

Notice of meeting of

Decision Session - Executive Member for Neighbourhoods and Housing.

To: Councillors Reid (Executive Member)

Date: Thursday, 3 February 2011

Time: 4.30 pm

Venue: The Guildhall, York.

AGENDA

Notice to Members- Calling In:

Members are reminded that, should they wish to call in any item on this agenda, notice must be given to Democracy Support Group by:

10am on Wednesday 2nd February 2011, if an item is called in *before* a decision is taken, *or*

4pm on Monday 7th February 2011, if an item is called in *after* a decision has been taken.

Items called in will be considered by the Scrutiny Management Committee.

1. Declarations of Interest

At this point Members are asked to declare any personal or prejudicial interests they may have in the business on this agenda.

- 2. Minutes** (Pages 3 - 6)
To approve and sign the minutes of the Decision Session held on 21st December 2010.

3. Public Participation - Decision Session

At this point in the meeting, members of the public who have registered their wish to speak at the meeting can do so. The deadline for registering is **5pm on Wednesday 2nd February 2011.**

Written representations in respect of any items on the agenda should be with the Democracy Officer by **5pm on Tuesday 1st February 2011.**

Members of the public may speak on item on the agenda, an issue within the Executive Member's remit, or an item that has been published on the Information Log for the current session. There are no information items for this session.

4. 2011/12 Neighbourhoods Budget Proposals (Pages 7 - 46)

This report presents the 2011/12 budget proposals for Neighbourhoods and Housing.

5. Update on Empty Homes Policy. (Pages 47 - 52)

This report advises the Executive Member of the following:

- The results of the empty homes field survey carried out in November and December 2010 and the potential implications for the Council's empty homes policy.
- Recent empty homes policy proposals from the coalition government and the likely impact of these proposals upon the empty homes policy, having regard to the results of the field survey.

- 6. Annual Parking Services Report 2009/10** (Pages 53 - 154)
The purpose of this report is to notify Members of the fourth annual report for Parking Services. The first annual parking report was published for the financial year 2006/07. This cover report provides a summary of the Annual parking Report, the full document is available on the Council's website. It relates to the financial year 2009/10.
- 7. Petition relating to selective licensing** (Pages 155 - 160)
This report advises the Executive Member of a petition received requesting that the Council apply for selective licensing powers over houses in multiple occupation for the Hull Road ward area of the city.

WRITTEN REPRESENTATIONS ANNEX

- 8. Any other business which the Chair considers urgent under the Local Government Act 1972**

Democracy Officers:

Name: Laura Bootland

Contact Details:

- Telephone – (01904) 552062
- E-mail- laura.bootland@york.gov.uk

For more information about any of the following please contact the Democracy Officer responsible for servicing this meeting:

- Registering to speak
- Business of the meeting
- Any special arrangements
- Copies of reports

Contact details are set out above.

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If you would, you will need to:

- register by contacting the Democracy Officer (whose name and contact details can be found on the agenda for the meeting) **no later than 5.00 pm** on the last working day before the meeting;
- ensure that what you want to say speak relates to an item of business on the agenda or an issue which the committee has power to consider (speak to the Democracy Officer for advice on this);
- find out about the rules for public speaking from the Democracy Officer.

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Further information about what's being discussed at this meeting

All the reports which Members will be considering are available for viewing online on the Council's website. Alternatively, copies of individual reports or the full agenda are available from Democratic Services. Contact the Democracy Officer whose name and contact details are given on the agenda for the meeting. **Please note a small charge may be made for full copies of the agenda requested to cover administration costs.**

Access Arrangements

We will make every effort to make the meeting accessible to you. The meeting will usually be held in a wheelchair accessible venue with an induction hearing loop. We can provide the agenda or reports in large print, electronically (computer disk or by email), in Braille or on audio tape. Some formats will take longer than others so please give as much notice as possible (at least 48 hours for Braille or audio tape).

If you have any further access requirements such as parking close-by or a sign language interpreter then please let us know. Contact the Democracy Officer whose name and contact details are given on the order of business for the meeting.

Every effort will also be made to make information available in another language, either by providing translated information or an interpreter providing sufficient advance notice is given. Telephone York (01904) 551550 for this service.

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Holding the Executive to Account

The majority of councillors are not appointed to the Executive (38 out of 47). Any 3 non-Executive councillors can 'call-in' an item of business from a published Executive (or Executive Member Decision Session) agenda. The Executive will still discuss the 'called in' business on the published date and will set out its views for consideration by a specially convened Scrutiny Management Committee (SMC). That SMC meeting will then make its recommendations to the next scheduled Executive meeting in the following week, where a final decision on the 'called-in' business will be made.

Scrutiny Committees

The purpose of all scrutiny and ad-hoc scrutiny committees appointed by the Council is to:

- Monitor the performance and effectiveness of services;
- Review existing policies and assist in the development of new ones, as necessary; and
- Monitor best value continuous service improvement plans

Who Gets Agenda and Reports for our Meetings?

- Councillors get copies of all agenda and reports for the committees to which they are appointed by the Council;
- Relevant Council Officers get copies of relevant agenda and reports for the committees which they report to;
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City of York Council

Committee Minutes

MEETING	DECISION SESSION - EXECUTIVE MEMBER FOR NEIGHBOURHOODS AND HOUSING.
DATE	21 DECEMBER 2010
PRESENT	COUNCILLORS REID (EXECUTIVE MEMBER)

31. DECLARATIONS OF INTEREST

The Executive Member was asked to declare any personal or prejudicial interests in the business on the agenda. None were declared.

32. MINUTES

RESOLVED: That the minutes of the Decision Session held on 16th November be signed by the Chair as a correct record.

33. PUBLIC PARTICIPATION - DECISION SESSION

It was reported that there had been one registration to speak at the decision session.

Mark Warters representing Osbaldwick Parish Council spoke in reference to item 4 (Highway Maintenance), in particular Tranby Avenue as detailed in Annex 6 of the report. He advised that in November 2006, Tranby Avenue had been allocated the largest single contribution from the highway maintenance budget for the road surface to be repaired using the crack and seat process. Since then large sections of the road structure had failed and had been repaired in parts. The original officers involved had since left the authority leaving new officers trying to sort the problem out. The Parish Council questions whether it is cost effective to continue repairing the road on a piece meal basis and would like to request that the whole of Tranby Avenue is re-done, which surely would be more cost effective for City of York Council.

34. HIGHWAY MAINTENANCE, ADVANCED DESIGN ON PROGRAMMES FOR 2011/12

The Executive Member considered a report which outlined the preparation of the provisional highway maintenance surfacing programmes. The report recommended and sought approval to begin advanced design for a list of schemes in each category of work.

Officers outlined the report in particular the following issues:

- The annual condition survey had been carried out in July, using only one individual to ensure consistency.
- A map will be published on the Members pages to show the grade of roads.
- A reduction in funding has resulted in a reduced list of programmes by around 20%. Adjustments to the programme as a result of any change of budget will be made accordingly and reported to Members in March.

In response to the registered speakers comments, the Head of Highway Infrastructure acknowledged that the work carried out in 2006/07 had not worked and advised that the road between Cavendish Grove to Baysdale will be repaired under the 2011/12 programme and this would be a final fix.

The Executive Member then made the following comments:

- That a briefing note be prepared for her on the Tranby Avenue situation and that it be shared with Osbaldwick Parish Council. The comments by the speaker were noted.
- In relation to Annex 1 – the chart shows that the condition of York's roads has been improving recently and the additional funding received had helped achieve this.
- It is prudent to adopt a lesser programme of works at first and hope that further funding will be forthcoming.

RESOLVED: That the Executive Member:

- (i) Noted the results of the 2010 condition surveys on the city's roads and footways.
- (ii) Approved the split in funding between footways and roads on a 40/60 basis.
- (iii) Approved the provisional programme of work listed in Annexes 3 to 12 of the Officers report.
- (iv) That Officers prepare a briefing note on the current situation and history of the works in Tranby Avenue in light of the speakers comments.¹

REASON: To ensure the Highway Maintenance budget is expended in the most cost effective way based on the Council's assessed priorities and approved policies.

Action Required

1. Prepare a briefing note on Tranby Avenue and share with AB exec Member/Osbaldwick Parish Council.

35. UPDATE ON AREA BASED APPROACH TO INSTALLING ENERGY EFFICIENCY MEASURES.

The Executive Member considered a report which advised of the successful outcome of the area based home insulation scheme and the potential funding opportunities through the Community Energy Saving Programme to extend the scheme. Significant work is being undertaken by Leeds City Region on the Domestic Energy Efficiency Programme (DEEP) which if successful will have a positive impact on any future area based insulation work undertaken by the Council.

Officers outlined the report and highlighted the following points:

- 600 homes had work carried out.
- Financial benefit to householders.
- The scheme assists with the Councils CO2 strategies.
- DEEP programme includes York as part of the Leeds City Region.
- There are more benefits for York not highlighted in the report that will be reported at a later date.

The Executive Member was happy to approve the recommendations.

RESOLVED: That the Executive Member noted the information in the report and approved Option 1 and gave authority to Officers to seek further funding opportunities through Community Energy Savings Programme and the Regional Growth Fund for the Domestic Energy Efficiency Programme.

REASON: To ensure that the Council meets its fuel poverty and sustainability targets.

Councillor Reid, Chair.

[The meeting started at 4.00 pm and finished at 4.30 pm].

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Executive Member for Neighbourhoods and Housing**3rd February 2011**

Joint Report of the Director of Communities and Neighbourhoods and the Director of Customer and Business Support Services

Revenue Budget Estimates 2011/12**Purpose of Report**

- 1 This report presents the 2011/12 budget proposals for Neighbourhoods and Housing. It includes:
 - The national context regarding local government funding and the implications for City of York Council
 - The approach that has been adopted to develop budget proposals
 - The outcomes of the customer budget consultation
 - the revenue budget for 2010/11 (Annex 1) to show the existing budgets
 - the budget adjusted and rolled forward from 2010/11 into 2011/12
 - the cost of pay and price increases and increments for the portfolio
 - proposals for service pressure costs and savings options for the portfolio area (Annex 2)
 - fees and charges proposals (Annex 3)
 - the Housing Revenue Account (Annex 4)
- 2 Budget Council will be held on 24 February 2011 and will make decisions on the overall budget for the Council. In order to facilitate the decision making process the Executive are meeting on 15 February 2011 to consider the recommendations identified by the individual portfolio Executive Members and the results of the consultation exercise.
- 3 The Executive Member is therefore asked to consider the budget proposals included in this report and identify their recommendations (after considering the proposals in annexes 2 and 3) which will be considered by the Executive as part of the consultation exercise. The Executive Member is invited to provide comments on the budget proposals in this report.

Background

- 4 The financial context for the 2011/12 budget has been significantly impacted by :-
 - Worldwide recession leading to Central Government deficit reduction plan
 - Unprecedented reductions in Public Sector spending

- At the same time we have unavoidable ongoing financial pressures arising from
 - Increasing number of older people, living longer and requiring care and support services for longer
 - An increase in the number of severely disabled children who require intensive support into and throughout adulthood
 - Reductions in income from Council services as people have less money to spend
 - Reduction in funding of subsidised bus travel for older people
 - Increased cost of waste disposal
 - Impact of changes to Pensions and NI legislation

5 The Council's 2011/12 budget is being developed within the constraints of the extremely challenging financial climate, the government's Spending Review and provisional finance settlement information. In particular:

- a Total reductions in government funding of 28% over the next four years, heavily frontloaded with York's grant being cut by 13.3% in 2011/12.
- b 22 grants, worth £14,403k in 2010/11 and with an indicative value of £11,478k in 2011/12, have been rolled into the formula grant.
- c The increase in formula grant in the provisional settlement, including the grants transferred in, is only £5,183k, leaving a shortfall in funding of £9,221k between the two years.
- d 23 grants, worth £8,200k in 2010/11, have been transferred to the new Early Intervention Grant, for which the council will receive £6,350k in 2011/12 a further shortfall of £1,850k.
- e 21 grants, worth £13,685k in 2010/11, have been incorporated within the Dedicated Schools Grant (DSG). The provisional DSG for 2011/12 is £106,564k, an increase of £13,659k from the 2010/11 level (subject to pupil number adjustments).
- f There are a further five grants (worth £759k in 2010/11) as yet still under review.
- g Against these pressures Executive were advised in December that directorates would need to find savings of £15m to be able to set a balance budget for 2011/12.
- h In addition, other grants (worth £5,544k in 2010/11) which formerly were direct grants to service areas have been cancelled, creating additional financial pressures in directorates.
- i While the Council has been penalised over the past few years by the workings of the floors and ceilings within the formula grant mechanism, for 2011/12 this same process will offer the protection of a damping gain of £2,541k.

- j The Council will receive a further reduction in formula grant of £4,639k in 2012/13.
- 6 Against these funding reductions the Council has been offered a sum of £1,828k per annum for each year of the Spending Review period if the council tax level in the area is frozen at the 2010/11 level. At the same time the threat of 'capping' local authorities who decide to raise council tax levels or net expenditure above a level yet to be determined by the government has not been removed. York currently has the second lowest Council Tax of all Unitary authorities.
- 7 The 2010/11 revenue budget monitoring process has identified areas of activity that currently have insufficient capacity to deal with the increased demands on those services. In addition consideration has been given to the Councils top priorities, and the need to ensure that key front line areas of activity, particularly those in respect of adults and children, can continue to be provided. From this analysis, specific areas of investment will be proposed within the Councils 2011/12 budget , in particular within the following areas :
- Increasing demand on adult social care services
 - Impact of economic downturn on the Council's income generating services
- 8 The proposed budget for 2011/12 reflects the need to direct investment into these areas in order that planning and monitoring of service delivery and improvement can take place against an adequate resourcing platform.
- 9 In addition, the Council recognises that adequate provision needs to be created within the budget to ensure that the continuing financial impact of the economic downturn can be contained effectively. Following detailed review of economic pressures both on front line services and the Council's Treasury Management function, it is proposed that money will be set aside within the budget to contain the impact of these pressures.
- 10 In order to create the financial capacity to enable adequate investment in these priority areas the budget strategy has been based around certain key financial management principles. A fundamental maxim of the strategy is that Directorates have been made clearly responsible for the robust and effective self-management of their existing financial resources and that restraint has been expected in putting forward for additional growth in budget to be funded corporately
- 11 Directorates have been expected to contain their net expenditure within clearly defined and strictly enforced cash limits with a clear expectation that Directorates self manage all non-exceptional budget pressures within this cash limit. These pressures include the anticipated cost of the pay award and any incremental increases due in year. Explicitly linked to self-management within defined cash limits has been the requirement for directorates to demonstrate the re-allocation of budgets in order to contain internal financial pressures.
- 12 CYC has a strong track record of delivering Value for Money and initiated an innovative efficiency programme, More for York which is on track to deliver

£9m savings from the work undertaken in the current year so it is well placed to meet the financial challenges set out above.

Budget Consultation

- 13 As with previous years we have asked residents what services they value and where they would wish CYC to continue providing the levels of service they receive now and where they think we should reduce spending. This year steps were taken to reduce the cost of the Budget Consultation, due to the very nature of the consultation. Budget questions were included in Your City and available online. Residents were also able to give their views through a separate online budgeting tool - YouChoose. The consultation generated a statistically reliable response of 738 for Your City and 465 for YouChoose. Whilst the level of response is lower than last year the results remain statistically reliable, and furthermore overall spend was less than £1,000

Your City Questions - This was based upon 3 questions

- 60% of residents would choose to meet the budget challenge through higher fees and charges, 44% through reductions in service and only 30% of residents through increased Council Tax.
- People are more willing to pay increased charges for Planning, Parking and Leisure facilities than they are for Homecare services.
- In deciding whether budgets for different services should stay the same or be reduced, residents were more likely to say that funding for social care services, community safety and street based services should remain the same – 85% Children’s social care, 75% crime prevention and community safety, 76% Adult social care, 76% waste and recycling, 74% road and footpath maintenance and 70% street cleaning.
- Residents were more willing to reduce spending on a broad range of leisure and culture services and on young peoples services and transport with 64% reducing sport and leisure facilities (including events and activities), 63% reducing theatres and museums, 47% reducing parks and open spaces, 45% reducing libraries, 42% reducing young peoples services and 41% reducing transport services.

You Choose Questionnaire - This was an interactive online tool that asked residents to identify how to make £15m savings by either increasing/decreasing Council Tax, spend or fees and charges on a range of services.

- Perhaps because residents were asked to identify total savings they were generally much more likely to reduce expenditure in all areas. However the same pattern of preference as in Your City was repeated with 98% of residents reducing the budget for Council support and public engagement, 92% reduced leisure and culture budgets, 89% reduced Adult Social Care budgets, 81% reduced Children’s Social Care budgets whilst community safety was reduced by 74% of residents.
- In terms of service efficiencies and saving money, respondents were very supportive of all the options. A review of the authority’s fleet vehicles was supported by 82% of respondents, sharing services with partners by 78% and outsourcing services to external suppliers by 57%.

Principles

14 Directorates have identified options for savings for consideration by the Executive portfolio holder based on 4 key principles. Each of these principles will bring benefits for the citizens of York, and each will be guide us as we tackle the realities of significant budgetary changes in the months and years to come

- **Create-** opportunities for our citizens and communities, our businesses and educational establishments to prosper and thrive
- **Protect**
 - The most vulnerable members of our community – older people, people with disabilities and, children– by ensuring that the services with which we provide them are the very best possible
 - All citizens by ensuring that vital Council services that secure their well-being continue to be delivered and that all customer groups receive equal outcomes
 - The financial interests of our residents by not raising the amount of Council Tax they pay in 2011/12
 - Staff by ensuring wherever possible that we provide security of employment
- **Partner**
 - Increase public participation in decision-making and service delivery
 - Bring together service provision from a range of agencies at a local level so that individuals, community groups and voluntary bodies can shape and prioritise and even take control of delivering services that are needed at a local level.
 - With the voluntary and community sector; health services, and city partners in the police, fire service, education and business to join up services and make the most of all the resources within the city
 - Cost and Quality of services are important to CYC – where we cannot match both the cost and quality of service offered by other providers we will consider using the Community and Voluntary sector, staff co-operatives or the Private sector to deliver services.
- **Efficiency**
 - We will continue to monitor spend and drive costs down
 - We will rationalise and reshape services to make them as efficient as possible
 - Get better value from our non salary spend through effective procurement

Delivering the Savings

15 Once again the More for York programme will be used to support the delivery of the savings. The programme will now be on a much larger scale and Directorate Management Teams will be central to delivery and managing the

changes. It must be stressed that achievement of these efficiencies will not be easy to deliver but they are essential in order to deliver investment into priority areas. The scale and pace of the transformation process in coming years will be critical to the Council maintaining financial stability. In addition, clearly with the future pressures on public spending, combined with known forecast increased pressures in children's care, adult care, and waste management, the Council will face the need to both achieve significant transformational change, and review the overall type and level of service provision in coming years.

Departmental Overview

16 In Communities and Neighbourhoods we will

- Work with partners and communities to provide modern high quality frontline services in neighbourhoods in the city.
- Spend £24m on the cleanliness of our Environment, the condition of the cities roads, collecting and recycling our waste and providing parking facilities in the city
- Spend £34m pa on the provision of housing services in the City for those in need, of which £31m is part of the ring fenced Housing Revenue Account. We will invest a further £28.9m on Council Houses over the next five years, including upgrades to kitchens, boilers and aerials.
- Work with partners to ensure there are low levels of crime and antisocial behaviour, and that business premises are properly regulated. Provide quality registration and bereavement services

Looking ahead we will work to

Create

- Develop a foyer scheme facility for young people, which will reduce homelessness, and reduce the long term cost of these services

Protect

- Spend £16m per year to keep our streets clean and safe, to remove rubbish and litter, to maintain our excellent record on recycling and Improve recycling facilities in the City
- Invest £1m over the next 5 years In new technology solutions to reduce our energy usage
- Invest a further £23.6m over the next 5 years in the Council's roads, bridges and drains in addition to an annual repair budget of £4.1m
- Work with partners and communities to increase the recycling rate in the city by at least 1%
- Use £2.5m funding secured by building affordable new home on council owned land to provide essential housing services.

Partner

- Work with all city partners and the Voluntary sector and Community partners to join up services at a local level, remove duplication and provide services

focussed on the needs of local people.

- We will ensure that local communities, voluntary sector organisations and partners have the opportunity to develop and deliver their own solutions for a wide range of services.

Efficiency

- We will streamline management structures and use innovative technologies and business processes to deploy staff more efficiently and reduce the need for temporary staff and overtime.
- We will consolidate the procurement of services and supplies to reduce spend on items such as construction materials, transport and fleet contracts and public convenience cleaning services.
- Modernise the Parking service to introduce customer focussed shift patterns and new ways of making payment online or by phone.
- Highways maintenance will be provided more effectively by managing and scheduling the repairs in line with the classification of the road and the extent of the damage
- Ensure that charges for discretionary services cover the full cost of providing them.

Budget Proposals for Neighbourhoods and Housing

- 17 A summary of the budget proposals is shown in Table 1 below. Further details on each individual element are presented in the subsequent paragraphs.

Table 1 - Summary of Budget Proposals

	Para. Ref	£'000
Base Budget 2011/12	18	27,860
Adjustment for former service grants transferring into the general formula grant (RSG)	19	+424
Allocation for increments	20	+399
Service Pressure proposals	21	0
Savings proposals (Annex 2)	23-26	-3,244
Proposed Budget 2011/12		25,439

Base Budget (£27,860k)

- 18 This represents the latest budget for 2010/11, updated for the full year effect of decisions taken during 2010/11, e.g. supplementary estimates awarded.

Adjustment for Former Service Grants (£424k)

- 19 This adjustment is the budgetary effect of former direct service grants being transferred to general grants. The review of the service provision identified in paragraph 20 includes areas that are no longer funded by direct grants

Increments (£399k)

- 20 The job evaluation exercise resulted in a twelve grade structure with four levels within each band. 2011/12 is the final year that will include incremental payments for staff appointed at the bottom of the grade as part of that process.

Service Pressures (£0k)

- 21 A range of options for service pressure proposals has been considered and in view of the overall available resources it is proposed that no additional budget is allocated for Neighbourhoods and Housing. There is a general price freeze on most budgets. The amount allowed within service pressures for price inflation is to fund known price increases, e.g. contract payments.

Contingency Items

- 22 Members should note that there are potential expenditure pressures that may materialise in 2011/12 but which are not yet certain or not quantifiable at this stage. The Executive will decide on 15 February 2011 whether or not to set a general contingency to provide possible funding for such items for 2011/12.

Savings Proposals (-£3,244k)

- 23 Members will be aware that the 2010/11 budget savings were significant and that all Directorates are operating within a tight financial environment. In addition the Council has accelerated its' efficiency programme, More For York, which had an initial target of generating £15m of budget savings over three years, to meet the financial constraints of the governments' spending Review and the provisional finance settlement.

- 24 In seeking to achieve savings for the 2011/12 budget Directorates have examined budgets with a view to identifying savings that have a minimum impact on the services provided to the public, customers and the wider Council and are not already included in existing blueprints for More For York. They have concentrated on initiatives that:

- improve quality and efficiency
- reduce Management and administrative costs
- protect frontline services especially services for the most vulnerable members of our community
- result from ongoing service reviews
- generate income
- address budgetary underspends
- improve cash flow and interest earnings

- 25 In addition to the initiatives listed above the price increases and list of savings also include proposals to increase fees and charges. Generally these are in line with inflation, but this is varied by directorates as they are affected by national constraints/requirements.

- 26 Annex 2 shows the full list of savings proposals for the Neighbourhoods and Housing portfolio. It also includes some proposals that are across the

Communities & Neighbourhoods Directorate, some of which will impact on the Leisure, Culture and Social Inclusion portfolio. However, as the majority of the impact is likely to be in this portfolio they have been included in Table 1 above.

Fees and Charges

- 27 The details of the proposed fees and charges for the services provided by this portfolio are set out in Annex 3.

Housing Revenue Account

- 28 Local Authorities are required, by legislation, to keep a HRA. The Local Government and Housing Act 1989 stated that items of income and expenditure only relating to Council housing must be contained within the account. Thus the terms “ring fenced” or “landlord account” are now referred to, as transfers between the HRA and General Fund are normally prevented.
- 29 The Act also outlined the arrangements whereby subsidy is allocated on a “notional” HRA. This account is based on the Governments assessment of what local authorities should charge in rents and spend on management and maintenance, rather than what they actually do charge and spend.
- 30 Authorities have a duty to ensure that the HRA balances, to keep the budget under review and to take all reasonable steps to avoid a deficit.

Draft HRA Negative Subsidy & rent increase

- 31 The two major sources of funding HRA expenditure have been Government Subsidy and rent income. Following the removal of the payment of rent rebates through the HRA there is now a net surplus on the notional HRA as the rent income now exceeds the subsidy payable by the Government for HRA expenditure on management, maintenance, etc. This results in a “negative” subsidy payable by the authority to the Government of £7,746k for 2011/12. This compares to £6,145k for 2010/11.

	2010/11 Estimate £'000	2011/12 Estimate £'000
HRA subsidy payable (including MRA)	19,143	18,035
Less Notional Rent Income from council tenants	(25,288)	(26,837)
Equals Negative Subsidy payable	(6,145)	(7,746)

- 32 Housing rents are based on a formula for rent setting created by central government. Under the original formula similar properties should be charged similar rents by 2012 regardless of who owns the property. This is known as rent convergence. This formula rent takes account of various factors including the number of bedrooms a property has, property valuation,

average earnings and the date at which all rents are expected to converge. The guideline rent increase for 2011/12 is 6.5% with convergence due to be achieved in 2015/16. The actual average rent increase for this council, taking all these factors into account, is expected to be 6.4%.

HRA Borrowing and Debt Repayment

- 33 From 1 April 2004 authorities can determine for themselves what capital investment is required and have the freedom to borrow (within prudential principles) to deliver housing services. Some supported borrowing continues and the interest charges for the elements used to fund HRA capital expenditure is paid from the HRA and refunded through subsidy. Prudential borrowing which takes place over and above the (supported) capital financing requirement is “unsupported” in that the authority must find the means of paying back interest and principal from within its own resources.
- 34 In October 2009 the Executive Member agreed to submit a bid to the Homes and Communities Agency for grant to build in the region of 18 new family council houses. Following the emergency budget in June 2010 all schemes had to be re-submitted. The funding was confirmed and therefore the HRA may undertake prudential borrowing during 2011/12, which will be funded from the rental income stream received from the new properties.
- 35 Previously authorities were required to make a revenue provision to repay 2% of net HRA debt and this was funded through HRA subsidy. Authorities are no longer compelled to make this provision and any voluntary contribution will not be paid by subsidy. Guidance suggests it is advisable to make a voluntary contribution and as a result since 2004/05 a provision of 2% has been made on outstanding HRA debt. This will continue in 2011/12.
- 36 The result of all the adjustments outlined within this report is an in-year surplus of £383k. Together with the budgeted brought forward working balance of £9,189k this leaves a working balance of £9,572k on the account.
- 37 This surplus is broadly in line with that forecast in the HRA business plan. The HRA surplus needs to remain on the account to be reviewed once the HRA business plan is updated to reflect both the budget detailed in this report and the 2010/11 outturn position. Members are reminded that the HRA surplus is needed to fund expenditure in future years.
- 38 A review of the operation of both the HRA and the current subsidy system has been undertaken by the department of Communities and Local Government (CLG). This review looked at all aspects of housing finance and recommended a move towards a system of self financing, however it will not be implemented until 2012/13. At the time of writing the details of the proposed self financing offer are still being awaited.

Consultation

- 39 This paper forms part of the Council's budget consultation. The results of consultation to date are included in the report. These include a Your City Questionnaire, Youchoose, an online questionnaire , a public meeting led by the Leader of the Council and Director of Customer and Business Support

Services where participants were presented with information on pressures facing each directorate, and a further session with the business communities of the city.

Options

- 40 As part of the consultation process the Executive Member is asked for their comments or alternative suggestions on the proposals shown in Annexes 2 and 3.

Analysis

- 41 All the analysis is provided in the body of the report and the annexes.

Corporate Priorities

- 42 The budget represents the opportunity to prioritise resources towards corporate priority areas. The principles set out in this report which have driven the development of savings and growth proposals are derived from the Councils corporate priorities.

Implications

- 43 The implications are:
- Financial - the financial implications are dealt with in the body of the report.
 - Human Resources - There are a number of potential redundancy situations included in Annex 2 and there could be a reduction of approximately 40 posts across the directorate, of which 35 would relate to this portfolio. All necessary consultations with the unions will commence as soon as any decisions are made.
 - Equalities - The consideration of the impact of these proposals on each equalities strand has been carefully considered by officers as part of the budget preparation process. Consultation has also taken place with representatives of groups in York and feedback has been incorporated. Individual Equalities Impact Assessments (EIA) have been undertaken where appropriate and the impacts of each proposal are set out in Annex 2. An Overall EIA of the budget has been undertaken and will be a background paper to the Executive report.
 - Legal - there are no legal implications to this report.
 - Crime and Disorder - there are no specific crime and disorder implications to this report.
 - Information Technology - there are no information technology implications to this report.
 - Property - there are no property implications to this report.
 - Other - there are no other implications to this report.

Risk Management

- 44 Key reporting mechanisms to Members on budget matters will continue to be through mid-year monitoring reports and the final Revenue Outturn report for the year. The format/timing of these reports has recently been considered by

the Council's Management Team but as a minimum they will report on forecast out-turn compared to budgets and will also address the progress made on investments and savings included within the budgets.

- 45 The budget setting process always entails a degree of risk as managers attempt to assess known and uncertain future events. This year has demonstrated the difficulty of achieving this. As with any budget the key to mitigating risk is prompt monitoring and appropriate management control. As such updated figures and revised corrective actions will be monitored via Directorate Management Teams, Corporate Management Team and the monitor reports during the year.

Recommendations

- 46 The Executive Member is invited to consider whether the budget proposals are in line with the Council's priorities.
- 47 The Executive Member is invited to provide comments on the budget proposals for savings and growth which have been prepared by Officers and contained in this report, which are intended to form part of the Council's budget to be considered by the Budget Executive on 15 February 2011.
- 48 The Executive Member is asked to consider the budget proposals for consultation for Neighbourhoods and Housing for 2011/12 contained in this report and listed below and provide comments to be submitted to the Budget Executive on 15 February 2011.
- 2011/12 Base budget as set out in paragraph 18;
 - Savings proposals as set out in Annex 2;
 - Fees and charges as set out in Annex 3
 - The HRA budget as set out in Annex 4.

Contact Details

Authors:

Debbie Mitchell
Finance Manager for Communities &
Neighbourhoods
Tel: 554161

Chief Officers responsible for the report:

Sally Burns
Director of Communities and Neighbourhoods
Tel: 552003
Ian Floyd
Director of Resources
Tel: 551100

Specialist Implications Officer(s) None

Wards Affected: *List wards or tick box to indicate all* **All**

Background Working Papers

Annexes

Annex 1 - 2010/11 Budget

Annex 2 - Savings Proposals

Annex 3 - Fees and Charges

Annex 4 - Housing Revenue Account

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Neighbourhoods and Housing

Revenue Budget by Detail	2010/11 Budget £000's	Revenue Budget by Cost Centre	2010/11 Budget £000's
Employees	24,065	Housing Services	1,392
Premises	13,048	Bereavement Services	-917
Transport	3,322	Cleaning Services	194
Supplies and Services	10,676	Environmental Health & Trading Stds	2,106
Miscellaneous		Highways	10,009
– Recharges	7,177	Licensing Services	23
– Other	2,623	Registrars	2
Capital Financing	6,249	Street Environment & Enforcement	652
		Support Services	-42
Gross Cost	67,160	Safer York Partnership	598
		Waste Services	9,011
		Neighbourhood Pride	2,537
		Parking Services	3,087
Less Income	-38,508		
Net Cost	28,652	Net Cost	28,652

Neighbourhoods & Housing		Net Cost	Full Year	Full Year	Staffing	Customer	Equalities
		2011/12	2012/13	2013/14	Impact	Impact	Impact
		£(000)	£(000)	£(000)			
CANS01	Reduce use of agency staff	-100	-100	-100	No impact	No impact	No impact expected
CANS02	Review of all internal trading across the council to remove unnecessary transactions	-150	-175	-175	Likely to be a reduction in staff - number to be determined	No impact	No impact expected
CANS03	Review all fees & charges to ensure set at appropriate level, recover actual costs and are collected as efficiently as possible.	-50	-50	-50	No impact	Will result in increased charges for some services	Equalities Impact Assessment (EIA) available
CANS04	Implement the successful More for York Commercial Procurement approach to reduce spend on Goods and Services	-700	-700	-700	No impact	No impact	No impact expected
CANS08	Improved efficiency of the procurement and running and maintenance of the councils fleet of vehicles. Expected reduction in costs and CO2 emissions	-570	-650	-650	Some impact - to be determined	No impact	No impact expected
CANS46	Streamlining of business support and admin functions across the directorate.	-150	-150	-150	Likely to be a small reduction in staff-number to be determined	No impact	No impact expected
CANS47	Streamline management of Neighbourhood Pride and Parks & Open Spaces.	-83	-83	-83	Reduction in Management and Supervision Posts (3 FTE)	No impact	No impact expected

Neighbourhoods & Housing		Net Cost	Full Year	Full Year	Staffing	Customer	Equalities
		2011/12	2012/13	2013/14	Impact	Impact	Impact
		£(000)	£(000)	£(000)			
CANS34	Develop foyer scheme for young people to improve life chances for young homeless people and reduce the impact of increased 'Looked after Children'. Subject to delivery of this scheme, will be able to integrate the management of resettlement, temporary accommodation, support and casework	-38	-38	-38	Will result in changes to Terms & Conditions for staff as a result of moving to a 24/7 managed service and potential reduction of one FTE	Will result in more focused service to a particular vulnerable client group, resulting in significantly improved customer outcomes	Will deliver positive & improved outcomes for young people. An EIA will be needed as part of proposals to develop a Foyer for young people
CANS33	Realign homeless prevention work to reduce staffing	-15	-15	-15	Reduction of 0.5 FTE	No impact	No impact expected
CANS35	Integrate management of Peasholme contracts to reduce management costs	-5	-10	-10	Potential reduction of 1 FTE, although may not be CYC staff	No impact	No impact expected
CANS36	General efficiency within Temporary Accommodation.	-30	-30	-30	No impact	No impact	No impact expected
CANS37	General efficiency within housing services.	-18	-18	-18	No impact	No impact	No impact expected
CANS38	General efficiency in housing options.	-15	-15	-15	No impact	No impact	No impact expected
CANS136	Recharge management costs to regional projects. (FOR ONE YEAR ONLY)	-60	0	0	No impact	No impact	No impact expected
CANS117	Review of Housing and Public Protection management structure	-115	-115	-115	Reduction of 3.5 FTE	No impact	No impact expected
CANS54	Review of Mobile Cleaning Operation	-17	-17	-17	Possible staffing reductions	No impact	No impact expected
CANS55	Reduction in overtime for Building Cleaning Service through development of staff pool to undertake holiday sickness cover at standard rates.	-60	-60	-60	Discussions with staff on holidays	No impact	No impact expected

Neighbourhoods & Housing		Net Cost	Full Year	Full Year	Staffing Impact	Customer Impact	Equalities Impact
		2011/12	2012/13	2013/14			
		£(000)	£(000)	£(000)			
CANS56	Better sourcing of material in building cleaning service	-15	-15	-15	No impact	No impact	No impact expected
CANS57	Review of City Centre Caretaking	-63	-63	-63	Possible staffing reductions	No impact	No impact expected
CANS58	Review of Management and Supervisor Structure within Cleaning	-26	-26	-26	Possible staffing reductions	No impact	No impact expected
CANS59	Charge full cost of voids cleaning service to Housing Revenue Account	-40	-40	-40	No impact	No impact	No impact expected
CANS60	Further review of rounds and schedules for waste and recycling	-130	-130	-130	Reduction of up to 4 FTE (Currently agency)	No impact	No impact expected
CANS61	Review of Management and Supervisor Structure within Waste	-25	-25	-25	Possible staffing reductions	No impact	No impact expected
CANS62	Private sector supply of spare vehicle	-30	-30	-30	No impact	No impact	No impact expected
CANS64	Move to 4 weekly collection of green waste during the winter months	-110	-110	-110	Reduction in FTE, number to be determined	Green waste collection service reduced in winter to some residents	No impact expected
CANS65	YorWaste contract to be re-negotiated around recycling credit	-15	-15	-15	No impact	No impact	No impact expected
CANS66	Reduction in contribution to the NY waste partnership	-5	-5	-5	No impact	No impact	No impact expected
CANS67	Review of waste communication and promotion with a more targeted approach	-20	-20	-20	No impact	Lower levels of promotional material to high performing areas	No impact expected
CANS119	Review of waste strategy with a view to increase recycling rate by 1% by a more targeted approach to recycling promotion	-65	-65	-65	No impact	No impact	No impact expected

Neighbourhoods & Housing		Net Cost	Full Year	Full Year	Staffing	Customer	Equalities
		2011/12	2012/13	2013/14	Impact	Impact	Impact
		£(000)	£(000)	£(000)			
CANS70	Replace temporary scaffolding at Towthorpe Household Waste Recycling Centre with permanent structure	-11	-11	-11	No impact	No impact	No impact expected
CANS73	Permit scheme revision - apply permit scheme more robustly to private individuals using commercial vehicles	-10	-10	-10	No impact	No impact	No impact expected
CANS40	Review the management and methods used for street cleaning and litter management across the City	-75	-75	-75	Possible staffing reductions	No impact	No impact expected
CANS77	Remove 2nd attendant from Silver Street toilets	-9	-9	-9	Possible staffing reductions	Reduced cleanliness standards	Could have some impact on disabled customers, therefore full EIA will be required
CANS79	Review methods of payments for Resident Parking and PCN's	-17	-17	-17	Some impact on shift patterns and workload within Admin	Accessibility will be considered as part of the review	Could reduce accessibility therefore EIA required
CANS80	Review the patterns of work within the parking service	-38	-38	-38	Possible staffing reductions	No impact	No impact expected
CANS82	Reduction in legal fees	-6	-6	-6	No impact	No impact	No impact expected
CANS83	Reduction in car park maintenance	-5	-5	-5	No impact	No impact	No impact expected
CANS85	Engage with the private sector for financial support for cleansing of publicly accessible private land	-10	-10	-10	No impact	No impact	No impact expected
CANS98	Efficiency savings from using different anti-skid tarmac in those areas that currently have anti-skid and are due for resurfacing	-8	-8	-8	No impact	No impact	No impact expected

Neighbourhoods & Housing		Net Cost	Full Year	Full Year	Staffing	Customer	Equalities
		2011/12	2012/13	2013/14	Impact	Impact	Impact
		£(000)	£(000)	£(000)			
CANS99	Undertaking patching on carriageways and footways that meet the standard of the classification of the road	-100	-100	-100	No impact	No impact	No impact expected
CANS100	Increasing the number of streets treated under capital funding thus reducing the need to spend revenue funding on pothole repairs. Saving achieved by planing off and making a better repair than making a basic pot hole repair under revenue funding.	-50	-50	-50	No impact	No impact	No impact expected
CANS101	Replacing current bollards with new bollard designs, which have a longer life and require less maintenance if knocked by drivers	-58	-58	-58	No impact	No impact	No impact expected
CANS94	Review of pest control service to generate efficiencies and generate additional income	-49	-49	-49	No impact	No impact as costs will only rise by inflation	Potentially some socio economic impact for customers in receipt of benefits so a full EIA will be required
CANS102	Renegotiation of stone crushing contract to achieve saving per tonne	-11	-11	-11	No impact	No impact	No impact expected
CANS78	Full review of structures and services delivered by all staff out on the streets carrying out inspection, enforcement and reporting roles	-67	-67	-67	Potential reduction of up to 4 FTEs	No impact	No impact expected
Total		-3244	-3294	-3294			

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Registrar of Births, Deaths and Marriages	Charge 2010/11	Proposed Charge 2011/12	% Increase over 2010/11
	£	£	%
<u>Statutory Fees review effective from 1st April 2011</u>			
<u>Searches</u>			
General Search - up to eight searches and not exceeding six hours	18.00	18.00	-
<u>Certificates - Superintendent Registrar</u>			
Standard certificate of birth, death or marriage sent within 10days	7.00	9.00	28.6
Short certificate of birth	5.50	9.00	-
<u>Certificates - Registrar</u>			
Standard certificate of birth, death or marriage	3.50	3.50	-
Photographic copy of an entry of birth, death or marriage	3.50	3.50	-
Certificate of birth, death or marriage for certain statutory purposes	3.50	3.50	-
Short certificate of birth (other than the first issued at the time of birth registration)	3.50	7.00	100.0
<u>Marriages - Superintendent Registrar</u>			
For attending at the residence of a house-bound or detained person to attest notice of marriage	40.00	40.00	-
For entering notice of marriage in a marriage notice book	30.00	33.50	11.7
For entering notice of marriage by Registrar General's licence in marriage notice book	3.00	3.00	-
For attending a marriage at the residence of a house-bound or detained person	40.00	40.00	-
For attending a marriage by Registrar General's licence	2.00	2.00	-
<u>Marriages - Registrar</u>			
For attending a marriage solemnised in the Register Office	40.00	40.00	-
For attending a marriage solemnised in a registered building	40.00	80.00	100.0
For attending a marriage at the residence of a house-bound or detained person	40.00	40.00	-
For attending a marriage by Registrar General's Licence	2.00	2.00	-
<u>Certificate for Worship and Registration for Marriage - Superintendent Registrar</u>			
Certification of a place of meeting for religious worship	28.00	28.00	-
Registration of a building for the solemnisation of marriages	120.00	120.00	-
<u>Discretionary</u>			
Standard certificate within 1 hour at the Registry Office	15.00	17.00	13.3
Standard certificate - same day, or posted 1st class on same day	12.00	14.00	16.7
Standard certificate provided from phone / electronic information	12.00	14.00	16.7
Standard certificate requiring same / next day postal delivery	22.00	24.00	9.1
Certification of a venue for marriage ceremonies (valid for three years)	2,250.00	2,400.00	6.7
<u>Non-refundable booking fee for all weddings</u>	n/a	50.00	new
<u>Marriage and Civil Partnership Ceremonies</u>			
<u>Attendance of Registration Staff at Approved premises</u>			
Large marriage room at Register Office Mon-Thurs	170.00	180.00	5.9
Large marriage room at Register Office Fri-Sat	240.00	250.00	4.2
Small room at Register Office Mon - Thurs	95.00	100.00	5.3
Small room at Register Office Fri - Sat	120.00	130.00	8.3
Approved Premises (venues) Mon-Thurs	395.00	410.00	3.8
Approved Premises (venues) Fri - Sat	450.00	475.00	5.6
Approved Premises (venues) Sun / Bank Holidays	495.00	520.00	5.1

Registrar of Births, Deaths and Marriages	Charge 2010/11	Proposed Charge 2011/12	% Increase over 2010/11
	£	£	%
<u>Nationality Checking Service</u>			
- Adult	45.00	50.00	11.1
- Child	25.00	27.50	10.0
<u>Citizenship Ceremonies</u>	150.00	150.00	-
<u>Funerals</u>	150.00	150.00	-
<u>Baby Naming Ceremonies</u>			
At Register Office	180.00	180.00	-
Approved Premises (venues)	200.00	200.00	-
<u>Renewal of Vows</u>			
At Register Office	180.00	180.00	-
Approved Premises (venues)	200.00	200.00	-
<u>Sale of Goods and Miscellaneous Charges :-</u>			
- Scrolls	5.00	5.00	-
- Baby Folders	2.00	2.00	-
- Books of Verse	4.00	4.00	-
- Business Card Advertising	100.00	125.00	25.0

BEREAVEMENT SERVICES	2010/11	2011/12	
	Charge (Before VAT)	Proposed Charge (Before VAT)	Increase Over 10/11
	£	£	%
CREMATORIUM			
Use of electronic Organ 1 Hymn	18.72	19.17	2.4%
CREMATIONS (VAT EXEMPT)			
Adult (including medical referee fee)	637.00	665.00	4.40%
Still Born	0.00	0.00	0.0%
Up to Six Months	0.00	0.00	0.0%
Six Months to Sixteen Years	0.00	0.00	0.0%
INTERMENT (VAT EXEMPT)			
Interment of Ashes	21.00	22.00	4.8%
SCATTERING OF ASHES (VAT EXEMPT)			
Ashes received from external sources	55.00	58.00	5.5%
Ashes forward to other places	40.00	45.00	12.5%
Additional Service Time	74.00	76.00	2.7%
EXHUMATIONS			
Exhumation fee	105.00	155.00	47.6%
BEARING SERVICE			
	12.00	13.00	8.3%
MEMORIALS AND PLAQUES			
PLAQUES			
60 letter inscription 10 years	254.47	262.50	3.2%
60 letter inscription 20 years	339.57	350.00	3.1%
Display for a further 5 years	89.36	91.67	2.6%
MEMORIALS			
Memorial Plaque with Rose tree 10 yrs	289.36	300.00	3.7%
Memorial Plaque with rose tree 20 yr	374.47	387.50	3.5%
Memorial seat with plaque (10 yrs)	808.51	829.17	2.6%
Memorial seat plaque renewal (5yrs)	148.94	154.17	3.5%
Granite Seat (10 yrs) - new fee	846.81	875.00	3.3%
Granite vase Block 10years	408.51	416.67	2.0%
Granite vase Block 20years	765.96	791.67	3.4%
Vase Block Plaque	114.89	116.67	1.5%
Bronze rose memorial plaque on stake (10 yr)	357.45	370.00	3.5%
Bronze rose memorial plaque on stake (20 yr)	450.21	465.83	3.5%
Circular bench memorial plaque (10 yrs)	297.87	308.33	3.5%
Circular bench memorial plaque (20 yrs)	400.00	413.33	3.3%
Babies garden memorial plaque (10yrs)	254.47	258.33	1.5%
Granite mushroom memorial plaque (10 yrs)	255.32	262.50	2.8%
Granite mushroom memorial plaque (20 yrs)	348.08	358.33	2.9%
Memorial Disc	276.60	287.50	3.9%
Granite Shaped Planter	335.32	345.83	3.1%
Summer House Memorial Plaque	263.83	273.33	3.6%
URNS			
Cardboard Box	8.09	8.33	3.0%
Baby Urn	21.70	22.50	3.7%
Urn	22.55	25.00	10.9%
Casket	42.13	43.33	2.8%

BEREAVEMENT SERVICES	2010/11	2011/12	
	Charge (Before VAT)	Proposed Charge (Before VAT)	Increase Over 10/11
	£	£	%
NICHES			
Niche 10 years	600.00	620.00	3.3%
Niche 20 years	1,000.00	1,035.00	3.5%
Sanctum 2000 (Average Charge)	818.00	842.50	3.0%
Second Plaque on Sanctum 2000	263.83	273.33	3.6%
Inscription (second Plaque/Renewals)	218.72	233.33	6.7%
Additional inscription p/letter over 80 letters	2.55	2.92	14.4%
BOOK OF REMEMBRANCE			
2 line entry	56.17	57.50	2.4%
5 line entry	84.26	85.83	1.9%
5 line entry with floral emblem	118.30	120.83	2.1%
5 line entry with badge, bird, crest & shield	139.57	141.67	1.5%
8 line entry	106.38	108.33	1.8%
8 line entry with floral emblem	143.83	145.83	1.4%
8 line entry with badge, bird, crest & shield	165.11	165.83	0.4%
8 line entry with coat of arms	195.74	199.17	1.8%
FOLDED BOOK OF REMEMBRANCE CARDS			
5 line entry with floral emblem	92.77	95.83	3.3%
5 line entry with badge, bird, crest & shield	118.30	121.67	2.9%
8 line entry with floral emblem	114.89	119.17	3.7%
8 line entry with badge, bird, crest & shield	140.43	145.83	3.8%
8 line entry with coat of arms	170.21	175.00	2.8%
Regimental Badge Etc	included above	included above	n/a
MEMORIAL CARDS			
2 line card	36.60	37.50	2.5%
5 line card	46.81	48.33	3.3%
8 line card	55.32	56.67	2.4%
Regimental Badge	included above	included above	n/a
<u>DRINGHOUSES CEMETERY</u>			
INTERMENT (VAT EXEMPT)			
Adult (4ft 6" grave)	375.00	665.00	77.3%
Child up to 12 years	250.00	250.00	0.0%
Interment of Ashes	150.00	160.00	6.7%
Exhumation (negotiated at cost)			n/a
Exhumation of Cremated Remains	150.00	155.00	3.3%
MEMORIALS			
Headstones	72.34	79.17	9.4%
Add Inscription	45.96	48.33	5.2%
Permission to erect or inscribe a plaque on ashes plot	72.34	79.17	9.4%
Removal of grave memorial by stonemason prior to interment	59.57	62.50	4.9%
Cremation plot with exclusive Right of Burial for period of 50 yrs.	300.00	320.00	6.7%

ENVIRONMENTAL HEALTH	20010/11	2011/12	
	Charge (Before VAT)	Proposed Charge (Before VAT)	Increase Over 10/11
	£	£	%
HEALTH & SAFETY			
SKIN PIERCERS			
a) Tattooists	264.35	276.51	4.6%
b) Skin Piercers	264.35	276.51	4.6%
c) Premises	264.35	276.51	4.6%
¼ly payment available by Standing Order			
POLLUTION CONTROL			
NOISE MONITORING EQUIPMENT - CONTRACT SERVICES			
HIRE/CONSULTANCY AND COURT CASES			
Senior Officers (Grade 9 and above)	40.00	41.84	4.6%
Other Officers	30.00	31.38	4.6%
ENVIRONMENTAL PROTECTION (VAT EXEMPT)			
<i>The following Statutory Fees are proposed and will not be finalised until March 2011 by DEFRA</i>			
APPLICATION FEE (Statutory Fee)			
Standard Process	1,579.00	1,579.00	0.0%
additional fee for operating a standard process without a permit	1,137.00	1,137.00	0.0%
Service station/dry cleaners	148.00	148.00	0.0%
Petrol station combined PVR I & II	246.00	246.00	0.0%
Vehicle refinisher	346.00	346.00	0.0%
Waste oil burner < 0.4MW	148.00	148.00	0.0%
additional fee for WOB, dry cleaner or vehicle refinisher operating without a permit	68.00	68.00	0.0%
Mobile Screening and Crushing plant	1,579.00	1,579.00	0.0%
SUBSISTENCE FEE (Statutory Fee)			
Standard Part B Process :-			
LOW	739.00	739.00	0.0%
MEDIUM	1,111.00	1,111.00	0.0%
HIGH	1,672.00	1,672.00	0.0%
Standard Process when paid quarterly			
LOW	775.00	775.00	0.0%
MEDIUM	1,147.00	1,147.00	0.0%
HIGH	1,725.00	1,725.00	0.0%
Standard A2 Process			
LOW	1,384.00	1,384.00	0.0%
MEDIUM	1,541.00	1,541.00	0.0%
HIGH	2,233.00	2,233.00	0.0%
Standard A2 Process when paid quarterly			
LOW	1,420.00	1,420.00	0.0%
MEDIUM	1,577.00	1,577.00	0.0%
HIGH	2,269.00	2,269.00	0.0%
Vehicle refinishers Low	218.00	218.00	0.0%
Vehicle refinishers medium	349.00	349.00	0.0%
Vehicle refinishers high	524.00	524.00	0.0%
Reduced fee premises Low	76.00	76.00	0.0%
Reduced fee premises Medium	151.00	151.00	0.0%
Reduced fee premises High	227.00	227.00	0.0%
Mobile Screening and crushing plant Low	618.00	618.00	0.0%
Mobile Screening and crushing plant medium	989.00	989.00	0.0%
Mobile Screening and crushing plant high	1,484.00	1,484.00	0.0%
Transfer	162.00	162.00	0.0%
partial transfer	476.00	476.00	0.0%
surrender	0.00	0.00	0.0%
transfer: service station, WOB <0.4 MW and dry cleaners	0.00	0.00	0.0%
partial transfer: service station, WOB <0.4 MW and dry cleaners	45.00	45.00	0.0%
Late payment fee		50.00	
Substantial Changes s10 and s11			
Standard Process	1,005.00	1,005.00	0.0%
Service Station/dry cleaners	98.00	98.00	0.0%
Waste oil burners < 0.4MW	98.00	98.00	0.0%

ENVIRONMENTAL HEALTH	20010/11	2011/12	
	Charge (Before VAT)	Proposed Charge (Before VAT)	Increase Over 10/11
	£	£	%
PRIVATE WATER SUPPLIES (statutory fee)			
<i>The following Statutory Fees are proposed and will not be finalised until March 2011 by DEFRA</i>			
Risk assessment (each assessment)	500.00	500.00	0.0%
Sampling (each visit)	100.00	100.00	0.0%
Investigation (each investigation)	100.00	100.00	0.0%
Granting an authorisation (each authorisation)	100.00	100.00	0.0%
Analysing a sample taken under reg 10	25.00	25.00	0.0%
Analysing a sample Taken during check monitoring	100.00	100.00	0.0%
Analysing a sample taken during audit monitoring	500.00	500.00	0.0%
FOOD & SAFETY UNIT			
UN SOUND/UNSALEABLE FOOD			
Issue of Certificates	40.14	41.99	4.6%
Collection by van	51.91	54.30	4.6%
EXPORT CERTIFICATES	47.25	49.42	4.6%
LETTER OF ADVICE			
Letter confirming food premises	32.78	34.29	4.6%
ANIMAL HEALTH			
Pet Shop	184.37	192.85	4.6%
Animal Boarding	184.37	192.85	4.6%
Home Boarding Licence	84.46	88.35	4.6%
Dog Breeding Establishment	184.37	192.85	4.6%
Dangerous Wild Animals	507.79	531.15	4.6%
Riding Establishments	212.18	221.94	4.6%
Stray Dogs			
Reclaim Fee (Statutory fee)	25.00	40.00	60.0%
Kennels Fees - Statute only allows the local authority to recover the costs of kennelling the stray	7.75	7.75	0.0%
Microchipping Dogs	10.00	10.00	n/a

TRADING STANDARDS	20010/11	2011/12	
	Charge	Proposed Charge	Increase over 2010/11
	£	£	%
FEES FOR THE TESTING AND VERIFICATION OF WEIGHING AND MEASURING INSTRUMENTS			
Senior Officers (Grade 9 and above)	40.00	41.84	4.6%
Other officers	30.00	31.38	4.6%
Plus hire of specialist equipment if necessary		} Not yet known	
Weighbridge test unit (per day)	500.00		
Weights over 100kg (per day)	235.00		
Liquid petroleum gas dispenser testing equipment	235.00		
Poisons Act (Statutory Charges)		} Not yet known	
Initial registration in the Council's list of persons entitled to sell Part II Poisons	31.72		
Re-registration in subsequent year	16.72		
Change in details of registration.	8.55		
Performing Animals Registration	61.51	64.33	4.6%
Petroleum Storage Licensing (Statutory Charges)		} Not yet known	
Stores not exceeding 2,500 litres	42.00		
Stores not exceeding 50,000 litres	58.00		
Stores exceeding 50,000 litres	120.00		
Transfer fee	8.00		
Explosives Licensing \ Registration (Statutory Charges)		} Not yet known	
Store Licence - 1 year duration	178.00		
Store Licence - 2 years duration	234.00		
Store Licence - 3 years duration	292.00		
Store Licence Renewal - 1 year duration	83.00		
Store Licence Renewal - 2 years duration	141.00		
Store Licence Renewal - 3 years duration	198.00		
Registration Fee - 1 year duration	105.00		
Registration Fee - 2 years duration	136.00		
Registration Fee - 3 years duration	166.00		
Renewal of Registration - 1 year duration	52.00		
Renewal of Registration - 2 years duration	83.00		
Renewal of Registration - 3 years duration	115.00		
Transfer of Licence or re-registration	35.00		
Replacement of licence or registration if lost	35.00		
Licence Fee (as a fireworks retailer) outside traditional selling periods	500.00	500.00	
Court Cases			
Court Costs awarded as the result of a successful case - all teams (based on a hourly charge per officer hour)			
Senior Officers (Grade 9 and above)	40.00	41.84	4.6%
Other officers	30.00	31.38	4.6%

REGULATORY SERVICES	2010/11	2011/12	
	Charge (Before VAT)	Proposed Charge (Before VAT)	Increase over 10/11
	£	£	%
<u>LICENSING ACT 2003 (Statutory Fee)</u>			
<u>PREMISES LICENCE</u>			
a) Annual Maintenance			
Rateable Value Band :-			
A - nil to £4300	70.00	70.00	0.0
B - £4301 to £33000	180.00	180.00	0.0
C - £33001 to £87000	295.00	295.00	0.0
D - £87001 to £125000	320.00	320.00	0.0
E - £125001 and above.	350.00	350.00	0.0
b) Premises Primarily Serving Alcohol in :-			
Rateable Value Band :-			
D - annual maintenance fee * 2	640.00	640.00	0.0
E - annual maintenance fee * 3	1,050.00	1,050.00	0.0
c) Grant of Licence/variation			
Rateable Value Band :-			
A - nil to £4300	100.00	100.00	0.0
B - £4301 to £33000	190.00	190.00	0.0
C - £33001 to £87000	315.00	315.00	0.0
D - £87001 to £125000	450.00	450.00	0.0
E - £125001 and above.	635.00	635.00	0.0
d) Grant/variation of premises Primarily Serving Alcohol in :-			
Rateable Value Band :-			
D - licence fee * 2	900.00	900.00	0.0
E - licence fee * 3	1,905.00	1,905.00	0.0
e) Minor Variations			
	89.00	89.00	0.0
<u>PERSONAL LICENCES, TEMPORARY EVENTS AND OTHER FEES</u>			
a) Application for a grant or renewal of personal licence	37.00	37.00	0.0
b) Temporary event notice	21.00	21.00	0.0
c) Theft, loss, etc, of premises licence or summary	10.50	10.50	0.0
d) Application fro a provisional statement	315.00	315.00	0.0
e) Notification of change of name or address prem lice	10.50	10.50	0.0
f) Application to vary DPS	23.00	23.00	0.0
g) Application for transfer of premises licence	23.00	23.00	0.0
h) Interim authority notice following death, etc. of licence holder	23.00	23.00	0.0
i) Theft, loss, etc. of certificate of summary	10.50	10.50	0.0
j) Notification of change of name or alteration of rules of club	10.50	10.50	0.0
k) Change of relevant registered address of club	10.50	10.50	0.0
l) Theft, loss, etc. of temporary event notice	10.50	10.50	0.0
m) Theft, loss, etc. of personal licence	10.50	10.50	0.0
n) Duty to notify change of name and address personal lic	10.50	10.50	0.0
o) Right of freeholder, etc. to be notified of licensing matters	10.50	10.50	0.0
p) Supply of copies of information contained in register	10.50	10.50	0.0
q) Mandatory alcohol condition for DPS to be disapplied - new fee	23.00	23.00	0.0

REGULATORY SERVICES	2010/11	2011/12	
	Charge (Before VAT) £	Proposed Charge (Before VAT) £	Increase over 10/11 %
EXCEPTIONALLY LARGE EVENTS			
Number in attendance at any one time, additional fee :-			
5000 to 9999	1,000.00	1,000.00	0.0
10000 to 14999	2,000.00	2,000.00	0.0
15000 to 19999	4,000.00	4,000.00	0.0
20000 to 29999	8,000.00	8,000.00	0.0
30000 to 39999	16,000.00	16,000.00	0.0
40000 to 49999	24,000.00	24,000.00	0.0
50000 to 59999	32,000.00	32,000.00	0.0
60000 to 69999	40,000.00	40,000.00	0.0
70000 to 79999	48,000.00	48,000.00	0.0
80000 to 89999	56,000.00	56,000.00	0.0
90000 and over	64,000.00	64,000.00	0.0
Safety of Sports Ground Certificate			
GAMBLING ACT			
a) Bingo			
Grant	2,800.00	2,800.00	0.0
Variation	1,400.00	1,400.00	0.0
Transfer	960.00	960.00	0.0
Reinstatement & Conversion of Provisional Statement	960.00	960.00	0.0
Provisional Statement	2,800.00	2,800.00	0.0
Annual Charge	800.00	820.00	2.5
b) Adult Gaming Centre			
Grant	1,600.00	1,600.00	0.0
Variation	800.00	800.00	0.0
Transfer	960.00	960.00	0.0
Reinstatement & Conversion of Provisional Statement	960.00	960.00	0.0
Provisional Statement	1,600.00	1,600.00	0.0
Annual Charge	800.00	820.00	2.5
c) Betting (track)			
Grant	2,000.00	2,000.00	0.0
Variation	1,000.00	1,000.00	0.0
Transfer	760.00	760.00	0.0
Reinstatement & Conversion of Provisional Statement	2,000.00	2,000.00	0.0
Provisional Statement	2,000.00	2,000.00	0.0
Annual Charge	800.00	820.00	2.5
d) Family Entertainment Centre			
Grant	1,600.00	1,600.00	0.0
Variation	800.00	800.00	0.0
Transfer	760.00	760.00	0.0
Reinstatement & Conversion of Provisional Statement	760.00	760.00	0.0
Provisional Statement	1,600.00	1,600.00	0.0
Annual Charge	600.00	620.00	3.3
e) Betting (Other)			
Grant	2,400.00	2,400.00	0.0
Variation	1,200.00	1,200.00	0.0
Transfer	960.00	960.00	0.0
Reinstatement & Conversion of Provisional Statement	960.00	960.00	0.0
Provisional Statement	2,400.00	2,400.00	0.0
Annual Charge	480.00	500.00	4.2

REGULATORY SERVICES	2010/11	2011/12	
	Charge (Before VAT) £	Proposed Charge (Before VAT) £	Increase over 10/11 %
a) Gaming Machines in Alcohol Licensed Premises Automatic Entitlement	50.00	50.00	0.0
b) Licensed Premises Gaming Machine Permits Application made by an existing operator	100.00	100.00	0.0
In all other cases	150.00	150.00	0.0
Variation	100.00	100.00	0.0
Transfer	25.00	25.00	0.0
Annual Fee	50.00	50.00	0.0
c) Club Gaming & Club Machine Permits Grant	200.00	200.00	0.0
Application made by existing Part 2 & Part 3 operator	100.00	100.00	0.0
Renewal	200.00	200.00	0.0
Renewal for holder of Club Prem Cert under Lic Act 03	100.00	100.00	0.0
Annual Fee	50.00	50.00	0.0
Copy of Permit	15.00	15.00	0.0
Lotteries			
a) Registration	40.00	40.00	0.0
b) Annual Fee	20.00	20.00	0.0
STREET TRADING CONSENTS			
INSIDE CITY WALLS			
Artists	1,890.00	1,900.00	0.5
Buskers etc	2,259.00	2,260.00	0.0
OUTSIDE CITY WALLS			
Ice Cream	1,517.00	1,520.00	0.2
Food	1,421.00	1,425.00	0.3
Non Food	684.00	690.00	0.9
OCCASIONAL			
Food	52.00	52.00	0.0
Non Food	38.00	38.00	0.0
Charities	14.50	14.50	0.0
INDIVIDUALLY ASSESSED SITES	136,195.00	136,770.00	
CAR BOOT SALES (commercial)			
Less than 15 traders	71.00	71.00	0.0
15 - 50 traders	141.00	141.00	0.0
50 - 100 traders	281.00	285.00	1.4
More than 100 traders	396.00	400.00	1.0
Charities	14.50	14.50	0.0
SEX ESTABLISHMENTS			
Grant of new licence	8,000.00	8,000.00	0.0
Renewal of licence	4,000.00	4,000.00	0.0
Transfer of licence	2,000.00	2,000.00	0.0
- payments may be made in instalments in which case a charge of £10.00 per payment is made.			

TAXI LICENSING	2010/11	2011/12	
	Charge	Proposed Charge	Increase over 2010/11
	£	£	%
PRIVATE HIRE LICENCE FEES			
Driver's licence - new application	97.00	97.00	0.0
Knowledge test fee (new charge)	15.00	15.00	0.0
Driver's licence - renewal (applications over 3months late charged at new app fee)	58.00	58.00	0.0
Fee for holders of current H.C. drivers licence on first application - note: subsequent renewals are at the normal renewal cost	39.00	39.00	0.0
Vehicle licence - new application	150.00	150.00	0.0
Vehicle licence - renewal (applications over 3 months late charged at new app fee)	120.00	120.00	0.0
Vehicle licence - new plate renewal (change every 3 years)			
Vehicle inspection	38.00	38.00	0.0
Vehicle re-test	27.00	27.00	0.0
Change of vehicle fee	27.00	27.00	0.0
Drivers badge - replacement charge	6.00	6.00	0.0
Internal vehicle plate - replacement charge	6.00	6.00	0.0
Vehicle plates - cost to new apps (includes internal plate)	33.00	33.00	0.0
Vehicle plates - replacement charge (set of 2)	27.00	27.00	0.0
Operator's licence - Up to and including 3 vehicles	48.00	48.00	0.0
- Up to and including 10 vehicles	67.00	67.00	0.0
- Up to and including 20 vehicles	82.00	82.00	0.0
- Up to and including 30 vehicles	102.00	102.00	0.0
- Up to and including 40 vehicles	123.00	123.00	0.0
- More than 40 vehicles	150.00	150.00	0.0
Vehicle licence transfer fee	22.00	22.00	0.0
Duplicate licence fee	13.00	13.00	0.0
Administration charge for various activities including bounced cheques	20.00	20.00	0.0
HACKNEY CARRIAGE LICENCE FEES			
Driver's licence - new application	107.00	107.00	0.0
Knowledge test (new charge)	15.00	15.00	0.0
Driver's licence - renewal (applications over 3 months late charged at new app fee)	65.00	65.00	0.0
Hackney carriage fee for holders of current private hire driver's licence on first application - note: subsequent renewals are at the normal renewal cost	39.00	39.00	0.0
Vehicle licence - new application	170.00	170.00	0.0
Vehicle licence - renewal (applications over 3months late charged at new app fee)	130.00	130.00	0.0
Horse drawn hackney carriage vehicle licence	120.00	120.00	0.0
Vehicle inspection	38.00	38.00	0.0
Vehicle re-test	27.00	27.00	0.0
Change of vehicle fee	27.00	27.00	0.0
Driver's badge - replacement charge	6.00	6.00	0.0
Internal vehicle plate - replacement charge	6.00	6.00	0.0
Vehicle plate - replacement charge	24.00	24.00	0.0
Vehicle licence transfer fee	22.00	22.00	0.0
Duplicate licence fee	13.00	13.00	0.0
Administration charge for various activities including bounced cheques	20.00	20.00	0.0

PEST CONTROL AND DRAINAGE SERVICES	2010/11	2011/12	
	Charge (Before VAT)	Charge (Before VAT)	Increase over 10/11
	£	£	%
<u>PEST CONTROL</u>			
Insects at any property and rats at commercial properties (50% discount for those on income support)	55.32	57.50	3.9
Rats at domestic properties (free to householders on income support)	12.77	15.00	17.5
Pest Control visit with no treatment given (50% discount to those householders on income support) - new fee	38.30	40.00	4.4
Pest Control Contract Services (Each contact individually assessed)	n/a	n/a	4.6
Treatment of rabbits and moles - price on application	n/a	n/a	4.6
<u>Note above charges exclude VAT at 20%</u> Charges inclusive of VAT are £69.00 - insects and £18.00 for rats at domestic properties Rat treatment at commercial properties are charged at £69 including VAT at 20% Pest Control visit with no treatment inclusive of VAT at 20% = £48.00			
<u>DRAINAGE SECTION</u>			
Private Blocked Drains	66.67	66.67	0.0
Empty Septic Tank	175.00	175.00	0.0

WASTE SERVICES	2010/11	2011/12	
	Charge £	Proposed Charge £	Increase over 2010/11 %
Bulky Household Collections			
10 items (VAT status changed with effect from 1 July 2001 and is no longer applicable)	29.00	31.00	6.9
White Goods - Fridges/Freezers only (domestic collections)	15.50	16.50	6.5
Bonded Asbestos Collections for quantities up to 200 kg, including assessment visit (excluding VAT)	50.00	57.00	14.0
Bonded Asbestos Collections greater than 200 kg, price quoted on application (excluding VAT)	n/a	n/a	n/a

TRADE WASTE CHARGES - HAZEL COURT HOUSEHOLD WASTE RECYCLING CENTRE

TRADE WASTE CHARGES	2010/11	2011/12	Increase
	Charge £	Proposed Charge £	over 2010/11 %
Hazel Court - Household Waste Recycling Centre			
Waste to be charged per tonne or part thereof :-			
Residual Waste to Landfill per tonne (excluding VAT)	100.00	110.00	10.0
Minimum Charge (excluding VAT)	50.00	55.00	10.0
Recycling or Waste for Composting per tonne (excluding VAT)	50.00	55.00	10.0
Minimum Charge (excluding VAT)	25.00	27.50	10.0
Minimum percentage of waste be recyclable to qualify for charge for recycling or waste for composting rate = 85%			
Note - In practice, this is being applied as :- up to half a tonne is charged at the minimum charge over half a tonne by weight at rate per tonne			

	Increase over 2010/11 %
Commercial Waste Collection	
- Prescribed Household Waste	4.66
- Commercial Waste	8.12

PUBLIC CONVENIENCES	2010/11	2011/12	
	Charge	Proposed Charge	Increase over 2010/11
	£	£	%
Union Terrace	0.40	0.40	0.0%
Silver Street	0.40	0.40	0.0%

HOUSING FEES & CHARGES	2010/11	2011/12	
	Current Charge £	Proposed Charge £	Increase over 2010/11 %
Administration of Private Sector grants/loans			
York repair grant	500 (inclusive of VAT)	Grant no longer offered	n/a
Home Safety Loan	400 (inclusive of VAT)	400 (inclusive of VAT)	0.0%
Security grant	200 (inclusive of VAT)	Grant no longer offered	n/a
DFG	15% of eligible works (inclusive of VAT)	15% of eligible works (inclusive of VAT)	n/a
Home Appreciation Loan	12% of eligible works (inclusive of VAT)	12% of eligible works (inclusive of VAT)	n/a
Administration of Works in Default	£45 per officer hour	£45 per officer hour	0.0%
Temporary Accommodation Management Fee	n/a	£13.78 per week per unit	n/a
Resettlement Services Management Fee	n/a	£15 per week per unit	n/a
Houses in Multiple Occupation Licences			
New Licence Applications			
Band A	564	620	9.9%
Band B	680	748	10.0%
Band C	764	840	9.9%
Band D	825	908	10.1%
Fit & proper person check	23	25	8.7%
Licence Renewals			
Band A	n/a	310	n/a
Band B	n/a	374	n/a
Band C	n/a	420	n/a
Band D	n/a	454	n/a
Garages			
Normal Council tenant	5.71	5.97	4.6%
Normal Private	5.71 + 1.14 VAT	5.97 + 1.19 VAT	4.6%
High Demand Council tenant	6.85	7.17	4.7%
High Demand Private (local connection)	13.02 + 2.60 VAT	13.62 + 2.72 VAT	4.6%
High Demand Private (no local connection)	16.80 + 3.36 VAT	17.57 + 3.51 VAT	4.6%
Low Demand All tenures	2.89	3.02	
Aerials & Alarms			
Basic Aerial	0.16	0.16	
Upgraded Aerial	0.46	0.48	4.3%
Burglar Alarms	1.22	1.22	
Victimisation Alarms	1.13	1.13	
Cookers			4.6%
	2010/11 budget assumes a 1% increase on existing charges for gas & electric cookers plus VAT. No new cookers are rented.	2011/12 budget assumes a 4.6% increase on existing charges for gas & electric cookers plus VAT. No new cookers are rented.	

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BUDGET
2010/11
£'000**Expenditure:**

	Repairs & Maintenance	
4,993	Jobs General	5,047
956	Projects	1,039
257	Estate Improvements	257
108	Decoration Allowance	108
47	Rechargeable Repairs	30
<hr/>		<hr/>
6,361		6,481
	General Management	
88	Neighbourhood Management Recharge	88
69	Tenant Support and Information	56
45	City Strategy Recharge	45
126	Property Services Recharge	126
52	Neighbourhood Services Recharge	52
1,165	CAN Recharge	1,202
92	Head of Housing Services	88
2,724	Housing Operations	2,734
638	Asset Management	607
41	HRA Training	30
<hr/>		<hr/>
5,040		5,028
	Special Services	
800	Sheltered Housing	814
94	Energy Costs	93
692	Temporary Accommodation	702
186	Discus Bungalows	115
379	Grounds Maintenance	379
243	Caretaking Costs	249
19	Cleaning Costs	19
41	Lifts	41
6	Communal Aerials	6
6	Contribution to Energy Efficiency	6
<hr/>		<hr/>
2,466		2,424
	Rents etc.	
5	Rent & Rates	5
220	Insurance	220
1	RTB Legal Fees	1
<hr/>		<hr/>
226		226
	Provision for Bad and Doubtful Debts	
103	Council Housing	109
<hr/>		<hr/>
103		109
	Housing Subsidy	
6,145	HRA Subsidy (negative)	7,746
<hr/>		<hr/>
6,145		7,746
	Capital Charges	
7,732	Depreciation	7,732
6	Debt Management	8
<hr/>		<hr/>
7,738		7,740
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<u>28,079</u>	TOTAL EXPENDITURE	<u>29,754</u>

BUDGET
2010/11**Income:**

	Rents	
-25,764	Council Housing	-27,512
<u>-308</u>	Temporary Accommodation	<u>-233</u>
-26,072		-27,745
	Non Dwellings Rents	
-293	Council Garages	-307
-251	Council Shops	-251
<u>-35</u>	General Rents	<u>-38</u>
-579		-596
	Charges for Services and Facilities	
-9	Fees & Charges - Council Housing	-8
-85	- Legal Fees	-85
-85	- RSL management fee	-85
-543	- Sheltered Housing	-593
-2	- Temporary Accommodation	-2
-55	Cookers	-50
<u>-87</u>	Leaseholder Admin Charge	<u>-90</u>
-866		-913
	Contribution Towards Expenditure	
-11	- Sheltered Housing	-11
-42	- Rechargeable Repairs	-25
<u>0</u>	- Temporary Accommodation	<u>0</u>
-53		-36
	Supporting People Income	
-467	- Temporary Accommodation	-467
<u>-467</u>		<u>-467</u>
	Transfer from General Fund	
-3	Amenities Shared by the Whole Community	-3
<u>-3</u>		<u>-3</u>
<u>-28,040</u>	TOTAL INCOME	<u>-29,760</u>
<u>39</u>	NET COST OF SERVICE	<u>-6</u>
887	Loan Interest	799
-2	Mortgage Interest	-1
-200	Revenue Cash	-150
430	Voluntary Debt Repayment	459
1,463	Capital Expenditure financed from Revenue	1,062
<u>-2,490</u>	Contribution to/(from) MRR	<u>-2,546</u>
<u>127</u>	(SURPLUS) / DEFICIT IN YEAR	<u>-383</u>
-8,880	(SURPLUS) / DEFICIT BROUGHT FORWARD	-9,189
127	(SURPLUS) / DEFICIT IN YEAR	-383
-8,753	(SURPLUS) / DEFICIT CARRIED FORWARD	-9,572



**Executive Member Decision Session -
Neighbourhood Services (including Housing Ops)****3 February 2011**

Report of the Director of Communities and Neighbourhoods

Update on the Empty Homes Policy**Summary**

1. This report advises the Executive Member of:
 - a) The results of the empty homes field survey carried out in November and December 2010 and the potential implications for the council's empty homes policy.
 - b) Recent empty homes policy proposals from the coalition government and the likely impact of these proposals upon the empty homes policy, having regard to the results of the field survey.

Background

2. In June 2010 a postal questionnaire was sent out to the owners of long-term empty properties (list provided by Council Tax) to advise them of the support available to help them bring their property back into use. Responses to the questionnaire indicated that 18% of properties shown as long-term empty (+6 months) on the Council Tax database were now occupied. Only 9% of respondents confirmed that their property was still empty.
3. A number of properties were excluded from consideration for a number of reasons, most notably those removed from the valuation list due to probate; imprisonment; undergoing structural repairs; receiving personal care.
4. An interesting issue identified as a result of the postal questionnaire was that as a result of the end to the discount on empty homes, owners are less likely to advise the council when a property ceases to become empty. Therefore when considering the scale of empty homes in the City the Council Tax database may not be the best source of data.
5. As a result of the above a field survey was carried out to establish the status of the remaining 161 properties whose owners did not respond to the postal questionnaire. The field survey incorporated an empty property environmental impact analysis.

2010 Field Survey (Results and Analysis)

6. All the remaining 161 properties were visited by officers in November/December 2010 to establish whether they were occupied or empty, and where they were empty, to establish the environmental impact upon the neighbourhood.

7. The collective results from the postal questionnaire and field survey have established the following about the status of properties classed as empty on the council tax database:
- 57% (126) were found to be occupied
 - 5% (12) were of unknown status
 - 38% (83) were confirmed to be empty or 43% (95) if those whose status is unknown are assumed to be empty.
 - 15 properties that were empty were to go on market or be occupied in the near future
 - 7 properties that were empty were currently for sale or rent
 - 8 properties that were occupied were second homes or holiday homes
8. When the above 95 empty properties are combined with the empty properties known to Housing Standards and Adaptations Team, (excluding those mentioned in Para 3) this gives a approximate figure of 133 empty properties known to the City of York Council. This cannot be taken as the total number of empty properties in the city as there is always the potential for properties to be empty which have not been brought to the councils attention.
9. The results of environmental impact analysis are shown in the table below. The majority of empty properties were found to have a low or very low environmental impact. The average score was 18 (out of a maximum possible total of 80). See Annex 1 for details of impact matrix.

Score Range	Impact	Quantity
0-20	Very Low	44
20-40	Low	24
40-60	Medium	4
60-80	High	0

10. This leads us to the conclusion that in general, empty properties in the city are not having a significantly detrimental impact upon their immediate environment, however it is acknowledged that individually where a property is empty regardless of its condition it can have an impact.
11. We are working closely with Council Tax to ensure that data is shared to ensure that our databases are as accurate as possible.

Recent National Policy Announcements

12. In “*Coalition Government: Our programme for change*” the government announced that it was committed to exploring “a range of measures to bring empty homes into use”.
13. The first notable policy announcement following this commitment was the announcement of funding to encourage and incentivise Housing Associations to partner with local authorities in bringing empty properties back into use. Little detail has been released about this initiative but an announcement is anticipated early in 2011.

14. The second policy announcement was the New Homes Bonus which went out for national consultation on the 12th November 2010. The New Homes Bonus aims to incentivise local authorities to increase housing supply by rewarding them with a bonus equal to the national average for the council tax band on each additional property and paid for the following six years as an unringfenced grant. The proposal is that empty homes returned to use should count towards housing supply in the same way as new homes do.
15. A response to the consultation document has been submitted, which from an empty homes perspective included concerns regarding:
 - The use of council tax data to calculate the number of empty properties brought back into use, particularly in light of the field survey results and concerns over accuracy.
 - The use of 'net additions' to the housing supply to calculating payments, meaning any additional long term empty properties brought back into use will be cancelled out by other long term empty homes coming into the system (triggered by amendments to council tax charging after six months of being empty).
16. A further report will be brought to members once more is known about the details and implications of these policy announcements.

Consultation

17. Consultation has taken place with owners of empty homes through the Empty Homes Audit/Postal Questionnaire and Field Survey.

Options

18. The information provided by the questionnaires and other sources of information leads to the question of how best to address concerns about the accuracy of data available on empty homes within a changing policy context. There are two main options presented for Executive Member to consider:
19. Option 1 - To leave the existing empty homes policy unchanged and to note the results of the one off postal survey and associated fieldwork.
20. Option 2 - To leave the existing empty homes policy unchanged, to note the results of the postal survey and associated fieldwork and approve work to ensure that baseline data is more robust, including an annual field survey.

Analysis

21. Option One - The Housing Standards and Adaptation Team has a good record of working in partnership to bring homes back into use. This is achieved by using the following tools:
 - Free advice and assistance including advice on how to get any necessary repairs, safety or modernisation works completed, the availability of grant funding and leasing schemes with local housing associations;
 - Information presented on our website;
 - Forums to facilitate discussion of particular issues or concerns, including through the York Residential Landlord Association (for private landlords).

- The availability of financial help (where available) to be used for the repair and modernisation of properties owned by private landlords. Grants are channelled through housing associations that lease the homes for a minimum of five years with the council nominating homeless households to them;
- Enforcement powers to secure properties against trespass and make them safe (although this doesn't necessarily mean bringing them back into use);

22. If option one is approved the Council will continue to rely on Council Tax data as the main data source and given the concerns raised within this report we will not be best placed to respond to changes in policy at both a local and national level.
23. Option Two – If option two is approved the Council will continue to deliver the above programme, however we will have a more robust evidence base from which to make local decisions. It will also be better placed to respond to emerging policy agendas and take advantage of likely funding streams.

Corporate Priorities

24. This report contributes to the following corporate priorities:
- *Sustainable City* - We aim to be clean and green, reducing our impact on the environment while maintaining York's special qualities and enabling the city and its communities to grow and thrive.
 - *Safer City* - We want York to be a safer city with low crime rates and high opinions of the city's safety record.
 - *Inclusive City* - We will do our best to make sure that citizens, regardless of race, age, disability, sexual orientation, faith or gender, feel included in the life of York. We will help improve prospects for all, tackle poverty and exclusion and make services and facilities easy to access.
25. It will also contribute/support a number of regional and local housing strategies:
- *Draft North Yorkshire Housing Strategy 2009-2013 - Objective 1.3:* Gain a better understanding of the housing markets and the alternative delivery mechanisms they can offer.
 - *York Housing Strategy 2010-2015 - Strategic Aim 2:* making the best use of existing housing stock (Priority 2.2: tackling empty properties).
 - *York Private Sector Housing Strategy 2008-2013 - Aim 4:* maximise the use of existing housing stock to increase the supply of Decent affordable homes in York & Aim 5: strengthen existing and develop new partnerships to support the private housing sector.

Implications

26. The implications arising from the report are:
- **Financial** – There are no financial implications associated with Option 1. Option 2 is estimated to have a total cost of £2000 per annum for the annual survey which can be met from within current resources, subject to 2011/12 budget setting.

- There are no Legal Human Resources (HR), Equalities, Crime and Disorder, Information Technology (IT), Property or other implications arising directly from this report.

Risk Management

27. The risks associated with the proposals in this report are low and score less than 16. In compliance with the Council's risk management strategy there are no direct risks.

Recommendations

28. That the Executive Member is approves:
- Option 2, To leave the existing empty homes policy unchanged, to note the results of the postal survey and associated fieldwork and approve work to ensure that baseline data is more robust, including an annual field survey.

Reason: There is no statistical or anecdotal evidence to justify changing the council's existing empty homes policy. However, possessing accurate information regarding the number of empty properties in the city is essential in order to inform local empty homes strategies, and enable us to respond to emerging national policy agendas and funding mechanisms. An annual field survey provides the best value for money response to these challenges and opportunities.

Contact Details

Author:
James Bailey
Senior Officer
Housing Standards and Adaptations
x4193

Chief Officer Responsible for the report:
Steve Waddington
Assistant Director – Housing & Public
Protection

**Report
Approved**



Date 30th December 2010

Wards Affected: *List wards or tick box to indicate all*

All

For further information please contact the author of the report

Annex 1 – Empty Property Impact Matrix

Annex 1 – Empty Property Impact Matrix

Criteria	Classification	Score
Location	Rural/Isolated	5
	Side Street/Estate	10
	Main Road	15
Boarded up	No boarding	0
	Up to 33% of dwelling	5
	Up to 66% of dwelling	10
	Over 66% of dwelling	15
Disrepair	None	0
	Slight	5
	Serious	10
	Severe	15
Overgrown	None	0
	Slight	5
	Serious	10
	Severe	15
Flytipping	None	0
	Slight	5
	Serious	10
	Severe	15
Marketing	Evidence of active marketing	0
	No evidence of active marketing	5



Report of the Director of Communities & Neighbourhoods**3rd February 2011****Information Relevant to Executive Member Neighbourhoods & Housing****Annual Parking Services Report 2009/10.****Summary**

1. The purpose of this report is to notify Members of the fourth annual report for Parking Services. The first annual parking report was published for the financial year 2006/07. This report relates to the financial year 2009/10. This report is for information only, however it is being brought to the decision session for the reasons below.

Background & Context

2. The Secretary of State's 'Statutory Guidance to Local Authorities on the Civil Enforcement of Parking Contraventions' states that local authorities should produce annual reports about their enforcement activities. It is considered good practice to publish a report which provides the public with information about the way enforcement is carried out and provides reassurance that enforcement is being undertaken properly. It is the view of the Secretary of State that transparency about civil enforcement of parking regulations enables the public to more properly understand and accept the enforcement of parking contraventions. Guidance is given as to the financial and statistical information to be included such reports. The Annual Report provides a record of the activities of the service during the financial year 2009/10 and explains to the public how the service is managed and provides information regarding performance. The report will be published on the Council's website. Such reports also provide an avenue for Authorities to identify local parking issues and also to compare their activities and practice with their peers.

Summary of Annual Parking Report

3. The following provides a summary of the Annual Parking Report.
 - i. Part 6 of the Traffic Management Act 2004, implemented on 31 March 2008, resulted in significant changes to parking services including the introduction of differential parking charges based on the seriousness of a contravention. Higher charges apply to waiting and loading restrictions (yellow lines) and most on-street contraventions plus parking in restricted areas off street, including disabled bays. A full list of the higher and lower parking contraventions that apply in York can be found in Appendix F of the Annual Report. Local Authorities are able to issue Penalty

Charge Notices (PCN) by post in certain circumstances including where drivers drive off before PCNs can be served. Use of this provision is made in York. However merely observing a vehicle or making notes which might relate to a contravention does not count. The observation period must have ended.

- ii. The use of park and pay by phone continues to increase. The total numbers of users at the end of March 2010 was 397,751. The number of new users in 2009/10 alone was 124,140 an increase of 4.5% on the 2008/09 figure of 119,055. The average monthly usage in 2009/10 was 10,345 up from 9,921 in 2008/09. The scheme has proved to be popular with the total amount of parking that has been paid for by mobile phone being almost £2m. Users can register online or by mobile phone to use the system.
- iii. The number of calls in 2009/10 to the free hotline service, **0800-1381119**, (for residents who wish to report illegal parking) was 2,408. PCNs were issued in 31% (770) of the calls responded to. This number is particularly effective for those who live in resident parking areas and York is one of the few authorities in the country to offer such a service. Hotline locations are reached quickly and effectively by our Civil Enforcement Officers (CEOs), on foot if in the area, or our mobile CEOs who are equipped with scooters.
- iv. Nineteen Council car parks (95%) have achieved the Park Mark Safer Parking Award for the Council car parks.
- v. A culture of transparency, fairness, accountability and consistency is actively promoted, both within the parking team and in its dealings with the public. Efforts continue to be made to remove any public perception that parking enforcement is operated as a money making venture and to stress that the emphasis lies on traffic management and not with revenue collection. Full information about parking enforcement policy and procedures is available on the council website and in literature the parking team has produced. This includes the policies for enforcement and processing procedures for PCNs.
- vi. Training and development, and its importance, is stressed in the report. As a result remarkably few PCNs are issued and subsequently cancelled as a result of an error on the part of the CEO (only 0.91% of all PCNs issued in 2009/10). All CEOs (22) have now passed the National Vocational Qualification (NVQ) Level 2 in Controlling Parking Areas. In addition, all CEOs now are first aid qualified and first aid has been administered to members of the public on several occasions. The CEOs are front line ambassadors for the Authority. Other training has been provided for the team during the year includes conflict management, equalities, health and safety and IT. CEOs are often the target of verbal, and occasionally physical abuse. During 2009/10 there were 13 instances of serious abusive behaviour towards CEOs, including six of violence being threatened.
- vii. Detailed information is provided on penalty charge notices issued, where and which parking contraventions occurred. Resident parking (Respark)

areas account for 26% of PCNs issued. 2009/10 is the second year of differential parking charges and the number of PCNs issued at the higher rate (which will include Respark) was 10,800 (57%). More emphasis has been placed in the last three years on patrolling resident parking areas and in prohibited parking places. Resources have been channelled onto street enforcement and this is reflected in the performance indicators information in the report.

- viii. The report also explains the importance that the Council places on reasonableness and proportionality when considering representations from motorists, particularly where mistakes have been made by motorists when displaying tickets or permits. This is reflected in the low number (5) of appeals to the independent parking adjudicator.
- ix. In 2009/10 Parking Services commenced a full customer satisfaction survey into Respark using questionnaires that are sent to permit holders as part of their permit renewals. Initial results are encouraging and include 71% satisfied with the scheme (26% very satisfied), 97% received their permit before their existing permit expired, and included 71% who were satisfied with enforcement (24% very satisfied). In addition Parking Services consulted residents at a Council equalities consultation fair this year, and following a suggestion from a disabled resident, in relation to attendance and carer permits, the permits are no longer limited to one per applicant and can now be issued for the number of carers that need to attend to a resident at any one time. This alleviates the necessity for disabled residents, who need more than one carer, to have to buy visitor permits.
- x. The presence of the CEOs on the street is the main way that we try to achieve compliance with parking regulations. Officers out on the street and being seen to be there (eyes and ears) does make a difference in keeping traffic moving and deters problems caused by inconsiderate parking. The CEOs act as a uniformed presence on the street which can itself act as a deterrent to crime, particularly vehicle crime, and they are also in a position to report anything untoward quickly.

Consultation

- 4. No consultation has taken place as this report is for information only.

Information / Update Provided

- 5. The objective of any parking enforcement regime is compliance with parking regulations. The report contains details of the work undertaken to achieve this and the trends over the past years. Enforcement has substantially increased by adopting decriminalised parking administration and enforcement powers. Since 2000 York has undertaken these duties and in York, as in other councils that have been operating civil parking enforcement for a number of years, there is a clear national trend that the public have realised this and they are no longer likely to get away with illegal parking. Taking all factors into consideration it has to be recognised that the success in driving down the number of parking contraventions still remains 'officers on the ground' – the eyes on the street deterrent.

Corporate Strategy

6. Parking services contributes to the Corporate Strategy's priorities to make York a Sustainable City and Safer City by increasing the use of public and other environmentally friendly modes of transport, playing a part in improving road safety and reducing traffic congestion and associated emissions together with encouraging, empowering and promoting people to reduce the environmental impact of their activities.

Implications

7. This report is for information only.

Risk Management

8. In compliance with the council's risk management strategy, there are no risks associated with the information in this report.

Conclusions

9. This report is for public and Member information only. The Annual Parking Report for 2009/10 explains how the parking enforcement service is managed and provides information regarding performance.

Contact Details

Author:

Elizabeth Levett
Head of Environmental
Enforcement and Parking
Services
Communities & Neighbourhoods
Extn: 3101

Chief Officer Responsible for the report:

Sally Burns
Director of Communities and Neighbourhoods

Report Approved



Date 11th January 2011

Wards Affected:

All



For further information please contact the author of the report

Background Papers:

Secretary of State's Statutory Guidance to Local Authorities on the Civil Enforcement of Parking Contravention. 28th December 2008

Annexes

Annex A – Annual Parking Services Report 2009/10



CITY OF
YORK
COUNCIL



2009 – 10 ANNUAL PARKING SERVICES REPORT

COMMUNITIES & NEIGHBOURHOODS



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1. Introduction

Our fourth Annual Parking Report provides an overview of the service during the financial year 1 April 2009 to 31 March 2010 together with key service performance outcomes, statistics and analysis.

We are fully committed to being transparent about our parking service and enforcement activity and this year's Annual Report provides extensive information about what we do, why we do it and how we do it.

We seek to enforce the various parking restrictions in the city in a fair and reasonable manner, and care is taken when dealing with representations from the public against the issue of penalty charge notices (PCNs) to ensure that all the circumstances are fully considered.

There is a high demand for parking in York and a key objective of the enforcement policy is to maintain a balance between the different requirements of residents, visitors, businesses and access for disabled people, and to keep the traffic moving and improve the flow of public transport through increasing:

- Protection and enforcement of loading restrictions, bus stops, cycle lanes and traffic routes
- Enforcement of designated parking spaces, including disabled bays, taxi bays, and resident parking spaces
- Compliance with existing parking regulations
- Use of parking spaces
- Emergency vehicle access

Services provided to residents and visitors by the Parking Services team include:

- The enforcement of parking restrictions throughout the City of York Council area by an in-house parking enforcement team.
- The management of the council's car parks and on-street pay and display areas, including an in-house cash collection team.
- The issue and administration of resident permits.
- The back office PCN objection and representation service.

The presence of our Civil Enforcement Officers (CEOs) on the street is the main way that we try to achieve compliance with parking regulations. Officers out on the street and being seen there (eyes and ears) does make a difference in keeping traffic moving and deters problems caused by inconsiderate parking.

2. Links to the Corporate Strategy 2009/12



Our corporate strategy is an important document. It demonstrates to the city as a whole the work we are doing for our communities and gives all teams in the council a shared purpose.

The strategy takes account of what our local communities have told us are important for York. It sets out the council's collective ambitions for York - what we want our city to be. The ambitions are summarised under seven headings:

- Sustainable City
- Thriving City
- Learning City
- City of Culture
- Safer City
- Healthy City
- Inclusive City

With a further aim that the we will make the City of York Council an Effective Organisation.

The Corporate Strategy can be downloaded from the council website at:

<http://www.york.gov.uk/council/performance/strategy/corporate/>

Under **Sustainable City** the objective is: *'to be clean and green, reducing our impact on the environment while maintaining York's special qualities and enabling the city and its communities to grow and thrive'*.

Parking Services contribute to this objective by encouraging the use of low emission vehicles and this report details the initiatives in this area such as offering significant discounted permits for low emission and short vehicles, particularly with regard to resident parking schemes. A car club scheme has also been introduced with specific bays provided in car parks and on-street for

users. These measures aim to reduce car use, traffic congestion, pollution, noise and accidents.

We also encourage the use of public transport by giving some priority to enforcing the bus stop clearways and by trying to keep the bus routes clear of illegally parked vehicles.

Under **Safer City** the objective is: *'to be a safer city with low crime rates and high opinions of the city's safety record'*.

Parking Services continues to contribute to this by taking action to reduce the number of vehicles parked illegally which can cause a safety hazard for other road users, particularly if they are parked at road junctions. It has been calculated that nationally accidents caused by stationary or parked cars account for 3% of deaths and 5% of road accidents, representing approximately 100 deaths a year due to vehicles being parking illegally. With fewer illegally parked vehicles there will be fewer accidents, increased traffic flow, improved safety and less congestion.

The CEOs act as a uniformed presence on the streets, which can itself, act as a deterrent to crime, particularly vehicle crime, and they are also in a position through their communication equipment to report anything untoward quickly. We also have a policy of clamping and, if necessary, removing the vehicles of persistent evaders. This can serve to get rid of old and unroadworthy vehicles from the streets.

Service Plan

The objectives for Parking Services in 2010/11 are set out in the Service Plan which can be seen on the council website at:

<http://intranet.york.gov.uk/documents/public/Parking%20Services%20SP%2010~11.15762.doc>

3. Links to the Local Transport Plan 2006/11 (LTP2)



The key aims of the York Local Transport Plan 2006-11 (LTP2) are to ease congestion and improve accessibility, air quality and safety. The plan highlights that if no action is taken to address these issues, traffic levels in the city will increase by 27% in the next 15 years alone.

A core element of the transport strategy for York is the need to reduce emissions of greenhouse gases. It is noted in the main sustainability report that:

'the effects of transportation policies can have a significant impact upon the historic environment. Traffic can cause physical damage to historic structures, increased pollution can harm the fabric of buildings and monuments, and measures to manage movement through the city can adversely impact upon its character'.

The LTP can be downloaded from the council website at:

<http://www.york.gov.uk/transport/ltp/ltp2/>

Parking enforcement has a key part to play in achieving traffic management.

- The aim of parking enforcement is to reduce unnecessary disruption and congestion caused by inconsiderate parking and to make the streets safer for all road users. Parking policies can assist in reducing the effects of congestion and emissions by discouraging commuting by car, particularly into the city centre whilst, at the same time, ensuring that the parking spaces that are available support the continuing economic viability of the retail sector.

- The parking policy of providing significant discounts for low emission vehicles, both in terms of the cost of car park permits and resident parking scheme permits, is clearly consistent with the local transport strategy.
- The exercise of control over the availability of both on and off street parking is central to the delivery of the council's land use and transport policies and has an influence upon economic growth and upon the environment of the city.
- The price, location and availability of parking at origin and destination are a crucial factor in an individual's choice of journey mode. The council exercises control over its on and off street parking stock through pricing and availability so as to discourage all day commuting into the city centre by private car.
- Pricing is also used to encourage a regular turn over of use of parking spaces and thus facilitate the availability of parking for short duration trips.
- To prevent displacement of parking as a result of these policies adversely impacting upon the amenities of residents and the ability of the emergency services to function, it operates policies designed to manage on street parking.
- In order to provide and facilitate general access to the city centre, the council operates an extensive Park and Ride network with pricing geared to encourage use by those requiring medium to long stay parking.

4. Background to Parking Enforcement

In 1984 the Road Traffic Regulation Act gave councils the authority to make Traffic Regulation Orders to regulate parking. However, the enforcement of the waiting restrictions (yellow lines) remained with the police and Traffic Wardens. The council could only enforce their own car parks and resident parking schemes.

Over time the Police were unable to provide sufficient resources to enforce the parking restrictions to an acceptable level. In response to this, the Government introduced the concept of decriminalised parking enforcement (DPE) in the Road Traffic Act of 1991 (RTA91).

The Act allowed local authorities to take over most of the enforcement of parking from the police including yellow lines with only endorsable parking offences such as obstruction and dangerous parking being retained by the police. Adoption of the powers was mandatory for London boroughs but discretionary for the rest of England and Wales.

York decided to take on the DPE powers and on 8 October 2000 became responsible for the enforcement of most of the parking restrictions within the authority's area.



From 31 March 2008, the provisions of Part 6 of the Traffic Management Act 2004 (TMA) came into effect replacing the RTA91. The Government's stated aim was to strengthen the existing system of DPE, which now became known as Civil Parking Enforcement (CPE), by providing a regulatory framework and associated statutory and operational guidance for enforcement authorities across England. It was hoped that this would produce a high level of public understanding and acceptance of CPE, which would, in turn, lead to reductions in congestion and improvements in safety, and management of the highway network. It also aimed to encourage greater transparency and

professionalism within parking enforcement by requiring councils to produce an annual report that would inform the public of objectives of the service and the council's performance in meeting those objectives.

The parking provisions in the TMA extended the parking contraventions to include additional offences, introduced differential penalty charges, allowed PCNs to be issued by post in certain circumstances, and made changes to the administrative procedures involved in the processing of PCNs.

Prior to 31 March 2008 a PCN issued in the City of York Council area was charged at £60, with a reduction to £30 if paid within 14 days. The £60 charge was applicable for every type of parking contravention irrespective of the seriousness of the contravention. For example, whether a vehicle was parked on double yellow lines causing a hazard to traffic, or a motorist simply arrived ten minutes late back to a car park, a PCN could only be issued for the full £60. The £60 charge had been in place in York since March 2002.

In an effort to make the penalty fairer and more acceptable to the public the TMA introduced the concept of differential penalty charges. This means that a higher charge of £70 (reduced to £35 if paid within 14 days) is now made for parking contraventions that cause the most disruption and danger to pedestrians and other road users. Furthermore, in order to give greater protection to residents and disabled badge holders, the higher charge also applies in resident permit zones and disabled bays. Each type of parking contravention is allocated either a higher-level charge or a lower level charge dependent upon the considered seriousness of the parking contravention. The lower level charge is £50 (reduced to £25 if paid within 14 days).

5. Pay by Phone



York became the first Council, outside London, to introduce the ability to pay to park by mobile phone in November 2005. The system allows customers to pay for their parking by means of a mobile phone thus eliminating the requirement to carry large amounts of change. A convenient feature of the system is that it allows parking time to be extended without the customer having to return to the car park. This enables motorists to continue to enjoy the attractions of York without having to worry about their pay and display tickets expiring.

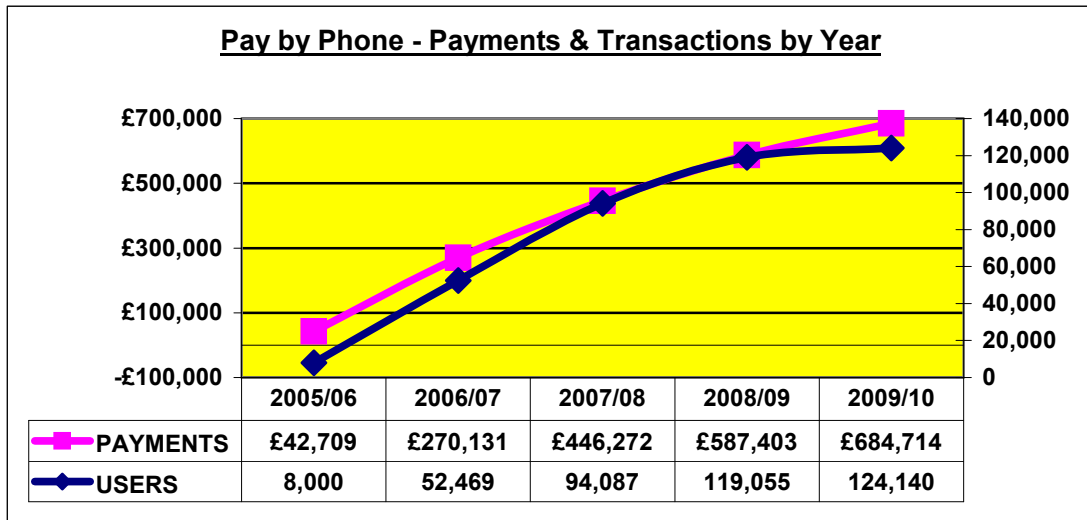
Use of payment by phone has gradually increased and the total number of users at the end of March 2010 was 397,751 with the total amount of parking that has been paid for by mobile phone being almost two million. The number of users in 2009/10 was 124,140 an increase of 4.5% on the 2008/09 figure of 119,055. The average monthly usage in 2009/10 was 10,345, up from 9,921 in 2008/09.

In 2009/10 the total payment was £684,714, which shows an increase of 17% on the 2008/09 figure of £587,403.

The scheme has proved to be popular with close to 11% of all parking payments now being received from Pay by Phone customers. This proportion is continuing to increase as more customers recognize the convenience that it offers. In time this will reduce the need for cash collections from the pay and display machines and produce benefits in terms of reduced security and maintenance costs. The system has already had significant benefits for regular users by enabling them to purchase weekly and 24 hour parking at considerable discounts, with a 50% further reduction on weekly tickets for

those residents with low emission vehicles. New users can register online or by phone.

Chart 1 – Pay by Phone Users



6. Hot Line



The council's Parking Services team operate a free hot line service for residents who wish to report illegal parking. The parking hot line was initiated to enable the CEOs to respond as soon as possible to any reported parking contraventions, and also so that enforcement could be targeted to locations where problems were occurring. York is one of the few authorities in the country to offer such a service for residents.

The hot line number is **0800-1381119**. When someone calls the number they hear a recorded message explaining that they will be passed to an operator who will take the details of the illegal parking and report it to Parking Services. The message is then sent by text message to the mobile phones of the Team Leaders (the supervisors of the CEOs). The Team Leaders will immediately contact a CEO using our radio control system to go to the location concerned. We now have a team of four CEOs who are equipped with motor scooters, which enable them to reach the hot line locations much easier and quicker.

This service is particularly effective for those who live in resident parking areas and are concerned about the parking of vehicles that do not display valid resident permits. However, it can also be used to report any parking infringements, for example; parking on a yellow line or in a marked disabled bay. The target for dealing with calls to the hot line is 45 minutes, which includes reaching the location and, if necessary, issuing a PCN. The number of calls responded to in 2009/10 was 2,408 and the target was achieved in 80% of calls (up from 77% in 2008/09). Sometimes the vehicle may have left before a CEO can attend to the call, or the CEO might find that the vehicle is not actually committing a parking contravention, but 31% (770) of calls did result in the issue of a PCN.

7. Park Mark Scheme

The nationally recognised standard for the quality of the parking facility is the Park Mark award. The scheme is operated by the British Parking Association (BPA). They worked together with the Association of Chief Police Officers (ACPO) to create the scheme, which measures parking facilities against criteria and aims to reduce crime in car parks. Operators of a car park are required to adopt an active management strategy to ensure the minimal occurrence of crime.



The Park Mark award is given to parking facilities that have met the requirements of a risk assessment. In order to meet the standard required both a representative from the police and a representative from the BPA inspect the car park against the required criteria and only after they agree is the car park given the award. The award means that the parking operator has put in place measures that help to deter criminal activity and anti-social behaviour, thereby doing everything they can to prevent crime and reduce the fear of crime in their parking facility. By using car parks that display the Park Mark Award customers are supporting operators that have created a safer environment.

The Council now has 19 car parks that have achieved the Park Mark status, which represents 95% of all the car parks.

8. Training and Development

A full training programme is in place for all Parking Services staff, which seeks to increase their self-esteem and job satisfaction and, in turn, increase public confidence and respect. The investment in training and development has clearly improved the knowledge and skills of the team. Whilst many motorists do feel that they have a legitimate reason for disputing a PCN, remarkably few of those reasons are due to an error on the part of the CEO (only 0.91% of all PCN's issued in 2009/10).

All CEOs have now passed the National Vocational Qualification (NVQ) Level 2 in Controlling Parking Areas.

Another objective is for all CEOs to be First Aid Qualified as it is recognised that this can be a useful qualification for them to have in view of their front line ambassadorial role. All of the 22 CEOs are now qualified in first aid and first aid has been administered to members of the public on several occasions.

Other training that has been provided for the team during the year includes conflict management, equalities, leadership and supervisory, IT and health and safety.

Conflict management is particularly important for the CEOs, as they are often the target of verbal, and occasionally physical, abuse. All have been trained on conflict management by training organisations that specialise in the training of CEOs.

During 2009/10 there were 13 instances of serious abusive behaviour towards them, including six of violence being threatened.

Every member of the parking services team had an annual performance and development review meeting during the year and training and development needs form a crucial part of that review.

9. Performance Indicators

Parking Services performance is measured against several indicators. The indicators and the actual performance during 2009/10 are shown below. For comparison the figures for 2007/08 & 2008/09 are also provided.

Table 1 – Performance Indicators

Performance Indicator	Target	Actual 07/08	Actual 08/09	Actual 09/10
Challenges responded to within 10 working days	95%	95.52%	99%	96.54%
Telephone Calls answered within 20 seconds	95%	95.10%	96.70%	93.91%
New Resident permits issued within 5 working days	95%	98.71%	95%	100%
PCNs that resulted in an appeal to the Traffic Penalty Tribunal.	1%	0.051%	0.023%	0.030%
Response to hotline calls which results in a PCN being issued (within a 45 minutes).	100%	78%	77%	80%
Patrols				
Residents Parking areas	3 per week per street	4.64	5.04	6.80
Prohibited waiting (Inner York- within 1 mile of Centre)	3 per week per street	4.64	6.58	7.99
Prohibited waiting (Outer York – remainder of City)	2 per week per street	3.07	3.87	5.95
Loading bans	6 per week per street	5.95	6.54	7.15
On Street Specific Marked Bays e.g. Disabled, Taxi, Police, & Bus Stop Clearways	4 per week per bay	5.41	5.93	7.50
School No Stopping Areas	2 Schools per week during term time.	1.91	1.90	3.5
Limited waiting On Street	2 per week per street	4.25	4.40	6.05
Clearways	1 per week per street	2.95	4.20	6.81
On Street Pay and Display	5 per week per street	6.28	7.07	7.94
Off Street Car Parks	7 per week per car park	6.10	7.21	8.37

More emphasis has been placed in the last three years on patrolling in resident parking areas and in prohibited parking places. Staff resources have been channelled onto street enforcement, in accordance with the key aims of parking enforcement of keeping the traffic moving, improving the flow of public transport and road safety. This is in line with government guidance from the Department for Transport in the 'Operational Guidance to Local Authorities: Parking Policy and Enforcement, Traffic Management Act 2004' which emphasises the traffic management purposes of civil parking enforcement, and the introduction, at the end of March 2008, of differential parking penalties. Differential parking penalties initiated higher-level penalties for parking at locations where parking is prohibited and lower level penalties for overstaying where parking is permitted.

10. Car Park Capacities and Facilities



Table 2 below gives the council car park capacity and facilities.

Further information regarding charges, hours of operation and the location of the car parks is available on the council web site at http://www.york.gov.uk/transport/Parking/Car_parks/

Table 2 – Off Street Parking Capacities & Facilities

Car Park	No. of Bays	Disabled Bays	Motorcycle Bays	CCTV	Park Mark Award	Pay by Phone	Season Tickets	Resident Contract Permits	Toilets
Bishophorpe Road	41	0	X	X	✓	X	X	X	X
Bootham Row	100	2	✓	✓	✓	✓	✓	X	X
Castle	318	6	X	✓	✓	✓	✓	X	ADJACENT
Castle Mills	44	0	X	X	X	✓	X	X	X
Esplanade	75	5	✓	✓	✓	✓	✓	X	X
Foss Bank	316	4	✓	✓	✓	✓	✓	✓	X
Haymarket	102	0	✓	X	✓	✓	✓	✓	X
Marygate	352	4	✓	✓	✓	✓	✓	✓	X
Monk Bar	243	7	✓	✓	✓	✓	✓	✓	X
Nunnery Lane	193	4	✓	✓	✓	✓	✓	✓	✓
Peel Street	77	1	X	✓	✓	✓	✓	✓	X
Piccadilly	287	21	X	✓	✓	✓	✓	X	✓
St George's Field	276	6	X	✓	✓	✓	✓	✓	✓
Union Terrace	145	13	✓	✓	✓	✓	✓	✓	✓
Coach Parking									
St George's Field	27	0	X	✓	✓	✓	X	X	✓
Union Terrace	35	0	X	✓	✓	✓	X	X	✓

Four pay and display machines that are able to take payment by credit/debit cards were installed at the Piccadilly car park in March. This gives customers another option for paying for their parking and it has also increased the

amount of time that customers are paying for. It is expected that further machines with credit/debit card facilities will be installed at other car parks in 2010/11.

a) Season Tickets

Customers may buy season tickets, which are valid in most of the car parks (see table above). Season Tickets are available for a minimum of one month. They cost £995 for one year or £110 per month.

A weekly season ticket is available for users of the pay by phone system for £44.

Significant discounts are available for customers whose vehicles are less than 2.7m in length or are classed as low emission vehicles with emissions up to 120g/km² (tax bands A-C) or are electric or LPG powered.

Discount season tickets are priced at £497.50 per year or £50 per month. A weekly ticket is available for users of the pay by phone system for £20 per week.

There are also short car parking bays specifically for those vehicles of less than 2.7m in length in the following car parks:

- Foss Bank
- Marygate
- Nunnery Lane
- Union Terrace

b) Resident Discount Badges

Discount parking badges are available to residents of the City of York. The badges are issued free of charge to residents who live within the York boundary and own a vehicle. The badges allow residents to park with a reduction of approximately 30p per hour on the normal rates, in most of the car parks.

c) Resident Contract Permits

If a resident lives within the central area of York, which is basically within the City walls, they can buy a resident contract parking permit provided that they are not part of a resident parking scheme, and they do not have a garage or sufficient space for a motor car. The permit allows parking at a reduced rate.

Resident Contract Permits are available for a minimum of one month and a maximum of one year. The prices are as follows:

- Foss Bank car park £650 per year or £60 per month.
- Other car parks £635 per year or £55 per month.

The Foss Bank permits are more expensive because the car park is securely locked at night and electronic keys are provided for access when the car park is closed.

Large discounts are available for customers whose vehicles are less than 2.7m in length or are classed as low emission vehicles with emissions up to 120g/km² (tax bands A-C) or are electric or LPG powered.

A discount resident contract permit is £325 per year or £30 per month at Foss Bank car park and £288 per year or £25 per month at all other car parks.

d) Evening Frequent User Passes

A frequent user parking pass allows discount parking in off street car parks (except for Castle Mills, Foss Bank and Piccadilly, which close in the evening) and at most on street pay & display areas from 5pm to 8.30am Mondays to Saturdays and until 12.30pm on Sundays. Some on-street pay and display bays also have waiting restrictions (yellow lines) that are enforceable from 8am until 6pm. The Evening permit entitles parking at these locations from 6pm until 8am.

Evening Frequent User passes are available to York Residents for £84 per year for £21 for three months and to Non-Residents for £120 per year or £30 for three months.

Charities can have up to five permits free of charge. Their business premises must be within the inner ring road to qualify.

Large discounts are available for customers whose vehicles are less than 2.7m in length or are classed as low emission vehicles with emissions up to 120g/km² (tax bands A-C) or are electric or LPG powered.

A discount resident frequent user pass is £42 per year or £10.50 for three months and a Non-Resident discount frequent user pass is £60 per year or £15 for three months.

A summary of the charges for car park permits is shown in table 3 below.

Table 3 – Car Park Permit Charges

CHARGES	Discount vehicle rate *	Standard rate
Season Tickets		
Annual Season Ticket	£497.50	£995.00
Monthly Season Tickets	£50.00	£110.00
Weekly Season Tickets (Pay by Phone Users only)	£20.00	£44.00
Resident Contract Permit		
Foss Bank - Monthly	£30.00	£60.00
Foss Bank - Annual	£325.00	£650.00
Surface - Monthly	£25.00	£55.00
Surface - Annual	£288.00	£635.00
Frequent User Pass		
Non-Resident - Annual	£60.00	£120.00
Non Resident - Quarter	£15.00	£30.00
Resident - Annual	£42.00	£84.00
Resident - Quarter	£10.50	£21.00
Charity (maximum of 5 permits)	FREE	FREE

11. On-Street Parking

a) Amount of On-Street Restricted Parking

Table 4 gives the total length, in metres, of controlled on street restrictions in 2009/10.

Table 4 – Total Lengths of Controlled On-Street Restrictions

	09/10 (Metres)
Respark Parking Schemes (51 Different Schemes)	Over 27,000
Pay and Display	Over 5,000
Yellow Lines (Prohibited Waiting)	Over 570,00
Others	Over 5,000

There are over 600,000 metres (377 miles) of restricted parking in York. Over 800 different streets have parking restrictions of some description.

b) On Street Pay and Display



There are on-street pay and display bays at the following city centre locations. One and two hour charges apply every day from 8.00am to 6.00pm, except for Priorsy Street where the charges on Sunday do not start until 1.00pm in order to allow people to park whilst attending nearby churches. Evening charges apply to all the streets below from 6.00pm until midnight.

- Carmelite Street
- Lawrence Street
- Lord Mayor's Walk
- North Street
- Palmer Lane
- Piccadilly
- Priorsy Street
- Skeldergate
- Tanner's Moat
- Toft Green

- Walmgate

Charges to park on the streets above are:

- 1 hour - £1.70
- 2 hours - £3.40
- 3 hours - £5.10 (parking for over 2 hours is only allowed after 3pm)

Evening - FREE for York residents with a parking discount badge, £2.00 for others.

Micklegate

Charges to park on Micklegate are:

- 30 minutes - 20p
- 1 hour - 40p
- 2 hours - £3.40
- 3 hours - £5.10 (parking for over 2 hours is only allowed after 3pm)

Evening - FREE for York residents with a parking discount badge, (commonly known as the Minster badge), £2.00 for others

The 30 minutes, one and two hour charges apply every day from 8.00am to 6.00pm, except Sundays when the charges only apply from 1.00pm to 6.00pm. Evening charges apply from 6.00pm until midnight.

Foss Islands Road

This area of on-street parking is designed for larger vehicles such as minibuses up to 25 seats, motorhomes and caravans.

These charges apply Monday to Sunday, 8.00am to 9.00pm.

- Up to 2 hours - £3.30
- Up to 5 hours - £5.00
- Up to 13 hours: £8.00

On Street Evening Only Parking

Additional On-Street Evening Only Parking bays are available at the following locations:

- Blake Street
- Duncombe Place
- Fossgate
- Goodramgate
- Lendal
- Piccadilly
- St Deny's Road

- The Stonebow
- Walmgate

The bays are available for parking from 6pm to 8am every evening.

The charge is £2 for any length of stay between 6pm and 8am except for York Resident Discount Badge Holders who may park FREE OF CHARGE.

The charges apply Monday to Saturday at Blake Street, Duncombe Place, Goodramgate, Lendal and St Deny's Road and on every day of the week at Fossgate, Piccadilly, The Stonebow and Walmgate.

On Street Parking in Resident Parking Zones

Non-Residents in certain parking zones can park for up to one hour in some of the spaces, provided that a pay and display ticket is purchased. Resident Permit holders of the zone concerned do not have to pay, and there is no limit to how long they can park.

The streets where on-street pay and display bay are as follows:

- Bishophill Senior
- Clifton
- Cromwell Road
- Cumberland Street
- Garden Street
- George Street
- Huntington Road
- Lead Mill Lane
- Lower Friargate
- Lower Priory Street
- Lowther Street
- Margaret Street
- Marygate
- Park Grove
- Penleys Grove Street
- Queen Anne's Road
- The Crescent
- The Mount
- Townend Street
- Union Terrace
- Walmgate

All the respark pay and display bays allow parking for one hour only. The charges apply every day from 8.00am to 8.00pm and the charge is 60p.

12. Parking Provision for Disabled Persons

a) Disabled Persons' Parking (Blue Badge) Scheme

The blue badge scheme provides national parking concessions making it easier for people with severe walking difficulties to park closer to shops, restaurants and other places they wish to visit. There is also a discretionary green parking permit scheme in York that allows greater access to parking in the city centre for severely disabled people.

The council issues blue badge parking permits to eligible York residents on behalf of the Department for Transport.

The scheme only applies to on-street car parking and, in York, to council managed car parks. For parking in private sector car parks, including supermarkets, badge holders must check the concessions being offered as there may be a charge. Badge holders should always check and not assume that their badge entitles them to park free of charge.

The badge is issued to the eligible person, who can be the driver or a passenger. It does not belong to the vehicle and is not issued to relatives or carers. Parents of a disabled child under 16 can apply for a badge on their child's behalf.

Who can have a blue badge?

People are automatically eligible who are:

- registered blind, or
- receive the higher rate **mobility** component of disability living allowance; or
- use a disabled person's car supplied by a government department or
- receive a war pensioner's mobility supplement

If one of these applies the applicant must provide documentary evidence (eg photocopy of allowance book / letter), and they will not need an assessment.

People are also eligible for a blue badge if a mobility assessment shows that they:

- have a permanent and substantial disability that means they are unable to walk or have very considerable difficulty walking or
- have a severe disability in both arms, **regularly drive** a vehicle but are unable to operate, or have considerable difficulty in operating, all or some types of parking meter.

Parents of a child under 2 can apply for a badge on the child's behalf if the child, due to a specific medical condition,

- needs to travel with bulky medical equipment or

- needs to be close to a vehicle for emergency medical treatment or rapid transport to a place where they can be treated.

These badges expire the day after the child's second birthday.

Applying for a Disabled Badge

Information about how to apply for, or renew, a disabled badge in York is available on the council website at:

http://www.york.gov.uk/transport/Parking/Disabled_parking/blue_badge/Blue_badge_apply_or_renew/

An application form can be downloaded and also a detailed information booklet from the Department for Transport about using the disabled badge called 'The Blue Badge scheme: rights and responsibilities in England'.

Displaying the parking disc

In England and Wales disabled badge holders require a parking disc when parking on yellow lines or in a parking place for badge holders that has a time limit. A disc is sent when the disabled badge is issued. The parking disc/clock must be displayed on the vehicle's dashboard or fascia panel, so that the time can be seen clearly through the front windscreen. If there is no dashboard or fascia panel in the vehicle, it must still be displayed in a place where it can be clearly read from outside the vehicle.



Blue parking disc

Disabled badge holders can park on double yellow lines for up to 3 hours, unless there is a ban on loading or unloading and only if their vehicle does not cause an obstruction. They must display and set the clock on their parking disc when they park.

Yellow lines



A mistake that is sometimes made by disabled badge holders is to park where there are loading restrictions in place. The disabled badge does not allow holders to park at locations and times when loading is not allowed. Loading restrictions are advised to motorists by the following signs and kerb markings.

A diagram enclosed in a blue rounded rectangle. It shows two types of kerb markings: one with two parallel yellow stripes and one with a single yellow stripe. Below the two-stripe marking is a sign that says "No loading at any time". Below the one-stripe marking is a sign that says "No loading Mon - Fri 8.00 - 9.30 am 4.30 - 6.30 pm" with a left-pointing arrow below it. Text at the bottom explains each marking: "Loading prohibited 24 hours a day, 7 days a week, for at least 4 consecutive months" for the two-stripe marking, and "Loading prohibited for any lesser period. The arrow indicates the direction in which the prohibition starts" for the one-stripe marking.

No loading at any time

**No loading
Mon - Fri
8.00 - 9.30 am
4.30 - 6.30 pm
←**

**Loading prohibited
24 hours a day,
7 days a week, for at least
4 consecutive months**

**Loading prohibited for any
lesser period. The arrow
indicates the direction in
which the prohibition starts**

Displaying the Disabled Badge

Badge holders must display their badge on the top of the dashboard of a vehicle with the front of the disc (stating 'Front - Display this side up') facing forward so that the relevant details are legible from outside the vehicle. If the vehicle does not have a dashboard they must display the badge in a conspicuous position on the vehicle so that the relevant details are easily seen from outside the vehicle.

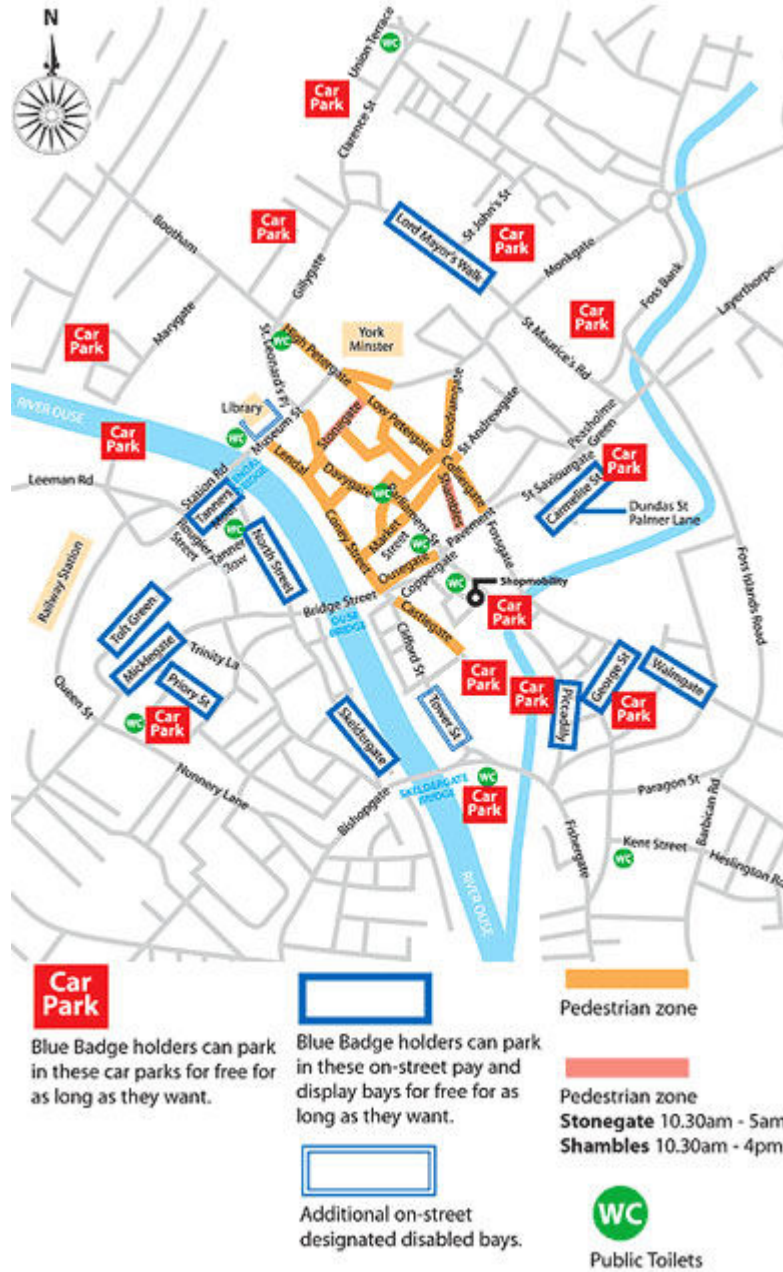
It is important that the badge is displayed the correct way round with the expiry date clearly visible from outside the vehicle. If the badge is displayed the wrong way round a CEO may issue a PCN since they will not be able to establish whether the badge is still valid, although, in York, if it is a first contravention, the PCN will normally be cancelled, and a warning to display the badge correctly will be given instead, if a valid disabled badge is subsequently produced.



The badge should only be displayed when using the parking benefits under the scheme, except if the vehicle is being driven by someone other than the badge holder for the purpose of entering or leaving an area (which is accessible only to vehicles displaying a blue badge) in order to pick up or drop off the badge holder.

It is the badge holder's responsibility to make sure the badge is used properly. The badge holder must not allow other people to use the badge. Badge holders must make sure the details on the front of the badge remain legible. If they become unreadable, the disc must be returned to the council for re-issuing.

b) Parking Concessions for Disabled Badge Holders in York



The map shows where disabled badge holders can park for free in the city centre. It includes car parks and on-street bays. Badge holders should always display their badge when parking in one of these car parks or bays. Where there is a time limit on parking they must set and display their disc/clock.

Badge holders may park free of charge in all of the off-street car parks without time limit, except for Bishopthorpe Road Car Park which has a time limit of three hours. There are dedicated disabled badge holder only bays in most of the car parks (see Table 2). These bays are larger than normal bays to provide more room for disabled badge holders to get in and out of their vehicles.



There are 6 disabled bays at Castle Car Park

Disabled badge holders may also park free of charge and without time limit in on-street pay and display bays and in resident only parking bays. There are badge holder only bays in Tower Street and in Library Square.

Police Officers, Traffic Wardens and the council's CEO's also have the power to inspect disabled badges and it is a criminal offence for a badge holder to refuse to show the badge.



Frequently asked questions

There are some frequently asked questions below. More detailed information can be found on the [Department of Transport](#) website

Q: Does the disability have to be permanent?

A: Yes.

Q: Which way do I display the badge?

A: The badge states 'Front - Display this side up'

Q: Can I have a badge if I can't drive?

A: Yes. The badge can be used in any vehicle that the holder is using, whether as a driver or passenger.

Q: Can I use my badge abroad?

A: Badge holders are able to take advantage of the applicable disabled motorist's parking privileges throughout the European Union. For other areas you are advised to contact the authorities in the country concerned.

Disabled person's parking (green permit) scheme

The council can issue discretionary green permits to severely disabled people who have blue badges. These permits allow further access to disabled parking in York at Davygate, St.Sampson's Square and Church Street during the pedestrianised period of the day to park for up to three hours.

The centre of the city is pedestrianised from 11.00am to 4.00pm Monday to Friday, 10.30am to 4.30pm Saturdays and 12noon to 4.00pm Sundays.

Who can have a green permit?

Those persons who already have a blue badge can apply for a green permit if:

- they receive disability living allowance higher rate mobility component or, in severe cases, incapacity benefit or
- they use a motor vehicle supplied by the benefits agency or receive a grant towards their own vehicle

Further information on how to apply for a Green Permit is available on the council website at:

http://www.york.gov.uk/transport/Parking/Disabled_parking/Green_permit/

A City Centre Access Guide for the disabled is available to download from the Council website at;

http://www.york.gov.uk/content/45053/64897/133965/city_centre_access.pdf

c) Shopmobility

Shopmobility is a scheme which enables people who find walking distances an obstacle to still enjoy the shopping and other facilities of city centres by lending them powered scooters, electric wheelchairs and manual chairs.



Shopmobility York lends wheelchairs and scooters to people with limited mobility who are using York City Centre.

The Shopmobility Centre is located on Level 2 of the Piccadilly Car Park above Marks & Spencer, Home and Boots in the Coppergate Centre, which is in the centre of York. Shopmobility users may park free of charge without time limit in the car park, although it should be noted that the car park shuts at 6:30pm.

Full details about Shopmobility York and their services and charges can be found on the [Shopmobility York website](http://shopmobilityyork.org.uk) or by telephoning (01904) 679222.

**EASY GOING IN
YORK**

For further information
or to book, call us on
01904 679222
info@shopmobilityyork.org.uk



SHOPMOBILITY
YORK

13. Resident Parking Scheme (Respark)

Resident parking zones are initiated following requests from residents who have been unable to find a parking space outside their own properties due to the parking of commuters and tourists. It should be emphasised that resident parking zones are never forced on unwilling communities. There is a long consultation process before a scheme is brought in, and all affected parties can give their views prior to a vote of affected residents being taken. The scheme will not go ahead if the residents vote against it. The scheme gives priority to residents, their visitors and local businesses. It does not guarantee that a space will be available for permit holders to park but it gives permit holders priority over other vehicles, and it does significantly improve the ability of the residents to find a parking space.



Respark in York started in 1987 and initially permits were free of charge to residents but by late 1992 the schemes had grown to cover around 5,000 spaces and over 40 different zones. With the growth in the number of schemes the cost of enforcement and administration, in turn, increased considerably. At this point the council decided that the costs were unsustainable and resolved to convert the free system to one where permits were charged for and to try to make the scheme self-financing. To move from one arrangement to another, every resident in every zone was balloted on whether they wanted to retain their scheme. Only two zones opted out and charges were introduced in October 1993. The council now operate 51 residents parking zones across the city.

If a property is in a respark zone a resident may be entitled to a permit that will allow them to park their vehicle for longer than the permitted waiting time (usually 10 minutes). Scratch off daily permits can also be purchased for visitors. Permits are required for all vehicles except motorbikes and bicycles.

There are three types of bays within respark zones. These are:

- standard bays which are available for parking by all permit holders except for guest house and house of multiple occupancy permit holders.
- community bays which are available for all permit holders.
- guest house bays which can only be used by guest house and house of multiple occupancy permit holders.

Permits are also available for people who need to be able to park their vehicles in a respark zone for specific reasons. A brief description of the purpose of each of the respark permits is given below.

Further information about the respark scheme including the price of each permit and how to apply for a permit, is available on the council website at:

<http://www.york.gov.uk/transport/Parking/zones/>

A leaflet about the resident parking scheme is available on line and can also be obtained from the Parking Reception at 9 St Leonard's Place.



New and larger developments are excluded from joining a Resident Parking Scheme. This is to prevent overloading of the available on-street parking in these areas. This follows government guidelines and the council policy of discouraging increased car ownership in central areas. Developers are made aware of the exclusion at the planning stage and should make their purchasers/tenants aware of the limitation on their parking options.

a) Household Permit

Residents may have a household permit regardless of whether or not they have a vehicle. If they wish they can transfer this permit to other vehicles parked by visitors or family.

Residents are entitled to a further three permits but these permits are vehicle specific and the cost of each permit increases according to how many are required.

b) Business Permit

Businesses in most respark zones can apply for a permit but permits are not permitted in certain zones due to a lack of parking spaces in these zones.

To qualify the proprietor must:

- pay business rates directly to the council for a business within a respark zone
- have no off street parking at the property (this includes space that is being used for purposes other than parking)
- not be living at the business

The permit can be used by any member of staff or visitor who has to use their vehicle for the business. Only one permit can be issued per property, and no visitor permits are allowed.

c) Commercial Permit

Commercial permits are available if, in the course of a business or calling, it is necessary to visit residential or business premises within a resident parking zone. A maximum of one permit is allowed and they may be purchased for use in one specific zone or to park in any zone.

d) Community Permit

A community permit is designed to assist organisations whose staff need to be able to park in resident parking areas so that they may directly serve the physical or spiritual needs of the residents.

e) Attendance and Carer Permits

Permits are available for residents who receive Attendance Allowance or Disability Living Allowance. The permits can either be used by residents in their own vehicles or to enable carers to park whilst providing care to residents. All these permits are free of charge.

Following a suggestion from a disabled resident, at an equalities consultation fair, the permits are no longer limited to one per applicant and can now be issued for the number of carers that need to attend to a resident at any one

time. This alleviates the necessity for disabled residents, who need more than one carer, to have to buy visitor permits.

f) Guest House Permit

Guest houses and small hotel proprietors within respark zones can apply for a guest house authorisation card. An authorisation card allows a registered guest house proprietor to obtain guest house permits which enable guest house paying visitors to park in the guest house or community bays in the resident zone where the guest house is situated. Each authorisation card allows one vehicle to park in the guest house or community bays.

g) House in Multiple Occupancy (HMO) Permit

A HMO is a property occupied by unrelated and independently recruited tenants who each have a self-contained lockable room in the property. A HMO permit is valid in community and guest house bays only.

h) Landlord and Management Agent Permit

A Landlord Permit is for landlords of vacant or tenanted residential premises which are located wholly within a resident parking zone. The purpose is to allow landlords extra time to visit their properties.

The permit allows parking for up to 60 minutes longer in a residents parking zone than the parking restrictions normally allow. For example, if non-permit holders are allowed to park for 10 minutes, a landlord permit holder would be allowed to park for 70 minutes.

The permit is only valid in the resident parking zone for which it is issued, so if a landlord has properties in other zones, they would need to apply for a permit for each zone separately.

i) Property Permit

Property permits are designed for the use of owner or builders who are engaged in building or renovation work at the time when the vehicle is parked in a respark zone.

The permit is only valid for one specified resident zone and only one property permit can be issued for a property. The permit is valid for a maximum of 3 months, and cannot be renewed after the 3 month period has expired.

Daily property permits are also available.

j) Visitor Permits and Authorisation Cards

An authorisation card enables residents to buy visitor's permits for their visitors to use when parking in a respark zone. Residents receive an authorisation card, free of charge, when they buy a household parking permit

A resident may live within a respark zone but not own a car and so they can also apply for an authorisation card to enable them to buy visitor permits for their visitors to use.

Authorisation Card holders may have up to forty books of visitor permits. There are five permits in each book. A maximum of six books is allowed in any calendar month until the full allocation of 40 books for the year is reached. Each permit is valid for one day and lasts until 10am the next day.

k) Low Emission Initiative



The key aims of York's respark scheme is:

- To provide a greater opportunity for local residents to park near their property.

Following on from this objective and with regard to the 'Local Transport Plan 2006-2011 Mid-term Report' it was resolved that;

- "the use of cleaner, alternatively fuelled and smaller, more fuel efficient vehicles" would be encouraged.

The council has adapted the respark scheme fees to support the reducing of carbon emissions. As 'Act on CO2', a cross-Governmental initiative to lower carbon emissions explains:

'Immediate green benefits will flow from a low-carbon Britain.....in terms of a healthier cleaner and quieter environment. It's also in the interests of Britain's energy security as the supply of low carbon, home grown energy is increased and the UK is weaned off imported oil and gas'.

A discounted rate was introduced for low emission vehicles in February 2006. The inclusion of an environmental element into residents parking extended the remit of the 'small car' discount, which had commenced in March 2004 for vehicles of less than 2.7m in length. The City of York was one of the first

authorities to introduce such discounts, which have now been in operation for four years. They have encouraged both the initial choice and the continued use of greener vehicles.

The low emission discount offers a discount of over 50% on most permits to those who can provide evidence that their vehicle is suitably environmentally friendly. Initially the low emission discount offered was based on vehicles that fall into the two lowest CO₂ emission bands (vehicle tax bands A & B). However, the council decided to extend the discount to include Band C vehicles and electric cars and those vehicles, which have been converted to liquefied petroleum gas (LPG) from 1st April 2010. The current low emission discount is available to 0.8% of residents whereas, by increasing the discount to include Bands C, an additional 2% of vehicles can be reached.

The council also decided that vehicles with high emissions (vehicle tax bands J to M) and vehicles more than 5 metres in length should be charged an increased rate for the residents' permits.

Therefore, from 1st April 2010 the following rates applied for household permits:

Vehicle Band	Emission level (CO ₂ g/km ²)	Respark fee
A – C (& vehicles less than 2.7 metres)	0 – 120	£44
D – I (& vehicles registered pre 2001)	121 – 185	£93
J – M (& vehicles more than 5 metres)	186 +	£110

A vehicle, which qualifies for a low emission discount, pays £44 whilst a standard permit price is £93. The prices for second, third and fourth permits are currently set at £142, £296 and £592 respectively. These additional vehicles do not qualify for the low emission based discounted rate, as this can be seen to be contrary to the principle which discourages additional vehicles by increasing the cost of the permit.

It should also be mentioned that whilst a fourth permit is available, there have been no applications from residents for them since 2004. Furthermore, the number of second and third permits issued have also declined since 2004. This is in contrast with the take-up of low emission discount permits, which have risen steadily since their inception (see Table 5 on page 41). The policy adopted by the City was always going to have a gradual, cumulative effect as more vehicles are changed.

I) Enforcement and complaints

Vehicles without valid tickets

Vehicles parked in respark zones without valid permits may receive a PCN from the council's CEOs.

During patrolling hours residents can call the free parking hot line on **0800-1381119** to report vehicles that are parking without displaying either a permit or a blue disabled badge for longer than the permitted time. We aim to attend within 45 minutes of receiving the call.

Abuse of the scheme

Residents should not sell permits or give them to others who do not live in the zone. If residents report someone abusing the scheme we investigate in confidence. If abuse has occurred we can withdraw permits and/or issue PCNs to the vehicle concerned.

Reporting problems and complaints

To report scheme abuses and vehicles without valid permits residents can contact Parking Services on 551310 or report it on the free parking hotline **0800-1381119**. The Parking Office is open from 8.30am to 5pm Monday to Friday and from 9am to 12pm and 1pm to 4pm on Saturday. The Parking Hotline is available during the patrolling hours of the Parking enforcement team which are usually everyday from 7:45am to 9:30pm, although occasional patrols outside these hours are undertaken.

Late Night Patrols

Several complaints were received from residents about the parking of vehicles without permits late at night and so in response to these complaints and to ensure that the respark scheme is not being abused one of the actions planned for 2009/10 was targeted out of hours late night patrols in respark areas. These patrols have proved very successful in catching offenders and they will continue on a regular basis during 2010/11.

Respark Survery

We are currently conducting a full customer satisfaction survey into the respark scheme during 2009/10 and 2010/11 using questionnaires that are sent to permit holders when their permits are renewed.



Initial results from residents are encouraging with;

- 71% satisfied with the scheme, including 26% who were 'very satisfied'.
- 97% had received their permit before their existing permit expired.
- 64% of users of the hotline service were satisfied with the service, including 21% who were very satisfied.
- 77% were aware that discounts are available for low emission and short vehicles.
- 81% thought that the resident parking scheme regulations were clear.
- 71% were satisfied with the enforcement of the scheme including 24% who were 'very satisfied'.

m) Permits Sales

Table 5 gives the number and type of permits issued during the last 3 financial years.

Table 5 - Annual No of Permits Issued by Type

Resident Parking Scheme Permits	07/08	08/09	09/10
Household Permit	4,956	4,789	4,751
Visitor Permits	201,000	169,905	199,250
Household (Low Emission Vehicles)	55	63	91
Second Vehicle Permits	698	690	661
Third Vehicle Permits	12	11	19
Business Permit	69	71	83
Guest House Permit	181	152	162
Commercial Permit	10	11	5
Commercial Permit (Low Emission Vehicles)	0	0	1
House of Multiple Occupancy Permit	74	31	49
House of Multiple Occupancy Permit (Low Emission Vehicles)	1	1	0
Property Permit	6	11	6
Landlord Permit	7	7	6
Community Permits	513	578	651
Community Permits (Low Emission Vehicles)	1	5	3
Carers and Disabled Resident Permits	104	98	100
Total Resident Permits	207,689	176,422	205,838
Car Park Permits			
Frequent User Pass	101	37	60
Frequent User Pass (Low Emission Vehicles)	5	1	0
Resident Contract Permits	270	340	261
Resident Contract Permits (Low Emission Vehicles)	3	12	9
Season Tickets	393	473	328
Season Tickets (Low Emission Vehicles)	40	25	42
Resident Discount Badges	6,016	4,556	2,278
Total Car Park Permits	6,880	5,481	2,978

14. Penalty Charge Notices (PCNs)

a) Number Issued

There is a fine balance between the level of enforcement that is affordable in terms of operational costs and the need to deter illegal parking in order to keep the traffic moving. If enforcement is increased then operational costs will rise but illegal parking should fall. Similarly if enforcement is reduced, operational costs will fall but illegal parking may rise. Achieving the right balance is difficult particularly with the budget pressures that local authorities face.

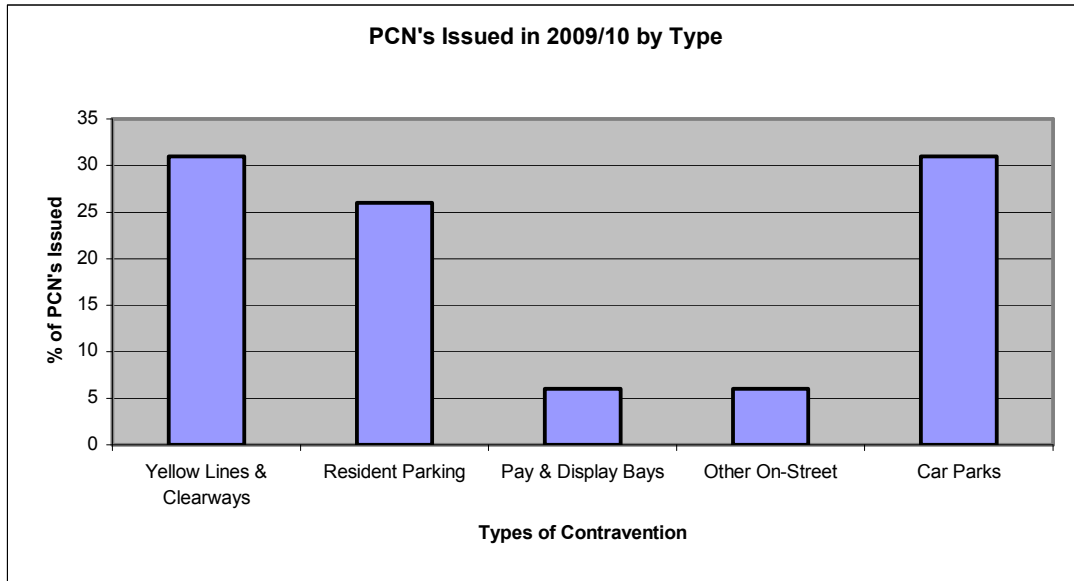


Table 6 shows the number of PCNs issued over the last 3 financial years divided into On-Street and Off-Street contraventions. The On-Street contraventions are sub-divided into those occurring on yellow lines, resident parking areas, pay and display bays and others.

Table 6 – PCNs Issued – On Street & Off Street

	2007/08	%	2008/09	%	2009/10	%
On-Street						
Yellow Lines & Clearways	6,668	31	5,272	32	5,812	31
Resident Parking	5,267	25	3,847	23	5,034	26
Pay & Display Bays	1,435	7	1,071	6	1,084	6
Other On-Street	1,070	5	922	5	1,159	6
Sub Total On-Street	14,440	68	11,112	66	13,089	69
Off-Street Car Parks	6,816	32	5,605	34	5,781	31
Total	21,256		16,717		18,870	

Chart 2 – PCN's Issued in 2009/10 by Type



b) Differential Charges

2009/10 was the second year of differential parking charges. The number of PCNs issued at the higher rate of £70 was 10,800 (57%) and the number at the lower rate of £50 was 8,070 (43%). Further details of the number of PCNs issued for each higher and lower contravention are shown at Appendix F, on page 93.

c) On-Street PCNs

A total of 13,089 PCNs (69% of all PCNs) were issued on-street during 2009/10. This is higher than in 2008/09 when 11,112 (66%) were issued but lower than the total of 14,440 (68%) for 2007/08. The highest number of PCNs were issued in North Street (347), Piccadilly (293), Walmgate (291) and St Saviourgate (252). A common theme of these streets is the number of different parking restrictions in them such as yellow lines, residents parking and pay and display.



31% (32% in 08/09) of the contraventions in 2009/10 were for parking where waiting or loading restrictions are in place (yellow lines and clearways) with 26% (23% in 08/09) being for parking in the resident parking zones without a valid permit and 6% (also 6% in 08/09) for contravention of the on-street pay and display restrictions.



Appendix C, on page 74, gives a street-by-street breakdown of the PCNs issued in each of the three years, which provides residents with the opportunity of seeing how many were issued in their own area. Appendix B, on page 73, provides the reasons for the issue of all on-street penalty charge notices.

d) Off Street PCNs

A total of 5,781 PCNs (31% of all PCNs) were issued within the council car parks in 2009/10. This is an increase on 2008/09 when 5,605 (34%) were issued but down on 2007/08 with a total of 6,816 (32%). In all three years the highest volume of PCNs were issued for parking contraventions in Castle Car Park (1760 PCNs which represents 30% of all PCNs issued in car parks).

As can be expected, 86% of the PCN's issued in car parks were for either parking without payment or because the parking time purchased had expired (4,964 PCNs).

Appendix A, on page 72, give a full breakdown by car park with Appendix B detailing the reasons for the issue of PCNs in the car parks.

e) Clamping and Removal

The council has a policy of using the clamping and removal of vehicles as a deterrent against those small numbers of persistent evaders who repeatedly ignore the parking restrictions. A persistent evader is defined as a motorist who has three or more outstanding PCNs for the vehicle that have not been paid or challenged. Usually this is because the vehicle keeper is not registered, or is incorrectly registered, on the DVLA database and the owner does not pay the PCNs or challenge them because they know that they cannot be traced. The advantage of clamping and removing such vehicles is that it requires proof of ownership, and, thereby, an address, before the vehicle is released. The motorist can thus be pursued for any outstanding PCNs once a legitimate name and address have been provided.



The number of vehicles clamped and removed in the last three financial years is shown below:

Table 7 – No. of Vehicles Clamped and Removed

	2007/08	2008/09	2009/10
Vehicles Clamped	11	7	10
Vehicles Removed	4	5	3

f) Decrease in the Number of PCNs Issued

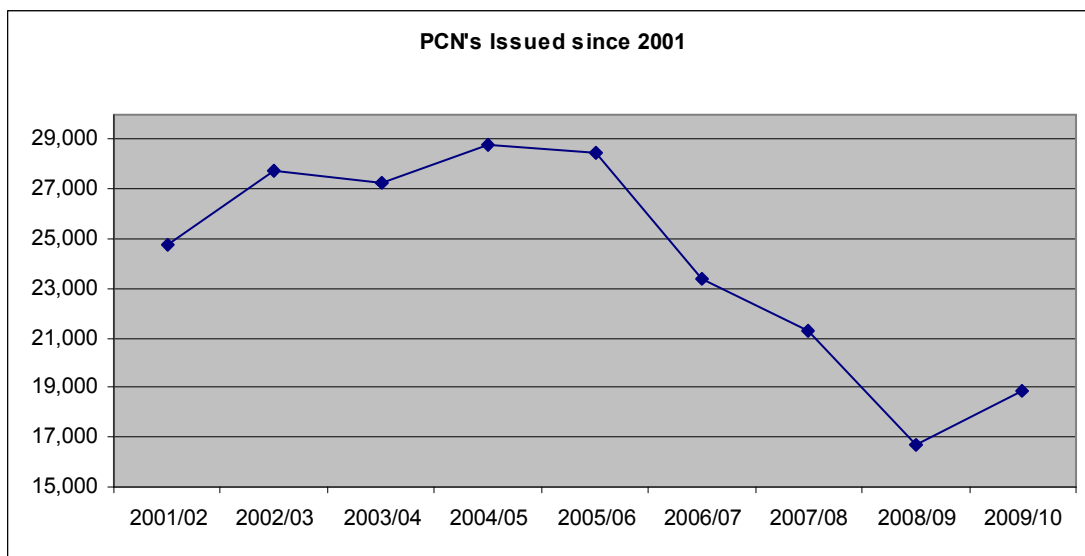
Table 8 shows the number of PCNs that have been issued since the start of CPE on October 8th 2000. The total number peaked in 2004/05 and then decreased each year until 2008/09. The number rose again in 2009/10 but still shows a decrease of 9,888 (34%) on 2004/05.

Table 8 – No. of PCNs issued since start of Civil Parking Enforcement

Year	No of PCNs
2000/01 (October to March)	10,627
2001/02	24,733
2002/03	27,723
2003/04	27,297
2004/05	28,758
2005/06	28,467
2006/07	23,418
2007/08	21,256
2008/09	16,717
2009/10	18,870
Average (2002-2010)	24,138

Compliance with the parking regulations must be the objective of any parking enforcement regime, and a decrease in the number of PCNs is one indicator that this is, indeed, occurring and hence that CPE has been a success in York. Over time we would expect to be able to establish the norm for York. The average number of PCNs issued in each year between 2002/03 and 2009/10 is 24,138.

Chart 3 – PCN's Issued since 2001



The fall in the number of PCNs issued in York reflects a clear national trend, particularly in councils that have been operating CPE for a number of years, probably because the public have realised that enforcement, which was virtually non-existent under the police, has substantially increased and they are no longer likely to get away with parking illegally.

However, it would be rather too simplistic to suggest that greater compliance, in isolation, has resulted in a fall in the number of PCN's and there are several other factors that are thought to have contributed:

- In accordance with the core objective of parking enforcement of keeping traffic moving and improving the flow of public transport, emphasis is being placed on street enforcement and less on car parks, where the number of PCNs is likely to be greater because there are more vehicles parked in a smaller area for the CEOs to patrol.
- PCNs are no longer issued for minor contraventions of the parking restrictions, such as where motorists have paid the appropriate fee but may have parked slightly out of a parking bay. A careful check is made before a PCN is issued to a vehicle for parking out of bay and a PCN is only issued as a last resort when a vehicle is clearly causing an obstruction rather than with, for example, one wheel overhanging the bay marking. PCNs issued for parking out of a bay have decreased by 84% from 468 in 2006/07 to only 74 in 2009/10.
- The introduction of the pay by phone facility has resulted in a reduction in the number of PCNs issued where pay and display tickets have expired. This is because of the pay by phone facility for extending the time purchased without having to return to the car park. The number of PCNs issued for expired tickets have dropped by 58% from 5,712 in 2005/06 (i.e. prior to the introduction of payment by phone) to 2,400 in 2009/10. This can be compared to a fall in the issue of all PCNs of only 34%. The proportion of PCNs issued for expired payments has reduced from 20% of all PCNs issued in 05/06 to 13% in 09/10. This may suggest that the pay by phone system is having the desired effect and customers are topping up their payment without having to return to the car park.
- The policy of operational transparency has had the advantage of increasing public awareness of parking enforcement particularly with the publication of the parking enforcement policy and observation and grace period times in the Annual Parking Report of 2007/08.
- The number of CEO posts reduced by two from 24 to 22 in 2008/09. This was achieved by natural turnover but does have an effect on the number of officers on patrol and hence in PCNs. We reviewed the way in which we operate to ensure effective operational efficiency and will continue to do so. In addition the city centre foot streets are patrolled by 2 city centre enforcement officers. These officers have other duties but are able to issue PCNs.

It has to be recognised that the success in driving down the number of parking contraventions has to be officers on the ground – the eyes on the street deterrent effect.

g) PCN Outcome summary

Table 9 shows the outcome of PCNs issued over the last three financial years:

Table 9 – PCN Outcome Summary

	2007/08	%	2008/09	%	2009/10	%
No of PCN's issued	21,256		16,717		18,870	
No. of PCN's Paid	15,707	74	12,259	73	13,322	71
No paid at discount rate	12,232	58	9,724	58	10,897	58
No paid at other rates	3,475	16	2,535	15	2,425	13
No. still being pursued	214	1	727	4	1,329	8
No. passed to Bailiffs (Warrants Issued)	1,771	8	1,330	8	938	5
No of PCN's cancelled	4,342	20	3,384	20	4,022	21
First offences*	2,215	10	1,703	10	2,253	12
Other Reasons	2,115	10	1,599	10	1,769	9
No written off	993	5	347	2	197	0.1

*'First Offences' in the table refer to those PCNs that have been issued because a resident permit, pay and display ticket or permit, or disabled badge was not clearly visible in the vehicle. In such cases, in line with council policy, the PCN will be cancelled provided that the motorist subsequently provides evidence that they do have a valid permit or ticket, but simply forgot to display it, or displayed it incorrectly, and this is their first PCN within the last twelve months.

It is considered to be best practice to have such a policy, and most local authorities have similar policies, on the grounds that it would be unreasonable and disproportionate to penalise a motorist who has purchased a permit/ticket but made a simple mistake in either, forgetting to display it, or displaying it in such a manner that the CEO is unable to assess its validity. Half of all cancellations fall within this category. The policy is particularly important to safeguard the reputation of the council amongst tourists because, to penalise motorists for making such a simple error on a first occasion, would leave a poor lasting impression of the City for many visitors.

The number of PCNs that are paid, and those that are paid at the discount rate, which is 50% of the full amount, has remained at similar levels over the last three years and is in line with the national average for payment of PCN's at around 70%,

The difference between PCNs that are 'Cancelled' and those that are 'Written Off' is that cancellations refer to cases where we have decided to cancel the PCN, which could be for a variety of different reasons (see Appendix D, on

page 89, for a detailed breakdown of cancellations in 2009/10), whereas a 'write off' occurs when a PCN has gone through all the various legal stages and been passed to a bailiff company, but has subsequently been returned by the bailiffs because they are either unable to trace the debtor or the debtor has insufficient funds to pay the debt. Therefore, in no respect has the PCN been wrongly issued or wrongly 'cancelled', it is simply a debt that is impossible, or at least uneconomic, to pursue any further.

15. Parking Enforcement Policy

a) Operational Transparency

A culture of transparency, fairness, accountability and consistency is actively promoted, both within the parking team and in its dealings with the public. Efforts continue to be made to try to remove the public perception that parking enforcement is operated purely as a money making venture and to stress that the emphasis lies on traffic management and not with revenue collection.

This transparent approach is demonstrated by the extensive information about parking enforcement policy and procedures that is available on the council website and in the literature that the parking team have produced. In particular, the publication of policies for enforcement and the processing procedures for PCNs. It was felt that there was a need to improve public awareness of what the council policies on enforcement and cancellations are in order to remove any possible misconceptions. A document giving information on what to do when issued with a PCN is available for the public to download on the council website at:

<http://www.york.gov.uk/transport/Parking/tickets/>



All the PCNs that are issued contain details about how to pay or object and the parking services office team respond promptly to correspondence at all stages of the appeal process. We aim to respond to all correspondence within 10 working days, and all representations received must be legally responded to within 56 days. Over 96% of all correspondence was responded to within 10 working days. Motorists who are issued with a PCN can view the photographic and other evidence on-line and make an informed decision on whether or not to make an appeal.

As part of this transparent approach this annual report again includes the council's enforcement policy, and at Appendix E, on page 91, the council's observation times and grace periods for parking contraventions.

b) Civil Enforcement Officers – Duties and Responsibilities

- CEOs are directly employed by the council to enforce the parking restrictions. Contrary to popular myth, they are salaried employees and do not receive any bonuses for issuing PCNs and neither are they set targets for the number of PCNs that they are required to issue.
- The CEOs are deployed throughout the City wherever there are parking restrictions in place although some areas are prioritised, such as the city centre or where there are resident parking schemes operating.
- CEOs must wear a uniform when undertaking their duties. The uniform clearly identifies them as CEOs and that they are involved in parking enforcement duties and are working for the council. Each CEO has a unique identify number which is also clearly displayed on their uniform and they also carry identity cards issued by the council. However, for their own health and safety, they are not identified by name and neither are they expected to give their names to the public.
- Once a CEO has issued a PCN they do not have the discretion to cancel it and, if a motorist wishes to challenge the issue of the PCN, they must follow the appeals procedure, which is described, on the notice itself. This is to protect the CEOs from allegations of inconsistency, favouritism or suspicion of bribery.
- CEOs are not expected to try to contact motorists who have parked in contravention of the parking restrictions and ask them to move their vehicle. Furthermore, any notes that may be left by motorists on their vehicles such as 'working at no 20' will be ignored since otherwise anyone parked illegally could put a note on their vehicle to prevent a PCN being issued. Sometimes a motorist may leave a note to the effect that their vehicle has broken down but, unless this is obvious to the CEO, a PCN will be issued in such circumstances. It is for the motorist to subsequently appeal against the PCN if they wish to do so and not for the CEO to make a decision on whether or not the vehicle has broken down.
- If the driver is still with the vehicle and, upon request of the CEO, the vehicle is immediately moved or the driver complies with the parking regulations, the CEOs have the discretion not to issue a PCN.
- If the driver returns to the vehicle during the CEOs observation period, and before a PCN has been prepared for issue, then the CEO should issue a verbal warning instead of a PCN provided that, in response to

the warning, the motorist then removes the vehicle or takes steps to comply with the parking regulations.

- If a CEO believes that their personal safety would be threatened if they were to issue a PCN or if a CEO is prevented from issuing a PCN either through abusive behaviour or intimidation or threats or actual physical force then, under the provisions of the TMA, a PCN may be subsequently issued by post.
- A PCN may also be issued by post if the CEO did not have enough time to issue the PCN before the vehicle was driven away. This is clarified by the Government guidance to mean that a CEO must have started to prepare the PCN, which is further interpreted in the guidance to mean 'starting to write the PCN or input data into the hand-held computer' – merely observing a vehicle or making notes which might relate to a contravention does not count. The observation period must have ended.
- CEOs undergo rigorous training, including equality awareness training, and they are expected to undertake their duties in a thorough, fair, consistent and professional manner and to treat all members of the public equally without showing favour, bias or prejudice. All new CEOs undertake up to two months training alongside experienced CEOs to learn evidence gathering, pocket book note taking, use of a handheld computer and the different types of parking contravention. Following this induction, a week-long City & Guilds course and examination must be passed. The CEOs then work towards gaining an NVQ level two in Controlling Parking Areas. This is achieved by demonstrating competence against national standards for CEOs.
- As well as their enforcement duties it is integral part of their role to act as an ambassador for the council and the city and provide advice or guidance on parking and tourism.

The quality of PCNs issued is obviously very important and errors by the CEOs such as incorrect location, registration number or contravention code will mean that the PCN has to be cancelled. Less than one in a hundred of PCNs issued were cancelled due to a CEO error and this indicates that the CEOs are issuing high quality PCNs in the vast majority of cases.

c) Enforcement Policy

In accordance with the council's policy of transparency in parking enforcement, and reasonableness and proportionality when considering challenges following the issue of a PCN, the enforcement policy is detailed below. It has also been published on the council website and in a leaflet entitled 'Got a Parking Ticket? What to do Now', which is available from the Parking Reception at 9 St Leonard's Place.

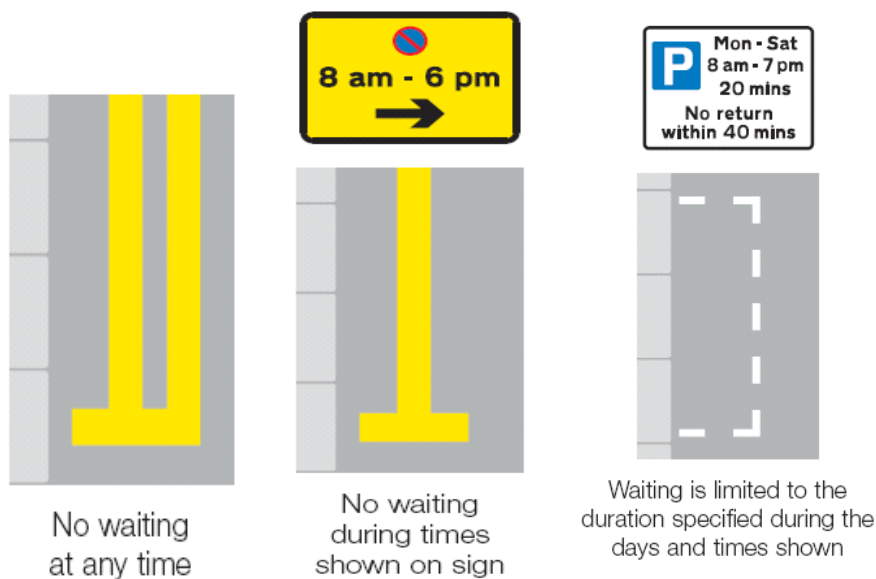
- We will normally cancel the first PCN that you receive if you have a **valid ticket or permit** but you forgot to display it in your vehicle, it fell off the windscreen, was displayed with the details face down, or because the CEO was not able to validate it due to it not being clearly visible. However, any further PCNs that are issued within 12 months of the first one may not be cancelled.
- The above also applies to **disabled badge holders**. However, if you have parked where you are not allowed to use the disabled badge (for example where a loading ban is in place or on a taxi rank), the PCN will not normally be cancelled. If you are unsure where the disabled badge is valid please see your blue badge information leaflet or seek advice from the parking office.
- **Medical illness or injury** - If you were delayed or needed to park urgently due to illness or injury the PCN will usually be cancelled provided that medical evidence, such as a doctor's letter, of a temporary or permanent condition that is consistent with the circumstances, is produced. If you are delayed due to a hospital or dental appointment that overran, this is not usually a good enough reason as it is reasonably foreseeable to expect a delay when visiting a hospital or the dentist.
- **Vehicle breakdown** - If you are prevented from moving your vehicle due to vehicle breakdown, the PCN will normally be cancelled provided that evidence of vehicle breakdown is produced. This could be an invoice for repairs to the vehicle, or a receipt for parts, or a recovery sheet from a breakdown service. However, you will be expected to have made arrangements to repair or remove your vehicle within a reasonable period of time. 'Vehicle breakdown' does not include circumstances where you are at fault for not maintaining the vehicle correctly, for example by running out of petrol, oil or water.
- **Crime** - If you have been a victim of crime, for example, your vehicle was stolen when the PCN was issued or you were delayed through reporting a crime to the police, then the PCN will normally be cancelled if you provide a Police Incident Number.
- **Signs and Markings** - If the signs and/or markings are missing or inconsistent with each other, or not visible, or are unreadable at the time when you parked, the PCN will be cancelled. However, if the

yellow lines or other markings are faded, or partly eroded, but it remains clear what the restriction is, then the PCN will probably not be cancelled. CEOs are instructed to check that the signs and lines are correct before issuing a PCN.

- **Machine faults** - If the parking payment machine is not working then the PCN will be cancelled. However, it is important that the instructions on the machine and tariff boards are carefully followed. If someone tells you that the machine is not working please do not assume that they are correct, try it yourself.
- **Emergencies** – If you are able to provide reasonable evidence of an emergency, such as an accident or police incident report, then the PCN will be cancelled.
- **Delays** – If you could not return to your vehicle due to circumstances that were entirely unforeseen, unavoidable and beyond your control and this is supported by appropriate evidence, the PCN may be cancelled.
- **Mitigating Circumstances** - there will be occasions where, although the PCN was correctly issued, there are mitigating circumstances that the council must take into consideration when reaching a decision. The council has a duty to act fairly and proportionately and should exercise discretion sensibly and reasonably and endeavour to reach its decisions with a high degree of open-minded impartiality and by the application of the principles of natural justice and fairness. It should also be borne in mind that the motorist has a right of appeal against the council's decision to an adjudicator of the 'Traffic Penalty Tribunal' and the adjudicator will expect the council to have acted fairly and reasonably when considering mitigation. Where a parking contravention has taken place, but the adjudicator considers that the enforcement authority should have used its discretion to waive the PCN, the adjudicator may refer the case back to the council for reconsideration.

- **Loading and unloading** - there is an exemption to some of the parking restrictions if you are loading or unloading. A full explanation of what may be considered to be loading or unloading is shown below:

Waiting restrictions indicated by yellow lines apply to the carriageway, pavement and verge. Double yellow lines mean no waiting at any time; unless there are signs that specifically indicate seasonal restrictions. The times at which the restrictions apply, other than for double yellow lines, are shown on nearby plates or on entry signs to controlled parking zones. If no days are shown on the signs the restrictions are in force every day including Sundays and Bank Holidays. White bay markings and upright signs indicate where parking is allowed.



There is an exemption to the parking restrictions if a motorist is loading or unloading goods on street. However, to qualify for loading/unloading the activity has to meet certain criteria. A useful acronym for this is **CHART** e.g.

Continuous - the motorist should not break off the activity of loading/unloading to have a cup of tea or a cigarette etc. However, this does not infer that such activities as completing paperwork or locating the goods in the premises are not part of the loading/unloading process. Each case will be treated on its own merits and all circumstances will be taken into account.

Heavy Goods - the goods that are being loaded/unloaded must be of such burden of weight or bulk that they cannot reasonably be conveyed otherwise than by means of a vehicle. The goods must be of a type that cannot easily be carried by one person in one trip. Having said that, in some circumstances 'goods' may be an aggregate of several small or lightweight items when delivered in the course of a trade or business (see Delivery and Collection below).

Shopping may be classed as goods but a vehicle is not covered by a loading exemption if the goods concerned have not been purchased prior to the

waiting action. It is not lawful for a vehicle to wait whilst a purchase is made irrespective of the type of goods involved. The exemption does not cover choosing the goods i.e. the process of shopping, but it would apply while the goods are being put into a vehicle.

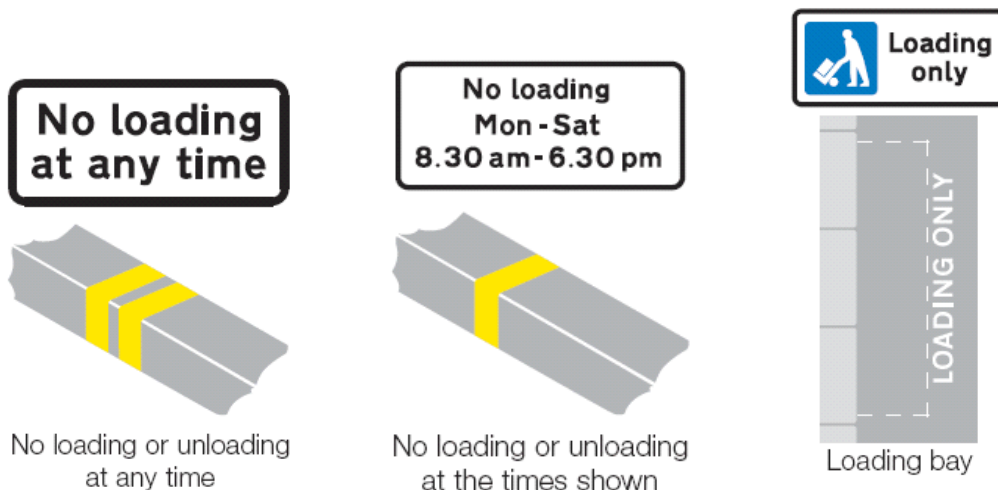
Adjacent - the vehicle must be parked adjacent to where the loading activity is occurring. If the vehicle were parked in another street or more than 50 metres away, it would be difficult to argue that it was adjacent. The vehicle does not have to be a goods vehicle, but it must be necessary for the activity and not merely convenient to use a vehicle.

Reasonable - For example; unloading vast quantities of goods and taking all day to do it would not be considered reasonable. Where the loading/unloading is likely to take a long time and cause a lot of disruption the council should be notified prior to the loading taking place to enable arrangements to be made to try and accommodate it.

Timely - the loading should be completed as quickly as possible.

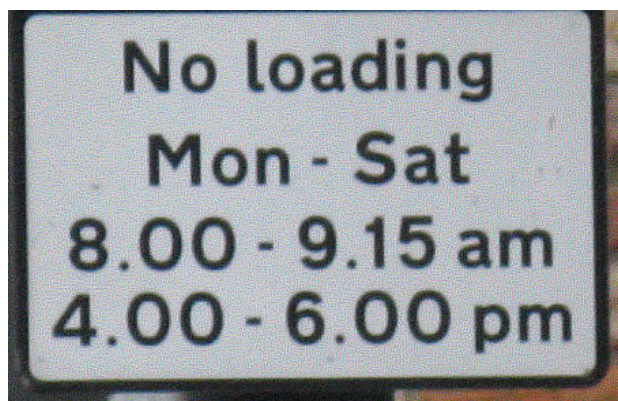
The CEOs are instructed to observe vehicles that are parked on yellow lines for 5 minutes in order to establish whether any loading/unloading is taking place from, or to, the vehicle. If they do not observe any activity taking place within those 5 minutes they will issue a PCN. If a motorist, therefore, is loading/unloading they should be advised not to leave the vehicle unattended for more than 5 minutes.

There are also certain areas and times when loading/unloading is not allowed at all. In such cases signs and kerb markings should be in place to indicate this (see below).



Yellow marks on the kerb at the edge of the carriageway indicate that loading or unloading is prohibited at the times shown on the nearby black and white plates. You may stop while passengers get in or out of vehicles, but you cannot stop and wait for them to arrive. If no days are indicated on the signs

the restrictions are in force every day including Sundays and Bank Holidays. Always check the time shown on the plates.



In York loading and unloading is normally prohibited between the times shown on the sign above, although there are exceptions to these times and motorists should always refer to the signs.

Lengths of road reserved for vehicles loading and unloading are indicated by a white 'bay' marking with the words 'Loading Only' and a sign with the white on blue 'trolley' symbol. This sign also shows whether loading and unloading is restricted to goods vehicles and the times at which the bay can be used. If no times or days are shown it may be used at any time. Vehicles may not park here if they are not loading or unloading.

Further information about parking road markings and signs is available in the Highway Code and in the Department for Transport's 'Know Your Traffic Signs' booklet. These publications and other useful information can be downloaded from the Department for Transport's website at:

<http://www.direct.gov.uk/en/TravelAndTransport/Highwaycode/index.htm>
and <http://www.dft.gov.uk/pgr/roads/tss/gpg/?view=Standard>

d) Parking Outside Schools



One of the issues, which the CEOs have had to deal with frequently over the last twelve months, is the problem of drivers who ignore no stopping and yellow line restrictions near schools. These restrictions are intended to prevent parked vehicles from obstructing the fields of vision of both pedestrians and motorists near to school entrances, thereby reducing the risk of accidents involving school children. The restrictions, though, are frequently being ignored by the parents of children who the restrictions are meant to protect. Parents often stop their vehicles as near to the school as possible, regardless of the restrictions, in order to pick up or set down their children.

Parent parking at school start and finish times generates more demand for parking enforcement than any other parking issue and is a national problem. When the CEOs patrol outside schools the parents usually comply with the regulations, as their presence acts as a deterrent, but when they are not there, the abuse of the restrictions returns.

CEOs and Police Community Support Officers (PCSO) occasionally work together where necessary by prior arrangement. This is useful as PCSOs can issue Fixed Penalty Notices (FPN) for obstruction where a CEO cannot.

e) Verge and Footway Parking

Another parking issue that causes a lot of concern amongst residents is verge and footway parking. It can cause obstructions to pedestrians and damage the surface and services that are buried underneath. The council took over, from the Police and Traffic Wardens, the responsibility for enforcing the majority of parking offences in the City, including the enforcement of all waiting and loading restrictions in October 2000. However, certain offences did remain with the Police, mainly because they were considered to be so serious as to still be classed as 'criminal' rather than 'civil' offences. One of those offences is obstruction and another example would be dangerous parking. Therefore, if a vehicle is parked on a pavement or grass verge where there are no yellow lines in the carriageway alongside them and is seen to be causing an obstruction, the council are unable to issue a penalty charge notice because obstruction is a criminal offence and can only be dealt with by a Police Officer.



16. Representations & Appeals

a) Notice to Owner

An objection is an informal challenge to the council about the issue of a PCN, which is received before a Notice to Owner (NtO) is issued. A representation is a formal challenge, in accordance with the Traffic Management Act 2004 (TMA), to the issue of a PCN, which is received following the issue of a NtO. The NtO is a legal document and the purpose of it is to let the owner of the vehicle know that a PCN is outstanding. It explains where and when the PCN was issued, what it was issued for, how much is payable and that the charge may increase if payment is not received. However, its most important purpose is to allow the vehicle owner to make representations to the council as to why they believe the PCN was incorrectly issued.

When a PCN is issued, it is the 'owner' of the vehicle, and not the driver, who is legally liable for the PCN. The 'owner', for the purpose of the TMA, means the person by whom the vehicle is kept, which is presumed to be the person in whose name the vehicle is registered at the Driver and Vehicle Licensing Agency (DVLA). The only exception to this is where the vehicle was hired from a firm under a hiring agreement and the person hiring it had signed a statement of liability in respect of any PCNs issued to the vehicle during the period of the agreement.

Only when a representation is rejected and a 'Notice of Rejection' is issued may a motorist appeal to the 'Traffic Penalty Tribunal' for an independent decision. The grounds upon which a representation may be made are limited by law but any representations or objections that are received will be fully considered, reasonably and in accordance with the council's appeal protocols and cancellation policy.

In the year 2009/10 we dealt with a total of 4,892 objections and 1,388 representations. A representation sometimes results from the rejection of an initial objection but this is not always the case. This meant that almost 30% of all PCN's issued resulted in some form of a challenge against issue.

b) Appeals to the Traffic Penalty Tribunal

Of the 1,388 representations only five reached the point of an appeal case before an adjudicator of the Traffic Penalty Tribunal, which is only 0.03% of the number of PCN's issued. The national average is 0.34%. All five appeals were allowed by the adjudicator. Those motorists who wish to appeal to the Traffic Penalty Tribunal against the issue of a PCN in York are now able to appeal on-line.

The adjudicators have a judicial position. They are qualified lawyers who are appointed with the consent of the Lord Chancellor and they are wholly independent of local authorities. They consider all the evidence submitted in each case, reach a decision on the facts and then apply the law.

Appeals to the adjudicator may be made in writing, including the option to submit an appeal on-line, in which case the adjudicator will issue a written decision along with his or her reasons for reaching that decision. The majority of appeals are dealt with on this way.

If they wish, appellants may request a personal hearing in which they have the chance to put their case to an adjudicator in person. In almost all cases the adjudicator will tell the appellant their decision at the end of the hearing and this will be followed up by written confirmation.

An appellant requesting a personal hearing may ask for it to be held at any hearing venue, no matter where the PCN was issued. Thus, an individual who received a PCN on holiday in Torquay could have their personal appeal heard in York if this is the closest venue to their home address. In York personal hearings are held at the Theatre Royal.

Telephone hearings offer an opportunity for the appellant to present their case in person to the adjudicator without having to travel to participate in the hearing. They are conducted in the same manner as personal hearings and take the same length of time. A telephone hearing is a two or three way conference call facilitated by the Tribunal. The telephone hearing will normally involve the adjudicator, the appellant and a council representative.

The Parking Services office team, whenever possible, attempt to resolve disputes at the earliest point in the PCN processing procedure and thus avoid the need for appeals. This policy is reflected by the very low number of cases that are appealed to the Tribunal. The staff answer all queries and problems promptly and fully so that motorists, whilst not necessarily agreeing with the decision that is made, can understand the reasons for that decision. At all times motorists are kept fully aware of the next stage of the procedure and of their legal right to appeal to an adjudicator at the Traffic Penalty Tribunal should they decide to do so. Extensive information about the PCN processing procedure is available on the council website and in leaflets that are available at the Parking Office Reception at St Leonard's Place. The policy with regard to dealing with objections and representations is one of fairness and transparency at all times. Motorists who receive PCNs are able to view any photographic evidence on line and can also challenge the PCN on-line if they decide to do so.

c) Charge Certificate

If a PCN remains unpaid after the processing procedure is exhausted, or the vehicle owner has ignored it, we may issue a 'Charge Certificate' to the owner. The Charge Certificate increases the penalty charge by 50% and allows 21 days for payment, beginning with the date of posting. We issued 2,005 Charge Certificates in 2009/10.

d) Order for Recovery

After the 21 days expires, if payment has not been received, we may register the charge with the Traffic Enforcement Centre (TEC) at Northampton County Court to recover the unpaid charge. The TEC is part of the County Court based at Northampton that deals with the registration of debts from England and Wales for all unpaid PCNs. Once the outstanding charge has been registered we can send an 'Order for Recovery' to the vehicle owner. There is a £5 fee to register the charge and this can be added to the amount of the debt. We sent 1,548 'Order for Recovery' documents in 2009/10.

e) Warrant of Execution

If the outstanding amount has not been paid after 21 days, from the service of the Order for Recovery, we can request authority from the TEC to use a certificated bailiff to recover the outstanding penalty charge. This is done by passing a legal document called a 'Warrant of Execution' to a certificated bailiff for them to take proceedings to recover the outstanding penalty charge. Warrants are valid for a year and recovery attempts are made during that period. Between 20-30% of such cases either result in being unable to trace the owner of the vehicle or there are no funds to pay the charges. We issued 938 warrants in 2009/10.

Table 10 summarises the number of documents that were issued and received by the Parking Services team during 2008/09 and 2009/10.

Table 10 – PCN Correspondence Summary

	08/09	% of PCN's Issued	09/10	% of PCN's Issued
PCN's Issued	16,717		18,870	
Objections Received	4,551	27.22	4,892	25.92
Objections Accepted	2,290	13.70	2,855	15.12
Objections Rejected	1,770	10.59	1,735	9.19
NtO's Issued	4,248	25.41	4,139	21.93
NtO's Paid in Full	1,021	6.11	1,093	5.79
Representations Received	1,210	7.24	1,388	7.35
Representations Accepted	979	5.86	627	3.32
Representations Rejected	231	1.38	277	1.46
Appeals to Traffic Penalty Tribunal	4	0.02	5	0.03
Appeals Allowed by Adjudicator	4	0.02	5	0.03
Charge Certificates Issued	2,010	12.02	2,005	10.62
Charge Certificates Paid	248	1.48	238	1.26
Order for Recovery Issued	1,577	9.43	1,548	8.20
Order for Recovery Paid	176	1.05	169	0.89
Warrants Passed to Bailiffs	1,303	7.79	938	4.97
Warrants Paid	193	1.15	36	0.19

17. Financial Performance 2009/10

a) Parking Services Budget

Table 11 below gives a breakdown of the Parking Budget and year end outturn.

Table 11 – Parking Budget Breakdown

INCOME (Gross)	Budget £k	Outturn £k
Residents Parking	-593	-648
Short Stay Car Parks	-2,071	-1,996
Standard Stay Car Parks	-3,486	-3,313
Coach Parks	-40	-43
Penalty Charges	-582	-521
On Street	-487	-447
Season Tickets & Passes	-104	-89
Other Services	-16	-21
Total	-7,379	-7,078
EXPENDITURE (Gross)		
Enforcement	803	800
Administration	632	584
Security	285	242
Car Park Expenditure	2,469	2,428
Respark Expenditure	32	17
Total	4,221	4,071
Balance to council fund	-3,158	-3,007

b) Income and Expenditure

The out turn position is shown diagrammatically in the two charts below:

Chart 4– Parking Income

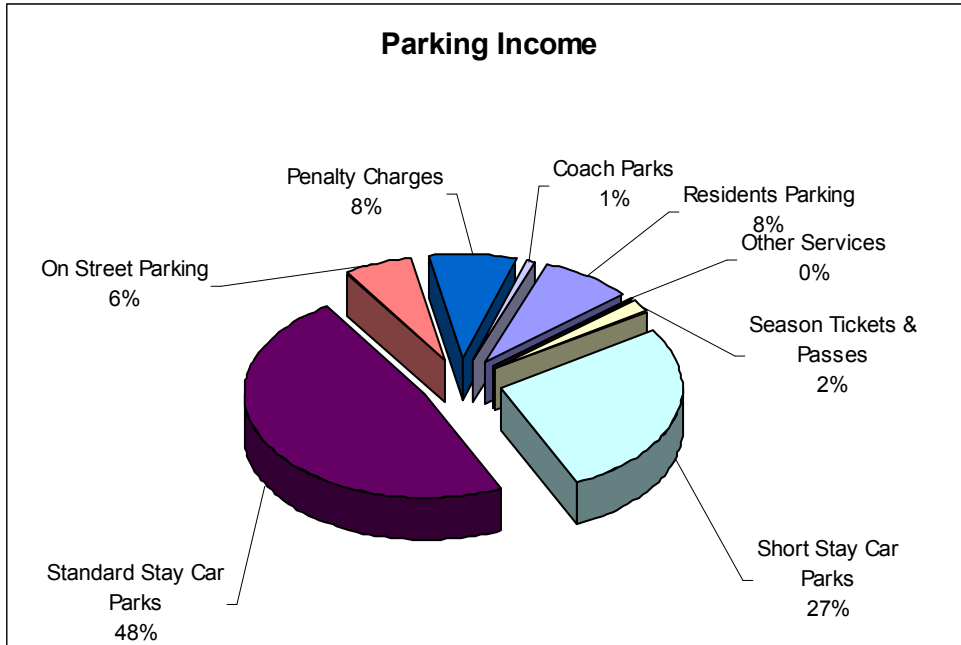
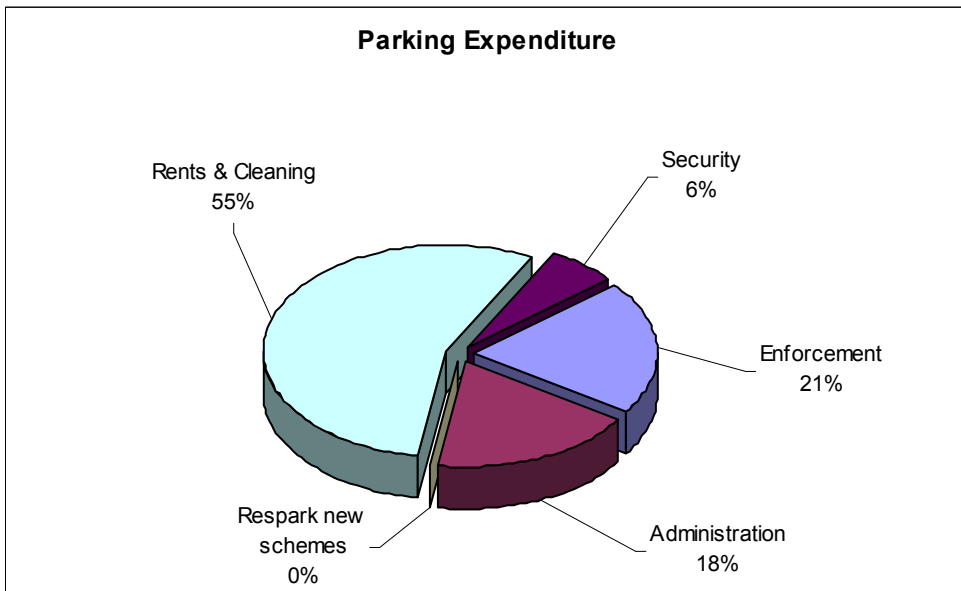


Chart 5 – Parking Expenditure



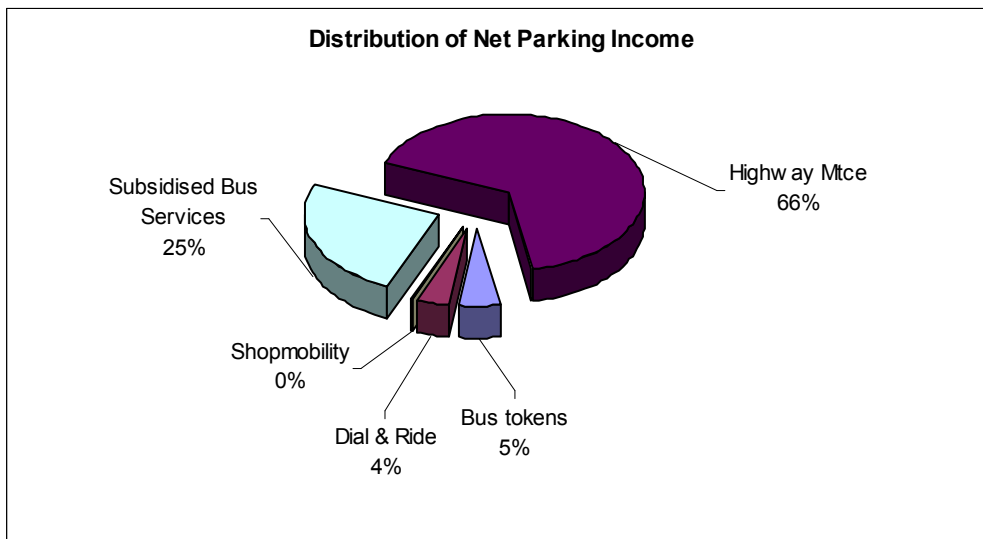
c) Distribution of Balance to Council Fund

The balance to the council fund (of £3,007k) was £151k (or 4.8%) lower than budgeted. This balance, as is required by law, was used to deliver Transport related services. Whilst there is no direct financial connection as such (because, in reality, the balance effectively means that income does not have to be raised from elsewhere – such as the council tax) the income is allocated to support highway maintenance and public transport within the city. To replace the net income received as a result of the parking trading account the council tax for the city would need to increase by some 4%. Table 12 and Chart 6 below show how this surplus was used in 2009/10.

Table 12 – Allocation of Parking Income

	£k
Concessionary Bus Tokens	154
Dial & Ride	110
Shopmobility	13
Subsidised Bus Services	754
Highway Maintenance	1,976
TOTAL	3,007

Chart 6 – Distribution of Net Parking Income



d) Residents Parking (Respark)

The Council has a long standing policy in connection with its Residents parking operation. This policy requires the service to be operated in such a way that it does not result in a cost falling upon the general charge-payers of the city. All expenditure in connection with the service must therefore be balanced by income derived from the sale of permits. Table 13 below gives the Income and Expenditure on the Respark account.

Table 13 – Residents' Parking Account

	2009/10
	£k
Income	
Permits	648
Expenditure	
Permits Admin	350
Enforcement	261
Balance	-37

18. Glossary of Terms

Term	Explanation
Adjudication	The process by which, at a personal, telephone or postal hearing, an Adjudicator from the Traffic Penalty Tribunal decides the appeal either for the motorist - the appellant - or the council - the respondent. The decision of an Adjudicator is final and binding on both parties to an appeal.
Adjudicator	An independent lawyer - unconnected with any council - who has practised for at least five years. Their appointment is sanctioned by the Lord Chancellor. An adjudicator considers appeals against PCN issued under the terms of those Regulations.
Appeal	The act of referring a dispute concerning a PCN to an independent Adjudicator at the Traffic Penalty Tribunal. A motorist may only appeal after the council that issued the PCN has rejected formal representations - and appeals may only be made on specified statutory grounds. An adjudicator will then make a decision as to whether the appeal is successful.
Bailiff	Any penalty charge that remains unpaid and has been registered with the Traffic Enforcement Centre can be passed to a certificated bailiff for recovery. The bailiff may add their own additional costs, incurred in recovering the debt, to the amount owed. Certificated Bailiffs are authorised in accordance with S78 (6) of the RTA 1991 to recover parking debt.
British Parking Association (BPA)	The BPA represents organisations in the parking and traffic management industry. These organisations include manufacturers, car park operators, local authorities, health authorities, airports, railways, shopping centres, theme parks, consultants.
Charge Certificate	If a PCN is not paid in full within 28 days of receipt of a NtO, or an unsuccessful appeal, a Charge Certificate can be issued by the council. The Charge Certificate increases the amount owed by 50%.
Civil Enforcement Officer (CEO)	The council's parking enforcement officers, who were previously known as Parking Attendants. They are uniformed officers employed to issue PCNs for parking contraventions under a civil enforcement scheme.
Civil Parking Enforcement (CPE)	Parking enforcement undertaken by councils under the Traffic Management Act 2004 which is civil (rather than criminal) law.

Term	Explanation
Clamping	The immobilisation by a CEO of a vehicle deemed to be contravening a parking regulation.
Contravention	A parking contravention is a failure by a motorist to comply with parking regulations.
County Court	The court where a debt is registered following non-payment of a Penalty Charge Notice fourteen days after the service of a Charge Certificate. Such debts are registered at the Traffic Enforcement Centre (TEC), currently attached to Northampton County Court.
Debt Registration	If payment is not received within 14 days of receipt of a Charge Certificate any outstanding charges owned can be registered as a debt with the Traffic Enforcement Centre. A fee of £5 is added at this stage and an Order for Recovery issued.
Decriminalised Parking Enforcement (DPE)	The previous term for CPE when enforcement was carried out under the Road Traffic Act 1991.
Department for Transport (DfT)	The government department, which is responsible for transport, issues, including the issue of Statutory and Operational guidance for Civil Parking Enforcement.
Differential Parking Penalties	The name for the different levels of charges implemented by the Traffic Management Act 2004. Higher level contraventions are £70 and lower levels are set at £50. The different charges reflect the seriousness of the contravention.
Discount Period	The amount of time given to pay a PCN at a reduced rate. The penalty charge is reduced by 50% if it is paid not later than the last day of a period of 14 days beginning with the date on which the PCN was served.
Driver and Vehicle Licensing Agency (DVLA)	The agency responsible for maintaining records relating to vehicles and drivers in the UK. The DVLA provide the council with the details of the registered keeper from their database, if the PCN is not paid.
Fixed Penalty Notice (FPN)	Notices issued by police officers and police traffic wardens to motorists who commit parking offences governed by criminal law. They are mainly used for the offence of obstruction.
Local Transport Plan	The plan, which covers the council's proposals for dealing with transport issues.
National Vocational Qualification (NVQ)	A qualification related to a particular job role, which when passed, demonstrates competence in carrying out that role.

Term	Explanation
Notice of Rejection of Representations (NOR)	A letter issued by a council to a motorist following their formal representations against a Notice to Owner in respect of parking, indicating that the representations have been rejected.
Notice to Owner (NtO)	<p>A statutory notice served by the council on the person believed by them to be the owner of a vehicle that has been issued with a PCN, in respect of a parking contravention, that remains unpaid after 28 days. The Notice to Owner requires the owner either to:</p> <p>i) make payment of the full penalty charge by 28 days, or</p> <p>ii) make formal representations against liability for the charge on one of the statutory grounds allowed, again by 28 days</p>
Objection or Challenge	The first stage of the appeals process where motorists can make an informal representation against the issue of a PCN. If the objection/challenge is received during the discount period the 50% discount will normally be re-offered if unsuccessful.
Off-Street Parking	These are facilities provided through car parks.
On-Street Parking	These are facilities provided on the kerbside such as pay and display or permit parking.
Order for Recovery	A statutory notice issued to the motorist that an unpaid penalty charge has been registered as a debt at the Traffic Enforcement Centre (TEC) at the County Court.
Park Mark	An award given to car parks that have met the requirements of a risk assessment set by the police.
Penalty Charge Notice (PCN)	A penalty issued to a vehicle that appears to be contravening a parking restriction. A PCN can be affixed to the vehicle, handed to the driver, or, in certain circumstances issued by post to the registered keeper of the vehicle.
Registered Keeper	The person or organisation recorded at the Driver and Vehicle Licensing Agency (DVLA) as being the keeper of a vehicle. Under the concept of "owner liability", councils may assume that the registered keeper is also the owner of the vehicle for the purposes of enforcement, unless there is clear evidence to the contrary or this presumption is rebutted by the registered keeper.

Term	Explanation
Representation	Following receipt of a NtO the registered keeper may make formal a representation against the issue of a PCN. There are various grounds on which a representation may be made.
Road Traffic Act 1991 (RTA 1991)	The Act of Parliament that decriminalised certain parking offences, making them civil contraventions, enforceable by local authorities where a SPA or PPA Order is in force
Road Traffic Regulation Act 1984 (RTRA 1984)	The Act of Parliament which provided many of the powers for councils to control parking in their area, which have now been incorporated in the decriminalised regime brought in by the Road Traffic Act 1991.
Special Parking Area (SPA)	An area approved by the Secretary of State for Transport within which the enforcement of most parking controls has been decriminalised and where enforcement may therefore be undertaken by the council.
Statement of Liability	Part of the agreement signed by the hirer of a vehicle which means that the hirer accepts liability, as if he were the owner, in respect of Penalty Charge Notices issued to the vehicle during the hire period. A hire agreement must contain the particulars required by the Road Traffic (Owner Liability) Regulations 2000 to enable the hire company to transfer liability in this fashion.
Traffic Enforcement Centre (TEC)	Any unpaid PCNs are registered as debts at the Traffic Enforcement Centre.
Traffic Management Act 2004 (TMA 2004)	Act of Parliament which repealed the RTA 1991 and replaced it with new laws and Regulations giving civil enforcement authority councils some additional powers to control parking. The associated Regulations came into force on 31 March 2008.
Traffic Penalty Tribunal	The independent tribunal which was set up to decide appeals against parking and certain other traffic penalties, when the appellant's representations to the council have been rejected.
Traffic Regulation Order (TRO)	An official order made by a council under the Road Traffic Regulation Act 1984 which details the nature and extent of parking controls within the council's area. It is a contravention of these controls as detailed in a TRO that may give rise to the issuing of a Penalty Charge Notice.

Term	Explanation
Warrant of Execution	Authority issued by the County Court to enforce an unpaid debt, following registration at the TEC. Warrants must be in the possession of a certificated bailiff when attempts are made to recover the debt.
Witness Statement	A Witness Statement is a legal statement from a motorist in response to a County Court Order for Recovery to the effect that an earlier stage in the enforcement process had not been complied with. A valid Witness Statement cancels any charge certificate and the associated 50% increase in the penalty charge and causes enforcement to revert to the Notice to Owner or appeal stage. It is a criminal offence to make a false Witness Statement.
Write Off	A PCN is written-off when we are unable to pursue the penalty and have to close the case without payment. This could be when the DVLA has no record of the registered keeper or after the bailiff company has been unable to collect the debt.

APPENDIX A

PCN's Issued by Car Park

	2007- 08	2008-09	2009-10	TOTALS
CASTLE CAR PARK	2,178	1,817	1,760	5,755
PICCADILLY CAR PARK	633	558	632	1,823
BOOTHAM ROW CAR PARK	655	460	451	1,566
NUNNERY LANE CAR PARK	579	470	345	1,394
UNION TERRACE CAR PARK	523	418	433	1,374
MARYGATE CAR PARK	486	343	300	1,129
MONK BAR CAR PARK	356	321	372	1,049
ST LEONARDS PLACE CAR PARK	246	249	298	793
ST GEORGES FIELD CAR PARK	218	136	185	539
CASTLE MILLS CAR PARK	147	147	152	446
BISHOPTHORPE ROAD CAR PARK	120	98	226	444
FOSS BANK CAR PARK	139	101	146	386
PEEL STREET CAR PARK	154	113	94	361
ESPLANADE CAR PARK	161	113	84	358
HAYMARKET CAR PARK	103	59	123	285
UNION TERRACE COACH PARK	60	44	55	159
ST GEORGES FIELD COACH PARK	0	74	16	90
ASKHAM BAR PARK & RIDE	16	28	13	57
RAWCLIFFE PARK & RIDE	14	21	31	66
EAST PARADE CAR PARK	6	3	43	52
MONKS CROSS PARK & RIDE	5	15	15	35
ROWNTREE CAR PARK	10	7	5	22
GRIMSTON PARK & RIDE	3	9	2	14
KENT STREET COACH PARK	4	1	0	5
TOTALS	6,816	5,605	5,781	18,202

APPENDIX B

PCN's Issued by Contravention Code

	2007/08	%	2008/09	%	2009/10	%
All Contraventions	21,256		16,717		18,870	
On Street	14,440	68	11,112	66	13,089	69
Yellow Lines & Clearways						
01 Parked where waiting restrictions apply	5,912	28	4,816	29	5,350	28
02 Parked where loading restrictions apply	711	3	327	2	364	2
46 Parked on a Clearway	45	0	129	1	98	1
	6,668	31	5,272	32	5,812	31
On Street Pay & Display						
05 Pay and Display Ticket Expired	631	3	468	3	459	2
06 No valid ticket displayed	803	4	599	4	624	3
07 Meter Feeding	1	0	4	0	1	0
	1,435	7	1,071	6	1,084	6
Residents Parking						
12 No Valid Permit Displayed	4,740	22	2,901	17	3,586	19
16 Parked in a Reserved Bay	39	0	54	0	58	0
19 No Permit or P&D Ticket Displayed	488	2	892	5	1,390	7
	5,267	25	3,847	23	5,034	27
Other On -Street Contraventions						
20 Parked in a Loading gap	0	0	0	0	0	0
21 Parked where parking is suspended	309	1	273	2	226	1
22 Returned within 1 hour of leaving	5	0	1	0	3	0
23 Parked in Wrong Area	32	0	32	0	33	0
24 Parked Out of Bay	1	0	2	0	2	0
25 Parked in a Loading Bay	9	0	1	0	5	0
30 Exceeding Maximum Stay	355	2	267	2	468	2
40 Parked in a Disabled Bay	153	1	123	1	225	1
42 Parked in a Police Bay	58	0	47	0	38	0
45 Parked on a Taxi rank	128	1	135	1	108	1
47 Parked on a Bus stop	12	0	18	0	21	0
48 Parked Outside a school on zig-zags	7	0	7	0	5	0
49 Parked on a Cycle Track	0	0	1	0	2	0
61 Commercial vehicle parked on a footpath	1	0	1	0	0	0
99 Stopped on a Pedestrian Crossing or Crossing Area	0	0	14	0	23	0
	1,070	5	922	6	1,159	6
Off Street (Car Parks)						
73 Parked without payment	2,972	14	2,425	15	2,494	13
74 Sale of Goods	0	0	0	0	1	0
80 Exceeding Maximum stay	1	0	1	0	1	0
81 Parked In a Restricted Area	10	0	11	0	24	0
82 Paid for Time Expired	3,089	15	2,427	15	2,400	13
83 No Valid Ticket	0	0	14	0	70	0
84 Meter Feeding	0	0	3	0	5	0
85 Parked in a Permit Bay	233	1	209	1	278	1
86 Parked Out of Bay	119	1	82	0	74	0
87 Parked in a Disabled Bay	170	1	166	1	193	1
89 Vehicle Exceeds Maximum Weight, Height or Length	0	0	2	0	2	0
90 Returned within 1 hour of leaving car park	0	0	1	0	0	0
91 Parked in wrong area for the class of vehicle	181	1	166	1	147	1
92 Park causing an obstruction	6	0	10	0	14	0
93 Parked in a car park when closed	13	0	30	0	27	0
94 Two Pay & Display Tickets Required	0	0	1	0	0	0
95 Parked in a car park for a purpose not allowed	22	0	56	0	51	0
96 Parked with engine running where prohibited	0	0	1	0	0	0
Total Off-Street	6,816	32	5,605	34	5,781	31

PCN's Issued in Streets

	2007/08	2008/09	2009/10
ABBEY STREET	10	28	8
ABBOT STREET	9	6	13
ABELTON GROVE - HAXBY	0	1	0
ACOMB HEALTH SERVICE RD	0	1	0
ACOMB RD/POPPLETON RD LINK	1	0	1
ACOMB ROAD	8	9	11
ADELAIDE STREET	1	1	0
AGAR STREET	24	37	41
AINSTY GROVE	0	0	1
ALBANY STREET	3	1	0
ALBEMARLE ROAD	59	30	52
ALBERT ST/AVON HOUSE SERVICE RD	3	1	0
ALBERT STREET	23	8	14
ALBION STREET	3	17	6
ALCELINA COURT	2	3	0
ALCUIN AVENUE	0	0	1
ALDRETH GROVE	5	9	4
ALDWARK	14	3	19
ALEXANDER AVE	3	0	0
ALEXANDER COURT	0	3	1
ALGARTH RD-HEWORTH WITHOUT	0	1	0
ALGARTH RISE	0	0	1
ALLAN STREET	0	1	1
ALMA GROVE	0	1	0
ALMA TERRACE	8	16	5
ALMERY TERRACE	4	0	4
ALMSFORD ROAD	0	0	1
ALNE TERRACE	1	4	6
AMBER STREET	25	16	26
AMBERLEY STREET	3	4	4
AMBROSE STREET	11	11	8
AMY JOHNSON WAY	0	0	7
ANCRESS WALK	7	10	6
ANCROFT CLOSE	3	0	2
ANNE STREET	10	6	11
APOLLO COURT	0	8	4
APOLLO STREET	2	3	8
APPLECROFT RD-HEWORTH WITHOUT	0	1	1
ARGYLE STREET	5	1	4
ARRAN PLACE	0	3	1
ARTHUR STREET	2	4	4
ASH STREET	0	4	1
ASHVILLE STREET	3	0	0
AVENUE ROAD	3	9	14
AVENUE TERRACE	15	16	25
BACK SWINEGATE	112	42	56
BACKHOUSE STREET	18	6	5
BAILE HILL TERRACE	8	9	15
BAKER STREET	4	14	4

	2007/08	2008/09	2009/10
BALFOUR STREET	1	1	8
BALMORAL TERRACE	3	2	7
BAR LANE	23	28	45
BARBERA GROVE	0	1	0
BARBICAN ROAD	1	0	3
BARLOW STREET	0	2	3
BARTLE GARTH	3	6	3
BEACONSFIELD STREET	9	22	14
BECKFIELD LANE	0	1	1
BEDERN	11	3	2
BEECH AVENUE	1	1	2
BEECH GROVE	6	4	7
BEECH GROVE-POPPLETON	1	1	1
BELGRAVE STREET	16	11	34
BELLE VUE STREET	5	1	3
BELLE VUE TERRACE	1	0	6
BERESFORD TERRACE	0	0	1
BERKELEY TERRACE	11	2	10
BEWLAY STREET	15	0	15
BISHOPGATE STREET	0	0	1
BISHOPHILL JUNIOR	10	6	9
BISHOPHILL SENIOR	61	33	35
BISHOPTHORPE ROAD	34	31	40
BISMARCK STREET	1	0	0
BLAKE STREET	221	152	138
BLOSSOM STREET	32	27	24
BLUE BRIDGE LANE	5	4	6
BOOTHAM	26	12	15
BOOTHAM CRESCENT	55	36	91
BOOTHAM ROW	3	3	1
BOOTHAM SQUARE	20	10	3
BOOTHAM TERRACE	33	22	46
BOROUGHBRIDGE ROAD	1	3	9
BOWLING GREEN LANE	10	3	6
BRIDGE LANE	0	1	0
BRIDGE STREET	8	4	4
BRIGGS STREET	18	16	32
BRIGHT STREET	3	3	7
BRINKWORTH TERRACE	34	10	5
BROADWAY	0	2	0
BROMLEY STREET	2	0	3
BROMPTON ROAD	0	0	1
BROOK STREET	9	16	8
BROWNLOW STREET	51	43	69
BRUNSWICK STREET	9	2	3
BUCKINGHAM STREET	71	50	75
BULL LANE (OFF EAST PARADE)	0	0	1
BULL LANE (OFF LAWRENCE ST)	0	1	5
BURTON COURT	0	8	1
BURTON CROFT	0	1	0

	2007/08	2008/09	2009/10
BURTON STONE LANE	1	12	2
BUTCHER TERRACE	6	6	1
CAMBRIDGE STREET	49	22	23
CAMERON GROVE	5	2	3
CAMPLESHON ROAD	0	1	0
CAREY STREET	12	18	13
CARL STREET	2	0	0
CARLETON STREET	1	18	17
CARLISLE STREET	0	3	1
CARMELITE STREET	120	51	60
CARNOT STREET	5	6	4
CARR LANE	23	8	9
CARRINGTON AVENUE	2	4	0
CASTLEGATE	188	110	96
CECILIA PLACE	4	9	13
CEMETERY ROAD	12	20	21
CENTURION WAY	1	1	5
CHALONERS ROAD	8	2	9
CHAPEL ROW	25	9	5
CHARLTON STREET	10	21	20
CHATSWORTH TERRACE	5	3	8
CHAUCER STREET	1	0	1
CHERRY HILL LANE	1	0	0
CHERRY STREET	9	1	12
CHESSINGHAM GARDENS	0	2	0
CHESTNUT AVENUE	1	1	0
CHURCH LANE	4	1	6
CHURCH STREET	23	17	9
CHURCH STREET-COPMANTHORPE	0	0	2
CHURCH STREET-DUNNINGTON	0	0	1
CINDER LANE	1	6	0
CLAREMONT TERRACE	41	26	39
CLARENCE STREET	2	3	0
CLARENDONS COURT	1	0	1
CLEMENT STREET	5	0	4
CLEMENTHORPE	20	10	14
CLEVELAND STREET	1	4	7
CLIFFORD STREET	18	15	16
CLIFTON	17	7	19
CLIFTON DALE	1	0	0
CLIFTON GREEN	7	14	16
CLOISTER WALK	8	4	8
COGGAN CLOSE	0	0	5
COLE STREET	7	2	4
COLENZO STREET	14	7	10
COLLEGE STREET	29	20	29
COLLIERGATE	39	27	25
COLLINGWOOD AVENUE	0	2	0
COMMON LANE - HESLINGTON	0	1	11
COMPTON STREET	11	4	6

	2007/08	2008/09	2009/10
CONEY STREET	72	33	24
COPPERGATE	13	5	5
CORNLANDS RD	2	7	2
COUNT DE BURGH TERRACE	1	1	2
CRICHTON AVENUE	0	0	1
CROMER STREET	13	10	6
CROMWELL ROAD	76	48	57
CROSS STREET	5	2	10
CUMBERLAND ST	108	93	70
CURZON TERRACE	6	3	2
CUSTANCE WALK	4	16	7
CYCLE STREET	0	0	1
CYGNET STREET	3	6	13
DALE STREET	31	16	22
DALES LANE	10	2	6
DALGUISE GROVE	0	2	0
DALTON TERRACE	10	2	27
DANESFORT AVENUE	0	0	1
DANESMEAD	0	0	1
DANESMEAD CLOSE	0	0	3
DARNBOROUGH STREET	14	12	9
DAVYGATE	167	145	102
DAYSFOOT COURT	5	7	2
DEANGATE	136	89	67
DEL PYKE	16	17	14
DENNIS STREET	34	23	49
DENNIS STREET/ST DENYS ROAD LINK ROAD	2	4	9
DENNISON STREET	16	10	13
DENNISON STREET/GLADSTONE STREET LINK ROAD	0	3	7
DEWSBURY TERRACE	24	20	20
DIAMOND STREET	29	30	29
DIXONS YARD	58	26	30
DODGSON TERRACE	0	5	2
DODSWORTH AVENUE	0	1	3
DOVE STREET	16	2	6
DRAKE STREET	9	1	5
DRIFFIELD TERRACE	38	14	18
DUDLEY STREET	16	12	22
DUNCOMBE PLACE	299	218	241
DUNDAS STREET	37	15	3
EARLE STREET	25	9	25
EASON VIEW	6	5	3
EAST MOUNT ROAD	103	45	46
EAST PARADE	14	10	32
EASTHOLME DRIVE-RAWCLIFFE	0	0	1
EBOR STREET	20	20	21
ELDON STREET	63	65	82
ELDON TERRACE	40	13	27
ELIOT COURT-FULFORD	0	1	0
ELMFIELD AVENUE	0	0	1

	2007/08	2008/09	2009/10
ELVINGTON TERRACE	1	0	4
EMERALD STREET	19	12	36
EMMERSON STREET	7	10	24
ENDFIELDS ROAD	0	1	0
ENFIELD CRESCENT	8	2	0
ESCRICK STREET	6	5	1
EXHIBITION SQUARE	3	0	1
FABER STREET	15	12	7
FAIRFAX CLOSE	0	3	0
FAIRFAX STREET	42	21	33
FALCONER STREET	8	11	9
FALKLAND STREET	3	8	6
FALSGRAVE CRESCENT	0	1	3
FARNDALE STREET	3	3	0
FARRAR STREET	1	5	10
FAWCETT STREET	16	29	33
FEASEGATE	8	2	7
FENWICK STREET	12	15	18
FERN STREET	9	4	12
FETTER LANE	169	102	157
FEVERSHAM CRESCENT	35	38	46
FEWSTER WAY	4	9	1
FIELD LANE	0	0	2
FIELD LANE-HESLINGTON	12	13	13
FIELD VIEW	0	4	2
FIFTH AVENUE	0	4	14
FILEY TERRACE	10	9	5
FIRST AVENUE	2	1	4
FISHERGATE	59	40	110
FLEMING AVE	1	0	0
FOREST COURT-STRENSALL	2	0	0
FOREST WAY	0	0	3
FOSS BANK	2	3	2
FOSS ISLANDS ROAD	28	39	31
FOSSGATE	234	171	153
FOUNTAYNE STREET	37	34	70
FOURTH STREET	0	0	1
FOXWOOD LANE	0	0	1
FRANCES STREET	6	9	11
FREDERIC STREET	23	11	17
FRONT STREET	98	107	178
FULFORD ROAD	13	22	22
GALE LANE	4	7	10
GARDEN PLACE	179	32	35
GARDEN STREET	50	53	74
GARDEN STREET SERVICE RD	2	1	1
GARFIELD TERRACE	3	0	6
GARLAND STREET	0	2	1
GARTH TERRACE	1	4	6
GEORGE CAYLEY DRIVE-CLIFTON WITHOUT	0	0	2

	2007/08	2008/09	2009/10
GEORGE COURT	3	8	6
GEORGE HUDSON STREET	1	1	0
GEORGE STREET	85	82	82
GILLAMOOD AVENUE	1	1	0
GILLYGATE	21	2	19
GLADSTONE STREET-ACOMB	4	4	5
GLADSTONE STREET-HUNTINGTON ROAD	4	1	7
GLAISBY COURT	0	0	2
GLEN AVENUE	11	10	24
GLEN ROAD	36	20	16
GLENCOE STREET	1	4	0
GOODRAMGATE	240	177	144
GORDON STREET	3	6	7
GRANARY COURT	18	8	12
GRANGE GARTH	3	9	15
GRANGE LANE	0	0	1
GRANGE STREET	3	11	10
GRANVILLE TERRACE	2	5	1
GRAPE LANE	6	5	3
GRAY STREET	8	8	15
GREEN DYKES LANE	63	48	82
GREEN LANE-ACOMB	0	3	12
GREENCLIFFE DRIVE	10	11	7
GREENFIELDS	0	2	1
GROSVENOR ROAD	16	44	41
GROSVENOR TERRACE	36	72	70
GROVE VIEW	1	0	1
GROVES LANE	4	7	4
HALEY'S TERRACE	3	4	11
HALLFIELD ROAD	0	0	1
HAMBLETON AVENUE-OSBALDWICK	0	0	2
HAMBLETON TERRACE	50	40	52
HAMILTON DRIVE	1	0	0
HAMILTON DRIVE EAST	0	2	6
HAMPDEN STREET	45	16	28
HANOVER STREET EAST	3	1	1
HANOVER STREET WEST	1	3	0
HANSOM PLACE	0	2	1
HARCOURT STREET	21	9	32
HARRISON STREET	0	0	3
HARTOFT STREET	3	0	0
HAUGHTON ROAD	3	2	2
HAWTHORN GROVE	2	4	10
HAWTHORN STREET	23	16	22
HAXBY MOOR ROAD-STRENSALL	0	1	5
HAXBY ROAD	23	33	37
HAXBY ROAD/HAMBLETON TERRACE	3	2	3
HAZEL COURT	0	1	0
HEBDEN RISE	0	0	1
HERBERT STREET	2	1	2

	2007/08	2008/09	2009/10
HESLINGTON LANE-FULFORD	3	4	2
HESLINGTON ROAD	8	5	20
HEWORTH GREEN	10	8	8
HEWORTH HALL DRIVE	1	0	0
HEWORTH PLACE	3	3	0
HEWORTH ROAD	2	7	15
HEWORTH VILLAGE	26	51	121
HIGH NEWBIGGIN STREET	0	0	2
HIGH OUSEGATE	38	8	15
HIGH PETERGATE	187	78	126
HIGHCLIFFE COURT	1	2	0
HILL STREET	2	2	0
HILLSBOROUGH TERRACE	0	0	1
HOB MOOR TERRACE	3	0	0
HOBGATE	0	1	0
HOLBURNS CROFT-HESLINGTON	0	0	3
HOLGATE BRIDGE GARDENS	1	1	5
HOLGATE PARK DRIVE	8	4	5
HOLGATE ROAD	19	26	21
HOLLY BANK ROAD	0	1	3
HOPE STREET	14	17	29
HOPE STREET CUL DE SAC	9	7	15
HORNER STREET	4	6	1
HORSMAN AVENUE	7	3	8
HOSPITAL FIELDS ROAD	10	16	15
HOWARD STREET	12	6	3
HOWE HILL ROAD	6	1	4
HOWE STREET	1	2	2
HUBY COURT	0	1	2
HUDSON STREET	0	5	10
HULL ROAD	3	1	3
HUNGATE (OFF ST SAVIOURGATE)	49	8	12
HUNGATE (OFF THE STONEBOW)	2	9	1
HUNTINGTON MEWS	7	2	3
HUNTINGTON ROAD	63	51	58
HUNTINGTON ROAD (PARK PLACE)	0	0	1
HYRST GROVE	0	1	1
INMAN TERRACE	0	5	5
INNOVATION CLOSE-HESLINGTON	2	22	17
INNOVATION WAY-HESLINGTON	41	32	26
INTAKE AVENUE	4	1	0
JACKSON STREET	5	6	12
JAMES BACKHOUSE PLACE	0	0	2
JAMES NICOLSON LINK-CLIFTON WITHOUT	0	0	2
JAMES STREET	0	0	1
JAMIESON TERRACE	0	2	2
JOHN STREET	3	1	1
JUBILEE TERRACE	0	17	3
JULIA AVENUE-HUNTINGTON	2	9	2
KENSINGTON STREET	0	4	0

	2007/08	2008/09	2009/10
KETTLESTRING LAND-CLIFTON WITHOUT	0	0	2
KING STREET	166	146	87
KING'S SQUARE	29	13	11
KING'S STAITH	21	20	4
KINGS STAITH UPPER	95	74	74
KITCHENER STREET	4	1	3
KNAVESMIRE CRESCENT	8	2	5
KNAVESMIRE ROAD	1	0	0
KYME STREET	18	9	17
LABURNUM GARTH	1	0	0
LADY PECKETT'S YARD	1	4	0
LAMEL STREET	3	0	2
LANG AVENUE	1	0	7
LANSDOWNE TERRACE	18	25	33
LAVENDER GROVE	1	1	1
LAWRENCE STREET	19	39	35
LAYERTHORPE	4	10	4
LEAD MILL LANE	111	70	68
LEAKE STREET	0	5	31
LEEMAN RD ACCESS RD TO CAR PARK	0	3	0
LEEMAN ROAD	8	2	1
LENDAL	137	96	63
LENDAL HILL	10	1	0
LEVISHAM STREET	0	1	0
LIBRARY SQUARE	103	90	108
LINCOLN STREET	0	2	7
LINDLEY STREET	9	18	9
LINDSEY AVENUE	1	0	0
LINTON STREET	1	2	1
LITTLE HALLFIELD ROAD	3	1	0
LITTLE STONEGATE	46	18	34
LIVINGSTONE STREET	0	0	1
LOCKWOOD STREET	16	22	22
LONG CLOSE LANE	23	9	40
LONGFIELD TERRACE	3	1	7
LORD MAYORS WALK	184	94	132
LORNE STREET	1	1	0
LOVELL STREET	2	1	2
LOW GREEN-COPMANTHORPE	0	0	7
LOW LANE-HESLINGTON	0	4	0
LOW OUSEGATE	13	4	2
LOW PETERGATE	40	20	13
LOWER DARNBOROUGH STREET	17	24	17
LOWER EBOR STREET	14	4	10
LOWER FRIARGATE	108	80	61
LOWER PRIORY STREET	44	29	43
LOWTHER COURT	1	0	0
LOWTHER STREET	80	38	81
LOWTHER STREET - SERVICE ROAD	3	2	2
LOWTHER TERRACE	32	20	42

	2007/08	2008/09	2009/10
LOWTHER TERRACE SERVICE ROAD	1	2	3
MAIN AVENUE	0	0	1
MAIN STREET-FULFORD	0	2	1
MAIN STREET-HESLINGTON	25	9	79
MALTON ROAD SERVICE RD	9	2	0
MALTON ROAD-HEWORTH	1	1	2
MANOR DRIVE SOUTH	0	0	11
MANSFIELD STREET	8	0	0
MAPLE GROVE	0	1	0
MAPLEHURST AVENUE	1	3	2
MARCH STREET	12	7	13
MARGARET STREET	34	18	21
MARGARET STREET CUL DE SAC	0	6	6
MARKET STREET	22	11	7
MARKHAM CRESCENT	21	16	30
MARKHAM STREET	26	29	63
MARLBOROUGH GROVE	21	4	3
MARYGATE	159	142	132
MARYGATE LANE	15	2	3
MEADOWBECK CLOSE-OSBALDWICK	2	0	0
MELBOURNE STREET	43	30	45
MELROSEGATE	1	2	3
MERCHANTGATE	2	0	0
MICKLEGATE	225	184	218
MILL LANE	4	1	8
MILL STREET	2	3	1
MILLFIELD AVENUE	0	2	3
MILLFIELD LANE	0	1	0
MILLFIELD LANE-NETHER POPPLETON	0	2	3
MILLFIELD ROAD	38	31	23
MILNER STREET	1	6	2
MILTON STREET	6	9	4
MINSTER YARD	8	8	6
MOATSIDE COURT	14	17	21
MONKGATE	184	134	127
MONKGATE - BETWEEN 3-5 INCLUDING YARD	0	0	34
MONKGATE CLOISTERS	16	2	22
MONKS CROSS DRIVE-HUNTINGTON	2	0	0
MONKS CROSS LINK ROAD-HUNTINGTON	4	1	2
MONTAGUE STREET	2	3	1
MOORCROFT ROAD	0	1	1
MOORGATE	0	0	8
MOORLAND FARTH	0	0	1
MOSS STREET	76	27	38
MOUNT EPHRAIM	2	1	8
MOUNT VALE	1	1	0
MURRAY STREET	9	7	8
MURROUGH WILSON PLACE	7	20	3
MURTON LANE-MURTON	28	58	55
MUSEUM STREET	4	6	2

	2007/08	2008/09	2009/10
NAVIGATION ROAD	43	28	47
NELSON STREET	10	24	29
NELSON'S LANE	0	2	0
NESSGATE	0	1	0
NEVILLE STREET	26	26	33
NEVILLE TERRACE	40	20	37
NEW STREET	8	22	9
NEW WALK TERRACE	12	16	16
NEWBOROUGH STREET	15	28	17
NEWBY TERRACE	1	6	2
NEWTON TERRACE	16	7	14
NICHOLAS GARDENS	1	11	1
NICHOLAS STREET	2	2	2
NORFOLK STREET	8	6	15
NORMAN STREET	0	0	2
NORTH PARADE	29	33	53
NORTH STREET	499	416	347
NORTH STREET ACCESS ROAD	5	3	0
NUNMILL STREET	35	27	67
NUNNERY LANE	4	1	4
NUNTHORPE AVENUE	36	17	20
NUNTHORPE GROVE	1	2	6
NUNTHORPE ROAD	76	48	63
OAK RISE	1	0	3
OAK STREET	2	1	0
OAKVILLE STREET	1	2	0
OGLEFORTH	9	20	11
OUSE BRIDGE	0	1	0
OXFORD STREET	2	3	1
PALMER LANE	48	35	13
PARAGON STREET	2	2	1
PARK CRESCENT	13	18	24
PARK GROVE	39	57	60
PARK LANE	6	3	7
PARK STREET	59	32	18
PARLIAMENT STREET	104	56	44
PASTON WALK	0	1	0
PATRICK POOL	0	0	5
PAVEMENT	18	5	5
PEAR TREE COURT	1	0	0
PEAR TREE LANE-DUNNINGTON	0	1	2
PEASHOLME GREEN	17	44	20
PECKITT STREET	37	45	39
PEMBROKE STREET	4	4	7
PENLEYS GROVE STREET	34	13	36
PENYGHENT AVENUE	0	1	0
PERCY STREET	2	2	0
PERCY'S LANE	16	52	91
PETER LANE	22	13	5
PETERSWAY	2	0	2

	2007/08	2008/09	2009/10
PHILADELPHIA TERRACE	3	0	1
PICCADILLY	385	294	293
PILGRIM STREET	1	1	4
POPLAR STREET	7	3	2
POPPLETON ROAD	9	9	18
PORTLAND STREET	68	57	70
POSTERN CLOSE	18	0	3
PRECENTOR'S COURT	5	1	9
PRICE STREET	0	1	0
PRICES LANE	2	0	0
PRIORY STREET	106	90	112
PROSPECT TERRACE-BISHOPHILL	20	14	26
PROSPECT TERRACE-FULFORD	0	1	2
QUEEN ANNES ROAD	83	57	83
QUEEN STREET	0	9	1
QUEEN STREET SLIP ROAD	19	26	4
QUEEN VICTORIA STREET	25	17	12
QUEENS STAITH	203	163	149
QUEENS STAITH ROAD	28	14	19
RAILWAY TERRACE	3	3	10
RAMSAY CLOSE	4	0	5
RATCLIFFE STREET	2	8	10
REDENESS STREET	3	7	1
REGENT STREET	15	9	3
RICHARDSON STREET	6	4	19
RICHMOND STREET	0	1	1
RIVER STREET	9	10	9
ROBIN GROVE	0	2	0
ROSE STREET	84	58	100
ROSEBERRY STREET	2	3	4
ROSEDALE STREET	8	4	0
ROSEMARY COURT	14	9	11
ROSEMARY PLACE	12	9	9
ROSSLYN STREET	7	2	6
ROUGIER STREET	5	2	1
RUBY STREET	1	1	1
RUSSELL STREET	33	21	43
SALISBURY TERRACE	4	2	1
SANDRINGHAM STREET	21	20	10
SCAIFE GARDENS	0	1	4
SCAIFE STREET	14	16	17
SCARBOROUGH TERRACE	14	5	13
SCARCROFT HILL	34	30	17
SCARCROFT LANE	2	1	2
SCARCROFT ROAD	140	112	111
SCHOOL LANE-BISHOPTHORPE	0	0	1
SCHOOL LANE-FULFORD	1	0	0
SCHOOL LANE-HESLINGTON	1	0	10
SCHOOL STREET	9	15	43
SCOTT STREET	43	20	43

	2007/08	2008/09	2009/10
SECOND AVENUE	2	6	5
SELDON ROAD	13	4	8
SEVERUS AVENUE	0	0	4
SEVERUS STREET	3	3	27
SHAW'S TERRACE	5	4	2
SHIPTON ROAD-RAWCLIFFE	0	1	0
SHIPTON STREET	8	19	15
SILVER STREET	0	0	11
SIM BALK LANE-BISHOPTHORPE	0	42	11
SIWARD STREET	4	0	3
SKELDERGATE	11	5	7
SLINGSBY GROVE	0	0	2
SMALES STREET	15	11	21
SOUTH BANK AVENUE	6	1	4
SOUTH ESPLANADE	13	11	22
SOUTH LANE-HAXBY	0	3	5
SOUTHLANDS ROAD	23	31	26
SPECULATION STREET	30	15	17
SPEN LANE	1	2	0
SPENCER STREET	2	4	2
SPRINGFIELD AVENUE	4	3	2
SPRINGFIELD COURT	0	3	6
SPURRIERGATE	21	15	15
ST ANDREW PLACE	1	4	5
ST ANDREWGATE	36	26	21
ST ANDREWS COURT	0	0	2
ST BENEDICT ROAD	79	51	63
ST BENEDICT ROAD - FRONTING PASTON WALK	0	0	1
ST BENEDICT ROAD - REAR OF BARSTOW HOUSE	0	1	1
ST CLEMENT'S GROVE	8	6	11
ST DENY'S ROAD	30	20	29
ST GEORGE'S PLACE	7	1	1
ST HELEN'S SQUARE	12	14	5
ST JAMES MOUNT	0	3	2
ST JOHN STREET	80	54	62
ST JOHN STREET BACK LANE	3	0	0
ST JOHN'S CRESCENT	5	5	10
ST LEONARD'S PLACE	1	0	3
ST MARGARET'S TERRACE	5	6	16
ST MARY'S	38	34	55
ST MARY'S LANE	5	6	14
ST MARY'S LANE LINK RD TO MARYGATE LANE	0	1	0
ST OLAVE'S ROAD	60	59	86
ST PAUL'S SQUARE	6	6	9
ST PAUL'S TERRACE	4	10	5
ST PETER'S GROVE	19	9	24
ST SAMPSON'S SQUARE	151	126	62
ST SAVIOURGATE	443	211	252
ST SAVIOUR'S PLACE	39	24	27
ST STEPHEN'S ROAD	0	0	1

	2007/08	2008/09	2009/10
ST THOMAS' PLACE	27	11	41
STAMFORD STREET EAST	0	0	5
STAMFORD STREET WEST	1	0	0
STANLEY STREET	20	23	33
STATION ROAD-HAXBY	0	2	1
STATION ROAD-POPPLETON	3	1	5
SURTEES STREET	2	5	4
SUTHERLAND STREET	4	5	2
SWANN STREET	25	16	15
SWINEGATE	81	71	59
SWINERTON AVENUE	5	3	1
SYCAMORE PLACE	6	7	11
SYCAMORE TERRACE	16	17	33
TADCASTER ROAD	3	11	18
TANG HALL LANE	0	1	9
TANNER ROW	22	16	17
TANNER ROW CAR PARK SERVICE RD	11	1	2
TANNER'S MOAT	55	44	42
TEA ROOM SQUARE	4	0	0
TECK STREET	7	0	2
TELFORD TERRACE	5	10	4
TERRY STREET	0	1	0
THE AVENUE	21	8	20
THE CRESCENT	34	24	41
THE GREEN-ACOMB	1	1	3
THE GROVE	0	5	20
THE HORSESHOE	1	0	0
THE MOUNT	34	23	17
THE ROPEWALK	1	0	0
THE STONEBOW	92	46	31
THE VILLAGE-HAXBY	0	1	1
THIEF LANE	0	2	0
THOMAS STREET	1	0	1
THORPE STREET	51	32	49
TOFT GREEN	225	204	160
TOWER ST ACCESS RD ST GEORGES FIELD CAR PK	0	2	0
TOWER STREET	153	94	71
TOWER STREET-EYE OF YORK	0	2	1
TOWNEND STREET	11	27	12
TRAFALGAR STREET	2	0	6
TREVOR GROVE	0	0	1
TRIBUNE WAY-CLIFTON WITHOUT	0	0	9
TRINITY LANE	9	2	15
TUDOR ROAD	12	7	12
TUKE AVE	2	0	3
TURNMIRE RD	0	1	0
TURPIN COURT	0	2	1
UNION TERRACE	45	32	51
UNION TERRACE CLARENCE STREET LINK	1	3	2
UNIVERSITY ROAD-HESLINGTON	33	51	68

	2007/08	2008/09	2009/10
UPPER HANOVER STREET	1	0	0
UPPER NEWBOROUGH STREET	1	7	1
UPPER PRICE STREET	14	11	10
UPPER ST PAUL'S TERRACE	0	1	1
VICTOR STREET	16	18	25
VILLA GROVE	0	0	1
VINE STREET	67	65	59
VYNER STREET	95	60	71
WALMGATE	345	255	291
WALNUT CLOSE-HESLINGTON	1	1	0
WALPOLE STREET	58	23	51
WALWORTH STREET SOUTH	0	1	0
WARD COURT	2	0	2
WARWICK STREET	30	12	30
WATER END	0	5	1
WATSON STREET	6	4	0
WATSON TERRACE	2	1	2
WAVERLEY STREET	38	8	19
WEDDALL CLOSE	1	0	0
WELLINGTON ROW	8	6	1
WELLINGTON STREET	21	45	43
WENLOCK TERRACE	19	16	27
WENTWORTH ROAD	37	30	23
WESLEY PLACE	3	0	6
WEST END-STRENSALL	1	1	0
WEST ESPLANADE	4	4	5
WESTERDALE COURT	1	0	0
WESTFIELD LANE-WIGGINTON	3	0	1
WESTMINSTER ROAD	16	17	11
WESTPIT LANE-STRENSALL	0	1	0
WESTWOOD TERRACE	15	5	9
WHIP-MA-WHOP-MA-GATE	34	21	41
WHITBY AVENUE-HEWORTH WITHOUT	0	0	1
WHITE CROSS ROAD	26	54	51
WHITECROSS GARDENS	9	0	0
WIGGINTON ROAD	52	19	38
WIGGINTON TERRACE	10	11	12
WILKINSON WAY-STRENSALL	0	4	8
WILLIAM COURT	0	1	0
WILLIAM PLOWS AVENUE	1	0	0
WILLIS STREET	8	32	23
WILTON RISE	12	3	6
WINDMILL LANE	7	1	5
WINDSOR GARTH	0	1	0
WINDSOR STREET	0	0	4
WINTERSCALE COURT	1	0	1
WINTERSCALE STREET	7	7	4
WINTERSCALE STREET SERVICE ROAD	3	3	0
WOLSLEY STREET	8	13	7
YARBURGH GROVE	1	1	1

	2007/08	2008/09	2009/10
YEARSLEY CRES	1	2	4
YEARSLEY GROVE-HUNTINGTON	0	1	0
YORK ROAD SERVICE ROAD-ACOMB	26	28	74
YORK ROAD-ACOMB	16	21	121
YORK ROAD-NABURN	0	0	3
YORK-STAMFORD BRIDGE ROAD	13	29	31

PCN Cancellation Reasons 2009-10

	Total	% of Cancelled PCN's	% of all PCN's Issued
Total of all PCN's Issued 2009-10	18,870		
Total Cancellations 2009-10	4,022	100.00	21.31
Cancelled - Resident Parking Permit - a PCN was issued because no valid permit was displayed in the vehicle whilst it was parked in a resident's permit only parking bay. Valid permit subsequently produced by the motorist. PCN cancelled with a warning to display permit clearly.	1,018	25.31	5.39
Cancelled - Pay and Display Ticket - a PCN was issued because there was no ticket displayed in the vehicle. Valid ticket subsequently produced by the motorist. PCN cancelled with a warning to display ticket clearly.	714	17.75	3.78
Cancelled - Training and Spoiled Penalty Charges including Drive Aways - a PCN was never actually issued because it was used for training purposes OR because the motorist drove off before a penalty charge could be issued.	421	10.47	2.23
Cancelled - Disabled Badge Holder - a PCN was issued because no valid disabled badge was displayed in the vehicle whilst it was parked in a place where only disabled badge holders may park. Valid disabled badge was subsequently produced by motorist. PCN cancelled with a warning to display badge clearly.	393	9.77	2.08
Cancelled - Other Reasons - e.g. Mitigating circumstances - the motorist agrees that the PCN was correctly issued but provides sufficient compelling reasons for cancellation to be considered.	338	8.40	1.79
Cancelled - Foreign Vehicle or Driver - Driver is foreign and has not paid the PCN. Cannot be legally pursued in their own country for a PCN that is issued in UK.	267	6.64	1.41
Cancelled - Enforcement Officer Error - for example wrong vehicle registration or location entered on PCN.	172	4.28	0.91
Cancelled - DVLA - Unable to establish ownership of vehicle due to DVLA records being out of date or motorist providing evidence that they were not the owner of the vehicle at the time that the PCN was issued.	170	4.23	0.90
Cancelled - Loading/Unloading - the motorist has provided evidence that, at the time the PCN was issued, an exemption for loading or unloading applied and the motorist was loading or unloading.	143	3.56	0.76
Cancelled - Car Park Permit Holders - a PCN was issued because no valid permit was displayed in the vehicle whilst it was parked in a council car park. Valid permit subsequently produced by motorist. PCN Cancelled with a warning to display permit clearly.	128	3.18	0.68

	Total	% of Cancelled PCN's	% of all PCN's Issued
Cancelled - Clerical Errors - errors and/or delays made when dealing with correspondence.	79	1.96	0.42
Cancelled - Illness of Driver or Passengers - the motorist has provided medical evidence that the driver or passenger was unable to return to their vehicle within the time period stipulated.	61	1.52	0.32
Cancelled - Vehicle Broken Down - the motorist has provided evidence that, at the time the PCN was issued, the vehicle had a mechanical problem that prevented it from being moved and the vehicle was subsequently moved within a reasonable amount of time.	46	1.14	0.24
Cancelled - Signs and Lines - The signs and/or lines where the PCN was issued were not sufficient for a reasonable motorist to know that they were not allowed to park there, for example the lines may not be sufficiently clear or the sign obscured or incorrect.	41	1.02	0.22
Cancelled - Vehicle Stolen & Other Crime - the motorist has provided evidence (e.g. Police incident number) that at the time the PCN was issued the vehicle had been stolen or the driver/passengers had been subject to some other crime.	22	0.55	0.12
Cancelled - Pay & Display Machine Faults - there is sufficient reasonable doubt to conclude that at the time the PCN was issued the pay and display machine may not have been working correctly.	6	0.15	0.03
Cancelled - Appeal Allowed by Parking Adjudicator - the council turned down the representations of the motorist that the PCN was wrongly issued and the motorist subsequently appealed to the national independent adjudicator and was successful in their appeal.	3	0.07	0.02

Parking Contravention Codes, Observation Times and Grace Periods

Note – Higher Level Contraventions are shown on a blue background
Lower Level Contraventions are shown on a yellow background

Code	Contravention Description	Where Applicable	Observation Time and Grace Periods
	ON-STREET		
01	Parked in a restricted street during prescribed hours	Yellow Lines	5 mins from first observation
02	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	Loading Bans	NIL
05	Parked after the expiry of paid for time	On –Street Pay & Display Bays	10 mins in excess of expiry time of ticket
06	Parked without clearly displaying a valid pay and display ticket or voucher	On –Street Pay & Display Bays	10 mins from first observation
07	Parked with payment made to extend the stay beyond initial time	On –Street Pay & Display Bays	10 mins in excess of maximum permitted time
12	Parked in a residents or shared use parking place without clearly displaying either a permit or pay and display ticket issued for that place	Respark and Shared Use Bays where no permit or ticket is displayed.	5 mins in excess of maximum permitted time.
16	Parked in a permit space without displaying a valid permit	Respark (Specific permit holder marked bays)	NIL
19	Parked in a residents' or shared use parking place or zone displaying an invalid permit or an invalid pay and display ticket	Resident Parking and Shared Use Bays where an INVALID permit or ticket is displayed.	5 mins in excess of maximum permitted time
21	Parked in a suspended bay or space or part of bay or space	Suspended Bays	NIL
22	Re-parked in the same parking place or zone within one hour* of leaving	ALL On-Street Parking Bays	NIL after 2 observations within 60 mins

Code	Contravention Description	Where Applicable	Observation Time and Grace Periods
23	Parked in a parking place or area not designated for that class of vehicle	ALL On-Street Parking Bays	NIL
24	Not parked correctly within the markings of the bay or space	ALL On-Street Parking Bays	NIL
25	Parked in a loading place during restricted hours without loading	Loading Bays	5 mins from first observation
30	Parked for longer than permitted	L/W Bays On Street P&D	5 mins in excess of maximum permitted time
40	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	On-Street Disabled Bays	NIL
42	Parked in a parking place designated for police vehicles	Police Bays	NIL
45	Parked on a taxi rank	Taxi Ranks	NIL
46	Stopped where prohibited (on a red route or clearway)	Clearways	NIL
47	Stopped on a restricted bus stop or stand	Bus Stop Clearways	NIL
48	Stopped in a restricted area outside a school when prohibited	School No Stopping Areas	NIL
49	Parked wholly or partly on a cycle track or lane	Cycle Track	NIL
61	A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways	Footway, verge or land between two carriageways.	NIL
99	Stopped on a pedestrian crossing or crossing area marked by zigzags	Pedestrian Crossings	NIL

Code	Contravention Description	Where Applicable	Observation Time and Grace Periods
	OFF-STREET (CAR PARKS)		
73	Parked without payment of the parking charge	Car Parks where mobile phone payment IS available	10 mins
74	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited	Car Parks	NIL
80	Parked for longer than the maximum period permitted	Car Parks	10 mins in excess of maximum permitted time
81	Parked in restricted area in a car park	Car Parks	NIL
82	Parked after the expiry of paid for time	Car Parks	10 mins in excess of expiry time
83	Parked in a car park without clearly displaying a valid pay and display ticket or voucher or parking clock	Car Parks where mobile phone payment is NOT available	10 mins
84	Parked with additional payment made to extend the stay beyond time first purchased	Car Parks	10 mins in excess of maximum permitted time
85	Parked in a permit bay without clearly displaying a valid permit	Car Parks	NIL
86	Parked beyond the bay markings	Car Parks	NIL
87	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	Car Parks	NIL
89	Vehicle parked exceeds maximum weight or height or length permitted in the area	Car Parks	NIL
90	Re-parked within one hour* of leaving a bay or space in a car park	Car Parks	NIL after 2 observations within 60 mins
91	Parked in a car park or area not designated for that class of vehicle	Car Parks	NIL
92	Parked causing an obstruction	Car Parks	NIL
93	Parked in a car park when closed	Car Parks	NIL
95	Parked in a parking place for a purpose other than the designated purpose for the parking place	Car Parks	NIL
96	Parked with engine running where prohibited	Union Terrace Coach Park	5 mins

PCN's Issued at Higher Level & Lower Level 2009-10

All Parking Contraventions	18,870	
		% of all PCNs
Total Higher Level Contraventions	10,800	57.23%
Total Contraventions - Higher Level - On-Street	10,142	53.75%
01 Parked where waiting restrictions apply	5,350	28.35%
02 Parked where loading restrictions apply	364	1.93%
12 No Valid Permit Displayed in a Resident Parking Area	3,586	19.00%
16 Parked in Reserved Bay in a Resident Parking Area	58	0.31%
21 Parked where parking is suspended	226	1.20%
23 Parked in the Wrong Area for vehicle	33	0.17%
25 Parked in a Loading Bay	5	0.03%
40 Parked in a Disabled Bay	225	1.19%
42 Parked in a Police Bay	38	0.20%
45 Parked on a Taxi rank	108	0.57%
46 Stopped on a Clearway	98	0.52%
47 Stopped on a Bus Stop	21	0.11%
48 Parked Outside a school on zig-zags	5	0.03%
49 Parked on a Cycle Track	2	0.01%
61 Commercial vehicle parked on a footpath	0	0.00%
99 Stopped on a Pedestrian Crossing or Crossing Area	23	0.12%
Total Contraventions - Higher Level - Off Street	658	3.49%
81 Parked In a Restricted Area	24	0.13%
85 Parked in a Permit Bay	278	1.47%
87 Parked in a Disabled Bay	193	1.02%
89 Vehicle Exceeds Maximum Weight, Height or Length	2	0.01%
91 Parked in wrong area for the class of vehicle	147	0.78%
92 Parked causing an obstruction	14	0.07%

Total Contraventions Lower Level	8,070	42.77%
Total Contraventions - Lower Level - On Street	2,947	15.62%
05 Pay and Display Ticket Expired	459	2.43%
06 No valid ticket displayed	624	3.31%
07 Meter Feeding	1	0.01%
19 No Valid Permit or P&D Ticket Displayed in a Resident Parking Area	1,390	7.37%
22 Returned within 1 hour of leaving	3	0.02%
24 Parked Out of Bay	2	0.01%
30 Exceeding Maximum Stay	468	2.48%
Total Contraventions - Lower Level - Off Street	5,123	27.15%
73 Parked Without Payment	2,494	13.22%
74 Sale of Goods without permission	1	0.01%
80 Exceeding Maximum stay	1	0.01%
82 Paid For Time Expired	2,400	12.72%
83 No Valid Ticket	70	0.37%
84 Meter Feeding	5	0.03%
86 Parked out of Bay	74	0.39%
90 Returned within 1 hour of leaving car park	0	0.00%
93 Parked in a car park when closed	27	0.14%
94 Two P&D Tickets Req	0	0.00%
95 Parked in a car park for a purpose not allowed	51	0.27%
96 Parked with engine running where prohibited	0	0.00%

19. Contacts

City of York Council Parking Office

Parking Objections Team 01904-551310
Parking Representations Team 01904-551389
Parking Enforcement Team 01904-552423

Email: parking@york.gov.uk

Parking Hotline (to report illegal parking) 0800-1381119 (Freephone)

Council Website (Parking) <http://www.york.gov.uk/parking>

Department for Transport <http://www.dft.gov.uk/contact>

Department for Transport
Great Minster House
76 Marsham Street
London
SW1P 4DR

Telephone: 0300 330 3000
Fax: 020 7944 9643

Email: FAX9643@dft.gsi.gov.uk

Driver and Vehicle Licensing Agency <http://www.dvla.gov.uk>
0870 240 0009

British Parking Association

British Parking Association
Stuart House,
41-43 Perrymount Road
Haywards Heath,
West Sussex, RH16 3BN

Telephone: 01444 447 300
Fax: 01444 454 105

<http://www.britishparking.co.uk/index.php>

Traffic Penalty Tribunal

<http://www.trafficpenaltytribunal.gov.uk/site/index.php>

Traffic Penalty Tribunal
Barlow House
Minshull Street
Manchester
M1 3DZ

Telephone: 0161 242 5252

Fax: 0161 242 5265

Email: info@trafficpenaltytribunal.gov.uk

Traffic Enforcement Centre

<http://www.hmcourts-service.gov.uk/cms/tec.htm>

Telephone: 0845 704 5007
5th floor,
St Katharine's House,
21-27 St Katharine's Street,
Northampton

England
NN1 2LH

Email: customerservice.tec@hmcourts-service.gsi.gov.uk

This information can be provided in your own language.

我們也用您們的語言提供這個信息 (Cantonese)

এই তথ্য আপনার নিজের ভাষায় দেয়া যেতে পারে। (Bengali)

Ta informacja może być dostarczona w twoim własnym języku. (Polish)

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

یہ معلومات آپ کی اپنی زبان (بولی) میں بھی مہیا کی جاسکتی ہیں۔ (Urdu)

 (01904) 551550

A large text version of this report is available on request - telephone: (01904) 553110.



Executive Member Decision Session – Neighbourhood Services (including Housing Ops)

3rd February 2011

Report of the Director of Communities and Neighbourhoods

Petition – Request for selective licensing in the Hull Road Ward

Summary

1. This report advises the Executive Member of the petition received requesting that the council apply for selective licensing powers over houses in multiple occupation for the Hull Road ward area of the city.

Background

2. This was presented to Council on the 8th October 2010, and stated:

“Cllr Cregan, on behalf of residents off Hull Road, asking the council to apply for selective licensing powers over houses in multiple occupation in Hull Road Ward”
3. A total of 155 signed slips were received from 103 households. These were mapped across the Hull Road ward and superimposed over the map, which showed concentrations of student properties, which have been exempted by council tax.
4. There are three types of licensing introduced under the Housing Act 2004, Mandatory Licensing¹, Additional Licensing² and Selective Licensing³.
5. In order for the council to consider adopting selective licensing for an area it need to provide evidence to that the area is one of:
 - i) Low demand;

¹ **Mandatory Licensing** – A statutory duty to implement– applies to all three storey HMOs that have five or more occupants and that the person living in two or more single households. Introduced in 2006, more than 440 HMO in York have been licensed with about 383 currently licensed. Approach supported by code of practise for smaller share student properties and enforcement of the HMO management.

² **Additional licensing**- the council may designate either the area of their district, an area in their district or a type of HMO. The council must consider a significant proportion of the HMOs which are to be included are being managed sufficiently ineffectively as to give rise to be likely to give rise to problems either for the occupiers of the HMOs or for members of the public.

³ **Selective licensing** – The council may designate either the area of their district, an area in their district to regulate private rented homes. Concept outlined in under the previous government department of the ODPM document “Licensing in the private sector” Introduced because of areas of low demand in the North and the Midlands – an absence of owner occupiers lead to some areas attracting an influx of speculative landlords offering the homes to tenants whose behaviour was some times unacceptable

- ii) That the area is experiencing significant and persistent problem caused by anti social behaviour and that at least some of the private sector landlords who have premises in the area are failing to take appropriate action to combat the problem;
 - iii) That the authority must consider that the designation will when combined with other measures the eliminate or reduce the problem.
6. Issues, which we would have to consider, regarding low demand are:
- a. The value of the residential premises into the area in comparison to the value of similar premises into other comparable areas;
 - b. The turnover of the occupiers of residential premises;
 - c. The number of the residential premises which are available to buy or rent and the length of time, which they remain unoccupied.
7. With regard to Anti social behaviour the same evidence is required as for the grounds for possession available against secure tenants and assured tenants:
- a) Nuisance and annoyance - behaviour, which would amount to the tort of nuisance any event, which would annoy an ordinary occupier, not an ultra sensitive one and includes: excessive noise, threatening behaviour, use of bad language, graffiti, vandalism, racial and sexual harassment.
 - b) Illegal or immoral user - includes the use by the tenant or those residing in it or a person visiting including: premises used for prostitution, criminal behaviour, premises used for the supply or use of illegal drugs constituting illegal use of the premises, the premises being used for the storage or sale of illegal goods, an arrestable offence.
8. When considering ASB it applies to both visitors to residential premises as well as that of the occupiers.
9. In considering the test for selective licensing we have had regard to information:
- a) Provided by Home track⁴ on a range of data but in particular turnover and house prices;
 - b) Collated through this years empty homes audit – the Executive Member will be receiving a separate report on this subject;
 - c) Collated through a survey of the Hull Road Ward area during November 2010;
 - d) Collated by our colleagues in City Development;
 - e) Collated through a telephone survey with other officers from other councils.

⁴ Home track'. This provides in-depth, up-to-date and independent survey of house prices and market trends in England and Wales.

Consultation

10. Consultation has taken place with other council's, universities cities across the country and with colleagues in the City Development team. Customers were consulted as part of the Private Sector Strategy 2008.

Options

11. The petition is presented for the Executive Member's comments and consideration.

Analysis

12. Analysis of the relevant information shows that there is little evidence to support a case for selective licensing in the Hull Road Ward area:
 - i) The location of the petitioners did not correspond to high concentrations of HMO properties;
 - ii) The value of house prices in the Hull Road ward is comparable with other areas in the city. The data provided by home track shows that the range of house prices across the city in September 2010 is between £146,212 and £275, 978. The average house price for the Hull Road Ward being £175, 435;
 - iii) The turnover of houses in the Hull Road Ward is not any greater or less than the surrounding areas in the city;
 - iv) The mapping of empty homes clearly shows that there is an even distribution of such properties across the city with no concentration in any one ward;
 - v) The street survey of the city carried out in November looked at a range of issues including litter, parking, gardens, condition of properties, presence of local facilities and other comments in the Hull Road ward. The ward was divided into five zones the full results of the survey can be provided upon request, however in general the feedback was positive with few problems reported. This is further supported by the information provided in Table one (see below) which was collated by the local development framework team on Student Housing and presented to the LDF Working Group in September 2010;
 - vi) Discussions with officers from other cities and university cities (including Leeds, Hull, Bradford, Liverpool, Newcastle, Cambridge, Oxford, Nottingham, Derby and Bath) have revealed that only the Leeds and Newcastle have implemented selective licensing, these are based on geographical areas with significant anti-social behaviour which is as a result of the low demand of the properties.

Table One

Issue	York Average	Heslington Ward	Fishergate Ward	Hull Road Ward
Incidences of Anti Social Behaviour in 2009	606	55	733	536
Percentage of Residents Who Think That Anti Social Behaviour is a Problem in Their Local Area	11	8	5	10
Incidences of Reported Crime in 2009	661	190	682	617
Incidences of Burglaries in 2009	79	18	76	83
Incidences of Littering in 2009	25	2	32	22
Incidences of Noise Complaints in 2009	113	13	136	182
Percentage of residents who think that drunk and rowdy behaviour is a problem in their local area	18%	16%	5%	12%
Percentage of residents who agree that their local area is a place where people from different backgrounds get on well together	79%	95%	78%	68%
Percentage of residents who think there is a problem with people not treating each other with respect and consideration in their local area	23%	0%	26%	23%
Dwellings where one or more of the key building components are old and because of their condition, need replacing or major repair; or dwellings where two or more of the other building components are old and, because of their condition need replacing or major repair	23%	17%	21%	37%
Proportion of households in the private rented housing sector who are very satisfied or quite satisfied with their local area	97%	100%	94%	91%

13. The Executive Member should note that a separate paper was considered by the Local Development Framework Working Group on the 10th January 2011 which explored a planning response to the issue of Houses in Multiple Occupation (HMOs) and specifically student housing, including the possibility of Article 4 Directions being used with regard to emerging government policy.
14. At Full Council meeting on 7 October 2010, following amendments to a motion on selective licensing across the city, the Director for Communities and Neighborhoods was asked work with the Local Development Framework Working Group to bring a report to the Executive outlining the options available to the council to address residents' concerns relating to HMOs in the city. This included the potential

introduction of an accreditation scheme. We are currently exploring how best to implement an accreditation scheme will report back to Members on this issue in Spring 2011.

Corporate Priorities

15. The provision of decent housing is set out within the council's corporate strategy under its Inclusive City & Sustainable City themes. This is further emphasised by strategic aim 2 in the York Private sector housing – To encourage private landlords to provide good quality and well managed properties.

Implications

16. There are no implications arising from this report.

Risk Management

17. The risks associated with the proposals in this report are low and score less than 16. In compliance with the Council's risk management strategy there are no direct risks.

Recommendations

18. That the Executive Member notes the information in this report and considers the petition and that selective licensing is not the most appropriate tool to tackle HMOs in the Hull Road Ward.

Reason: that the legal tests have not been met

Contact Details

Author:

Ruth Abbott
Housing Standards and
Adaptations Manager

Chief Officer Responsible for the report:

Steve Waddington
Assistant Director Housing and Public
Protection

Report Approved



Date

24th Dec 2010

Wards Affected: *List wards or tick box to indicate all*
Hull Road Ward

All

For further information please contact the author of the report

Background Papers:

- *Housing Act 2010;*
- *Home track report on a range of data but in particular turnover and house prices;*
- *2010 Empty homes audit*
- *Survey of the Hull Road Ward area during November 2010.*

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DECISION SESSION – EXECUTIVE MEMBER FOR NEIGHBOURHOODS & HOUSING

Thursday 3rd February 2011

Annex of Additional Comments received from Members and the Public since the agenda was published.

AGENDA ITEM	REPORT	RECEIVED FROM	COMMENTS
4	Budget Proposals.	Linda Maggs – On behalf of residents of The Glebe, Dunnington.	<p>I am writing on behalf of the residents of The Glebe to request that double glazing be given top priority when making difficult budget decisions this year. I met 12 of the residents on Monday 24th January. They told me of the difficult conditions they have had to endure this extremely cold winter, with ice on the inside of the windows on many occasions. Below are the points that they made to me:</p> <ol style="list-style-type: none"> 1. People living in The Glebe are older residents and many of them frail and vulnerable to illness. When the ice on the inside of the window panes melted, water ran down the windows which led to a very unhealthy, damp atmosphere with many of the residents catching coughs and colds, flu and other chest infections and bronchial diseases. 2. Some residents may have been able to wipe down the windows without too much trouble but this cannot be said for everyone who lives there – it was a difficult and strenuous task for the weak and less able members of the community. 3. Apparently some consideration has been given to the windows in the past; tape has been placed over the vents and tighter fitting draught seal has been fitted but these stop-gap measures have led to more condensation and have exacerbated the problem of keeping the residents warm and comfortable. 4. One resident was told to open her windows and wipe down the black damp mould from her walls and condensation stain on her furniture with bleach. This was not very welcome advice when the temperature outside was minus 8. 5. There was a strong feeling, with green policies being promoted by the government, that double glazing should be regarded as a positive step to save energy. With the recession still not over, prices will probably be very competitive and it would be a great way to support local industry and employment. 6. It seems strange that other CYC properties in Dunnington such as Cherry Tree Court and the houses in Church Lane should all be given priority over The Glebe. Mr Ron Bielby, Deputy Chairman of the Residents Association for a number of years, told me that this issue has been raised at nearly every meeting over a number of years.

AGENDA ITEM	REPORT	RECEIVED FROM	COMMENTS
			<p>Of course, everyone is aware of the current financial difficulties, but now more than ever it is important to prioritise work and the older, weaker and more vulnerable people in the community must be put at the top of the list for consideration.</p>