

COUNTY COUNCIL LOCAL COMMITTEE FOR CARLISLE

Meeting date: 3 September 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 recommended that Members note the Parking Services Annual Report 2018/19.*

3.3 *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 12249 PCNs were issued for on-street parking contraventions in the Carlisle locality during 2018/19 and the table below provides a monthly breakdown of this total.

Month	Penalty Charge Notices issued
April 2018	810
May 2018	1085
June 2018	1087
July 2018	849
August 2018	716
September 2018	787
October 2018	1082
November 2018	1222
December 2018	1163
January 2019	1211
February 2019	1128
March 2019	1109

- 4.4 In 2019/20 to date a total of 4626 PCNs have been issued for on-street parking contraventions in the Carlisle locality.

Month	Penalty Charge Notices issued
April 2019	816
May 2019	1215
June 2019	1244
July 2019	1351

- 4.5 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 50 PCNs were issued for parking contraventions on these car parks during 2018/19 and the table below provides a monthly breakdown of this total.

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
December 2018	3
January 2019	1
February 2019	5
March 2019	8

- 4.6 In 2019/20 to date a total of 12 PCNs have been issued for off-street parking contraventions in the car parks under the Council's control and the table below provides a monthly breakdown of this total.

Month	Penalty Charge Notices issued
April 2019	1
May 2019	4
June 2019	2
July 2019	5

- 4.7 In the Carlisle locality the Parking Services team (the Team) consists of 9 full-time equivalent CEOs who also cover the Eden locality. 6.5 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.
- 4.8 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.
- 4.9 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.
- 4.10 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.
- 4.11 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 (DVLA). In instances where the recipient of a PCN does not pay or challenge the PCN 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 a 2 year period and on each occasion a green rating has been achieved.

- 4.12 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 late 2019. These exercises have greatly improved parking provision in each area resulting in a more efficient enforcement service.
- 4.13 The Parking Services Annual Report 2018/19 provides an overview of on-street and selected off-street parking enforcement across Cumbria between 01 April 2018 and 31 March 2019. The report incorporates a breakdown of the number of PCNs issued by contravention code, a summary of how the PCNs were handled and the parking account summary. In addition the report provides some background information on Service developments and initiatives during the year.

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 There are no direct legal implications for the Local Committee arising from this report.

8.0 CONCLUSION

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

Angela Jones
Acting Executive Director – Economy and Infrastructure

1 August 2019

APPENDICES

Appendix 1 – Parking Services Annual Report 2018/19.

Electoral Divisions: All Carlisle

Executive Decision	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No
Key Decision	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No
If a Key Decision, is the proposal published in the current Forward Plan?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	N/A
Is the decision exempt from call-in on grounds of urgency?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
If exempt from call-in, has the agreement of the Chair of the relevant Overview and Scrutiny Committee been sought or obtained?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	N/A
Has this matter been considered by Overview and Scrutiny? If so, give details below.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No
Has an environmental or sustainability impact assessment been undertaken?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	N/A
Has an equality impact assessment been undertaken?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	N/A

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

Contact: Austin Shields, Parking Manager
Tel: 01228 221388
E-mail: austin.shields@cumbria.gov.uk