

ANNUAL PARKING SERVICE REPORT

2020/21



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

SP211008

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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 approximately 20 square miles and a population of around 99,000 (Office of National Statistics). Among a balanced wealth of residential and commercial properties, the Borough boasts large areas of woodland 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 Hoddesdon, Cheshunt and Waltham Cross. There are a number of small local shopping parades throughout the Borough, where local businesses are supported with the provision of sufficient free or low-priced short-stay parking in the vicinity to achieve a good level of turnover of spaces and to encourage shoppers and visitors.

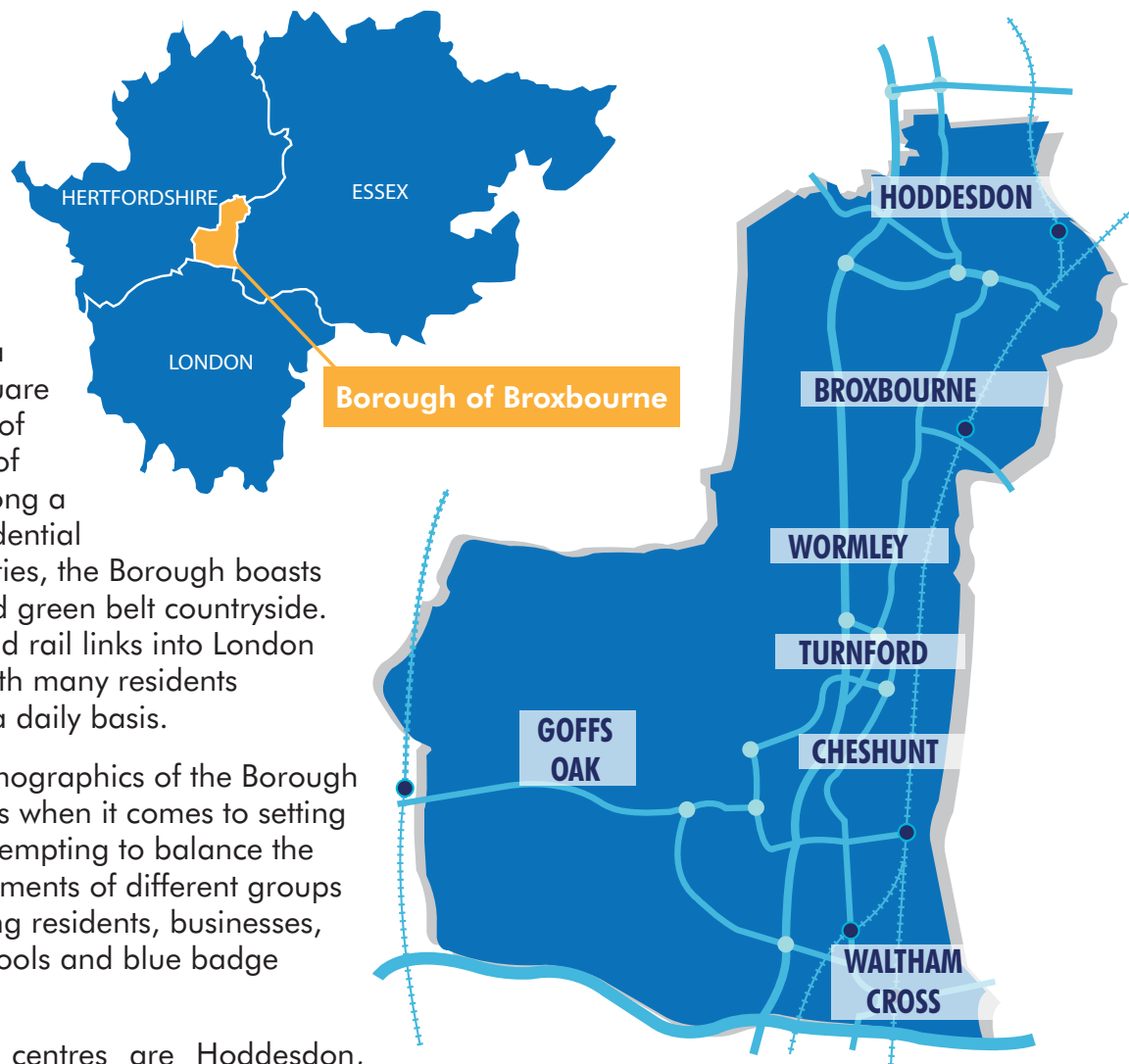
Overall, car ownership is above average, with more than 80% of households having one or more cars. This results in a high demand for on-street spaces in many residential areas. In common with the rest of the country, the proportion of older residents is projected to continue to increase over the coming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

Achievements 2020/21

In October 2020, the Council implemented cashless parking across all of its car parks and on-street parking spaces. In addition, the trial of the paybyphone service, which allows members of the public to use their mobile devices to pay for parking via an app, proved successful and was formally adopted into the service. The cashless machines run wholly on solar power and are, therefore, more environmentally friendly, in line with the Council's Sustainability objectives.

The Council submitted a successful bid to the Office for Low Emission Vehicles (OLEV) in October 2020 to fund the installation of Electric Vehicle Charging points in five of the Council's car parks. The chargers will be commissioned in 2021/22.

Throughout 2020/21, Broxbourne Council provided free parking across all of its car parks and on-street parking spaces to NHS staff, volunteers and care workers.



Parking Management Strategy

The Council's current Parking Management Strategy was adopted in October 2018 and will be reviewed in October 2021.

It aims to assist the Council in its management of the parking needs of residents, visitors, local businesses and their workforces, long-stay visitors and commuters, principally in the Borough's residential areas and town centre locations. It works alongside the Broxbourne Local Plan 2018-2033 and the Council's town centre strategies.

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 they are accessible to all including emergency services and refuse collections

A set of guiding principles about delivering these objectives can be found in the Parking Management strategy which can be viewed online at www.broxbourne.gov.uk/parking/parking-strategies-policies.

Parking provision

Car parks:

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

The Council's car parking charges reflect the need for 'value for money' and are regularly benchmarked against the charges made in neighbouring Boroughs. Charges are subject to an annual review.



The 'paybyphone' payment scheme was introduced in January 2019. Paybyphone offers a number of cash alternative payment options, including IVR (Interactive Voice Response), telephone app, text message or online.

The table below provides an overview of the car parks operated by the Council and the facilities within each.

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 2020/21 are detailed below:

Charges at Burford Street, Cheshunt Community Hospital, Eleanor Cross Road, High Street (Waltham Cross), Lido, Newnham Parade, Playing Fields (Waltham Cross), Taverners Way North, Taverners Way South, Valley View, Windmill Lane and Wycliffe Close car parks are as follows:

Cost	Length of stay
£1	up to 1 hour
£1.90	up to 2 hours
£2.70	up to 3 hours
£3.70	up to 4 hours
£5.00	all day*

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

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

Cost	Length of stay
£1.90	up to 2 hours
£2.70	up to 3 hours
£3.70	up to 4 hours
£5.00	all day

Charges in the Borough Offices Car Park are as follows:

Cost	Length of stay
free	up to 2 hours
£2.70	up to 3 hours
£3.70	up to 4 hours
£4.70	up to 5 hours
£5.70	up to 6 hours
£10.50	all day

In order to 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 for companies to lease parking bays at a discounted rate. This helps free up the short-term parking bays for customers, and benefits local retailers by creating a turnover of vehicles.

Local Worker Season Ticket	
12 month	£460
6 month	£268
3 month	£144

Leased parking Bay	
Annual	£740
6 month	£400

Customers can also purchase a season ticket.

Commuter Season Ticket	
Annual	£690
13 weekly	£260

On-Street

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

Disabled parking provisions

The Blue Badge scheme is managed by Hertfordshire County Council. The scheme allows cars carrying people who have a disability, including disabilities that are not visible, to park near their homes, shops, stations and other facilities.

All Council-run 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, provided they are displaying a valid Blue Badge, but not where there are restrictions for loading or unloading.

There are currently more than 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 seven days a 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.

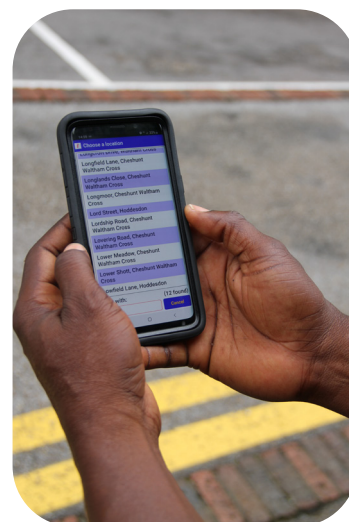
Early morning and late evening patrols are also carried out to enforce commercial vehicle restrictions, double yellow lines, bus stops and taxi ranks.

CEOs use hand-held computers and cameras to record the details of all 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 PCNs and the challenge process. The Parking Enforcement Policy can be viewed on the Council's website at www.broxbourne.gov.uk/parking/parking-strategies-policies/2

Parking enforcement 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 risen in recent years. The Council has responded to this proactively and has teamed up with NSL, DVLA's national contractor for untaxed vehicles, to take action. However, during 2020/21, the enforcement of untaxed vehicles was suspended for most of the year because of the COVID-19 pandemic. Enforcement resumed in January 2021 and 83 vehicles found to be untaxed on Broxbourne's roads were either clamped or removed by the end of March.

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 works alongside the Hertfordshire Shared Anti-Fraud Service to combat Blue Badge fraud. Patrols are conducted to provide reassurance to legitimate Blue Badge Holders that Blue Badge fraud will not be tolerated.

During 2020/21, the work with the Hertfordshire Shared Anti-fraud service was suspended because of the COVID-19 pandemic.

The service resumed in March 2021 and a successful operation with the Police was undertaken to investigate Blue Badge theft and misuse in the Borough. Two people were arrested during the operation.

The Council will continue to tackle misuse of Blue Badges in order to maintain the 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

An informal challenge should be made in writing within 28 days of the date the PCN was 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 usually be considered for each PCN.

Stage 2: Formal Representation

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 notice of rejection of the formal 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.

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 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:

	2018/19	%	2019/20	%	2020/21	%
PCNs issued at higher level	11,899	65	12,567	55	10,658	55
PCNs issued at lower level	6,556	35	10,424	45	9,738	45
Total number of PCN's issued	18,455		22,991		20,396	

PCNs issued by contravention 2020/21

PCN Description	Code	Number	Higher or lower charge (H/L)
On-street			
Parked in a restricted street during prescribed hours	01	5,476	H
Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	02	1,321	H
Parked after the expiry of paid for time	05	167	L
Parked without clearly displaying a valid pay and display ticket or voucher	06	1,327	L
Parked without payment of the parking charge	11	88	L
Parked in a permit space or zone without clearly displaying a valid permit	16	94	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	1,083	H
Not parked correctly within the markings of the bay or space	24	229	L
Parked in a loading place or bay during restricted hours without loading	25	177	H
Parked in a special enforcement area adjacent to a footway, cycle track or verge lowered to meet the level of the carriageway	27	521	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	159	L
Parked for longer than permitted	30	1,030	L
Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	40	922	H
Stopped on a taxi rank	45	97	H
Stopped on a restricted bus stop or stand	47	115	H
Stopped in a restricted area outside a school, a hospital or a fire, police or ambulance station when prohibited	48	63	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	12	H
Parked in contravention of a commercial vehicle waiting restriction	56	15	H
Parked with one or more wheels on or over a footpath or any part of a road other than a carriageway	62	164	H
Stopped on a pedestrian crossing and or crossing area marked by zig-zags	99	84	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	5	H
Parked without payment of the parking charge	73	547	L
Parked for longer than permitted	80	3	L
Parked in a restricted area in a car park	81	120	H
Parked after the expiry of paid for time	82	311	L
Parked in a car park without clearly displaying a valid pay and display ticket or voucher or parking clock	83	5,752	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	184	H
Not parked correctly within the markings of a bay or space	86	108	L
Parked in a disabled person's parking space without clearly displaying a valid disabled person's badge	87	194	H
Parked in a car park or area not designated for that class of vehicle	91	11	H
Parked in a car park or area not designated for that class of vehicle	91	56	H
Total off-street PCNs		7,236	
Total PCNs		20,396	

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.

	2018/19		2019/20		2020/21	
	PCNs	%	PCNs	%	PCNs	%
Valid PCNs issued	18,455		22,991		20,396	
No of PCNs informally challenged	3,637	19	5,029	19	4,548	22.3
No of PCNs formal representations	475	2.6	632	2.6	791	3.9
Total number of challenges received	4,112		5,661		5,339	

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.

	2018/19		2019/20		2020/21	
	PCNs	%	PCNs	%	PCNs	%
Number of PCNs formally and informally challenged	4,112		5,661		5,339	
PCNs cancelled following an informal challenge	2,085	50	3,099	50	2,272	42.6
PCNs cancelled following a formal representation	186	4.5	309	4.5	325	6.1
Total cancelled	2,271		3,408		2,597	

Number of PCNs cancelled following an informal or formal representations

The table below shows the reasons and the number of PCNs cancelled in 2020/21.

Cancellation Reason	Number Cancelled
Pay and Display ticket produced	694
Valid permit produced	152
Blue badge produced	313
CEO error	142
Mitigating circumstances	820
Loading/Unloading	103
Vehicle broken down	48
Representation accepted	325
Total	2,597

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.

	2018/19		2019/20		2020/21	
	PCNs	%	PCNs	%	PCNs	%
Appeals Received	25		48		45	
Allowed	8	32	22	32	28	62
Rejected	17	68	25	68	17	38

Financial information

PCNs issued and paid	2018/19		2019/20		2020/21	
	PCNs	%	PCNs	%	PCNs	%
PCNs Issued	18,455		22,991	PCNs Issued	20,396	
PCNs paid at discounted amount	11,140	60	14,104	PCNs paid @ discounted amount	12,399	61
PCNs paid at full amount	1,378	8	2,071	PCNs paid @ full amount	1,928	9

Pay and display tickets and season tickets issued	2018/19	2019/20	2020/21
Pay and display off-street	£768,280	£796,646	£403,337
Pay and display on-street	£20,798	£23,577	£8,410
Leased bays	£19,879	£18,040	£13,534
Season tickets	£79,204	£83,186	£24,144
Total income	£888,161	£921,449	£449,425

Financial Summary of 2020/21

All income and expenditure in connection with on-street charging and 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 2020/21 the Council made a deficit of £183,859 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.

2019/20 and 2020/21 Parking control account under S55 RTA 1984 as amended

	2019/20	2020/21
Employee related costs	£518,809	£503,972
Direct operating costs	£137,017	£149,352
Internal support charges	£104,492	£141,552
Total expenditure	£758,318	£794,876
Parking income	£23,577	£8,410
PCN income	£686,389	£592,607
Total income	£708,946	£601,017
Surplus/Deficit	-£49,372	-£193,859

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

	2019/20	2020/21
Employee related costs	£27,306	£26,526
Direct operating costs	£368,464	£290,894
Internal support charges	£23,496	£25,100
Total expenditure	£419,226	£342,519
Parking income	£997,855	£502,493
Surplus	£578,589	£159,974

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