

	
Decision Session – Cabinet Member for Communities and Neighbourhood Services	23 November 2011
Report of the Assistant Director (Environment)	

Annual Parking Services Report 2010/11

Summary

1. This report concerns the publication of the annual report for the financial year 2010/11. It explains how parking enforcement is managed and provides information about performance. The Cabinet Member for Communities and Neighbourhood Services is asked to approve the publication of the report attached at **Annex A**.

Background

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 in such reports.
3. The Annual Report provides a record of the activities of the service during the financial year 2010/11 and explains 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.

4. The following provides a summary of some of the information in the Annual Parking report.
 - i. Differential parking penalty charges based on the seriousness of a parking contravention were introduced in 2008. Higher charges apply to waiting and loading restrictions (yellow lines) and most on-street contraventions, including resident permit zones and disabled bays. The higher charges reflect the parking contraventions that cause the most disruption and danger to pedestrians and other road users and give greater protection to residents and disabled badge holders. Full information about the penalty charge notices issued is detailed in the report.
 - ii. The report highlights that the use of park and pay by phone continues to increase. The total numbers of registered users at the end of March 2011 was 527,035. The numbers of users in 2010/11 was 129,284, an increase of 4% on the 2009/10 figure of 124,140. The average monthly usage in 2010/11 was 10,774, up from 10,345 in 2009/10.
 - iii. There is a free hotline service, **0800-1381119**, for residents who wish to report illegal parking. York is one of the few authorities in the country to offer such a service for residents, and it is particularly effective for those who live in resident parking areas. It can also be used to report any parking infringements, such as parking on a yellow line or in a marked disabled bay. The target for attending calls to the hotline is 45 minutes and 2,433 calls were responded to in 2010/11. The target was achieved in 92% of calls (up from 80% in 2009/10). Over 1,000 penalty charge notices were issued as a result of calls to the parking hotline.
 - iv. Nineteen council car parks hold the Park Mark Safer Parking Award which represents 95% of all the car parks.
 - v. The importance of training and development is highlighted in the report. All Parking Civil Enforcement Officers hold the National Vocational Qualification (NVQ) Level 2 in Controlling Parking Areas. All officers have been trained on conflict management which is particularly important as

they can be the target of verbal, and, occasionally, physical abuse. During 201/11 there were 22 instances of serious abusive behaviour towards them. Twelve of the incidents were considered serious enough to be reported to the Police. In addition all of the officers are first aid qualified and do use their training to assist the public when patrolling.

- vi. The report explains the importance that the council places on reasonableness and proportionality when considering representations from motorists, particularly where they have made mistakes when displaying tickets or permits. This is reflected in the low number of appeals (2) to the independent parking adjudicator.

Consultation

5. Staff in parking services are involved in the development of their work plans through their respective performance reviews and team meetings. An extensive customer survey into the resident permit scheme was conducted between 1 October 2009 and 30 September 2010. Residents were asked to comment on the administration and enforcement of the scheme and invited to comment on possible improvements.

Options

6. The options available to the Cabinet Member are either to agree publication of the report or to reject publication.

Analysis

7. The annual report has been produced in accordance with Statutory Guidance. The aim is to provide the public with information and to provide assurance that enforcement is undertaken properly and with transparency. Publishing the report does this.
8. Failure to publish the report will not meet the requirements of the Statutory Guidance.

Council Priorities

9. The work of parking services supports the council's priorities; Get York Moving, Protect Vulnerable People and Protect the

Environment. In particular, increasing the use of public and other environmentally friendly modes of transport, playing a part in improving road safety, reducing traffic congestion and associated emissions together with encouraging, empowering and promoting people to reduce the environmental impact of their activities.

Implications

10.

- (a) **Financial:** There are no additional financial implications to this report.
- (b) **Human Resources (HR):** There are no HR implications associated with this report.
- (c) **Equalities:** There are no specific equalities issues arising from the report.
- (d) **Legal:** Statutory Guidance requires the production of an annual parking services report. The 2010/11 report conforms to the statutory guidance.
- (e) **Crime and Disorder:** There are no crime and disorder implications arising from this report.
- (f) **Information Technology (IT):** There are no additional ICT implications.
- (g) **Property:** There are no property implications arising from this report.
- (h) **Other:** None

Risk Management

11. In accordance with the council's risk management strategy there are no known risks associated with the information in this report.

Recommendations

12. The Cabinet Member is asked to consider the report and agree publication on the council's website

Reason: To comply with statutory guidance to provide information and transparency about parking services enforcement in York.

Contact Details

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	Report Approved	✓	Date 7 November 2011
Specialist Implications Officer(s): None			
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 Contraventions.

Annexes

Annex A – Annual Parking Services Report 2010/11