

# COUNTY COUNCIL LOCAL COMMITTEE FOR CARLISLE

Meeting date: 09 January 2019

From: Acting Executive Director – Economy and Infrastructure

## PARKING SERVICES UPDATE

### **1.0 EXECUTIVE SUMMARY**

1.1 *This report provides an update to Members on the enforcement of on and selected off-street parking in the Carlisle Local Committee area.*

### **2.0 STRATEGIC PLANNING AND EQUALITY IMPLICATIONS**

2.1 *The management of parking contributes to achieving the aims of the Moving Cumbria Forward: Cumbria Transport Plan Strategy 2011 – 2026 and specifically supports delivery of the Cumbria Community Strategy 2008 – 2028 and the Council Plan objectives :*

- *People in Cumbria are healthy and safe.*
- *Places in Cumbria are well-connected and thriving.*
- *The economy in Cumbria is growing and benefits everyone.*

2.2 *There are no equality implications arising out of this report and parking management policies and procedures take account of the needs of people with impaired mobility.*

### **3.0 RECOMMENDATION**

3.1 *It is recommended that Members note this report as an update on the performance of the on and selected off-street parking enforcement service in the Carlisle locality.*

3.2 *It is also recommended that Members identify any ongoing issues with enforcement and parking management in their divisions so that these can be considered in making improvements to the service.*

### **4.0 BACKGROUND**

4.1 The Service's key aims and objectives are to:

- Manage parking to improve road safety and traffic movement.

- Issue residents and visitors parking permits for approximately 7000 properties in the Carlisle locality in addition to contractor's waivers, guest house permits and carer's permits.
- Manage available parking to the benefit of the local economy and community.
- Cover the costs of enforcement, including parking restriction signs and lines, from Penalty Charge Notice (PCN) income.
- Provide a better understood service and improved public facing role for Civil Enforcement Officers (CEOs) who will act as ambassadors on behalf of the Council.

4.2 The majority of off-street parking enforcement still rests with the district councils and appropriate land owners. CEOs enforce parking restrictions where Traffic Regulation Orders are in force. Elsewhere, where parking causes an obstruction of the highway, the police are responsible for enforcement as with moving traffic offences.

4.3 A total of 7651 PCNs were issued for on-street parking contraventions in the Carlisle locality between 01 April 2018 and 30 November 2018 and the table below provides a monthly breakdown of this total. Between 01 April 2017 and 30 November 2017 a total of 7866 PCNs were issued across the same area.

Month	Penalty Charge Notices issued
April 2018	812
May 2018	1087
June 2018	1092
July 2018	849
August 2018	715
September 2018	790
October 2018	1082
November 2018	1224

4.4 The Service is also responsible for 2 off-street pay and display car parks in Carlisle city centre, namely the Cecil Street car park and the facility at the rear of the Council's headquarters, Cumbria House. A total of 33 PCNs were issued for parking contraventions on these car parks between 01 April 2018 and 30 November 2018 and the table below provides a monthly breakdown of this total. Between 01 April 2017 and 30 November 2017 a total of 52 PCNs were issued on the same car parks.

Month	Penalty Charge Notices issued
April 2018	5
May 2018	8
June 2018	3
July 2018	5
August 2018	1
September 2018	5
October 2018	6
November 2018	0

- 4.5 In the Carlisle locality the Parking Services team (the Team) consists of 8 full-time CEOs who also cover the Eden locality. 5.5 CEOs are allocated to the Carlisle locality. In addition a mainly operational Parking Team Leader covers both the Carlisle and Eden localities and is tasked to liaise with local communities to address parking concerns and provide a first point of contact for Member queries. To address Member feedback and community concerns interviews to recruit an additional CEO for the Team will be held on 18 December 2018 and it is envisaged that the newly appointed candidate will join the Service before the end of February 2019.
- 4.6 The Team deals with a number of requests for service and complaints from residents, businesses, visitors and other stakeholders concerning parking related issues which are dealt with according to the Service's Parking Enforcement Policy. Queries are also received from Councillors, Members of Parliament, the media and other partners which are promptly actioned.
- 4.7 The Team regularly receives reports regarding inconsiderate parking outside schools which creates potential safety issues for children and other road users. CEOs have visited a number of areas across the locality to carry out enforcement and educational patrols in accordance with the School's Protocol developed at the Collision Reduction and Safer Highways Group (CRASH). These exercises have been well received by schools, parents and the wider community. The Team also work in partnership with Orian, the school crossing service provider, to address parking issues in proximity to schools.
- 4.8 The Team continues to issue PCNs relating to the misuse of Blue Badges and report instances of abuse of the process to the Blue Badge Team which sits in the Council's Service Centre. The Parking Team Leader has been tasked with organising a number of multi-agency initiatives across the locality to deal with Blue Badge abuse.
- 4.9 On 10 October 2018 a representative from the Government Internal Audit Agency visited the Service to conduct an audit on behalf of the Driver and Vehicle Licensing Agency. In instances where the recipient of a PCN does not pay or challenge the Council applies to the DVLA for details of the

registered keeper of the vehicle. These audits are conducted to ensure that that parking enforcement authorities and other organisations are accessing and using vehicle keeper details in a correct and lawful manner and have appropriate information security measures in place. The auditor examined a random selection of on-street and off-street PCN records including case details, photographs, access to DVLA data and payment methods, if received. In addition the auditor checked information security arrangements and staff training, particularly the procedures introduced following the implementation of the General Data Protection Regulation and the Service's internal audit activities. The audit did not identify any issues and the Service received the highest possible rating of green. This is the fourth audit the Service has received from the DVLA in the past 2 years and on each occasion a green rating has been achieved.

- 4.10 When the Service transferred to the County Council on 01 February 2015 some areas had not received a parking permit renewal for a number of years resulting in many expired permits still in use. The Team have completed a full renewal of the parking permits issued to eligible addresses in all Carlisle parking permit zones with the exception of zone H which will commence in early 2019. These exercises have greatly improved parking provision in each area resulting in a more efficient enforcement service.

## **5.0 OPTIONS**

- 5.1 Members note the content of this report and make any comments on the report.
- 5.2 Members provide comments and feedback on parking enforcement issues in their area.

## **6.0 RESOURCE AND VALUE FOR MONEY IMPLICATIONS**

- 6.1 There are no financial implications for the Local Committee arising from this report.

## **7.0 LEGAL IMPLICATIONS**

- 7.1 In accordance with paragraph 5.5.1(a) of the Constitution, Local Committees may “Review regularly the planned Council activities operating within the area covered by the committee, to understand and make use of local knowledge to support the development of natural communities; and to report annually to Local Committee Chairs and Leadership on progress and future plans”.

## 8.0 CONCLUSION

8.1 Members' comments and feedback on the Service are invited.

**Angela Jones**  
**Acting Executive Director – Economy and Infrastructure**

03 December 2018

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### APPENDICES

**None**

Electoral Divisions: All Carlisle

Executive Decision

	No
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Key Decision

	No
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If a Key Decision, is the proposal published in the current Forward Plan?

		N/A
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Is the decision exempt from call-in on grounds of urgency?

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If exempt from call-in, has the agreement of the Chair of the relevant Overview and Scrutiny Committee been sought or obtained?

		N/A
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Has this matter been considered by Overview and Scrutiny?  
If so, give details below.

	No
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Has an environmental or sustainability impact assessment been undertaken?

		N/A
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Has an equality impact assessment been undertaken?

		N/A
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***N.B. If an executive decision is made, then a decision cannot be implemented until the expiry of the eighth working day after the date of the meeting – unless the decision is urgent and exempt from call-in and necessary approvals have been obtained.***

### PREVIOUS RELEVANT COUNCIL OR EXECUTIVE DECISIONS *[including Local Committees]*

***Cabinet 15 May 2014 – Decision to bring parking enforcement in-house.***

## **CONSIDERATION BY OVERVIEW AND SCRUTINY**

*Not considered by Overview and Scrutiny*

## **BACKGROUND PAPERS**

*No background papers*

## **REPORT AUTHOR**

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