of Spaces
Claypath Lane (Sat/Sun only)	40
Dean Road	69
Beacon Street	30
Wawn Street	70
New George Street	140
Victoria Road	50
Mill Dam	177
St Hilda Street	40
<b>Total</b>	<b>616</b>

JARROW	
Car Park Name	No of Spaces
Chapel Road	19
Grange Road East	29
Gordon Street	15
Tyne Street	20
Hiberian Street	46
Napier Street	23
Slake Road (St. Paul's)	22
<b>Total</b>	<b>174</b>

WHITBURN	
Car Park Name	No of Spaces
Barnes Institute	15
<b>Total</b>	<b>15</b>

BOLDON	
Car Park Name	No of Spaces
Boker Lane	20
<b>Total</b>	<b>20</b>

<b>Total</b>	<b>1107</b>
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## Resident Permit Parking Schemes

Scheme No	Name of Scheme	No of Spaces
1	Westoe Village, South Shields	59
2	Grosvenor Road, Lavington Road, South Shields	45
3	Sunderland Road, South Shields	19
4	Grange Road West, Beverley Court and Selby Court, Jarrow	43
5	Beaufront Terrace, South Shields	9
6	St Hilda Street, South Shields	5
7	Beach Road, South Shields	60
8	Mowbray Road, South Shields	16
9	Berkley Street, Bolingbroke Street, Broughton Road, Romilly Street and Salisbury Street, South Shields	128
10	Broad Landing, Captains Wharf and Long Row, South Shields	37
11	Westhope Road, South Shields	6
12	Brisbane Avenue and Melbourne Gardens, South Shields	16
13	Caroline Street and Railway Street, Jarrow	38
14	Ashley Road and Talbot Road, South Shields	26
15	Bamford Walk, Bonsall Court, Hathersage Gardens, Haylands Square, Hollingside Way and Hucklow Gardens, South Shields	110
17	Prince Edward Road, South Shields	6
19	Grange Terrace, East Boldon	6
20	St Mary's Avenue, South Shields	24
	<b>Total</b>	<b>653</b>



## Chargeable On Street Car Parking

The Council has 248 chargeable on street parking bays located in South Shields which operate a pay and display system of parking as shown in the table below:

Car Park	No of Spaces	Tariff	Income 2013/2014
East Street	16	1p per min, £3.00 all day	£19,128.61
Charlotte Street	38	1p per min, £2.00 all day	Incl. Off street
Thomas Street	56	1p per min, £2.00 all day	£44,196.83
William Street	10	1p per min, £2.00 all day	Incl. Off street
Burrow Street	10	1p per min, £2.00 all day	Incl. Off street
Salem Street	9	1p per min, £3.00 all day	Incl. Off street
Sea Road North	17	1p per min, 80p per hour thereafter	£8,213.20
Sea Road South	18	1p per min, 80p per hour thereafter	£17,520.55
Beach Road East	73	1p per min, 80p per hour thereafter	£48,477.25
Beach Road West	51	1p per min, 80p per hour thereafter	£8,755.80
Additional Car Parking Income			£15,421.33
<b>Total</b>	<b>298</b>	<b>Total</b>	<b>£161,713.57</b>





## Safer Parking Awards

The Safer Parking Awards aims to raise security standards within car parks and effectively reduce car related crime.

To be awarded the Safer Parking status a stringent set of standards has to be met, including patrolling security, good levels of lighting and closed circuit television.

This Council has 21 of its car parks that have achieved the Safer Parking Award. These are: -

1. Trow Quarry, South Shields
2. Thomas Street, South Shields
3. St. Hilda Street, South Shields
4. South Promenade North, South Shields
5. Salem Street, South Shields
6. Pierhead, South Shields
7. Pier Parade, South Shields
8. North Street, South Shields
9. Harbour Drive North, South Shields
10. Mill Dam, South Shields
11. Charlotte Street South, South Shields
12. Charlotte Street North, South Shields
13. Harbour Drive South, South Shields
14. Winchester Street, South Shields
15. Oyston Street, South Shields
16. Garden Lane North, South Shields
17. Library, South Shields
18. Denmark Centre, South Shields
19. South Promenade South, South Shields
20. Whitburn Bents, Whitburn
21. New George Street, South Shields

## Enforcement

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

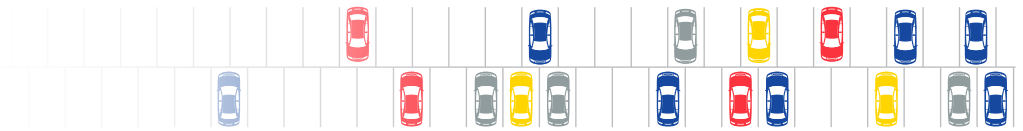
- 4 are deployed in South Shields area
- 1 in Hebburn / Jarrow,
- 1 in Boldon,
- 1 in Whitburn,

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

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

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





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

## Frequency of Patrols

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

## Staffing Levels

The Council’s Parking Team establishment consists of:

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

Parking Enforcement Team establishment consists of:

No of Staff	Job Title
9	Civil Enforcement Officers

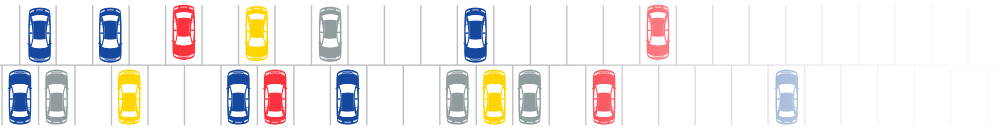


Each Civil Enforcement Officer (CEO) undergoes 10 days of training to achieve the required standard for Civil Enforcement Officers and then “shadows” a more experienced staff member until they are familiarised with their role and management is satisfied that an appropriate level of competency is established.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

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

## Types of Contraventions

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



## Most Common Contraventions

The most common contravention codes is 82 for being parked in a car park, parked after the expiry of paid for time. (Approximately 19% of PCN's issued). Other most repeated types of contravention are also shown below;

Contravention Code	Contravention Description	% of Overall PCN Issue
82	Parked after the expiry of paid for time.	19.17%
83	Parked in a car park without clearly displaying a valid pay and display ticket or voucher or parking clock	15.99%
12	Parked in a residents or shared use parking place or zone without clearly displaying either a permit or voucher or pay & display ticket issued for that place.	15.25%
02	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in place	8.76%
01	Parked or loading/unloading in a restricted street during prescribed hours	7.54%



# Operational and Financial Statistics

## Operating Costs

The car parking trading account for 2013/2014 is as follows:

Allocation	Car Parking	Parking Enforcement	Grand Total
Income	£	£	£
Income - Off Street	(879,233.77)	-	(879,233.77)
Income - On Street	(161,713.57)		(161,713.57)
Income - Penalty Notice		(163,551.07)	(163,551.07)
Income - Grants	(12,961.50)		(12,961.50)
<b>Total Income</b>	<b>(1,053,908.84)</b>	<b>(163,551.07)</b>	<b>(1,217,459.91)</b>

Expenditure	£	£	£
Employee Costs	191,396.77	52,055.68	243,452.45
Premises Costs	239,590.86		239,590.86
Supplies & Services	51,418.64		51,418.64
Third Party Payments	30,485.56	110,609.06	141,094.62
Profit Share Payment	46,874.05		46,874.05
Software		38,507.75	38,507.75
<b>Total Expenditure</b>	<b>559,765.88</b>	<b>201,172.49</b>	<b>760,938.37</b>

Net Cost/(Surplus)	(494,142.96)	37,621.42	(456,521.54)
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Include: Overhead Charges			231,109
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<b>Revised Surplus</b>			<b>(225,412.54)</b>
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\*Any surplus to be spent on Parking, Highways, Traffic/Road Safety related schemes/works.

\* The PCN income figure detailed in the above table (£163,551.07) includes payments received from PCN's issued 2013/14 and PCN recovery from previous financial years.



## Penalty Charge Notices

A Penalty Charge Notice may be issued for any vehicle parked in contravention of the parking and waiting restrictions. For 2013/2014 the values of a Penalty Charge Notice were either £70 or £50 depending on the severity of the contravention, discounted by 50% if paid within 14 days from the date of issue.

During the period 1st April 2013 to 31st March 2014 the Council issued 5,561 Penalty Charge Notices and from that number 1,383 notices were cancelled as a result of informal challenges and formal representations.

The Income generated from PCN's for the same period was £126,361.

## Observation Periods

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

## Mitigating Circumstances

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

## PCN's Issued per Area

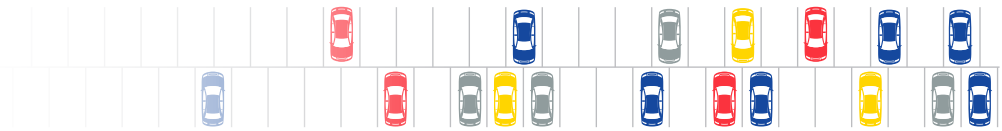
A breakdown of the PCN issue in each area is as follows;

Area	No Of PCN's Issued	% Of Total PCN's Issued
South Shields	4,670	83.98%
Jarrow	502	9.03%
Hebburn	204	3.67%
Boldon	45	0.81%
Whitburn	118	2.12%
Cleadon	22	0.39%

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

1. Pierhead Car Park, South Shields
2. South Promenade North Car Park, South Shields
3. Mile End Road, South Shields
4. Pier Parade Car Park, South Shields
5. North Street Car Park, South Shields
6. Prince Edward Road, South Shields
7. McAnany Avenue, South Shields
8. Beach Road, South Shields
9. Hollingside Way, South Shields
10. Station Road, Hebburn





## Payments of PCN'S

3,656 (65.74%) payments were received;

% Paid	Status
8.34%	paid at full rate
89.28%	paid at discounted rate
1.45%	paid at charge certificate stage
0.63%	paid at order of recovery (pre bailiff)
0.30%	paid at bailiffs stage

## Method of Payment

3,656 PCN's were paid using the following methods:

% Paid	Method Of Payment
81.73%	Debit/Credit Card Payment
6.46%	Cheque Payment
11.65%	Cash Payment
0.16%	Postal Order/Other Payment

## Correspondence

In 2013/14, 7,608 items of correspondence were dealt with.

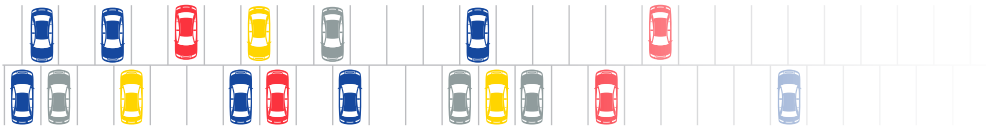
No Of Items Sent	Type Of Correspondence
1,590	Informal Representations
1,590	Responses to Informal Representations
1,058	Notice To Owners
221	Formal Representations
48	Notice of Rejections of Representations
173	Notice of Acceptance of Representations
9	Representations to TPT
708	Charge Certificates
20	Statutory Declarations
598	Warrants
1,593	Other Correspondence

## Appeals Process

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

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





# Cancellations

## Cancellations Due to Appeal

All appeals must be made in writing detailing their mitigating circumstances. Because the Council adopt a firm but fair approach, appeals are considered on their own merits and inevitably there are a number of cancellations for various reasons. Approximately 25% of PCN's were cancelled due to an appeal being received, 3.78% were written off and 5.51% are still outstanding. It is important that the decisions which are made are consistent, supported by firm evidence, not only to assist the notice processing staff to arrive at the correct decision but also to confirm to the Council's auditor that we are operating a fair, proportionate and consistent regime.

The most frequent reasons for cancellations are as follows:

Reason for Cancellation	No Cancelled of Total Tickets Issued	%
Valid Ticket Produced	298	5.36%
Blue Badge Holder	153	2.75%
Mitigating Circumstances	205	3.67%

## PCN's Written Off

Reason for Cancellation	Number of PCN's Written Off of Total Tickets Issued	%
Processing Error/ Spoilt	18	0.32%
Driver Untraceable	102	1.83%
Machine Fault	67	1.2%
Foreign Vehicle	0	0%

## Recovery of Debts

If the registered keeper fails to pay the outstanding charge it will ultimately be referred to the Traffic Enforcement Centre at Northampton County Court and the outstanding charge is registered as a debt to the Council and thereafter bailiffs may be employed to recover the debt. In 2013/14 598 warrants were issued from the 5,561 tickets issued. The current status of the 598 warrants issued is as follows;

%	Current State
42.64%	Pending
27.09%	Paid
30.27%	No Trace







# The Joint Report of the Parking Adjudicators for England and Wales 2013/2014 - Statistical Information

The report provides statistical information on every authority outside of London that had adopted decriminalised parking enforcement, now called civil parking enforcement with effect from the 31st March 2008. During the period April 2013 to March 2014 TPT dealt with 15,578 appeals.

## South Tyneside Council Appeals Statistics;

The following table shows figures taken from the Councils involved in Civil Parking Enforcement (April 2013 to March 2014).

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

Authority	Number of Cases	Allowed by Adjudicator	Total Allowed Including Not Contested by Council	Refused by Adjudicator Including Out of Time and Withdrawn by Appellant
All Councils	15578	3964 (25%)	8665 (56%)	6704 (43%)
South Tyneside	9	1 (11.11%)	2 (22.22%)	7 (77.78%)

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

Of the 5,561 Penalty Charge Notices issued for parking contraventions in On-street and Off-street locations in South Tyneside during April 2013 to March 2014, only 9 cases reached the point of formal appeal.

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

The Council chose not to contest 1 case, as further evidence was presented either to the Council or to the TPT that was not available at the time the appellant's representation, which could have been considered by the Council.

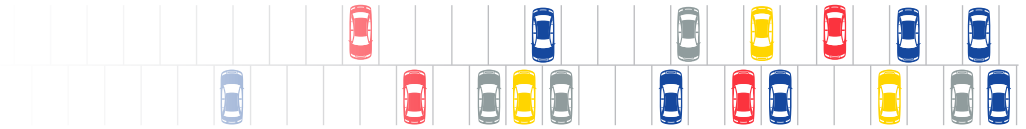
It was likely that the Council would have been cancelled the PCN at that stage.

The TPT allowed 1 of the appeals, with the adjudicator deciding in favour of the appellant.

The Parking Adjudicators for England and Wales recommends an Authority to publish in its Annual Report information relating to 10 specific statistics.

These are attached as annexe 1 to this report.



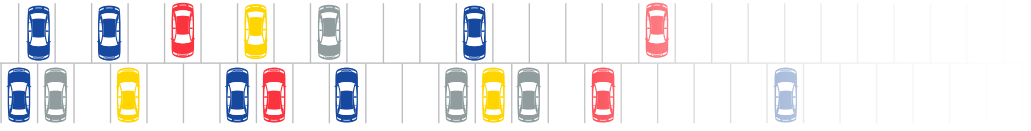


# Appendix 1

## Statistical Information for Year 2013-14

### Issued By CEO

Item	
Penalty Charge Notices issued	5,561
Paid at discounted sum	3,264
Notice to Owners issued	1,058
Formal Representations received	221
Representations accepted	173
Representations rejected	48
Number of Appeals lodged	9
Outcome of Appeals	
Not contested by Council	1 (11.11%)
Allowed by Adjudicator	1 (11.11%)
Total Allowed including not Contested	2 (22.22%)
Refused by Adjudicator including out of time and withdrawn by Appellant	7 (77.78%)
Charge Certificates issued	708
%age Charge Certificates Paid	1.45%
Cases to County Court	715



## Notes



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