

ANNUAL PARKING SERVICE REPORT

2017/18



**BOROUGH OF
BROXBOURNE**
www.broxbourne.gov.uk

Overview

Welcome to the Broxbourne Council Annual Parking Service report for the period April 2017 to March 2018. The aim of the report is to present financial and statistical data in a clear and succinct way as well as the Council's objectives, achievements and plans for the future.



The principal aim of the parking service is to discourage inconsiderate and obstructive parking throughout the Borough and to administer the parking regulations fairly and consistently, bearing in mind the conflicting needs of drivers, residents, businesses, visitors, commuters and blue badge holders. The Council delivers this through a team of trained and qualified Civil Enforcement Officers (CEOs), supported by a team of Notice Processing Officers.

The Parking Management Strategy and Parking Enforcement Policy aims to assist the Council in the management of the parking and its demands within the Borough. Both these documents are available on the Council's website and outline the approach to provision of the parking service.

Councillor Paul Seeby
Deputy Leader and Cabinet Member for Housing, Environment and Community



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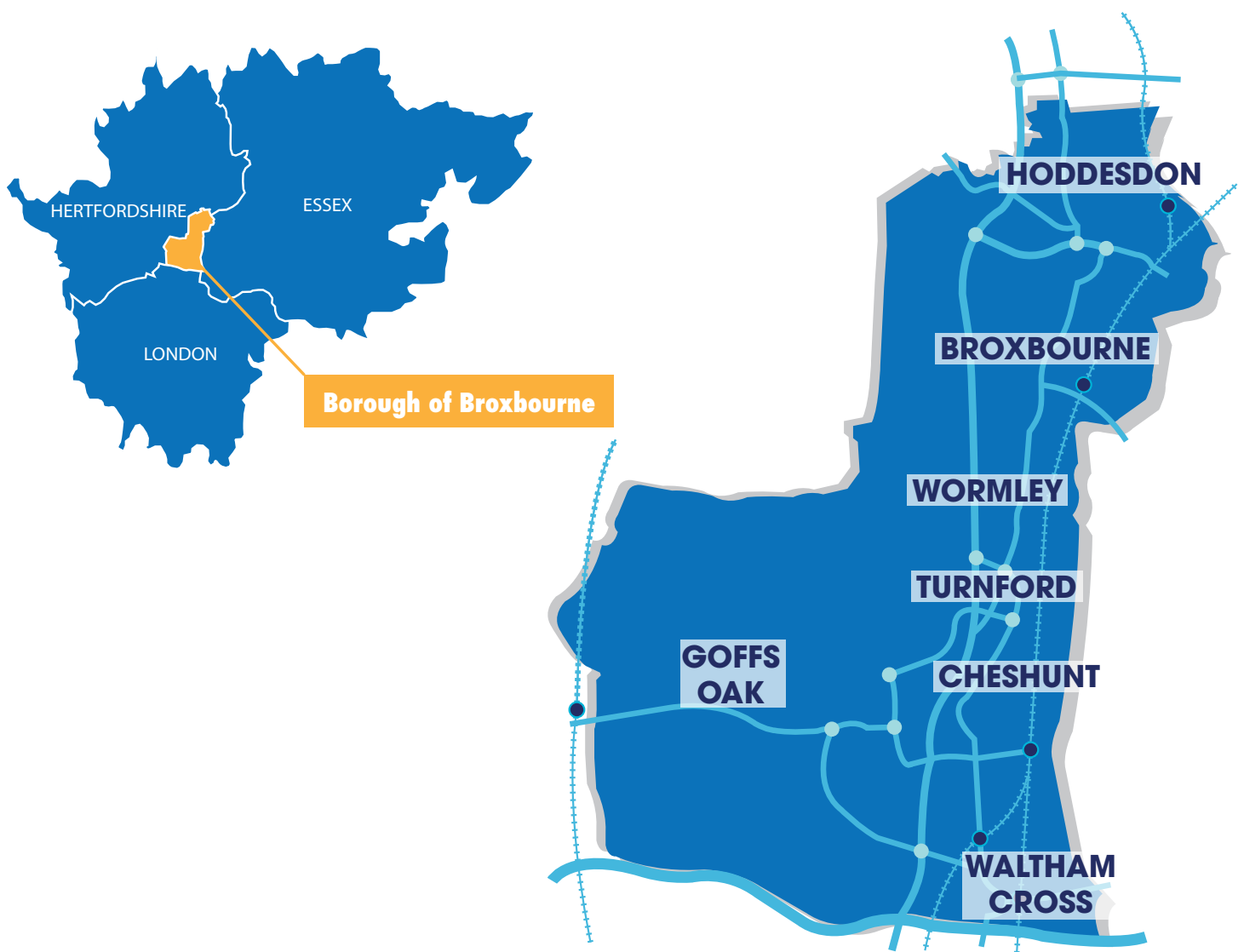
Introduction

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. The Borough is bisected by the A10 and the London-to-Cambridge railway line. The towns of Cheshunt, Hoddesdon and Waltham Cross lie along this north-south corridor in a near continuous urban area. To the west are Hammond Street and Goffs Oak. The rest of the Borough is mostly rural with large areas of wooded green belt countryside. There are good road and rail links into London, and Stansted Airport, and many residents commute 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.

There are three main town centres (Cheshunt, Hoddesdon and Waltham Cross) and 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 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 Parking Management Strategy has four key objectives, in terms of meeting parking demand:

- being able to park safely and conveniently, whilst ensuring the free flow of the highway
- providing appropriate parking to support the town centres, balancing the needs of both local businesses, shoppers and visitors
- seeking to minimise the impact of commuter parking on local residents
- encouraging motorists to park safely and considerately

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

A copy of the [Parking Management Strategy](#) is available on the Council's website.



Parking provision

Car parks:

The Council currently operates 12 pay and display car parks across the Borough. These car parks provide a total of 1,276 parking spaces. 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 are subject to annual review. The current charges can be viewed at <https://www.broxbourne.gov.uk/resident-environment-parking/car-parks>.

All the car parks are maintained by the Council, with many benefitting from CCTV coverage.

Location	Ordinary Spaces	Disabled Badge Holders Bays	Motorcycle	Leased/Reserved	Total
Cheshunt:					
Newnham Parade	82	2	2	10	96
Community Hospital	36	5	1	2	44
Windmill Lane/ Laura Trott Centre	218	12	3	3	236
Wycliffe Close	43	2	3	2	50
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 (Riverside)	276	4	2	0	282

Leased bays and local worker season ticket scheme

To help discourage local workers from parking 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 companies to lease parking bays at a discounted rate. The charges are set out below:

Local worker season ticket	
12 month	£420
6 month	£242
3 month	£126

Leasing parking bay	
Annual	£680
6 month	£370

Commuter season tickets scheme

Customers can also purchase a season ticket to park in the car parks which are close to a train station:

Commuter Season Ticket	
Annual	£630
13 weekly	£220

On Street

The Council provides a number of different parking restrictions and below are some of the restrictions:

- over 320 free on-street parking bays, principally in the Borough's town centres and at local shopping parades (in some places for 30 minutes, in others for an hour)
- blue badge holder bays – allows badge holders to park when displaying a valid badge
- single yellow lines restrict parking during prescribed times
- double yellow lines are implemented for safety reasons and can be found at junctions or busy roads
- when implementing restrictions the Council will follow a statutory legal consultation process with all the relevant parties

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 be parked 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 or parent and child bays. Blue badge holders may also park on single or double yellow lines for up to three hours provided they are displaying a valid blue badge, but not where there are restrictions on loading or unloading.

In addition there are also in excess of 450 disabled parking bays on the street and this number is increasing each year. These are provided free of charge and are supported by Traffic Regulation Orders (TROs) that allows the Council to issue penalty charge notices for those who misuse these bays.

Maintenance of signs and lines

It is the Council's responsibility to ensure that lines and signs are well maintained and compliant with the regulations. This helps provide clear instruction to motorists that a restriction is in place.



Enforcement of Parking Restrictions

The Council employs a team of Civil Enforcement Officers (CEOs) who ensure that parking regulations are complied with. The CEOs patrol every day of the week to provide coverage of all parking restrictions throughout the Borough. Priority is given to those areas where the most parking problems are experienced. In addition, early morning and late evening patrols are carried out to enforce commercial vehicle restrictions, double yellow lines, bus stops and taxi ranks and areas where 24 hour parking restrictions are in place.

Parking contraventions are enforced by issuing Penalty Charge Notices (PCNs). CEOs use hand-held computers to record the details of all PCNs issued, and use digital cameras to provide supporting evidence of parking contraventions. This enables the Council to take an objective and consistent approach to the assessment of challenges against the issue of PCNs. Body cameras are also used by the CEOs. This is 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 and can be viewed at www.broxbourne.gov.uk/resident-environment/parking.

Enforcement within the Borough 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
- 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



Dropped kerb enforcement

The Council is able to enforce against drivers who park on the carriageway adjacent to a dropped kerb. A dropped kerb is defined as a kerb which has been lowered to assist pedestrians crossing the carriageway or vehicles entering or leaving the carriageway.

This enforcement assists residents by preventing driveway blocking and ensures that minimum inconvenience is caused to pedestrians, wheelchair and motability scooter users and those pushing prams and pushchairs on footways.

The Council can take action and enforce against the offending vehicle if a vehicle is blocking a drive without the consent of the resident.



Partnership working

Blue badge enforcement campaign

Blue badge misuse has increased over the years and is not always easy to detect and enforce by the local authority. The Parking Services team at Broxbourne has started working closely with the Shared Anti-Fraud Service to help enforce against misuse of blue badges in the Borough.



Dealing with challenges and appeals against Penalty Charge Notices

Penalty Charge Notice (PCN) 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.

Drivers may choose to challenge a penalty charge notice 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 (or email) within the first 28 days after the PCN has been issued. The case will be placed on hold. A response to the challenge is normally sent within 14 days. If a challenge was received within 14 days of the date the PCN was issued, the Council will normally re-offer the discount for a further period of 14 days if the challenge is rejected. Only one informal challenge will be considered for each PCN.

Stage 2: Formal representation

A Notice to Owner (NTO) will be served 28 days either from the date of the issue of the PCN if it is not paid; or from the date of a rejection of the informal challenge. 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 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)

The table below details the number of penalty charge notices issued:

	2015/16	%	2016/17	%	2017/18	%
PCNs issued @ higher level	4,473	51	5,469	50	5,395	51
PCNs issued @ lower level	4,248	49	5,402	50	5,156	49
Total number of PCN's issued	8,721		10,871		10,551	

PCNs issued by contravention 2017 - 2018

PCN Description	Code	Number	Higher or Lower Charge (H/L)
On-street			
Restricted Street	01	2,771	H
(Un) Loading during prohibited hours	02	826	H
Parked after expiry paid for time	05	148	L
Without displaying a valid ticket	06	514	L
Without displaying a valid permit	16	71	H
Reparked within a specific time	22	25	L
In a place not designated for vehicle	23	212	H
Not in marking of bay	24	72	L
In a loading place without loading	25	70	H
Parked adjacent to dropped footway	27	341	H
Parked for longer than permitted	30	876	L
In a disabled bay without a badge	40	425	H
Parked on a taxi rank	45	151	H
Parked on a restricted bus stop	47	50	H
Stopped on a restricted area outside a school	48	16	H
Commercial vehicle overnight waiting ban	55	2	H
Commercial vehicle waiting restriction	56	1	H
Parked on footway	62	37	H
Stopped on pedestrian crossing	99	32	H
Total On-street PCNs	-	6,640	-
Off-street			
Parked for the maximum period permitted	80	16	L
Parked restricted area of car park	81	103	H
Parked after expiry in pay and display car park	82	536	L
Without displaying a valid ticket	83	2,908	L
Parked in a permit bay without a permit	85	119	H
Beyond bay markings	86	61	L
In a disabled bay without a badge	87	146	H
Parked in an area not for that class of vehicle	91	22	H
Total Off-Street PCN's	-	3,911	-
Total PCN's Issued	-	10,551	-

Informal or Formal Representations Made

Below shows the number of PCNs issued and the number informally and formally challenged. It also shows the percentages of each against the total of PCNs issued.

	2015/16		2016/17		2017/18	
	PCNs	%	PCNs	%	PCNs	%
Valid PCNs issued	8,721	-	10,871	-	10,551	-
No of PCNs informally challenged	2,005	23	2,703	25	2359	22.4
No of PCNs formal representations	307	3.5	307	2.8	366	3.5
Total number of challenges received	2,312		3,010		2,725	

PCNs Cancelled

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

	2015/16		2016/17		2017/18	
	PCNs	%	PCNs	%	PCNs	%
Number of PCNs formally and informally challenged	2,312		3,010		2,725	
PCNs cancelled following an informal challenge	1,388	60	1,661	55.2	1,308	48
PCN cancelled following a formal representation	129	5.5	157	5.2	131	4.8
Total cancelled	1,517		1,818		1,439	

Table below shows the reasons and the number of PCNs cancelled for 2017/18.

Cancellation Reason	Number Cancelled
Pay and display ticket produced	445
Valid permit produced	358
Blue badge produced	190
CEO error	47
Mitigating circumstances	236
Loading/unloading	7
Vehicle broken down	25
Representation accepted	131
Total	1,439

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.

	2015/16		2016/17		2017/18	
	PCNs	%	PCNs	%	PCNs	%
Appeals Received	13		20		15	
Allowed	2	15	4	20	7	47
Rejected	11	85	16	80	8	53

Financial information

PCNs issued and paid	2015/16		2016/17		2017/18	
	PCNs	%	PCNs	%	PCNs	%
PCNs Issued	8,721		10,871		10,551	
PCN's paid @ discounted amount	4,546	52	5,589	51	5,613	53
PCN's paid @ full amount	273	3	217	2	266	3

Pay and display tickets and season tickets issued	2015/16	2016/17	2017/18
	Pay and display off-street	598,384	698,659
Pay and display on-street	29,254	17,877	17,509
Leased bays	5,753	23,072	18,924
Season tickets	46,321	59,741	73,198

Financial Summary of 2017/18

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 2017/18 the Council made a loss of **£125,360** 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.

2017/18 Parking control account under S55 RTA 1984 as amended

Employee related costs	£304,950
Direct operating costs	£29,636
Internal support charges	£93,906
Total expenditure	£428,492
Parking income	(£17,509)
PCN income	(£285,623)
Total income	(£303,132)
Deficit	£125,360

The Council's car parks generated a surplus of £545,269 as follows:

Employee related costs	£16,050
Direct operating costs	£233,410
Internal support charges	£64,526
Total expenditure	£313,986
Parking income	(£859,255)
Surplus	(£545,269)

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2019: Year of Young People