

ANNUAL PARKING SERVICE REPORT

2019/20



**BOROUGH OF
BROXBOURNE**
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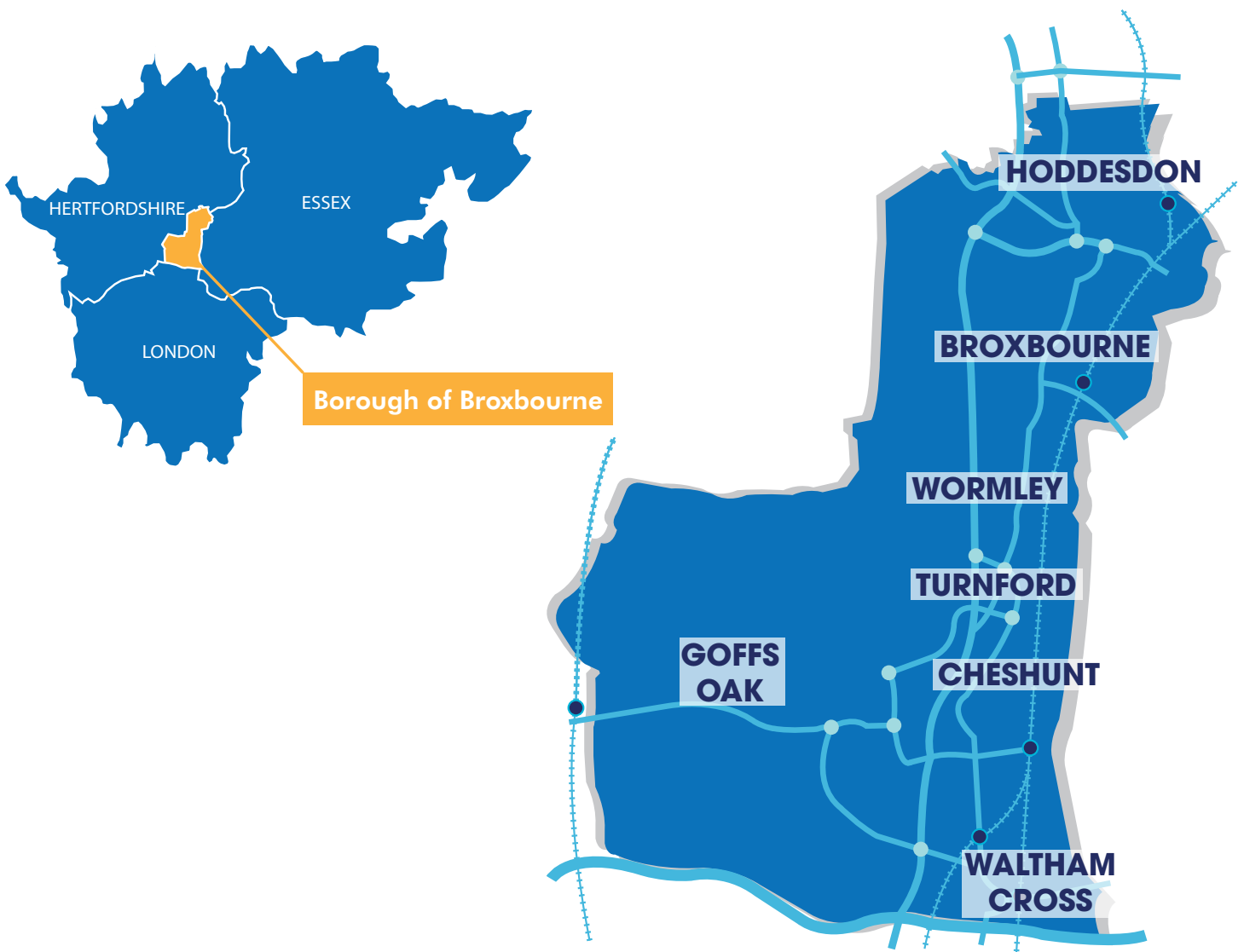
Introduction

The Borough of Broxbourne lies in south east Hertfordshire, adjoining London and the M25 to the south. It has an area of some 20 square miles and a population of around 96,500. Among a balanced wealth of residential and commercial properties, the Borough boasts large areas of wooden green belt countryside. There are good road and rail links into London and Stansted Airport, with many residents commuting to work on a daily basis.

The geography and demographics of the Borough present many challenges when it comes to setting a parking policy and attempting to balance the often competing requirements of different groups of stakeholders, including residents, businesses, commuters, visitors, schools and blue badge holders.

The three main town centres are Cheshunt, Hoddesdon and Waltham Cross, with many smaller local shopping parades throughout the Borough. Local businesses are supported with the provision of sufficient free or low-priced short-stay parking in the vicinity so as to achieve a good level of turnover of these spaces and encourage shoppers and visitors.

Overall, car ownership is above average, with more than 80% of households having one or more cars. This results in a high demand for on-street parking spaces in many residential areas. In common with the rest of the country, the proportion of older residents is projected to continue to increase over the coming years, as is the number of Blue Badge holders.



Parking Management Strategy

The Council's latest Parking Management Strategy was adopted in October 2018. It supports the Council's corporate objectives of:

Ambition Broxbourne: a thriving economy

- Promote inward investment and support local business growth
- Support thriving town centres and businesses
- Manage the Council's assets (car parks) efficiently and maximise returns and contribution to Council priorities

Beautiful Broxbourne: enhancing the quality of life

- Enhance the quality of life in local neighbourhoods (work with schools to reduce dangerous parking outside the school gates)
- Maintain a clean and tidy Broxbourne

Effective Broxbourne: an effective enabling Council

- Develop a workforce with skills to meet changing needs
- Assess the performance of the Council's services and take action to improve (manage) the Council's assets (car parks) efficiently and maximise returns and contributions to Council priorities

Strategic Parking Objectives and Policies

The Council defines its priorities, in terms of meeting parking demand, as follows:

- Seeking to minimise the impact of commuter parking on local residents
- Meeting the needs of local business and their workforce – promote business and leaseholder permits
- To keep traffic moving, streets clear so that they are accessible to all including emergency services and refuse collections. The Council expects to be able to effectively clean its streets without its vehicles restricting access to the kerb

A set of guiding principles about delivering these objectives are detailed in the parking strategy.

A copy of the Parking Management Strategy is available to view via the Council website.



Parking provision

Car parks:

The Council owns or operates 16 pay and display car parks across the Borough. These car parks provide a total of 1,423 parking spaces including 66 disabled bays.



The Council's car parking charges take on board the need for 'value for money' and are regularly benchmarked against the charges made in neighbouring boroughs. These charges are subject to an annual review.

A Pay by Phone payment scheme was introduced in January 2019. Pay by Phone offers a number of cash alternative payment options, including IVR (Interactive Voice Response), telephone app, text message or online.

The table below shows the car parks operated by the Council and the facilities within each car park.

Location	Ordinary spaces	Disabled Badge Holder's bays	Motorcycle bays	Leased/reserved	Total
Cheshunt					
Newnham Parade	82	2	2	10	96
Community Hospital	36	5	1	2	44
Windmill Lane	218	12	3	3	236
Wycliffe Close	43	2	3	2	50
Cheshunt Country Walk	16	2	0	0	18
Pindar	49	4	0	0	53
Borough Offices	42	4	0	5	51
Waltham Cross					
Eleanor Cross Road	88	5	3	3	99
High Street	145	10	2	14	171
Playing Fields	91	3	1	0	95
Hoddesdon					
Burford Street	56	3	1	10	70
Taverners Way North	40	3	2	0	45
Taverners Way South	18	2	2	18	40
Goffs Oak					
Valley View	25	3	1	19	48
Broxbourne					
Lido	276	4	2	0	282
Old Mill & Meadows	23	2	0	0	25

**The Council reviews its parking charges annually.
The charges for 2019/20 are detailed below:**

Charges in Newnham Parade, Cheshunt Community Hospital, Windmill Lane, Eleanor Cross Road, High Street, Playing Fields, Burford Street, Taverners Way North, Taverners Way South and Lido (Riverside) car parks are as follows:

Cost	Length of stay
£1	up to 1 hour
£1.70	up to 2 hours
£2.50	up to 3 hours
£3.50	up to 4 hours
£4.50	all day*

*Windmill Lane Car Park is restricted to a maximum stay of 6 hours

Charges in Wycliffe Close and Valley View car parks are as follows:

Cost	Length of stay
free	up to 1 hour
£1.70	up to 2 hours
£2.50	up to 3 hours
£3.50	up to 4 hours
£4.50	all day

Charges in Cheshunt Country Walk, Pindar and Old Mill and Meadows car parks are as follows:

Cost	Length of stay
£1.70	up to 2 hours
£2.50	up to 3 hours
£3.50	up to 4 hours
£4.50	all day

Charges in the Borough Offices Car Park are as follows:

Cost	Length of stay
free	up to 2 hours
£2.50	up to 3 hours
£3.50	up to 4 hours
£4.50	up to 5 hours
£5.50	up to 6 hours
£10	all day

To help encourage local workers not to park in the short-term parking bays in the town centres the Council provides the option for local workers to purchase a season ticket to park in a Council pay and display car park or an option companies to lease parking bays at a discounted rate. This helps free up the short term parking bays for customers to the local retail outlets.

Local Worker Season Ticket	
12 month	£440
6 month	£255
3 month	£135

Leased parking Bay	
Annual	£710
6 month	£385

Customers can also purchase a season ticket.

Commuter Season Ticket	
Annual	£660
13 weekly	£240

On-Street

In addition to car parks, the Council also provides over 320 free on-street parking bays, principally in the Borough's town centres and at local shopping parades.

Disabled parking provisions

Blue Badges are issued by Hertfordshire County Council to allow cars carrying people who are registered blind or people who have severe walking difficulties to park near their homes, shops, stations and other facilities.

All the Council's pay and display car parks have designated disabled bays. Blue Badge holders may park free of charge in these car parks whilst displaying a valid Blue Badge. However, Blue Badge holders cannot park in reserved or permit bays or bays dedicated to other vehicles such as motorcycles. Blue Badge holders may also park on single or double yellow lines for up to three hours, providing they are displaying a valid Blue Badge, but not where there are restrictions for loading or unloading.

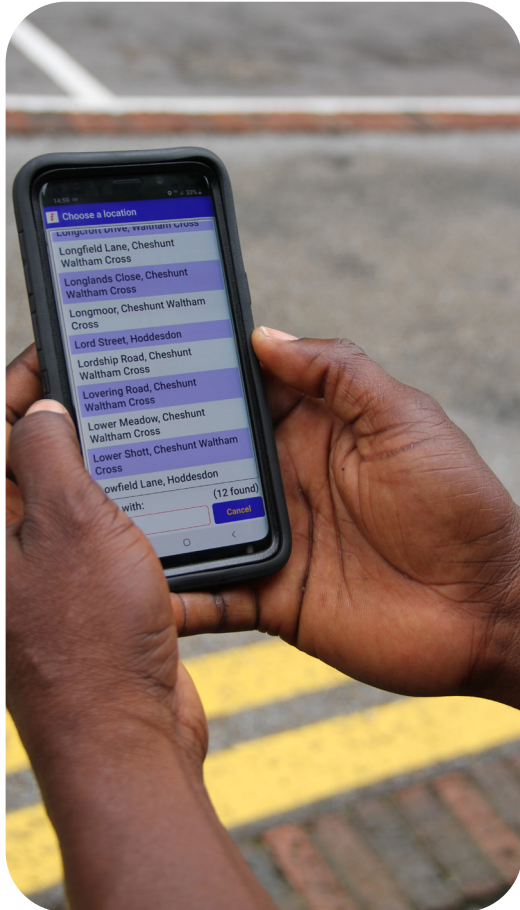
There are currently in excess of 450 on-street disabled parking bays within the Borough, with this number increasing each year. These are provided free of charge and are supported by Traffic Regulation Orders.



Parking Enforcement

The Council employs a team of Civil Enforcement Officers (CEOs) who patrol every day of the week in order to provide coverage of all parking restrictions throughout the Borough. CEOs are strategically deployed to the areas where the most parking problems are experienced.

Early morning and late evening patrols are also carried out to enforce commercial vehicle restrictions, double yellow lines, bus stops and taxi ranks.



CEOs use hand-held computers and cameras to record the details of all Penalty Charge Notices (PCNs) issued, and to provide supporting evidence of parking contraventions.

Body cameras worn by CEOs are used to deter aggressive behaviour towards them, to provide evidence of any criminal behaviour and to support penalty charges issued. The Council's Enforcement Policy outlines the criteria governing the issuing of Penalty Charge Notices (PCNs) and the challenge process. This can be viewed via the Council's website.

Enforcement within the Borough of Broxbourne aims to:

- Maintain and where possible, improve the flow of traffic
- Take into account the need to improve safety and environmental conditions
- Discourage indiscriminate parking causing obstruction and hindering the free flow of traffic, thereby ensuring a safe environment for highway users and maximum turnover of parking spaces
- A greater focus on school patrols, resulting in an enforcement presence at one or more schools on three days out of every four and the implementation of broader initiatives to address issues at the most problematic schools

Enforcement of Untaxed Vehicles

The number of untaxed vehicles has significantly increased over the past years. The Council has responded to this proactively and teamed up with NSL, DVLA's national contractor for untaxed vehicles, to take an action. The Council will continue its collaboration with NSL to reduce the number of untaxed vehicles in the Borough as well as driving and parking offences.

Blue Badge Enforcement

The Council continues to work with the Hertfordshire Shared Anti-Fraud Service to combat Blue Badge fraud. Patrols were conducted with great success in providing reassurance to legitimate Blue Badge Holders that Blue Badge fraud will not be tolerated. The Council will continue to tackle misuse of Blue Badges in order to maintain this high level of compliance in the Borough.



Dealing with Challenges and Appeals against Penalty Charge Notices

Penalty Charge Notice (PCN) challenge processing is carried out by the Council's notice processing team. The officers are trained to provide a consistent, fair and accurate approach when dealing with PCNs.

Vehicle owners may choose to dispute a PCN that has been issued to their vehicle if they feel that it has been incorrectly issued, or there are mitigating circumstances that they would like to be considered.

There are three stages to this process:

Stage 1: Informal Challenge

This should be made in writing within the first 28 days after the PCN has been issued. The case will be placed on hold and a response is normally sent within 14 days. If the challenge was received within 14 days of the date the PCN was issued, the Council will re-offer the discount for a further period of 14 days if the challenge is rejected. Only one informal challenge will normally be considered for each PCN.

Stage 2: Formal Representation

If a PCN is not paid after 28 days from the date it was issued a Notice to Owner (NTO) will be served. The NTO provides details on how to make a formal representation. The Council will consider the representation and will respond within 56 days of receipt of the representation. The case will be placed on hold whilst it is being considered.

Stage 3: Appeal to the Traffic Penalty Tribunal (TPT)

If the formal representation is rejected, an appeal can be raised with an independent adjudicator at the Traffic Penalty Tribunal (TPT). The TPT ensures that unresolved disputes between the motorist and the Council can be heard at a formal tribunal. The tribunal's decision is final. TPT is independent of the Council and details of how to make an appeal are enclosed with the rejection of representation.

If the PCN remains unpaid, the Council may register it as a debt at the Traffic Enforcement Centre (TEC) at the County Court, to recover the outstanding amount.

Issue of Penalty Charge Notices (PCNs)

PCNs are issued at two levels depending on the severity of the contravention. The higher band is £70 (reduced to £35 if paid within 14 days) and the lower band is £50 (reduced to £25 if paid within 14 days).

The table below details the number of PCNs issued at higher and lower level:

	2017/18	%	2018/19	%	2018/19	%
PCNs issued at higher level	5,395	51	11,899	65	12,567	55
PCNs issued at lower level	5,156	49	6,556	35	10,424	45
Total number of PCN's issued	10,551		18,455		22,991	

PCNs issued by contravention 2019/20

PCN Description	Code	Number	Higher or lower charge (H/L)
On-street			
Parked in a restricted street during prescribed hours	01	5,384	H
Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	02	1,798	H
Parked after the expiry of paid for time	05	379	L
Parked without clearly displaying a valid pay and display ticket or voucher	06	1,174	L
Parked without payment of the parking charge	11	2	L
Parked in a permit space or zone without clearly displaying a valid permit	16	109	H
Parked wholly or partly in a suspended bay or space	21	10	H
Re-parked in the same parking place or zone within one hour after leaving	22	16	L
Parked in a parking place or area not designated for that class of vehicle	23	1,791	H
Not parked correctly within the markings of the bay or space	24	84	L
Parked in a loading place or bay during restricted hours without loading	25	165	H
Parked in a special enforcement area adjacent to a footway, cycle track or verge lowered to meet the level of the carriageway	27	478	H
Parked in a special enforcement area on part of the carriageway raised to meet the level of a footway, cycle track or verge	28	219	L
Parked for longer than permitted	30	681	L
Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	40	1,046	H
Stopped on a taxi rank	45	296	H
Stopped on a restricted bus stop or stand	47	129	H
Stopped in a restricted area outside a school, a hospital or a fire, police or ambulance station when prohibited	48	52	H

PCN Description	Code	Number	Higher or lower charge (H/L)
A commercial vehicle parked in a restricted street in contravention of the Overnight Waiting Ban	55	14	H
Parked in contravention of a commercial vehicle waiting restriction	56	2	H
Parked with one or more wheels on or over a footpath or any part of a road other than a carriageway	62	275	H
Stopped on a pedestrian crossing and or crossing area marked by zig-zags	99	72	H
Total on-street PCNs		14,176	
Off-street			
Parked in a loading place or bay during restricted hours without loading	70	14	H
Parked without payment of the parking charge	73	1,373	L
Parked for longer than permitted	80	19	L
Parked in a restricted area in a car park	81	255	H
Parked after the expiry of paid for time	82	701	L
Parked in a car park without clearly displaying a valid pay and display ticket or voucher or parking clock	83	5,518	L
Parked with payment made to extend the stay beyond initial time	84	1	L
Parked in a permit bay without clearly displaying a valid permit	85	258	H
Not parked correctly within the markings of a bay or space	86	257	L
Parked in a disabled person's parking space without clearly displaying a valid disabled person's badge	87	362	H
Vehicle parked exceeds maximum weight, height or length permitted	89	1	H
Parked in a car park or area not designated for that class of vehicle	91	56	H
Total off-street PCNs		8,815	
Total PCNs		22,991	

Informal or formal representations

The table below shows the number of PCNs issued and the number, that were informally and formally challenged, including percentages of each against the total number of PCNs issued.

	2017/18		2018/19		2019/20	
	PCNs	%	PCNs	%	PCNs	%
Valid PCNs issued	10,551		18,455		22,991	
No of PCNs informally challenged	2,359	22.4	3,637	19	5,029	21.9
No of PCNs formal representations	366	3.5	475	2.6	632	2.7
Total number of challenges received	2,725		4,112		5,661	

PCNs Cancelled

The table below shows the number of PCNs cancelled as a result of informal and formal challenges including the percentages of each against the total number of PCNs issued.

	2017/18		2018/19		2019/20	
	PCNs	%	PCNs	%	PCNs	%
Number of PCNs formally and informally challenged	2,725		4,112		5,661	
PCNs cancelled following an informal challenge	1,308	48	2,085	50	3,099	54.7
PCNs cancelled following a formal representation	131	4.8	186	4.5	309	5.5
Total cancelled	1,439		2,271		3,408	

Number of PCNs cancelled following an informal or formal representations

The table below shows the reasons and the number of PCNs cancelled in 2019/20.

Cancellation Reason	Number Cancelled
Pay and Display ticket produced	985
Valid permit produced	424
Blue Badge produced	305
CEO error	160
Mitigating circumstances	867
Loading/Unloading	15
Vehicle broken down	34
Representation accepted	309
Total	3,099

Appeals to Adjudicator

The table below shows the total number of appeals lodged and heard by the Traffic Penalty Tribunal (Independent Adjudicator) and their outcomes.

	2017/18		2018/19		2019/20	
	PCNs	%	PCNs	%	PCNs	%
Appeals Received	15		25		48	
Allowed	7	47	8	32	22	46
Rejected	8	53	17	68	25	52

Financial information

PCNs issued and paid	2017/18		2018/19		2019/20	
	PCNs	%	PCNs	%	PCNs	%
PCNs Issued	10,551		18,455		22,991	
PCNs paid at discounted amount	5,613	53	11,140	60	14,104	61
PCNs paid at full amount	266	3	1,378	8	2,071	9

Pay and display tickets and season tickets issued	2017/18	2018/19	2019/20
	Pay and display off-street	£708,478	£768,280
Pay and display on-street	£17,509	£20,798	£23,577
Leased bays	£18,924	£19,879	£18,040
Season tickets	£73,198	£79,204	£83,186
Total income	£818,109	£888,161	£921,449

Financial Summary of 2019/20

All income and expenditure in connection with its on-street charging and all of its enforcement activity, both on-street and off-street, is governed by Section 55 of the Road Traffic Regulation Act 1984 as amended. This requires that any surplus is used for specified purposes, namely the provision or maintenance of car parking facilities, public transport, road improvement projects or environmental improvements.

In the year 2019/20 the Council made a loss of £49,372 on its enforcement activities and on-street parking. Generally it is only those authorities with a significant amount of on-street parking income who generate a surplus under Section 55. In Broxbourne, the vast majority of on-street parking is free. In accordance with the provisions of the legislation, this deficit was funded from the Council's General Fund.

2018/19 and 2019/20 Parking control account under Section 55 RTA 1984 as amended

	2018/19	2019/20
Employee related costs	£439,077	£518,809
Direct operating costs	£59,991	£137,017
Internal support charges	£108,090	£103,492
Total expenditure	£607,158	£759,318
Parking income	£20,798	£23,577
PCN income	£518,935	£686,369
Total income	£539,733	£709,946
Deficit	£67,425	£49,372

The Council's car parks generated a surplus as follows:

	2018/19	2019/20
Employee related costs	£23,109	£27,306
Direct operating costs	£308,724	£368,464
Internal support charges	£65,333	£23,496
Total expenditure	£397,166	£419,226
Parking income	£946,574	£997,855
Surplus	£549,407	£578,589

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