

Notice of meeting of

Decision Session - Executive Member for Neighbourhoods

To: Councillors Reid (Executive Member)

Date: Tuesday, 26 January 2010

Time: 4.15 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:

10.00am on Monday 25 January 2010, if an item is called in *before* a decision is taken, *or*

4.00pm on Thursday 28 January 2010, if an item is called in *after* a decision has been taken.

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

Any written representations in respect of items on this agenda should be submitted to Democratic Services by 5pm on Friday 22 January 2010.

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 meeting of the Executive Member Decision Session for Neighbourhood Services on Tuesday 15 December 2009.

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 Monday 25 January 2010**.

Members of the Public may speak on:

- items on the agenda;
- an issue within the Executive Member's remit;
- an item that has been published on the Information Log for the current session. Information reports are listed at the end of the agenda.

4. Zero Waste Places (Pages 7 - 14)

This report informs the Executive Member for Neighbourhoods about the Zero Waste places initiative and a proposal for City of York Council to apply for accreditation to the Zero Waste Places Standard scheme.

5. Annual Parking Services Report (Pages 15 - 74)
2008/09.

This report has been brought to the Decision Session for further consideration at the request of the Executive Member for Neighbourhoods.

6. Neighbourhood Services Budget for (Pages 75 - 110) 2010/11.

This report presents the 2010/11 budget proposals for Neighbourhood Services for consideration by the Neighbourhood Services Executive Member.

7. Any other business which the Chair considers urgent under the Local Government Act 1972

Information Reports

The following items have appeared on the Information Log since the last meeting. They can be viewed on the Council's website.

1. Finance and Performance Update, January 2009/10.

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.

A leaflet on public participation is available on the Council's website or from Democratic Services by telephoning York (01904) 551088

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
DATE	15 DECEMBER 2009
PRESENT	COUNCILLORS REID (EXECUTIVE MEMBER)

21. DECLARATIONS OF INTEREST

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

22. MINUTES

RESOLVED: That the minutes of the Executive Member Decision Session for Neighbourhoods held on 17 November 2009 be approved as a correct record and signed by the Executive Member.

23. PUBLIC PARTICIPATION - DECISION SESSION

It was reported that the Older People's Champion had submitted comments in relation to Item 4. The comments would be noted under item 4.

24. CITY OF YORK COUNCIL PUBLIC TOILETS REVIEW - UPDATE.

The Executive Member considered a report which advised further on the Community Toilet Scheme, including the experience of other participating local authorities and proposed the next steps required to implement the scheme in York.

Further to the last update in July, research into the experience of other local authorities has found that a number of community toilet schemes are running successfully around the country. In particular, Richmond-Upon-Thames set up the first scheme and it is now receiving government recognition and endorsement. There is much evidence to suggest that local authorities running the scheme are able to make savings following the implementation of the scheme and offer a greater provision of public convenience. The number of businesses participating in the scheme depends on how widely an authority decides to run the scheme.

Councillor Hyman as Older People's Champion had submitted some comments about the scheme. He advised a timescale is needed to enable

the businesses involved to prepare, he agreed signage is important and reminded officers to consult with the York Older Peoples Assembly.

Officers advised that they believe a community toilet scheme in York would deliver value for money and provide further Public Convenience provision for residents and visitors. They advised that conducting a pilot of the scheme would be beneficial and the Acomb retail area had been identified as suitable for the pilot.

The Executive Member commented that Acomb would be a good place to start the scheme due to its selection of shops and cafes. A report back in April in was requested and Officers were advised to consult with the York Older Peoples Assembly on the matter.

RESOLVED:

- (i) That the Executive Member agrees to conduct a pilot, prior to rolling out the scheme across the city, in the Acomb area, and approve the publicity costs to be funded from existing budgets.

REASON: To enable learning from the pilot which will assist in making the decision to roll out the scheme city wide.

- (ii) That the Executive Member approves Option (ii) and pursues a community toilet scheme as an alternative to offering an annual financial consideration.

REASON: To implement a financially sustainable scheme which will increase public toilet

- (iii) That the Executive Member agrees to set up a scheme to regularly monitor the businesses participating in a community toilet scheme to ensure compliance with the agreed terms and conditions.

- (iv) That a further report be brought to a future decision session of the Executive Member for Neighbourhood Services detailing the outcome of the pilot and potential for roll out to the wider city.¹

Action Required

1. Bring a further update report to April's Decision Session. JG

25. BEREAVEMENT SERVICES - SERVICE ASSET MANAGEMENT PLAN.

The Executive Member considered a report which sought approval to the proposed Bereavement Services Asset Management Plan (SAMP).

Service Asset Management Plans are one of the documents which Property Services use to deliver the principles of Asset Management Planning across the Council. Extensive work has recently been carried out in looking at the future for Bereavement Services in York as a result of the requirement to install new cremators at York Crematorium and the need to enhance customer experience by way of improvements to the Crematorium. Therefore it was felt appropriate to produce a Service Asset Management Plan to look at the property inhabited by the Bereavement Service and define a way forward.

The Executive Member queried the following:

- Why the report had been brought to the Decision Session, as the matter of the required number of Cremators was yet to be considered by the Executive. Officers advised that SAMP was to assist in identifying need and would support the bid for Cremators.
- What repairs were required at the Crematorium. Officers advised that the document is 'live' in respect of repairs and is not a picture of need for a set time. It is subject to change as repairs are identified.
- It was suggested that paragraph 2.14 of the SAMP should indicate the current number of services per year.
- Whether the SAMP should contain information regarding the arrangements in place with Fulford Cemetery.

The Executive Member commented that she was happy to accept the report, rather than approve on the basis that it be appended to the Cremators report, due to the Executive, with amendments made.

RESOLVED: That the Executive Member accepts the report on the proposed Bereavement Services Asset Management Plan and recommends it be amended as discussed and appended to the report on Cremators due to the Executive.¹

REASON: To support the CRAM bid being made for the replacement of the Cremators at York Cemetery.

Action Required

1. Officers to amend report and Service Asset Management Plan as discussed and append to the report on Cremators due to Executive.

Councillor Ann Reid, Chair
[The meeting started at Time Not Specified and finished at Time Not Specified].

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Decision Session - Executive Member for Neighbourhoods**26 January 2010**

Report of the Director of Neighbourhood Services

Zero Waste Places**Summary**

1. This report informs the Executive Member for Neighbourhoods about the Zero Waste Places initiative and a proposal for City of York Council to apply for accreditation to the Zero Waste Places Standard scheme.

Background

2. The concept of Zero Waste was introduced in Waste Strategy for England 2007 and is defined as being a simple way of encapsulating the aim to go as far as possible in reducing the environmental impact of waste. It is a visionary goal which seeks to prevent waste occurring, conserves resources and recovers all value from materials.
3. The Zero Waste Places initiative was outlined in the Waste Strategy for England 2007. The idea behind the initiative is to help develop innovative and exemplary practice in sustainable waste management where waste is driven out and resources are conserved, reused and recycled.
4. Places which are seen to demonstrate a significant attack on waste, including going beyond targets placed in the Waste Strategy for England 2007, can be accredited as Zero Waste Places. A place can be a street, a market, retail park, high street, village, town or a whole authority.

Zero Waste Places Initiative & Standard

5. Zero Waste is about developing a holistic approach to resource management in terms of wherever waste is generated (households, businesses, schools etc.) with local authorities working in partnership with the private and third sectors to address waste issues. The initiative is in line with the waste hierarchy with a focus on waste prevention, then reuse, then recycling and finally ensuring that all value is recovered from materials.
6. The Government launched a Zero Waste Places initiative in Autumn 2007 with the aim of inviting a number of places (including cities, towns and rural communities) to become exemplars of good environmental practice on all waste. Participating places would be asked to fulfill a pathfinder role in

identifying the barriers and illustrating solutions to enable others to adopt the most effective approach. Underpinning the Zero Waste Places initiative is Government's encouragement of local authorities to use their role as local community leaders in partnership with the private and third sectors to achieve a more integrated approach to resources and waste in their area.

7. In 2008/2009, 6 places were selected as Zero Waste Places projects to go as far as possible to reduce waste in their area. Projects varied in scale and diversity, e.g. London Borough of Lewisham - a single 'Eco Street' was created with various targeted actions to reduce CO2 emissions; West Midlands Region - a project was set up to ensure that sufficient waste treatment facilities are developed by 2020 so that no waste has to be landfilled before it is treated. Further information about the 6 schemes is included in Annex A to this report.
8. Another 6 Zero Waste Places projects have been selected in 2009/2010. Again, the projects vary in scale and diversity, e.g. London Borough of Hackney - A resident of the Follingham Court estate has set up a 'Carbon Club', working with the council to reduce both emissions and waste, and actions will include installing a community composting facility; Dorchester-on-Thames in Oxfordshire - The initiative will focus on waste reduction for materials which cannot be recycled by households, and will also look to work with schools and businesses to reduce residual waste. Further information about the 6 schemes is included in Annex B to this report.
9. The future vision is to increase the number and size of Zero Waste Places throughout England. To progress this aim the Zero Waste Places Standard was launched in October 2009. This has been developed by DEFRA, BREW Centre for Local Authorities and the University of Northampton and seeks to provide recognition of and stimulation to the work of communities for their efforts at driving waste out and maximising the use of resources in their localities. This also aims to encourage local authorities to improve the sustainability of their waste management beyond meeting national recycling targets.
10. Applying for Zero Waste Places Standard accreditation costs £150. A successful application for accreditation lasts for 2 years. Following this a reapplication will cost £100 for a further 2 year period of accreditation. One of the main objectives will be to demonstrate a continual direction of travel in reducing waste.
11. An accredited Zero Waste Place will benefit from:
 - Recognition from DEFRA and the Minister of Waste and Recycling
 - Recognition from the BREW Centre and the University of Northampton
 - Media attention - both locally and nationally
 - Catalyst for sustained and further action
 - Using the accredited status as a platform to promote other related initiatives e.g. Love Food Hate Waste
 - Wider community benefits including community cohesion
 - Sense of pride within the community

- Improvements to the general environment including a reduction in litter and flytipping
12. Peterborough City Council was awarded the first Zero Waste Places Standard in December 2009 in recognition of a high profile waste campaign in the city centre.

Options & Analysis

13. The following options can be considered:

Option 1 - Do not apply for accreditation to the Zero Waste Places Standard

14. Zero waste is a very important initiative for the Government. Since the introduction of the concept in Waste Strategy for England 2007 a total of 12 projects have been rolled out. The launch of the Zero Waste Places Standard further emphasises the significance of the initiative.
15. Failure to apply and gain accreditation to the scheme is likely to be viewed negatively by the media and could be disadvantageous in any future Government audit / assessment of local authority services.

Option 2 - Apply for accreditation to the Zero Waste Places Standard

16. Over the past few years in York there has been a dramatic increase in the amount of household waste recycled and composted and ultimately diverted from landfill. In addition, an effective waste prevention programme has been developed to help control growth in waste arisings. Work carried out includes increasing the number of residents using home composting equipment, food waste prevention, establishing bag free areas and working with charity shops to improve their image and usage.
17. To maintain the momentum in the challenge to keep reducing waste, and gain the benefits identified in paragraph 11, it is proposed that York should work towards being a Zero Waste Place. The first step in this process would be to apply for accreditation to the Zero Waste Places Standard scheme. This would help to provide a clear statement of intent, give a different approach to our work and provide an opportunity of gaining some recognition for our efforts in tackling waste.
18. The Zero Waste Places Standard accreditation scheme also provides a framework on which we can build and focus all of our waste management projects. This could also be used as a platform to build better links with sustainable development work being undertaken by other council directorates, external organisations and community groups. An obvious link with Education Services, for example, is through the Sustainable Schools initiative. By 2020, the Government would like all schools to be models of sustainable procurement, using goods and services of high environmental and ethical standards from local sources where practicable, and increasing value for money by reusing, repairing and recycling as many goods as possible.

19. A successful application for accreditation will be a very positive factor in any future Government audit / assessment of local authority services. It could also provide evidence of effective cross directorate working.
20. A specific Zero Waste Place project, or projects, will need to be identified as part of an application for accreditation. Any project should ideally involve partnership working with a community group, business or other interested party. Each project should have a nominated champion to take the lead in developing and running the project. For each project, it is envisaged that City of York Council would need to provide some element of funding to kick start work together with staff time set aside for attending meetings and helping to keep work on track. The size, scale and number of projects taken on would therefore need to be carefully controlled so that they can be accommodated within annual work plans and existing budgets. There is the possibility that some limited external funding might be available for projects in 2009/2010 but timescales for applying are very tight. The external funding situation for projects beyond 2009/2010 is not clear.
21. Examples of suitable projects are: supporting a village aiming to reduce their collective residual waste (including households, school(s) and businesses) through a number of schemes such as going bag free, increasing the number of home composters etc.; supporting a business park looking to reduce residual waste arisings by establishing, or improving, waste recycling and materials reuse facilities.
22. Any project could also incorporate other environmental and sustainability elements covering such things as energy efficiency. The key point about any project is that whatever the outcome(s) they can be replicated in other parts of the city.
23. To progress this it is suggested that we should invite interested groups to submit proposals for Zero Waste Place projects and that several of the most innovative are considered for inclusion in the application for accreditation. A robust method for evaluating proposals will need to be developed. A secondary process for dealing with unsuccessful proposals also needs to be established.
24. Accreditation lasts for 2 years and reassessment will look at future development plans. The process of inviting interested groups to submit proposals for Zero Waste Place projects could be repeated during the next reapplication process.

Corporate Priorities

25. The Without Walls Sustainable Community Strategy 2008-2025 provides a sustainable framework which aim for York to be a city with low levels of pollution and waste production and high levels of recycling. Adopting the Zero Waste Places concept will help to focus waste management work and help make a significant contribution to fulfilling this aim.

26. This work contributes strongly to the corporate strategy direction statement of placing environmental sustainability at the heart of everything we do.
27. This work also contributes to delivering the aims of the Corporate Sustainability Strategy by reducing York's CO2 emissions, increasing recycling and managing waste to the best practice standards.

Implications

28. Implications of seeking accreditation to the Zero Waste Places Standard are:

Financial - The initial application cost is £150 and accreditation lasts for 2 years. The reapplication cost will be £100. Development of the Zero Waste Places initiative can be tailored to fit into annual work plans with any expenditure being met from existing budgets.

Human Resources (HR) - There are no implications in this report.

Equalities - There are equalities implications in this report.

Legal - There are no legal implications.

Crime and Disorder - There are no implications in this report.

Information Technology (IT) - There are no implications in this report.

Property - There are no implications in this report.

Risk Management

29. The risks associated with this report are already contained in the Magique Risk Register for Environmental Services.

Recommendations

30. The Executive Member is asked to consider and approve option 2 for the reasons detailed in paragraphs 16 to 24.

Contact Details

Author:

Geoff Derham
Head of Waste & Cleaning
Services
Tel No.: ext. 3111

Chief Officer Responsible for the report:

Sally Burns
Director of Neighbourhood Services

Report Approved

Date 18 Jan 2010

Specialist Implications Officer(s)

Implication: Technical
Name: Shaun Donnelly
Title: Waste Management Officer
Tel No.: ext. 3200

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

All

For further information please contact the author of the report

Background Papers:

- Waste Strategy for England 2007

Annex A – 2008/2009 Projects

Annex B – 2009/2010 Projects

Annex A

2008/2009 Projects

Borough of Brent - Green Zones: The loss of some privately-owned trees on a residential street motivated a group of residents to use and extend an existing anti-social behaviour Streetwatcher scheme encouraging their neighbours to be 'greener' in their everyday lives. This was done through a door-knocking and educational programme to encourage residents to reduce, re-use, recycle and compost resources and use less energy and water.

London Borough of Lewisham - Green Street: The project supported a range of holistic environmental proposals including waste, recycling, composting, energy efficiency, car use and other sustainability initiatives within a single street. The aim was to create an 'Eco Street' that would serve to test the effectiveness of a 'green concierge' advice service, and other low-cost environmental measures, in enabling citizens to reduce their CO2 emissions.

Milton Keynes - Shenley Church Urban Estate: This project aimed to reduce waste as far as possible in both the household and the commercial sector. In addition an anti-litter/tidy up campaign will be run with the Parish Council.

Peterborough - Central Shopping Area: This project focused on Peterborough's central shopping area to deliver a high profile zero waste campaign to shoppers and retailers. The scheme also looked at the redevelopment of a central town square to design out waste at all levels.

West Midlands Region - Zero Waste to Landfill: The objective of this project was to develop sufficient facilities in the region by 2020 so that the region does not have to landfill any waste until it has been treated and that all the value is recovered from the material.

Kings Lynn - Tuesday Market Place: The Tuesday Market Place is at the historic core of the town of Kings Lynn. It includes parts of the historic docks with its industrial processing, Government offices, areas of traditional terraced housing and new regeneration and brown field developments as well as the historic market place. This project was to enable existing regeneration and development projects to flourish whilst avoiding waste and to boost the diversion of waste produced by commerce, the public sector and residents and from landfill.

Annex B

2009/2010 Projects

Commenting on the choice of places, the environment secretary, Hilary Benn, said: "These six areas will provide innovative and often easy ways for people to get involved in cutting their waste. I look forward to seeing the projects, and how can all learn from them."

Bishops Castle in Shropshire - The project will focus on waste reduction, with measures including enhancing the town's community recycling facility and working with the farmers market to increase composting, with the overall aim of reducing waste to landfill by 6% over the next two years.

Dorchester-on-Thames in Oxfordshire - The initiative will focus on waste reduction for materials which cannot be recycled by households, and will also look to work with schools and businesses to reduce residual waste.

London Borough of Hackney - A resident of the Follingham Court estate has set up a 'Carbon Club', working with the council to reduce both emissions and waste, and actions will include installing a community composting facility.

London Borough of Lambeth - The Brixton 'Low Carbon Zone' will be extended to include residents and businesses within the Coldharbour ward, including running waste audits and installing 'Recycle on the Go' facilities;

London Borough of Newham - Supporting market traders and shops at Queens Market in their efforts to reduce waste, with the target of diverting 375 tonnes from landfill over a three month period;

Suffolk County Council - Seven streets will look to reduce their collective waste by 50% and will be offered advice and guidance on how to minimise and recycling more waste.



Report of the Director of Neighbourhood Services

26th January 2010

Information Relevant to Executive Member Neighbourhoods

Annual Parking Services Report 2008/09: – Information Only Report

Summary

1. The purpose of this report is to notify Members of the annual report for the financial year 2008/09. The first annual parking report was published for the 2006/07 financial year. This is now the third annual report for the authority. Annex A.

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 an annual report about their enforcement activities. It is considered to be good practice to publish the annual report to provide the public with information about the way in which enforcement is carried out and to provide some reassurance that enforcement is being undertaken properly. The Secretary of State believes transparency in reports 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 that should be included in the report. The Annual Report provides a record of the activities of the service during the financial year 2008/09 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.

Summary of Annual Parking Report

3. The following provides a summary of the Annual Parking Report.
 - i. The provisions of Part 6 of the Traffic Management Act 2004 were implemented on 31 March 2008 and 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 now are also able to issue Penalty Charge Notices

(PCN) by post in certain circumstances including where drivers drive off before PCNs can be served. A small number of such tickets have been issued in York.

- ii. The changes introduced by the Traffic Management Act were significant and we required a complete upgrade to our computer system, stationery and uniforms. Additional staff training was undertaken which was vital to the successful implementation of the new provisions. The Act also introduced the requirement to produce an annual report. We had already produced two annual reports in advance of this requirement as we have actively encouraged transparency in parking enforcement.
- iii. The report highlights that the use of park and pay by phone continues to increase. The total numbers at the end of March 2009 was 273,611. The number of new users in 2008/09 alone was 119,055 an increase of 27% on the 2007/08 figure of 94,087. The average monthly usage in 2008/09 was 9,921, up from 7,840 in 2007/08. The scheme has proved to be popular with close to 11% of all parking payments now being received from Pay by Phone customers.
- iv. The number of calls to the free hotline service (for residents who wish to report illegal parking) has increased by 8% on 2007/08. PCNs were issued in 32% (808) of the calls responded to. We now have a team of 4 Civil Enforcement Officers (CEOs) who are equipped with scooters to enable them to reach the hot line locations much easier and quicker.
- v. The report details the progress that continues to be made in achieving the Park Mark Safer Parking Award for the Council car parks. 95% of the Council's car parks now have the Park Mark Award.
- vi. The report explains that 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 as a money making venture and to stress that the emphasis lies on traffic management and not with revenue collection. This is demonstrated by the increased 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.
- vii. The importance of training and development is highlighted in the report. In relation to the issue and cancellation of PCNs remarkably few are due to an error on the part of the CEO (only 0.78% of all PCNs). All CEOs undertake NVQ Level 2 in Parking Control. Of the 22 staff, 19 had achieved the qualification by the end of 2008/09. In addition, 21 of the 22 CEOs now are first aid qualified. Due to their front line ambassadorial role it is recognised that this is a useful qualification for them to have and 2 of the CEOs were able to utilise their first aid training to provide assistance to an unconscious and injured person prior to an ambulance

arriving. Other training including conflict management training was provided. This is particularly important for the CEOs as they are often the targets of abuse. During 2008/09 there were 13 instances of serious abusive behaviour towards them. In one case an offender was fined in the Magistrates' Court for threatening behaviour against both a CEO and several office staff.

- viii. The report provides detailed information on where penalty charge notices have been issued and which parking contraventions have occurred.
- ix. The report explains the importance that the Council places on reasonableness and proportionality when considering representations from motorists, particularly where mistakes have occurred when displaying tickets or permits. This is reflected in the low number (4) of appeals to the independent parking adjudicator.
- x. The report stresses the importance of the presence of our CEOs on the street as the main way that we try to achieve compliance with parking regulations. These officers being out on the street and being seen to be there (eyes and ears) does make a difference in keeping traffic moving and does deter problems caused by inconsiderate parking.

Consultation

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

Information / Update Provided

- 5. Compliance with parking regulations must be the objective of any parking enforcement regime. A decrease in the number of PCNs is one indicator that this is occurring and there is a clear national trend in relation to this, particularly in councils that have been operating civil parking enforcement for a number of years, that the public have realised that enforcement has substantially increased and they are no longer likely to get away with illegal parking. This is not the only factor, detailed information can be found on page 21 of the report. 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. The work of parking services contributes to the Corporate Strategy's priorities to make York a Sustainable City and Safer City. In particular, 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 2008/09 explains how the parking enforcement service is managed and provides information regarding performance.

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

All



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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 2008/09



CITY OF
YORK
COUNCIL



2008 – 09 ANNUAL PARKING SERVICES REPORT

NEIGHBOURHOOD SERVICES



CONTENTS

No	Subject	Page No.
1	Introduction	4
2	Traffic Management Act 2004	6
3	Pay by Phone	9
4	Hot Line	10
5	Obstruction and Dangerous Parking	10
6	Safer Parking Scheme	11
7	Operational Transparency	11
8	Training & Development	12
9	Performance Indicators	14
10	Key Statistical Information	16
	a) Off Street Parking Capacities	16
	b) On Street Restrictions	17
	c) Provision for Disabled Badge Holders	17
	d) Parking Permit Sales	18
	e) Penalty Charge Notices (PCNs)	19
	Differential Charges	19
	On Street PCNs	19
	Off Street PCNs	20
	Clamping & Removal	20
	Fall in the number of PCNs Issued	20
	PCN Outcome Summary	22
11	Parking Enforcement Policy	23
12	Objections & Representations	27
13	Financial Performance 2008/2009	29
	a) Parking Services Budget	29
	b) Income and Expenditure	30
	c) Distribution of Balance to Council Funds	31
	d) Residents Parking (Respark)	32

LIST OF TABLES

No.	Contents	Page No.
1	Performance Indicators	14
2	Off Street Parking Capacities	16
3	Total Lengths of Controlled On Street Restrictions	17
4	Annual Number of Permits issued by Type	18
5	PCNs Issued by On Street & Off Street	19
6	PCN Outcome Summary	22
7	PCN Correspondence Summary	28
8	Parking Budget Breakdown	29
9	Allocation of Parking Income	31
10	Residents Parking Account	32

CHARTS

No.	Contents	Page No
1	Pay by Phone Users and Payments	9
2	Parking Income	30
3	Parking Expenditure	30
4	Distribution of Net Parking Income	31

APPENDICIES

No.	Contents	Page No
A	PCNs Issued by Car Park	33
B	PCNs issued by Contravention Code	34
C	PCNs issued by Street	35
D	PCN Cancellation Reasons	49
E	Parking Contravention Codes, Observation Times & Grace Periods	51
F	PCNs Issued at Higher and Lower Level Rates	54

1. Introduction

- Our third Annual Parking Report provides an overview of the service during the financial year 2008/09 together with key service performance outcomes. We are committed to being transparent about our parking service and enforcement activity. This is our third report and it contains core statistical and financial information for the year.
- The aim of parking enforcement is to reduce unnecessary disruption and congestion caused by inconsiderate parking. 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 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
- Contrary to popular myth, the raising of revenue from the issue of penalty charge notices is not the objective of parking enforcement and no targets for issuing penalty charge notices (PCNs) are set for the enforcement team or bonus paid for the number issued. Our objective is to try to achieve 100% compliance with the restrictions. PCNs are only one of the ways to deal with parking contraventions.
- The provisions of Part 6 of the Traffic Management Act of 2004 were implemented on 31 March 2008 and resulted in significant changes to parking services including the introduction of differential parking charges based on the seriousness of a contravention.
- Services that are 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 penalty charge notice objection and representation service.

- The parking restrictions that are enforced by Parking Services are:
 - Council Car Parks - 16 (total spaces 2637 cars and 62 Coaches)
 - Resident Parking Schemes 49 (over 27,000 metres of restrictions)
 - Yellow Line waiting restrictions (over 570,000 metres of restrictions)
 - Other parking restrictions (over 5,000 metres)
 - Total of over 600,000 metres (377 miles) of restricted parking in York.
 - Over 800 different streets have parking restrictions of some description.

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

2. Traffic Management Act 2004

From 31 March 2008, the provisions of Part 6 of the Traffic Management Act 2004 (TMA) came into effect replacing the 1991 Road Traffic Act. The Government's stated aim was to strengthen the existing system of Decriminalised Parking Enforcement (DPE), which 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.

DPE was introduced across the whole of the City of York Council area on 8 October 2000. The 1991 Act transferred responsibility for most parking contraventions from the Police to the council. Some exceptions, that were retained by the Police, are dangerous parking and obstruction. The parking provisions in Part 6 of the TMA extend those parking contraventions to include additional offences, introduce the concept of differential penalty charges, allow PCNs to be issued by post in certain circumstances, and make changes to the administrative procedures involved in the processing of PCNs.

Prior to 31 March 2008 a PCN that was issued in the City of York Council area was set 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 fee. 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).

The work of parking services contributes to the Council's aim to increase the use of public and other environmentally friendly modes of transport. The implementation of the parking regulations of the TMA is designed to improve the system of civil parking enforcement. An efficient parking system will play a part in improving road safety and reducing traffic congestion and associated emissions. This, in turn, will contribute to another of the Council's aims of encouraging, empowering and promoting people to reduce the environmental impact of their activities.

The main changes introduced by the Traffic Management Act were:

- Decriminalised Parking Enforcement (DPE) became known as Civil Parking Enforcement (CPE).
- Parking Attendants were renamed as Civil Enforcement Officers (CEOs).
- The Act gave the power to CEO's to issue PCNs for double parking and parking on dropped kerbs but initially there was a requirement for signage on-street to advise motorists of the restriction. This would have proved prohibitively expensive to implement and the Government have now waived the requirement for signage. The Authority is investigating implementation of this provision.
- Parking on Pedestrian Crossings, and their zig zag approaches, became enforceable by CEOs as well as the Police.
- Different parking penalties now apply to different contraventions. The higher charge applies to waiting and loading restrictions (yellow lines) and most on-street contraventions plus parking in restricted areas off-street, including disabled bays. The lower charge applies to all other contraventions. A full list of the higher and lower parking contraventions that apply in York can be seen at Appendix F.
- Clamping of vehicles should only be used in limited circumstances such as for persistent evaders (i.e. three or more unpaid and unchallenged PCNs). This was in line with the policy already in place in York.
- Local authorities are, in three circumstances, able to issue a PCN by post, within 28 days of the contravention occurring.

The three circumstances are:

- based on the evidence from CCTV equipment which has been approved by the Secretary of State.
 - if the CEO is prevented from serving the PCN (i.e. the motorist will not let a CEO place the PCN on the vehicle or will not accept it being handed to them).
 - if the CEO did not have enough time to serve the PCN before the vehicle was driven away. This is clarified to mean that a CEO must have started to prepare the PCN – merely observing a vehicle does not count.
- In York we have issued a small number of PCNs by post where the vehicle has been driven away before a PCN could be issued.
 - Time limits were set for the processing of PCNs, objections and representations. Notice to Owners (NtO), a legal document that must

be sent to the registered keeper of the vehicle if a PCN remains outstanding after 28 days, should be sent within 56 days of the PCN being issued with an absolute legal limit of 6 months, which can only apply if there are exceptional circumstances. Any photographic evidence of the contravention should be sent with the NtO.

- Representations must be considered within 56 days of receipt and it is recommended that all decisions be provided within 21 days.
- The independent traffic adjudicators, who consider appeals from motorists, whose representations to the local authority have been rejected, are now able to refer cases back to the local authority's Chief Executive if they consider that the enforcement authority should have used its discretion to cancel the PCN. This concerns cases where there are no statutory grounds for the appeal to be allowed but the adjudicator believes that there are compelling mitigating circumstances for the council to use its discretion and cancel the charge. No cases were referred back to the Chief Executive in York during 2008/09.

The changes introduced by the TMA were significant and they required a complete upgrade to our computer system. It also meant the redesign of all stationery and uniforms. Prior to the introduction of the TMA, staff training, for both CEOs and back office staff, was vital to its success. CEOs needed to be fully aware of the new differential charges and new contraventions that they were able to enforce whilst the office team received training on the statutory response times and additional grounds for appeal. We published details of the changes in press releases, leaflets and on the council website.

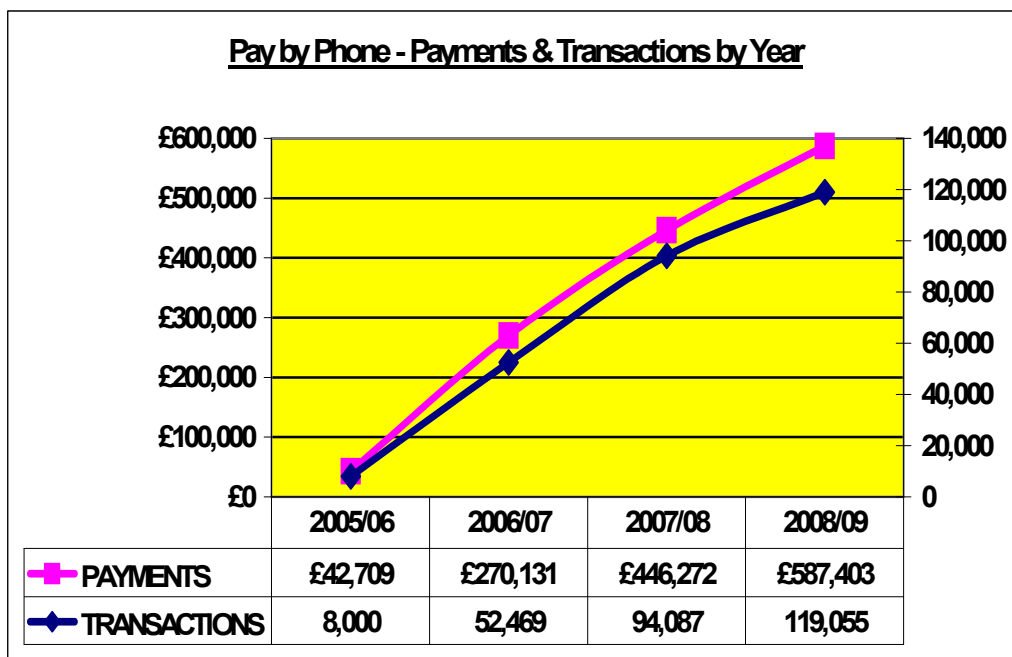
The TMA also required councils to produce an annual report to promote transparency and inform the public of the objectives of the service and the council's performance in meeting the objectives. We had already produced two annual reports in advance of the statutory requirements as we have actively encouraged transparency in parking enforcement.

3. 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 2009 was 273,611. The number of users in 2008/09 alone was 119,055 an increase of 27% on the 2007/08 figure of 94,087. The average monthly usage in 2008/09 was 9,921, up from 7,840 in 2007/08.

Chart 1 – Pay by Phone Users & Payments



In revenue terms, since the system was introduced £1,346,515 worth of parking has been paid for by mobile phone users. In 2008/09 the total payment was £587,403, which shows an increase of 32% on the 07/08 figure of £446,272.

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.

4. Hot Line

The Council's Parking Services Team operate a free hot line service for residents who wish to report illegal parking. Parking Services set up the parking hot line to enable the CEOs to respond as soon as possible to any reported parking offences 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 their 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 then contact a CEO using our radio control system and to go to the location concerned. We now have a team of four CEOs who are equipped with 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, such as 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 2008/09 was 2,507 (an increase of 8% on 07/08) and the target was achieved in 77% of calls. 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 32% (808) of calls did result in the issue of a PCN.

5. Obstruction and Dangerous Parking

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.

6. Safer Parking Scheme

The Safer Parking Scheme is an initiative of the Association of Chief Police Officers (ACPO), which was launched in 2004 with the objective of reducing crime and the fear of crime in parking facilities. The primary aim of the scheme is to prevent criminal behaviour within the parking environment. Operators of a parking facility 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 British Parking Association inspect the car park against the required criteria and only after they agree is the car park given the award. These requirements mean 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.

Further progress in achieving the award for all the Council's car parks was made during 2008/09 and the Council now has 19 car parks that have achieved the Park Mark status, which represents 95% of all the car parks.

7. 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 increased 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 to correspondence at all stages of the appeal process. 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. We aim to respond to all correspondence within 10 working days, and all representations received must be legally responded to within 56 days. Over 95% of all correspondence was responded to within 10 working days.

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

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 0.78% of all PCN's).

All Civil Enforcement Officers (CEO) undertake the NVQ Level 2 in Parking Control. Of the 22 staff, 19 had achieved the qualification by the end of 2008/09.

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. Of the 22 CEOs, 21 were first aid qualified by the end of March 2008. Two of the CEOs were able to utilise their first aid training to

provide assistance to an unconscious and injured woman prior to an ambulance arriving.

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 abuse. During 2008/09 there were 13 instances of serious abusive behaviour towards them, including three of violence being threatened and one of threats accompanied by racist abuse. In one case an offender was fined in the magistrates court for threatening behaviour against both a CEO and several office staff.

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

9. Performance Indicators

Parking Services performance is measured against several indicators. The indicators and the actual performance during 2008/09 are shown below. For comparison the figures for 2006/07 & 2007/08 are also provided.

Table 1 – Performance Indicators

Performance Indicator	Target	Actual 06/07	Actual 07/08	Actual 08/09
Challenges responded to within 10 working days	95%	87%	95.52%	99%
Telephone Calls answered within 20 seconds	95%	Not Available	95.10%	96.70%
New Resident permits issued within 5 working days	95%	97.14%	98.71%	95%
PCNs that resulted in an appeal to the Traffic Penalty Tribunal.	1%	0.029%	0.051%	0.023%
Response to hotline calls which results in a PCN being issued (within a 45 minutes).	100%	89.6%	78%	77%
Patrols				
Residents Parking areas	3 per week per street	3.6	4.64	5.04
Prohibited waiting (Inner York- within 1 mile of Centre)	3 per week per street	3.1	4.64	6.58
Prohibited waiting (Outer York – remainder of City)	2 per week per street	1.8	3.07	3.87
Loading bans	6 per week per street	6.2	5.95	6.54
On Street Specific Marked Bays e.g. Disabled, Taxi, Police, & Bus Stop Clearways	4 per week per bay	4.3	5.41	5.93
School No Stopping Areas	2 Schools per week during term time.	2.4	1.91	1.90
Limited waiting On Street	2 per week per street	1.9	4.25	4.40
Clearways	1 per week per street	1.0	2.95	4.20
On Street Pay and Display	5 per week per street	5.4	6.28	7.07
Off Street Car Parks	7 per week per car park	7.2	6.1	7.21

More emphasis has been placed in the last two years on patrolling in resident parking areas and in prohibited parking places. In both these areas the number of patrols has increased. 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. Key Statistical Information

a) Off street Parking Capacities

Table 2 below gives the number of spaces by car parks operated by the council in the city centre in 2007/08 and 2008/09.

Table 2 – Off Street Parking Capacities

Car park	Number of spaces	
	2007/08	2008/09
Bootham Row	100	100
Castle	318	318
Castle Mills	73	73
Esplanade	75	75
Foss Bank	316	316
Haymarket	102	102
Kent Street	0	0
Kent Street Coach Park	27	0
Marygate	352	352
Monk Bar	243	243
Nunnery Lane	193	193
Peel Street	77	77
Piccadilly	287	287
Shambles	269	0
St George's Field	410	276
St George's Coach Park	0	27
St Leonard's Place	23	23
Union Terrace	145	145
Union Terrace Coach Park	35	35
TOTALS	3045	2642

- Kent Street Car Park was sold in March 2007 to a private sector company (Q Park). The Shambles Car Park has been owned and managed by Q Park since April 2008.
- St Leonard's Car Park is only available to the public after 6pm on Monday to Friday and on weekends and bank holidays.
- Changes were made to St George's Field Car Park in September 2008 in order to allow coaches to use part of the car park. This was necessary due to the closure of Kent Street Coach Park. To accommodate the 27 spaces for coaches that Kent Street provided, an area of the car park was designated for coaches. This resulted in the loss of 134 motor car spaces.

b) On Street restrictions

Table 3 gives the total length, in metres, of controlled on street restrictions in 2007/08.

Table 3– Total Lengths of Controlled On-Street Restrictions

	08/09 (Metres)
Respark Parking Schemes (49 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.

c) Provision for Disabled Badge Holders

Disabled badge holders may park free of charge in all of the off-street car parks. There are disabled badge holder only bays in thirteen of the car parks.

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 disabled badge holder only bays in Tower Street and in Library Square.

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

d) Parking Permits Sales

Table 4 gives the number and type of permits issued during the last 3 financial years.

Table 4 - Annual No of Permits Issued by Type

Resident Parking Scheme Permits	06/07	07/08	08/09
Household Permit	5,035	4,956	4,789
Visitor Permits	194,000	201,000	169,905
Household (Low Emission Vehicles)	22	55	63
Second Vehicle Permits	610	698	690
Third Vehicle Permits	21	12	11
Business Permit	85	69	71
Guest House Permit	244	181	152
Commercial Permit	3	10	11
House of Multiple Occupancy Permit	54	74	31
House of Multiple Occupancy Permit (Low Emission Vehicles)	0	1	1
Property Permit	9	6	11
Landlord Permit	5	7	7
Community Permits	352	513	578
Community Permits (Low Emission Vehicles)	0	1	5
Carers and Disabled Resident Permits	121	104	98
Car Park Permits			
Frequent User Pass	160	101	37
Frequent User Pass (Low Emission Vehicles)	4	5	1
Resident Contract Permits	166	270	340
Season Tickets	432	393	473
Season Tickets (Low Emission Vehicles)	26	40	25
Resident Discount Badges	1,464	6,016	4,556

Throughout the year there is always a turnover of households in Resident Parking Scheme Streets(Respark) and not all new residents will own vehicles. However, to ensure that the Respark Scheme is not being abused one of the actions planned for 2009/2010 are targeted out of hours late night patrols in Respark areas.

e) Penalty Charge Notices (PCNs)

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 5 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 5 – PCNs Issued – On Street & Off Street

	2006/07	%	2007/08	%	2008/09	%
On-Street						
Yellow Lines	6,725	29	6,668	31	5,272	32
Resident Parking	4,655	20	5,267	25	3,847	23
Pay & Display Bays	2,120	9	1,435	7	1,071	6
Other On-Street	1,504	6	1,070	5	922	5
Sub Total On-Street	15,004	64	14,440	68	11,112	66
Off-Street Car Parks	8,414	36	6,816	32	5,605	34
Total	23,418		21,256		16,717	

Differential Charges

2008/09 was the first year of differential parking charges. The number of PCNs issued at the higher rate of £70 was 9,443 and the number at the lower rate of £50 was 7,274. Further details of the number of PCNs issued for each higher and lower contravention are shown at Appendix F.

On Street PCNs

A total of 11,112 PCNs were issued on-street during 2008/09. This is lower than in 2007/08 when 14,440 were issued and lower than the total of 15,004 for 2005/06. The highest number of PCNs were issued in North Street 416, Piccadilly 294 and Walmgate 255.

32% (31% in 07/08) of the contraventions in 2008/09 were for parking where waiting or loading restrictions are in place (yellow lines) with 23% (25% in 07/08) being for parking in the resident parking zones without a valid permit and 6% (7% in 07/08) for contravention of the on-street pay and display restrictions.

Appendix C gives a street by street breakdown of the PCNs issued in each of the three years and Appendix B provides the reasons for the issue of all on-street penalty charge notices.

Off Street PCNs

A total of 5,605 PCNs were issued within the council car parks in 2008/09. This is down on 2007/08 when 6,816 were issued and also on 2006/07 with a total of 8,414. In all three years the highest volume of PCNs were issued for parking contraventions in Castle Car Park. As can be expected, 87% of the PCN's issued in car parks were for either parking without payment or because the parking time purchased had expired.

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

Clamping and Removal

The Council has a policy of using the clamping and removing 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 removal of 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 was only seven in 2008/09 and the number removed was just five.

Fall in the number of PCNs issued

Table 5 shows a fall in the number of PCNs that have been issued over the last three years. The total number has fallen by over 27% from 23,418 in 2006/07 to 16,717 in 2008/09.

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 civil parking enforcement has been a success in York. Over time we would expect to be able to establish the norm for York.

The fall in the number of PCNs issued in York reflects a clear national trend, particularly in councils that have been operating civil parking enforcement 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 illegal parking.

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 82% from 468 in 2006/07 to only 82 in 2008/09.
- 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 2,427 in 2008/09. This can be compared to a fall in the issue of all PCNs of only 40%. The proportion of PCNs issued for expired payments has reduced from 20% of all PCNs issued in 05/06 to 14% in 08/09. 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. 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.

PCN Outcome summary

Table 6 shows the outcome of PCNs issued over the last three financial years:

Table 6 – PCN Outcome Summary

	2006/07	%	2007/08	%	2008/09	%
No of PCN's issued	23,418		21,256		16,717	
No. of PCN's Paid	16,635	71	15,727	74	12,259	73
No paid at discount rate	13,474	58	12,232	58	9,724	58
No paid at other rates	3,161	13	3,495	16	2,535	15
No. still being pursued	0		240	1	891	5
No. passed to Bailiffs (Warrants Issued)	1,207	5	1,770	8	1,303	8
No of PCN's cancelled	5,815	25	4,330	20	3,302	20
First offences*	2,780	12	2,215	10	1,703	10
Other Reasons	3,035	13	2,115	10	1,599	10
No written off	991	4	992	5	286	2

*'First Offences' in the table refer to those PCNs that have been issued because a resident permit, pay and display ticket 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 PCN's 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 for a detailed breakdown of cancellations in 2008/09), 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.

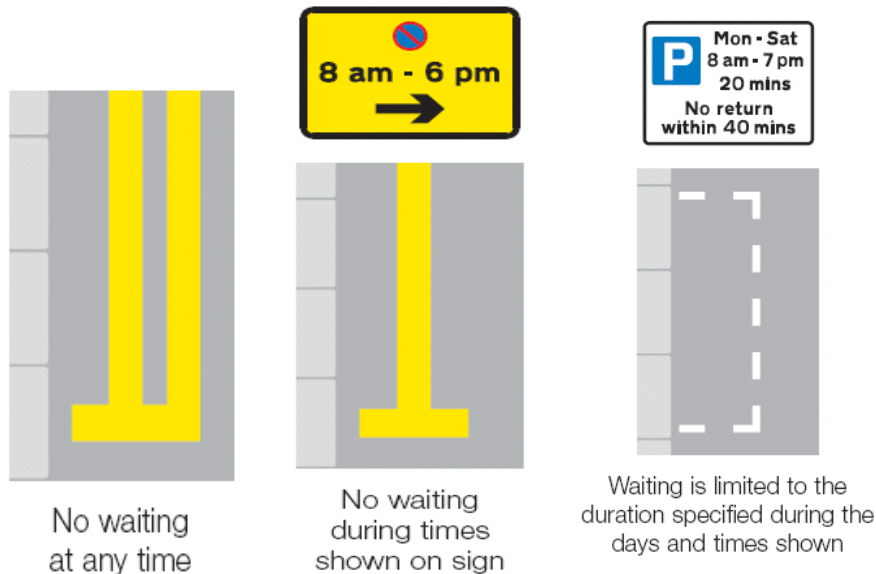
11. Parking Enforcement Policy

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 produce 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. CEO 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 the Traffic Adjudicator (in law a 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.

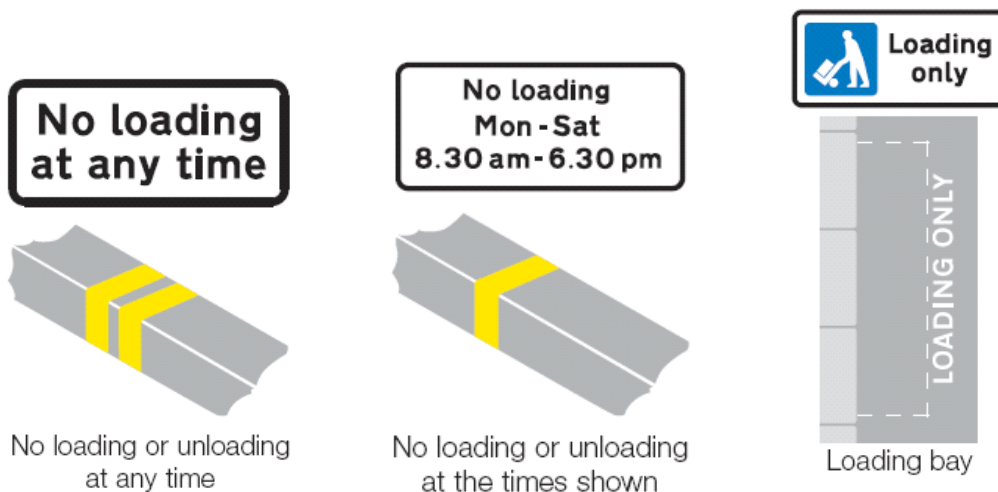
Adjacent - the vehicle must be parked adjacent to where the loading activity is occurring. If the vehicle were parked in another street or more than 50 metres away, it would be difficult to argue that it was adjacent. The vehicle does not have to be a goods vehicle, but it must be necessary for the activity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

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.

12. Objections and Representations

An objection is an informal challenge to the council about the issue of a PCN. A representation is a formal challenge, in accordance with the Traffic Management Act 2004, to the issue of a PCN, which is received following the issue of a Notice to Owner (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.

Only when a representation is rejected 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 2008/09 the Council dealt with a total of 4,551 objections and 1,210 representations. A representation sometimes results from the rejection of an initial objection but this is not always the case. This meant that over 30% of all PCN's issued resulted in some form of a challenge against issue.

Of the 1,210 representations only four reached the point of an appeal case before an Adjudicator of the Traffic Penalty Tribunal, which is only 0.02% of the number of PCN's issued. The national average is 0.29%. All four appeals were allowed by the adjudicator. 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 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.

If a PCN remains unpaid after the processing procedure is exhausted, or the vehicle owner has ignored it, the council 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.

After the 21 days expires, if payment has not been received, the council 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 the council can send an 'Order for Recovery' to the vehicle owner.

If the outstanding amount has not been paid after 21 days, from the service of the Order for Recovery, the council can request authority from the TEC to use a certificated bailiff to recover the outstanding penalty charge. This is done by the council 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.

Table 7 summarises the number of documents that were issued and received by the Parking Services team during 2007/08.

Table 7 – PCN Correspondence Summary

	07/08	% of PCN's Issued	08/09	% of PCN's Issued
PCN's Issued	21,256		16,717	
Objections Received	5,388	25.35	4,551	27.22
Objections Accepted	2,685	12.63	2,290	13.70
Objections Rejected	2,123	9.99	1,770	10.59
NtO's Issued	5,744	27.02	4,248	25.41
NtO's Paid	1,536	7.23	1,021	6.11
Representations Received	1,779	8.37	1,210	7.24
Representations Accepted	1,541	7.25	979	5.86
Representations Rejected	238	1.12	231	1.38
Appeals to Traffic Penalty Tribunal	11	0.05	4	0.02
Appeals Allowed by Adjudicator	6	0.03	4	0.02
Charge Certificates Issued	2,612	12.29	2,010	12.02
Charge Certificates Paid	340	1.60	248	1.48
Order for Recovery Issued	2,176	10.24	1,577	9.43
Order for Recovery Paid	238	1.12	176	1.05
Warrants Passed to Bailiffs	1,770	8.33	1,303	7.79
Warrants Paid	390	1.83	193	1.15

13. Financial Performance 2008/09

a) Parking Services budget

Table 8 below gives a breakdown of the Parking Budget and year end outturn.

Table 8 – Parking Budget Breakdown

INCOME (Gross)	Budget £k	Outturn £k
	£	£
Residents Parking	-569	-596.57
Short Stay Car Parks	-2,091.89	-2,028.4
Standard Stay Car Parks	-3,305.28	-3,292.1
Coach Parks	-41.6	-50.1
Penalty Charges	-581.74	-520.02
On Street	-440.5	-467.67
Season Tickets & Passes	-113.2	-124.14
Other Services	-15.17	-20.15
Total	-7,158.38	-7,099.15
EXPENDITURE (Gross)		
Enforcement	814.3	741.3
Administration	717.72	691.58
Security	295	264.17
Car Park Expenditure	2,328.86	2,334.1
Respark Printing	13	14.16
	4,168.88	4,045.31
Respark New Schemes	19.19	1.07
Total	4,188.07	4,046.38
Balance to council fund	-2,970.31	-3,052.77

b) Income & Expenditure

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

Chart 2 – Parking Income

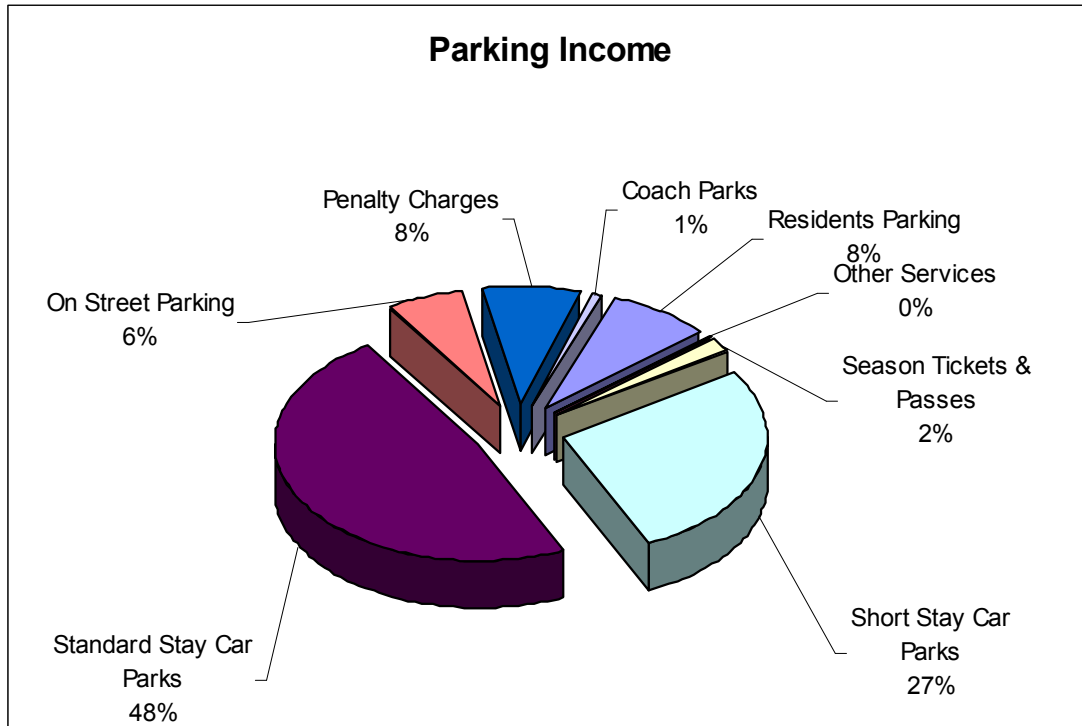
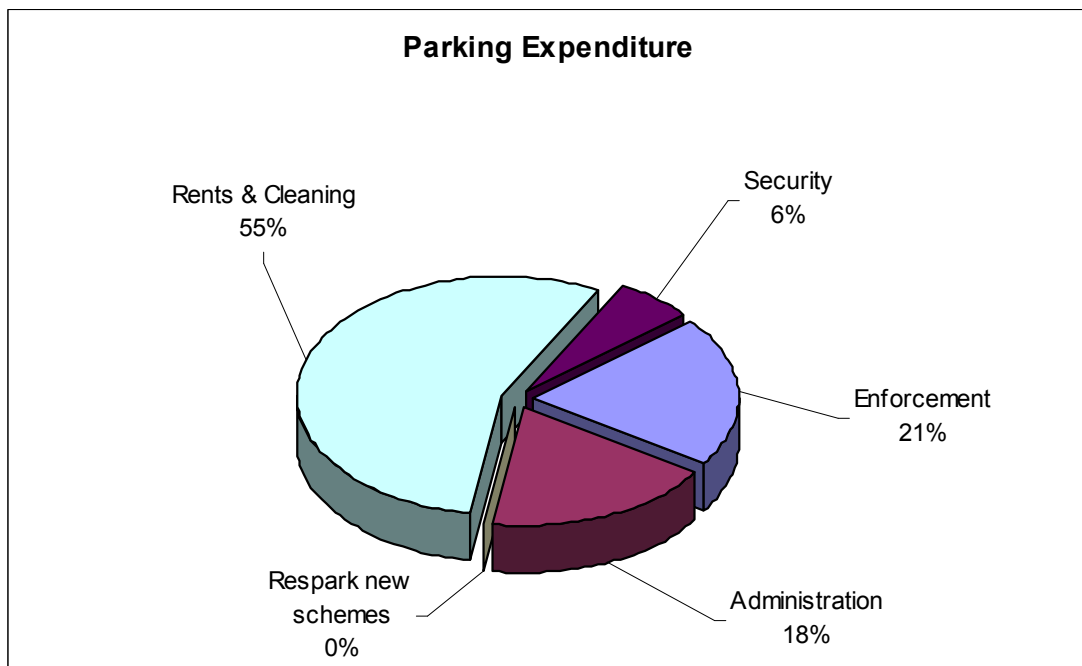


Chart 3 – Parking Expenditure



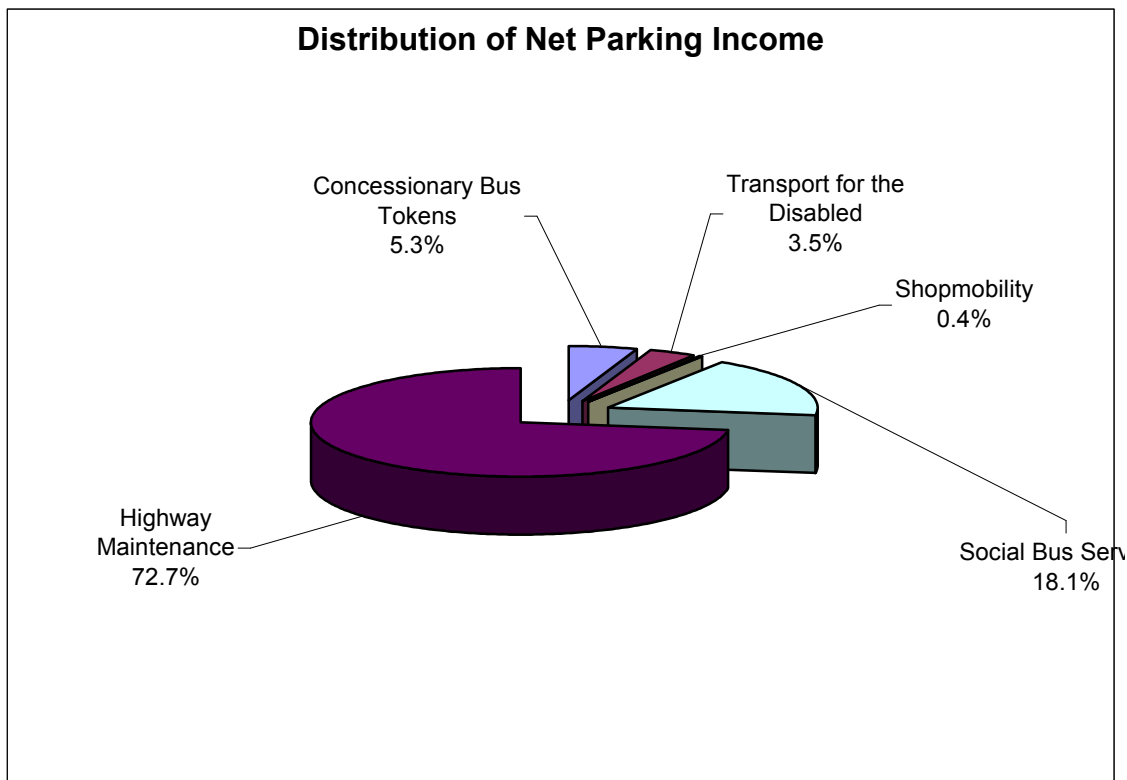
c) Distribution of balance to council fund

The balance to the council fund (of £3,743,755) was £82,461 (or 2.78%) higher 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 6%. Table 9 and Chart 4 below show how this surplus was used in 2007/08.

Table 9 – Allocation of Parking Income

	£k
Concessionary Bus Tokens	160.86
Transport for the Disabled	106.61
Shopmobility	13.2
Social Bus Services	552.55
Highway Maintenance	2,219.55
TOTAL	3,052.77

Chart 4 – 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 10 below gives the Income and Expenditure on the Respark account.

Table 10 – Residents' Parking Account

	2008/09
	£k
Income	
Permits	596
Expenditure	
Permits Admin	355
Enforcement	198
Balance	-43

APPENDIX A

PCNs Issued by Car Park

	2006 - 07	2007- 08	2008-09	TOTALS
CASTLE CAR PARK	2,892	2,178	1,817	6,887
PICCADILLY CAR PARK	677	633	558	1,868
UNION TERRACE CAR PARK	824	523	418	1,765
BOOTHAM ROW CAR PARK	643	655	460	1,758
NUNNERY LANE CAR PARK	636	579	470	1,685
MARYGATE CAR PARK	448	486	343	1,277
MONK BAR CAR PARK	563	356	321	1,240
ST LEONARDS PLACE CAR PARK	290	246	249	785
ST GEORGES FIELD CAR PARK	275	218	136	629
ESPLANADE CAR PARK	221	161	113	495
FOSS BANK CAR PARK	184	139	101	424
PEEL STREET CAR PARK	145	154	113	412
CASTLE MILLS CAR PARK	50	147	147	344
BISHOPTHORPE ROAD CAR PARK	115	120	98	333
HAYMARKET CAR PARK	136	103	59	298
UNION TERRACE COACH PARK	89	60	44	193
RAWCLIFFE PARK & RIDE	43	14	21	78
ST GEORGES FIELD COACH PARK	0	0	74	74
ASKHAM BAR PARK & RIDE	19	16	28	63
KENT STREET CAR PARK	60	0	0	60
GRIMSTON PARK & RIDE	39	3	9	51
ROWNTREE CAR PARK	29	10	7	46
MONKS CROSS PARK & RIDE	9	5	15	29
KENT STREET COACH PARK	21	4	1	26
EAST PARADE CAR PARK	6	6	3	15
TOTALS	8,414	6,816	5,605	20,835

PCNs Issued by Contravention Code 2006-07 to 2008-09

	2006/07	%	2007/08	%	2008/09	%
All Contraventions	23,418		21,256		16,717	
On Street	15,004	64	14,440	68	11,112	66
Yellow Lines & Clearways						
01 Parked where waiting restrictions apply	6,156		5,912		4,816	
02 Parked where loading restrictions apply	509		711		327	
46 Parked on a Clearway	60		45		129	
	6,725	29	6,668	31	5,272	32
On Street Pay&Display						
05 Pay and Display Ticket Expired	824		631		468	
06 No valid ticket displayed	1,295		803		599	
07 Meter Feeding	1		1		4	
	2,120	9	1,435	7	1,071	6
Residents Parking						
12 No Valid Permit Displayed	4,523		4,740		2,901	
16 Parked in a Reserved Bay	33		39		54	
19 No Permit or P&D Ticket Displayed	99		488		892	
	4,655	20	5,267	25	3,847	23
Other On -Street Contraventions						
20 Parked in a Loading gap	0		0		0	
21 Parked where parking is suspended	740		309		273	
22 Returned within 1 hour of leaving	0		5		1	
23 Parked in Wrong Area	48		32		32	
24 Parked Out of Bay	12		1		2	
25 Parked in a Loading Bay	1		9		1	
30 Exceeding Maximum Stay	261		355		267	
40 Parked in a Disabled Bay	176		153		123	
42 Parked in a Police Bay	42		58		47	
45 Parked on a Taxi rank	173		128		135	
47 Parked on a Bus stop	38		12		18	
48 Parked Outside a school on zig-zags	12		7		7	
49 Parked on a Cycle Track	0		0		1	
61 Commercial vehicle parked on a footpath	1		1		1	
99 Stopped on a Pedestrian Crossing or Crossing Area	0		0		14	
	1,504	6	1,070	5	922	5
Off Street (Car Parks)						
73 Parked without payment	3,003		2,972		2,425	
80 Exceeding Maximum stay	0		1		1	
81 Parked In a Restricted Area	11		10		11	
82 Paid for Time Expired	4,150		3,089		2,427	
83 No Valid Ticket	0		0		14	
84 Meter Feeding	1		0		3	
85 Parked in a Permit Bay	178		233		209	
86 Parked Out of Bay	468		119		82	
87 Parked in a Disabled Bay	291		170		166	
89 Vehicle Exceeds Maximum Weight, Height or Length	0		0		2	
90 Returned within 1 hour of leaving car park	0		0		1	
91 Parked in wrong area for the class of vehicle	197		181		166	
92 Parked causing an obstruction	4		6		10	
93 Parked in a car park when closed	82		13		30	
94 Two Pay & Display Tickets Required	0		0		1	
95 Parked in a car park for a purpose not allowed	29		22		56	
96 Parked with engine running where prohibited	0		0		1	
Total Off-Street	8,414	36	6,816	32	5,605	34

APPENDIX C

PCNs Issued in Streets

	2006 - 07	2007 - 08	2008- 09
ABBEY STREET	5	10	28
ABBOT STREET	26	9	6
ABBOTSFORD ROAD	2	0	0
ABELTON GROVE - HAXBY	0	0	1
ACOMB HEALTH SERVICE RD	0	0	1
ACOMB RD/POPPLETON RD LINK	0	1	0
ACOMB ROAD	13	8	9
ADELAIDE STREET	0	1	1
AGAR STREET	18	24	37
ALBANY STREET	0	3	1
ALBEMARLE ROAD	16	59	30
ALBERT ST/AVON HOUSE SERVICE RD	1	3	1
ALBERT STREET	35	23	8
ALBION STREET	7	3	17
ALCELINA COURT	1	2	3
ALDRETH GROVE	6	5	9
ALDWARK	17	14	3
ALEXANDER AVE	0	3	0
ALEXANDER COURT	0	0	3
ALGARTH RD-HEWORTH WITHOUT	0	0	1
ALLAN STREET	0	0	1
ALMA GROVE	0	0	1
ALMA TERRACE	12	8	16
ALMERY TERRACE	2	4	0
ALNE TERRACE	2	1	4
AMBER STREET	27	25	16
AMBERLEY STREET	3	3	4
AMBROSE STREET	11	11	11
ANCRESS WALK	9	7	10
ANCROFT CLOSE	8	3	0
ANNE STREET	7	10	6
APOLLO COURT	3	0	8
APOLLO STREET	4	2	3
APPLECROFT RD-HEWORTH WITHOUT	0	0	1
ARGYLE STREET	4	5	1
ARRAN PLACE	0	0	3
ARTHUR STREET	1	2	4
ASH STREET	1	0	4
ASHVILLE STREET	2	3	0
AVENUE ROAD	18	3	9
AVENUE TERRACE	25	15	16
BACK SWINEGATE	114	112	42
BACKHOUSE STREET	5	18	6
BAILE HILL TERRACE	7	8	9
BAKER STREET	4	4	14

	2006 - 07	2007 - 08	2008- 09
BALFOUR STREET	1	1	1
BALMORAL TERRACE	3	3	2
BAR LANE	29	23	28
BARBERA GROVE	1	0	1
BARBICAN ROAD	1	1	0
BARLOW STREET	4	0	2
BARTLE GARTH	6	3	6
BEACONSFIELD STREET	21	9	22
BECKFIELD LANE	0	0	1
BEDERN	10	11	3
BEECH AVENUE	1	1	1
BEECH GROVE	11	6	4
BEECH GROVE-POPPLETON	0	1	1
BELGRAVE STREET	14	16	11
BELLE VUE STREET	6	5	1
BELLE VUE TERRACE	1	1	0
BERKELEY TERRACE	10	11	2
BEWLAY STREET	18	15	0
BISHOPHILL JUNIOR	6	10	6
BISHOPHILL SENIOR	70	61	33
BISHOPTHORPE ROAD	25	34	31
BISMARCK STREET	4	1	0
BLAKE STREET	217	221	152
BLOSSOM STREET	23	32	27
BLUE BRIDGE LANE	6	5	4
BOOTHAM	13	26	12
BOOTHAM CRESCENT	48	55	36
BOOTHAM ROW	2	3	3
BOOTHAM SQUARE	1	20	10
BOOTHAM TERRACE	41	33	22
BOROUGHBRIDGE ROAD	6	1	3
BOWLING GREEN LANE	13	10	3
BRIDGE LANE	1	0	1
BRIDGE STREET	2	8	4
BRIGGS STREET	33	18	16
BRIGHT STREET	1	3	3
BRINKWORTH TERRACE	11	34	10
BROADWAY	2	0	2
BROMLEY STREET	1	2	0
BROOK STREET	6	9	16
BROWNLOW STREET	54	51	43
BRUNSWICK STREET	8	9	2
BUCKINGHAM STREET	76	71	50
BULL LANE (OFF LAWRENCE ST)	0	0	1
BURTON COURT	0	0	8
BURTON CROFT	0	0	1
BURTON GREEN	2	0	0
BURTON STONE LANE	5	1	12
BUTCHER TERRACE	2	6	6
CAMBRIDGE STREET	14	49	22
CAMERON GROVE	1	5	2

	2006 - 07	2007 - 08	2008- 09
CAMPLESHON ROAD	0	0	1
CAREY STREET	5	12	18
CARL STREET	0	2	0
CARLETON STREET	13	1	18
CARLETON STREET/CARLISLE STREET LINK RD	1	0	0
CARLISLE STREET	0	0	3
CARMELITE STREET	90	120	51
CARNOT STREET	5	5	6
CARR LANE	19	23	8
CARRINGTON AVENUE	0	2	4
CASTLEGATE	151	188	110
CECILIA PLACE	8	4	9
CEMETERY ROAD	15	12	20
CENTURION WAY	0	1	1
CHALONERS ROAD	2	8	2
CHAPEL ROW	6	25	9
CHARLTON STREET	14	10	21
CHATSWORTH TERRACE	5	5	3
CHAUCER STREET	4	1	0
CHERRY HILL LANE	0	1	0
CHERRY STREET	1	9	1
CHESSINGHAM GARDENS	0	0	2
CHESTNUT AVENUE	0	1	1
CHURCH LANE	17	4	1
CHURCH STREET	38	23	17
CINDER LANE	0	1	6
CLAREMONT TERRACE	47	41	26
CLARENCE STREET	3	2	3
CLARENDONS COURT	0	1	0
CLEMENT STREET	7	5	0
CLEMENTHORPE	20	20	10
CLEVELAND STREET	1	1	4
CLIFFORD STREET	13	18	15
CLIFTON	67	17	7
CLIFTON DALE	0	1	0
CLIFTON GREEN	1	7	14
CLOISTER WALK	14	8	4
COLE STREET	3	7	2
COLENZO STREET	8	14	7
COLLEGE STREET	51	29	20
COLLIERGATE	58	39	27
COLLINGWOOD AVENUE	0	0	2
COMMON LANE - HESLINGTON	0	0	1
COMPTON STREET	8	11	4
CONEY STREET	81	72	33
COPPERGATE	6	13	5
CORNLANDS RD	8	2	7
COUNT DE BURGH TERRACE	3	1	1
CROMER STREET	0	13	10
CROMWELL ROAD	70	76	48
CROSS STREET	9	5	2

	2006 - 07	2007 - 08	2008- 09
CUMBERLAND ST	96	108	93
CURZON TERRACE	1	6	3
CUSTANCE WALK	13	4	16
CYCLE STREET	2	0	0
CYGNET STREET	8	3	6
DALE STREET	25	31	16
DALES LANE	5	10	2
DALGUISE GROVE	3	0	2
DALTON TERRACE	5	10	2
DARNBOROUGH STREET	5	14	12
DAVYGATE	280	167	145
DAYSFOOT COURT	2	5	7
DE GREY STREET	15	0	0
DE GREY TERRACE	9	0	0
DEANGATE	109	136	89
DEL PYKE	21	16	17
DENNIS STREET	49	34	23
DENNIS STREET/ST DENYS ROAD LINK ROAD	1	2	4
DENNISON STREET	15	16	10
DENNISON STREET/GLADSTONE STREET LINK ROAD	1	0	3
DEWSBURY TERRACE	26	24	20
DIAMOND STREET	19	29	30
DIXONS YARD	50	58	26
DODGSON TERRACE	4	0	5
DODSWORTH AVENUE	0	0	1
DOVE STREET	14	16	2
DRAKE STREET	8	9	1
DRIFFIELD TERRACE	40	38	14
DUDLEY STREET	16	16	12
DUNCOMBE PLACE	281	299	218
DUNDAS STREET	77	37	15
EARLE STREET	5	25	9
EASON VIEW	1	6	5
EAST MOUNT ROAD	50	103	45
EAST PARADE	18	14	10
EASTWARD AVENUE-FULFORD	1	0	0
EBOR STREET	19	20	20
ELDON STREET	105	63	65
ELDON TERRACE	22	40	13
ELIOT COURT-FULFORD	0	0	1
ELVINGTON TERRACE	3	1	0
EMERALD STREET	16	19	12
EMMERSON STREET	5	7	10
ENDFIELDS ROAD	0	0	1
ENFIELD CRESCENT	7	8	2
ESCRICK STREET	4	6	5
EXHIBITION SQUARE	6	3	0
FABER STREET	28	15	12
FAIRFAX CLOSE	0	0	3
FAIRFAX STREET	40	42	21
FALCONER STREET	4	8	11

	2006 - 07	2007 - 08	2008- 09
FALKLAND STREET	6	3	8
FALSGRAVE CRESCENT	4	0	1
FARNDALE STREET	1	3	3
FARRAR STREET	5	1	5
FAWCETT STREET	12	16	29
FEASEGATE	13	8	2
FENWICK STREET	8	12	15
FERN STREET	3	9	4
FETTER LANE	135	169	102
FEVERSHAM CRESCENT	26	35	38
FEWSTER WAY	2	4	9
FIELD LANE-HESLINGTON	0	12	13
FIELD VIEW	0	0	4
FIFTH AVENUE	2	0	4
FILEY TERRACE	5	10	9
FINKLE STREET	1	0	0
FINSBURY STREET	9	0	0
FIRST AVENUE	3	2	1
FISHERGATE	53	59	40
FLEMING AVE	0	1	0
FOREST COURT-STRENSALL	0	2	0
FOSS BANK	0	2	3
FOSS ISLANDS ROAD	27	28	39
FOSSGATE	292	234	171
FOSSWAY	1	0	0
FOUNTAYNE STREET	64	37	34
FRANCES STREET	4	6	9
FREDERIC STREET	11	23	11
FRONT STREET	115	98	107
FULFORD CROSS	1	0	0
FULFORD ROAD	7	13	22
GALE LANE	0	4	7
GARDEN PLACE	39	179	32
GARDEN STREET	63	50	53
GARDEN STREET SERVICE RD	1	2	1
GARFIELD TERRACE	2	3	0
GARLAND STREET	1	0	2
GARTH TERRACE	1	1	4
GEORGE COURT	2	3	8
GEORGE HUDSON STREET	0	1	1
GEORGE STREET	76	85	82
GILLAMOOR AVENUE	1	1	1
GILLYGATE	11	21	2
GLADSTONE STREET-ACOMB	6	4	4
GLADSTONE STREET-HUNTINGTON ROAD	6	4	1
GLEN AVENUE	10	11	10
GLEN ROAD	21	36	20
GLENCOE STREET	0	1	4
GOODRAMGATE	256	240	177
GORDON STREET	5	3	6
GRANARY COURT	15	18	8

	2006 - 07	2007 - 08	2008- 09
GRANGE GARTH	4	3	9
GRANGE STREET	8	3	11
GRANVILLE TERRACE	5	2	5
GRAPE LANE	3	6	5
GRAY STREET	10	8	8
GREEN DYKES LANE	29	63	48
GREEN LANE-ACOMB	5	0	3
GREENCLIFFE DRIVE	6	10	11
GREENFIELDS	2	0	2
GROSVENOR ROAD	44	16	44
GROSVENOR TERRACE	47	36	72
GROVE VIEW	3	1	0
GROVES LANE	2	4	7
HALEY'S TERRACE	10	3	4
HAMBLETON AVENUE-OSBALDWICK	1	0	0
HAMBLETON TERRACE	62	50	40
HAMILTON DRIVE	0	1	0
HAMILTON DRIVE EAST	0	0	2
HAMPDEN STREET	26	45	16
HANOVER STREET EAST	2	3	1
HANOVER STREET WEST	1	1	3
HANSOM PLACE	6	0	2
HARCOURT STREET	5	21	9
HARTOFT STREET	5	3	0
HAUGHTON ROAD	0	3	2
HAWTHORN GROVE	4	2	4
HAWTHORN STREET	7	23	16
HAXBY MOOR ROAD-STRENSALL	0	0	1
HAXBY ROAD	30	23	33
HAXBY ROAD/HAMBLETON TERRACE	2	3	2
HAZEL COURT	0	0	1
HERBERT STREET	1	2	1
HESLINGTON - LOW LANE	0	0	4
HESLINGTON LANE-FULFORD	3	3	4
HESLINGTON ROAD	9	8	5
HETHERTON STREET	1	0	0
HEWORTH GREEN	15	10	8
HEWORTH HALL DRIVE	1	1	0
HEWORTH PLACE	2	3	3
HEWORTH ROAD	5	2	7
HEWORTH VILLAGE	54	26	51
HIGH OUSEGATE	29	38	8
HIGH PETERGATE	173	187	78
HIGH PETERGATE/PRECENTOR'S COURT ACCESS RD	1	0	0
HIGHCLIFFE COURT	3	1	2
HILL STREET	0	2	2
HOB MOOR TERRACE	0	3	0
HOBGATE	0	0	1
HOLGATE BRIDGE GARDENS	1	1	1
HOLGATE PARK DRIVE	4	8	4
HOLGATE ROAD	11	19	26

	2006 - 07	2007 - 08	2008- 09
HOLLY BANK ROAD	0	0	1
HOPE STREET	17	14	17
HOPE STREET CUL DE SAC	3	9	7
HORNER STREET	0	4	6
HORSMAN AVENUE	8	7	3
HOSPITAL FIELDS ROAD	7	10	16
HOWARD STREET	17	12	6
HOWE HILL CLOSE	2	0	0
HOWE HILL ROAD	0	6	1
HOWE STREET	4	1	2
HUBY COURT	0	0	1
HUDSON STREET	4	0	5
HULL ROAD	3	3	1
HUNGATE (OFF ST SAVIOURGATE)	42	49	8
HUNGATE (OFF THE STONEBOW)	56	2	9
HUNT COURT	3	0	0
HUNTINGTON MEWS	0	7	2
HUNTINGTON ROAD	82	63	51
HYRST GROVE	0	0	1
INMAN TERRACE	7	0	5
INNOVATION CLOSE-HESLINGTON	2	2	22
INNOVATION WAY-HESLINGTON	35	41	32
INTAKE AVENUE	0	4	1
JACKSON STREET	15	5	6
JAMES STREET	7	0	0
JAMIESON TERRACE	4	0	2
JEWBURY	3	0	0
JOCKEY LANE-HUNTINGTON	1	0	0
JOHN STREET	0	3	1
JUBILEE TERRACE	7	0	17
JULIA AVENUE-HUNTINGTON	0	2	9
KATHRYN AVENUE-HUNTINGTON	9	0	0
KENSINGTON STREET	0	0	4
KILBURN ROAD	2	0	0
KING STREET	196	166	146
KING'S SQUARE	28	29	13
KING'S STAITH	50	21	20
KINGS STAITH UPPER	81	95	74
KITCHENER STREET	3	4	1
KNAVESMIRE CRESCENT	6	8	2
KNAVESMIRE ROAD	0	1	0
KYME STREET	22	18	9
LABURNUM GARTH	0	1	0
LADY PECKETT'S YARD	0	1	4
LAMEL STREET	2	3	0
LANG AVENUE	0	1	0
LANSDOWNE TERRACE	17	18	25
LAVENDER GROVE	5	1	1
LAWRENCE STREET	23	19	39
LAYERTHORPE	5	4	10
LEAD MILL LANE	157	111	70

	2006 - 07	2007 - 08	2008- 09
LEAKE STREET	6	0	5
LEEMAN RD ACCESS RD TO CAR PARK	0	0	3
LEEMAN ROAD	1	8	2
LENDAL	119	137	96
LENDAL HILL	9	10	1
LEVISHAM STREET	1	0	1
LIBRARY SQUARE	100	103	90
LINCOLN STREET	3	0	2
LINDLEY STREET	6	9	18
LINDSEY AVENUE	0	1	0
LINTON STREET	1	1	2
LITTLE HALLFIELD ROAD	0	3	1
LITTLE STONEGATE	54	46	18
LOCKWOOD STREET	27	16	22
LONG CLOSE LANE	15	23	9
LONGFIELD TERRACE	10	3	1
LORD MAYORS WALK	224	184	94
LORNE STREET	0	1	1
LOVELL STREET	1	2	1
LOW OUSEGATE	13	13	4
LOW PETERGATE	46	40	20
LOW POPPLETON LANE	7	0	0
LOWER DARNBOROUGH STREET	6	17	24
LOWER EBOR STREET	7	14	4
LOWER FRIARGATE	122	108	80
LOWER PRIORY STREET	65	44	29
LOWTHER COURT	0	1	0
LOWTHER STREET	74	80	38
LOWTHER STREET - SERVICE ROAD	1	3	2
LOWTHER TERRACE	23	32	20
LOWTHER TERRACE SERVICE ROAD	2	1	2
MAIN STREET-FULFORD	0	0	2
MAIN STREET-HESLINGTON	62	25	9
MALTON ROAD SERVICE RD	24	9	2
MALTON ROAD-HEWORTH	0	1	1
MANOR DRIVE	1	0	0
MANOR DRIVE SOUTH	1	0	0
MANSFIELD STREET	1	8	0
MAPLE GROVE	0	0	1
MAPLEHURST AVENUE	0	1	3
MARCH STREET	15	12	7
MARGARET STREET	49	34	18
MARGARET STREET CUL DE SAC	0	0	6
MARKET STREET	34	22	11
MARKHAM CRESCENT	22	21	16
MARKHAM STREET	48	26	29
MARLBOROUGH GROVE	20	21	4
MARYGATE	282	159	142
MARYGATE LANE	1	15	2
MEADOWBECK CLOSE-OSBALDWICK	0	2	0
MELBOURNE STREET	24	43	30

	2006 - 07	2007 - 08	2008- 09
MELROSEGATE	1	1	2
MERCHANTGATE	2	2	0
MICKLEGATE	269	225	184
MILL LANE	2	4	1
MILL STREET	3	2	3
MILLFIELD AVENUE	2	0	2
MILLFIELD LANE	1	0	1
MILLFIELD LANE-NETHER POPPLETON	0	0	2
MILLFIELD ROAD	22	38	31
MILNER STREET	3	1	6
MILTON STREET	5	6	9
MINSTER YARD	2	8	8
MOATSIDE COURT	13	14	17
MONKGATE	155	184	134
MONKGATE CLOISTERS	18	16	2
MONKS CROSS DRIVE-HUNTINGTON	0	2	0
MONKS CROSS LINK ROAD-HUNTINGTON	0	4	1
MONTAGUE STREET	2	2	3
MOORCROFT ROAD	0	0	1
MOSS STREET	86	76	27
MOUNT EPHRAIM	5	2	1
MOUNT VALE	0	1	1
MURRAY STREET	5	9	7
MURROUGH WILSON PLACE	10	7	20
MURTON LANE-MURTON	36	28	58
MUSEUM STREET	5	4	6
NAVIGATION ROAD	45	43	28
NELSON STREET	34	10	24
NELSON'S LANE	0	0	2
NESSGATE	1	0	1
NEVILLE STREET	36	26	26
NEVILLE TERRACE	11	40	20
NEW STREET	17	8	22
NEW WALK TERRACE	19	12	16
NEWBOROUGH STREET	20	15	28
NEWBY TERRACE	1	1	6
NEWTON TERRACE	7	16	7
NICHOLAS GARDENS	2	1	11
NICHOLAS STREET	3	2	2
NORFOLK STREET	14	8	6
NORMAN STREET	2	0	0
NORTH PARADE	25	29	33
NORTH STREET	583	499	416
NORTH STREET ACCESS ROAD	17	5	3
NUNMILL STREET	50	35	27
NUNNERY LANE	2	4	1
NUNTHORPE AVENUE	7	36	17
NUNTHORPE GROVE	2	1	2
NUNTHORPE ROAD	62	76	48
OAK RISE	4	1	0
OAK STREET	0	2	1

	2006 - 07	2007 - 08	2008- 09
OAKVILLE STREET	0	1	2
OGLEFORTH	0	9	20
OUSE BRIDGE	0	0	1
OXFORD STREET	0	2	3
PALMER LANE	65	48	35
PARAGON STREET	0	2	2
PARK CRESCENT	23	13	18
PARK GROVE	41	39	57
PARK LANE	6	6	3
PARK STREET	44	59	32
PARLIAMENT STREET	114	104	56
PASTON WALK	1	0	1
PAVEMENT	30	18	5
PEAR TREE COURT	3	1	0
PEAR TREE LANE-DUNNINGTON	0	0	1
PEASHOLME GREEN	21	17	44
PECKITT STREET	42	37	45
PEMBROKE STREET	2	4	4
PENLEYS GROVE STREET	17	34	13
PENYGHENT AVENUE	0	0	1
PERCY STREET	0	2	2
PERCY'S LANE	25	16	52
PETER LANE	11	22	13
PETERSWAY	7	2	0
PHILADELPHIA TERRACE	0	3	0
PICCADILLY	416	385	294
PILGRIM STREET	2	1	1
POPLAR STREET	7	7	3
POPPLETON ROAD	9	9	9
PORTLAND STREET	56	68	57
POSTERN CLOSE	18	18	0
PRECENTOR'S COURT	10	5	1
PRICE STREET	1	0	1
PRICES LANE	3	2	0
PRIORY STREET	73	106	90
PROSPECT TERRACE-BISHOPHILL	12	20	14
PROSPECT TERRACE-FULFORD	0	0	1
QUEEN ANNES ROAD	59	83	57
QUEEN STREET	6	0	9
QUEEN STREET SLIP ROAD	34	19	26
QUEEN VICTORIA STREET	7	25	17
QUEENS STAITH	285	203	163
QUEENS STAITH ROAD	27	28	14
RAILWAY TERRACE	2	3	3
RAMSAY CLOSE	1	4	0
RATCLIFFE STREET	0	2	8
REDENESS STREET	4	3	7
REGENT STREET	5	15	9
RICHARDSON STREET	6	6	4
RICHMOND STREET	2	0	1
RIVER STREET	5	9	10

	2006 - 07	2007 - 08	2008- 09
ROBIN GROVE	0	0	2
ROSE STREET	88	84	58
ROSEBERRY STREET	1	2	3
ROSEDALE STREET	3	8	4
ROSEMARY COURT	19	14	9
ROSEMARY PLACE	8	12	9
ROSSLYN STREET	5	7	2
ROUGIER STREET	2	5	2
ROYAL CHASE	1	0	0
RUBY STREET	2	1	1
RUSSELL STREET	39	33	21
SALISBURY TERRACE	3	4	2
SANDACRE COURT	1	0	0
SANDRINGHAM STREET	20	21	20
SCAIFE GARDENS	2	0	1
SCAIFE STREET	13	14	16
SCARBOROUGH TERRACE	13	14	5
SCARCROFT HILL	27	34	30
SCARCROFT LANE	1	2	1
SCARCROFT ROAD	102	140	112
SCHOOL LANE-FULFORD	0	1	0
SCHOOL LANE-HESLINGTON	0	1	0
SCHOOL STREET	7	9	15
SCOTT STREET	35	43	20
SECOND AVENUE	3	2	6
SELDON ROAD	15	13	4
SEVERUS AVENUE	3	0	0
SEVERUS STREET	4	3	3
SHAW'S TERRACE	11	5	4
SHIPTON ROAD-RAWCLIFFE	0	0	1
SHIPTON STREET	6	8	19
SIM BALK LANE-BISHOPTHORPE	0	0	42
SIWARD STREET	6	4	0
SKELDERGATE	16	11	5
SLINGSBY GROVE	7	0	0
SMALES STREET	20	15	11
SOUTH BANK AVENUE	7	6	1
SOUTH ESPLANADE	30	13	11
SOUTH LANE-HAXBY	0	0	3
SOUTHLANDS ROAD	116	23	31
SPECULATION STREET	29	30	15
SPEN LANE	2	1	2
SPENCER STREET	6	2	4
SPRINGFIELD AVENUE	0	4	3
SPRINGFIELD COURT	0	0	3
SPURRIERGATE	20	21	15
ST ANDREW PLACE	6	1	4
ST ANDREWGATE	38	36	26
ST BENEDICT ROAD	58	79	51
ST BENEDICT ROAD - REAR OF BARSTOW HOUSE	0	0	1
ST CLEMENT'S GROVE	8	8	6

	2006 - 07	2007 - 08	2008- 09
ST DENY'S ROAD	35	30	20
ST GEORGE'S PLACE	7	7	1
ST HELEN'S SQUARE	33	12	14
ST JAMES MOUNT	3	0	3
ST JOHN STREET	79	80	54
ST JOHN STREET BACK LANE	0	3	0
ST JOHN'S CRESCENT	10	5	5
ST LEONARD'S PLACE	1	1	0
ST MARGARET'S TERRACE	4	5	6
ST MARY'S	72	38	34
ST MARY'S LANE	6	5	6
ST MARY'S LANE LINK RD TO MARYGATE LANE	0	0	1
ST OLAVE'S ROAD	73	60	59
ST PAUL'S SQUARE	11	6	6
ST PAUL'S TERRACE	9	4	10
ST PETER'S GROVE	12	19	9
ST SAMPSON'S SQUARE	191	151	126
ST SAVIOURGATE	317	443	211
ST SAVIOUR'S PLACE	29	39	24
ST STEPHEN'S ROAD	1	0	0
ST THOMAS' PLACE	21	27	11
STAMFORD STREET WEST	1	1	0
STANLEY STREET	32	20	23
STATION RISE	1	0	0
STATION ROAD	1	0	0
STATION ROAD-HAXBY	0	0	2
STATION ROAD-POPPLETON	0	3	1
SURTEES STREET	2	2	5
SUTHERLAND STREET	5	4	5
SWANN STREET	23	25	16
SWINEGATE	108	81	71
SWINERTON AVENUE	0	5	3
SYCAMORE PLACE	10	6	7
SYCAMORE TERRACE	16	16	17
TADCASTER ROAD-DRINGHOUSES	5	3	11
TANG HALL LANE	0	0	1
TANNER ROW	19	22	16
TANNER ROW CAR PARK SERVICE RD	2	11	1
TANNER'S MOAT	108	55	44
TEA ROOM SQUARE	2	4	0
TECK STREET	1	7	0
TELFORD TERRACE	9	5	10
TERRY STREET	0	0	1
TERRY AVENUE	3	0	0
THE AVENUE	12	21	8
THE CRESCENT	41	34	24
THE GREEN-ACOMB	6	1	1
THE GROVE	0	0	5
THE HORSESHOE	0	1	0
THE LEYES-OSBALDWICK	2	0	0
THE MOUNT	24	34	23

	2006 - 07	2007 - 08	2008- 09
THE ROPEWALK	0	1	0
THE STONEBOW	74	92	46
THE VILLAGE-HAXBY	1	0	1
THIEF LANE	1	0	2
THOMAS STREET	0	1	0
THORPE STREET	60	51	32
TOFT GREEN	236	225	204
TOWER STREET	184	153	94
TOWER ST ACCESS RD ST GEORGES FIELD CAR PK	0	0	2
TOWER STREET-EYE OF YORK	0	0	2
TOWNEND STREET	27	11	27
TRAFALGAR STREET	4	2	0
TRINITY LANE	12	9	2
TUDOR ROAD	10	12	7
TUKE AVE	1	2	0
TURNMIRE RD	0	0	1
TURPIN COURT	0	0	2
UNION TERRACE	39	45	32
UNION TERRACE CLARENCE STREET LINK	1	1	3
UNIVERSITY ROAD-HESLINGTON	26	33	51
UPPER HANOVER STREET	0	1	0
UPPER NEWBOROUGH STREET	2	1	7
UPPER PRICE STREET	9	14	11
UPPER ST PAUL'S TERRACE	2	0	1
VICTOR STREET	23	16	18
VINE STREET	25	67	65
VYNER STREET	65	95	60
WAIN'S ROAD	1	0	0
WALMGATE	330	345	255
WALNUT CLOSE-HESLINGTON	3	1	1
WALPOLE STREET	48	58	23
WALWORTH STREET SOUTH	2	0	1
WARD COURT	2	2	0
WARWICK STREET	11	30	12
WATER END	1	0	5
WATSON STREET	13	6	4
WATSON TERRACE	9	2	1
WAVERLEY STREET	24	38	8
WEDDALL CLOSE	0	1	0
WELLINGTON ROW	8	8	6
WELLINGTON STREET	28	21	45
WENLOCK TERRACE	15	19	16
WENTWORTH ROAD	27	37	30
WESLEY PLACE	6	3	0
WEST END-STRENSALL	0	1	1
WEST ESPLANADE	7	4	4
WESTERDALE COURT	0	1	0
WESTFIELD LANE-WIGGINTON	0	3	0
WESTMINSTER ROAD	17	16	17
WESTPIT LANE-STRENSALL	0	0	1
WESTWOOD TERRACE	2	15	5

	2006 - 07	2007 - 08	2008- 09
WHIP-MA-WHOP-MA-GATE	30	34	21
WHITE CROSS ROAD	27	26	54
WHITECROSS GARDENS	0	9	0
WIGGINTON ROAD	46	52	19
WIGGINTON TERRACE	8	10	11
WILKINSON WAY-STRENSALL	0	0	4
WILLIAM COURT	0	0	1
WILLIAM PLOWS AVENUE	0	1	0
WILLIS STREET	20	8	32
WILTON RISE	8	12	3
WINCHESTER AVE	3	0	0
WINDMILL LANE	0	7	1
WINDSOR GARTH	0	0	1
WINTERSCALE COURT	0	1	0
WINTERSCALE STREET	17	7	7
WINTERSCALE STREET SERVICE ROAD	3	3	3
WOLSLEY STREET	12	8	13
YARBURGH GROVE	3	1	1
YEARSLEY CRES	5	1	2
YEARSLEY GROVE-HUNTINGTON	0	0	1
YORK ROAD SERVICE ROAD-ACOMB	58	26	28
YORK ROAD-ACOMB	30	16	21
YORK-STAMFORD BRIDGE ROAD	24	13	29

APPENDIX D

PCN Cancellation Reasons 2008-09

	Total	% of Cancelled PCN's	% of all PCN's Issued
Total of all PCN's Issued 2008-09	16,717		
Total Cancellations 2008-09	3,302		19.75
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.	615	18.63	3.68
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.	597	18.08	3.57
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.	390	11.81	2.33
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.	343	10.39	2.05
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.	312	9.45	1.87
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.	303	9.18	1.81
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.	187	5.66	1.12
Cancelled – Enforcement Officer Issuing Mistakes - for example wrong vehicle registration or location entered on PCN.	130	3.94	0.78
Cancelled – Clerical & IT Errors – administrative omissions, legal discrepancies and IT problems	116	3.51	0.69
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.	101	3.06	0.60
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.	83	2.51	0.50
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.	35	1.06	0.21

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.	27	0.82	0.16
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.	25	0.76	0.15
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.	19	0.58	0.11
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.	15	0.45	0.09
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.	4	0.12	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

PCNs Issued at Higher Level & Lower Level Rates 2008-09

All Parking Contraventions	16,717	
	No of PCNs	% of all PCNs
Total Higher Level Contraventions	9,443	56.49%
Total Contraventions - Higher Level - On-Street	8,879	53.11%
01 Parked where waiting restrictions apply	4,816	28.81%
02 Parked where loading restrictions apply	327	1.96%
12 No Valid Permit Displayed in a Resident Parking Area	2,901	17.35%
16 Parked in Reserved Bay in a Resident Parking Area	54	0.32%
21 Parked where parking is suspended	273	1.63%
23 Parked in the Wrong Area for vehicle	32	0.19%
25 Parked in a Loading Bay	1	0.01%
40 Parked in a Disabled Bay	123	0.74%
42 Parked in a Police Bay	47	0.28%
45 Parked on a Taxi rank	135	0.81%
46 Parked on a Clearway	129	0.77%
47 Parked on a Bus Stop	18	0.11%
48 Parked Outside a school on zig-zags	7	0.04%
49 Parked on a Cycle Trak	1	0.01%
61 Commercial vehicle parked on a footpath	1	0.01%
99 Parked on a Pedestrian Crossing or Crossing Area	14	0.08%
Total Contraventions - Higher Level - Off Street	564	3.37%
81 Parked In a Restricted Area	11	0.07%
85 Parked in a Permit Bay	209	1.25%
87 Parked in a Disabled Bay	166	0.99%
89 Vehicle Exceeds Maximum Weight, Height or Length	2	0.01%
91 Parked in wrong area for the class of vehicle	166	0.99%
92 Parked causing an obstruction	10	0.06%

	No of PCNs	% of all PCNs
Total Contraventions Lower Level	7,274	43.51%
Total Contraventions - Lower Level - On Street	2,233	13.36%
05 Pay and Display Ticket Expired	468	2.80%
06 No valid ticket displayed	600	3.59%
07 Meter Feeding	4	0.02%
19 No Valid Permit or P&D Ticket Displayed in a Resident Parking Area	891	5.33%
22 Returned within 1 hour of leaving	1	0.01%
24 Parked Out of Bay	2	0.01%
30 Exceeding Maximum Stay	267	1.60%
Total Contraventions - Lower Level - Off Street	5,041	30.15%
73 Parked Without Payment	2,425	14.51%
80 Exceeding Maximum stay	1	0.01%
82 Paid For Time Expired	2,427	14.52%
83 No Valid Ticket	14	0.08%
84 Meter Feeding	3	0.02%
86 Parked out of Bay	82	0.49%
90 Returned within 1 hour of leaving car park	1	0.01%
93 Parked in a car park when closed	30	0.18%
94 Two P&D Tickets Req	1	0.01%
95 Parked in a car park for a purpose not allowed	56	0.33%
96 Parked with engine running where prohibited	1	0.01%

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Executive Member for Neighbourhood Services

26 January 2010

Joint Report of the Director of Neighbourhood Services and the Director of Resources

Revenue Budget Estimates 2010/11

Purpose of Report

- 1 This report presents the 2010/11 budget proposals for Neighbourhood Services. It includes:
 - the revenue budget for 2009/10 (Annex 1) to show the existing budgets
 - the budget adjusted and rolled forward from 2009/10 into 2010/11
 - the cost of pay and price increases, increments and settlement of pay and grading appeals for the portfolio
 - proposals for budget service pressure costs and savings options for the portfolio area (Annexes 2 and 3)
 - fees and charges proposals (Annex 4)
- 2 Budget Council will be held on 25 February 2010 and will make decisions on the overall budget for the Council. In order to facilitate the decision making process the Executive are meeting on 16 February 2010 to consider the preferences identified by the individual portfolio Executive Members and the results of the consultation exercise.
- 3 The Neighbourhood Services Executive Member is therefore asked to consider the budget proposals included in this report and identify their preferences (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 Council's 2010/11 budget is being developed within the constraints of an extremely challenging financial climate. An extensive transformational programme has begun which will promote efficient delivery of services whilst at the same time ensuring funding is available for investment in key areas across the Council.
- 5 The 2009/10 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 Council's 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 2010/11 budget , in particular within the following areas :

- Adult Social Care
- Children's Social Care
- Waste Management

- 6 The proposed budget for 2010/11 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.
- 7 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 in the region of £3m will be set aside within the budget to contain the impact of these pressures.
- 8 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
- 9 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.
- 10 Significant pressures faced in Neighbourhood Services during 2009/10 which will continue into 2010/11 are:
 - Waste processing and Landfill Tax: a contingency item of £400k was provided for the increased costs of landfill in 2009/10. Costs of £200k have been incurred this year.
 - The Commercial Waste account has experienced reduced income this year which is in part due to price increases but also a number of national contracts have been lost and a greater number of small businesses are closing during the recession. Currently this is forecasting a £100k overspend.
 - Parking Services Penalty Charge Notices has seen a £100k pressure from reduced income. This follows a similar trend to previous years.
 - Winter gritting and basic highways maintenance is experiencing higher than expected volumes of work due to the recent harsh weather conditions. This is already overspent and is not known at present what

additional work this will bring in terms of mending pot holes and replacing cracked pavement flags and therefore what further potential pressure this will bring to the overall budget.

- 11 As part of the development of the budget, the Council's transformation programme has also been robustly reviewed in view of the need to create capacity to invest in priority areas. A realistic acceleration of efficiency savings will be included within the corporate budget proposals in order to ensure that the additional financial capacity introduced in this budget is based around a challenging but realistic approach to driving out efficiency savings across the organisation. However, 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.
- 12 It is however recognised that reviews of service activity need to take place in order to develop and implement mitigation plans that will constrain the impact of these financial pressures.
- 13 The Director of Resources' report '2010/11 Budget Strategy and Medium Term Financial Planning 2011/12 to 2013/14' was adopted by the Executive on 15 December 2009. This paper is the result of ongoing work against this agreed framework.
- 14 The Local Government Finance settlement for 2008/09 included indicative figures for 2010/11 to enable the Council to consider future budget issues. The provisional settlement for 2010/11 gives an increase in formula grant of £1.090m, an increase of 2.51%

Budget Proposals for Neighbourhood Services

- 15 A summary of the budget proposals is shown in Table 1 below. Further details on each individual element are presented in the subsequent paragraphs. The annexes also contain other potential growth and savings items which at this stage are not being recommended to Members.

Table 1 - Summary of Budget Proposals

	Para. Ref	£'000
Base Budget 2009/10	16	29,777
Allocation for pay increases	17	207
Allocation for price increases	18	0
Service Pressure proposals (Annex 2)	19	1,655
Savings proposals (Annex 3)	22	(1,030)
Proposed Budget 2010/11		30,609

Base Budget (£29,777k)

- 16 This represents the latest budget reported to Members, updated for the full year effect of decisions taken during 2009/10, e.g. supplementary estimates.

Pay Inflation (£207k)

- 17 These calculations are based on a pay increase for APT&C of 1%. The negotiations for the 2010/11 settlement have not yet started, although there is pressure from the Treasury that increases are kept to a minimal level.

Price Inflation (£0k)

- 18 The budget proposes that, due to the underlying low rate of inflation, there is a general price freeze on most budgets. The amount allowed for price inflation is to fund known price increases, e.g. contract payments.

Service Pressures (£1,655)

- 19 A range of options for service pressure proposals has been considered and in view of the overall available resources it is proposed that only those proposals shown in Annex 2 are included as the preferred options for Neighbourhood Services. The proposals put forward are the result of a rigorous assessment process, which included looking at the risk to customers and staff, legislative requirement, proven customer demand and the Council's corporate objectives.

Contingency Items

- 20 Members should note that there are potential expenditure pressures that may materialise in 2010/11 but which are not yet certain or not quantifiable at this stage. The Executive will decide on 16 February 2010 whether or not to set a general contingency to provide possible funding for such items for 2010/11.
- 21 Current potential contingency issues in Neighbourhood Services for 2010/11 are:
- Winter maintenance - as already identified in paragraph 10 winter gritting and basic highways maintenance is experiencing higher than expected volumes of work this year due to the recent harsh weather

conditions. This has a knock on effect with regards to basic road maintenance and therefore additional spend required.

- Landfill tax – current tonnages in 2009/10 are projected at 59,000 tonnes of waste being taken to landfill. With the further rollout of kerbside recycling in 2010/11 tonnages are projected to be 56,000 tonnes. A further challenge has been set through the waste minimisation strategy to reduce waste arising and going to landfill by a further 4,200 tonnes down to 51,800 tonnes in 2010/11. This requires commitment from all the resident of York, hence the contingency issue.

Savings Proposals (£1,030k)

- 22 Members will be aware that the 2009/10 budget savings were significant and that all Directorates are operating within a tight financial environment. In addition the Council has engaged on an efficiency programme, More For York, which has a target of generating £15m of budget savings over three years. In addition to those savings included in the efficiency programme Directorates have looked at other areas within their control.
- 23 In seeking to achieve savings for the 2010/11 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 the blueprints for More For York. Instead they have concentrated on initiatives that:
- improve quality and efficiency
 - take advantage of ongoing service and/or Best Value reviews
 - generate income
 - address budgetary underspends
 - improve cash flow and interest earnings
 - generate savings from the technical and financial administration functions of the Council
- 24 In addition to the initiatives listed above the price increases and list of savings also include proposals to increase fees and charges (see also section below). Generally these are in line with inflation, but this is varied by directorates as they are affected by national constraints/requirements.
- 25 All budget proposals within Neighbourhood Services will be looked at in conjunction with the actions put forward in the directorate More for York blueprint so that processes are not looked at in isolation. This will build on the efficiencies of the transformation programme.
- 26 Annex 3 shows the full list of savings proposals for the Neighbourhood Service portfolio.

Fees and Charges

- 27 The details of the proposed fees and charges for the services provided by this portfolio are set out in Annex 4. Where fees and charges increases are being

set above the inflation requirement they have been included in Annex 3. Reasons for increases above inflation are:

- Registrars: above inflation increases are proposed in respect of some fees generating additional income and therefore a proposed saving of £37k.
- Bereavement Services: some fees have been increased after a benchmarking process against other crematoria and to bring fees in line. Some new fees have been introduced and others amended to reflect increased manufacturing costs, labour cost and demand.
- Pest control : it is proposed to increase pest control treatment charges above inflation to cover costs of investment in the service. Pest control fees were not increased in 2009/10.
- Bulky household collection and Hazel Court Household Waste Recycling Centre trade waste charges: An above inflation increase is proposed in this area which reflects the additional costs, including landfill tax, of collection.

Consultation

- 28 This paper forms part of the Council's budget consultation. The other streams being undertaken include a public consultation leaflet circulated city wide (results should be known by mid-January), a public meeting where participants debated savings and growth proposals attended by the Leader of the Council and the Chief Executive, and a further session with a the business communities of the city.

Options

- 29 As part of the consultation process the Executive Member is asked for their comments or alternative suggestions on the proposals shown in Annexes 2, 3, and 4.

Analysis

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

Corporate Priorities

- 31 Neighbourhood Services plays a key role in delivering services under six of the eight Corporate Strategy themes. The budget represents the opportunity to reprioritise resources towards corporate priority areas. Key examples of this happening within this portfolio area are:
- Healthy City and Thriving City – Neighbourhood Services undertake a range of work, especially under environmental health, that contribute to making York a healthy city. Staff savings have been taken within the Environmental Health and Trading Standards service however these do not impact on the service to customers.
 - Inclusive City – ‘Support effective community engagement:’ is a

directorate priority which links to the inclusive city theme. Through this priority we will develop the services provided by the Neighbourhood Management Unit within the existing budget.

- Safer City – the directorate priority ‘Make York Safe by working with partners to tackle violent crime, acquisitive crime and anti-social behaviour’ is evident in the reprioritisation of budgets to the work of the Noise Patrol team and the ‘on farm’ inspections
- Sustainable City – four of the directorate priorities focus on this strand of the Corporate strategy:
- ‘NS3: Reduce biodegradable waste and recyclable products going to landfill: deliver the Waste and Waste Minimisation Strategies’. Additional resources have been directed to this service to push the message of recycling in conjunction with the final phase of the kerbside rollout.
- ‘NS4: Keep traffic moving: review and develop Parking Services’. A review of Parking Services has been conducted to improve the efficiency of the service.
- ‘NS5: Improve local environmental quality: improve the actual and perceived condition and appearance of the city’s streets, housing estates and public spaces’. Efficiencies in the Neighbourhood Pride Service have been identified via the More For York Programme therefore no further savings have been submitted in the 2010/11 budget process.
- ‘NS6: Improve our roads and pavements: review and develop Highway Maintenance Services’. A review of the Highways Maintenance service has been conducted since this service was transferred to Neighbourhood Services. Duplication has been identified via the More For York Programme and a further review of systems has given additional savings via the budget process which will not impact on the service to customers.
- Effective Organisation – via the budget process Neighbourhood Services has reviewed those areas of spend related to internal processes. Savings have been put forward in relation to spend on supplies and services and overhead staffing costs to better provide the back office support to our front line services.

Implications

32 The implications are:

- Financial - the financial implications are dealt with in the body of the report.
- Human Resources - there is one potential redundancy situation included in Annex 3. The Council policy for redundancy and redeployment will be followed with all necessary consultations with the unions and the member of staff affected.
- Equalities – an Equalities Impact Assessment has been conducted on the budget growth and savings and also the fees and charges. These proposals have no significant equalities implications.

- 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

- 33 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.
- 34 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

- 35 The Executive Member is invited to consider whether the budget proposals are in line with the Council's priorities.
- 36 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 16 February 2010.
- 37 The Executive Member is asked to consider the budget proposals for consultation for Neighbourhood Services for 2010/11 contained in this report and listed below and provide comments to be submitted to the Budget Executive on 16 February 2010.
- 2010/11 Base budget as set out in paragraph 8;
 - Service Pressure proposals as set out in Annex 2;
 - Savings proposals as set out in Annex 3;
 - Fees and charges as set out in Annex 4.

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Tel: 551100

Specialist Implications Officer(s) None

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

Background Working Papers

Reports to individual EMAP meetings

Equalities Impact Assessment of the Budget savings, growth and fees and charges

Annexes

- Annex 1 - 2009/10 Budget
- Annex 2 - Service Pressure Proposals
- Annex 3 - Savings Proposals
- Annex 4 - Fees and Charges

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NEIGHBOURHOOD SERVICES
SUMMARY
GENERAL FUND ACTIVITY

<u>DETAILED EXPENDITURE</u>	
	2009/10 BASE BUDGET £'000
EMPLOYEES	23,317
PREMISES	14,210
TRANSPORT	3,716
SUPPLIES & SERVICES	9,829
MISCELLANEOUS	
- RECHARGES	6,826
- THIRD PARTY PAYMENTS	2,349
CAPITAL FINANCING	6,969
GROSS EXPENDITURE	67,216
INCOME	(37,439)
NET EXPENDITURE	29,777
	-

<u>COST CENTRE EXPENDITURE</u>	
	2009/10 BASE BUDGET £'000
BUILDING MAINTENANCE	245
BEREAVEMENT SERVICES	(874)
CLEANING SERVICES	241
ENVIRONMENTAL HEALTH & TRADING SERVICES	2,199
HIGHWAYS MAINTENANCE	10,233
LICENSING SERVICES	(4)
NEIGHBOURHOOD MANAGEMENT UNIT	1,716
NEIGHBOURHOOD PRIDE SERVICE	2,606
PARKING SERVICES	2,938
REGISTRAR SERVICES	29
STREET ENVIRONMENT & ENFORCEMENT	681
SAFER YORK PARTNERSHIP	583
WASTE SERVICES	9,184
NET EXPENDITURE	29,777

NEIGHBOURHOOD SERVICES GROWTH PROPOSALS

Annex 2

<u>SERVICE PRESSURES:</u>		Net Cost
		2010/11 £(000)
NSERG01	Cost of Increments	301
NSERG02	Cost of P&G Appeals	407
NSERG05	Highways - Surface Water Drainage Required for gullies that have collapsed.	0
NSERG06	Rent Increase at Peel Street Car Park	13
NSERG07	Electricity at Picadilly Car Park	9
NSERG08	Shortfall to Fund Noise Patrol Service Linked to a move in shift patterns.	24
NSERG09	New Statutory 'On Farm' Inspection Requirement Additional requirements for animal feed inspections.	8
NSERG10	Licensing Fee Review Costs	12

Total 774

UNAVOIDABLE MAJOR GROWTH:

CORPG29	Waste - Landfill Tax	388
	LT increases £8 per tonne upto and including 2010/11. This projection is based on 56,000 tonnes per year.	
CORPG30	Waste - Waste Processing Contract	111
	Contract step increase in landfill processing cost £2.00 per tonne from 2010/11	
CORPG31	Waste - Roll-Out Kerbside Recycling	130
	Approved Waste Strategy refresh report to Exec 23 Sept 2008	
CORPG32	Waste - Security Costs at Towthorpe HWRC	0
	To reduce the risk of break ins, following alterations in the security arrangements at the site.	
CORPG33	Waste - Waste Minimisation	50
	For the waste strategy team to push the message about reducing landfill and increasing recycling.	
CORPN02c	Ward Committees - year three of four	202
One-off	One-off Growth Agreed During Previous Year's Budgets	

Total 881

Total growth - service pressure proposals 1,655

NEIGHBOURHOOD SERVICES SAVINGS PROPOSALS

Annex 3

Ref	Brief Description	Net Cost
		2010/11
		£(000)
NSERS01 02 & 03	Highways Infrastructure structure review	-92
	This identifies savings in addition to those included in the MoreForYork programme. This would involve the deletion of 3 posts (including one Administration post) but only one potential redundancy.	
NSERS04	Fleet efficiency in Highways	-16
NSERS05 & 06	Deletion of unallocated budgets and vacant staffing budgets in Building Maintenance	-112
NSERS07	Takeover operation of School Recycling from Yorwaste Currently done outside of the the Yorwaste contract.	-6
NSERS08	Reduce car allowances budget in Enforcement More efficient use of pool vehicles.	-3
NSERS09 & 10	Parking Services structure review Removal of vacant post and review of use of overtime for absence cover.	-25
NSERS11	Increase in PCN income Review of roles in Parking Services to provide more front line hours therefore increase in PCN's expected.	-10
NSERS13	Review of Cleaning Services structure Removal of a part time post (currently vacant).	-10
NSERS14	Reduction of ad-hoc cleaning hours Review of sick and holiday cover to reduce additional hours in Building Cleaning. This will mean less cover for absences and potential reduction in standards.	-28
NSERS15	Recovery of Void Cleaning via increased charges to HRA	-6
NSERS16	Recovery of School Cleaning via increased charges to schools	-62
NSERS18	Increase in fees and charges at the Crematorium	-29
NSERS19	Delete 0.5 FTE Environmental Protection Officer Post Currently vacant.	-15
NSERS20	Flexible retirement of Business Advice & Ed Officer 0.4 post deletion.	-11
NSERS21	Reduce 1 Senior Trading Standards Officer post to 0.8 FTE Following a return from maternity leave.	-7
NSERS22	Introduce shift working for Noise Patrol	-7

NEIGHBOURHOOD SERVICES SAVINGS PROPOSALS

Annex 3

Ref	Brief Description	Net Cost
		2010/11 £(000)
NSERS23	Delete 0.5 FTE Admin Officer post in EHTS Currently vacant.	-10
NSERS25	Recharge to Housing for Noise Nuisance Call Outs	-25
NSERS27	Licensing vacancy saving	-8
NSERS28	Increase in fees in Licensing	-6
NSERS29 30 & 31	Increase fees and charges at Registrars	-37
NSERS32	Administration budget savings	-27
	Removal of relocation, staff advertising, staff training and staff medical fees budgets.	
NSERS33 & 34	Reduce the depot energy budgets	-40
	Review of energy budgets due to efficiencies of new depot	
NSERS35	Full year savings on transport leases	-43
	This service is coming in house so the saving is related to not having to pay add on costs.	
NSERS36	Transport structure review	-100
NSERS37 17 & 24	2% reduction in supplies and services budgets	-40
NSERS38	3% vacancy factor	-255

-1,030

Neighbourhood Services 2010/11Fees and Charges - ContentsService

Registrars	(3 Pages)
Burton Stone Community Centre	(1 Page)
Bereavement Services	(3 Pages)
Environmental Health	(2 Pages)
Trading Standards	(2 Pages)
Regulatory Services	(5 Pages)
Taxi Licensing	(2 Pages)
Waste Services	(1 Page)
Public Conveniences	(1 Page)

REGISTRAR OF BIRTHS, DEATHS AND MARRIAGES	2009/10	2010/11	
	Charge (Before VAT)	Charge (Before VAT)	Increase Over 09/10
	£	£	%
<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	7.00	-
Short certificate of birth	5.50	5.50	-
<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	3.50	-
<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	30.00	-
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	40.00	-
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	-

REGISTRAR OF BIRTHS, DEATHS AND MARRIAGES	2009/10	2010/11	
	Charge (Before VAT)	Charge (Before VAT)	Increase Over 09/10
	£	£	%
<u>Certificate for Worship and Registration for Marriage -</u>			
<u>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	15.00	-
Standard certificate - same day, or posted 1st class on same day	12.00	12.00	-
Standard certificate provided from phone / electronic information	12.00	12.00	-
Standard certificate requiring same / next day postal delivery	22.00	22.00	-
Certification of a venue for marriage ceremonies (valid for three years)	2,050.00	2,250.00	9.8%
<u>Non-refundable booking fee for all weddings</u>	20.00	20.00	-
<u>Marriage and Civil Partnership Ceremonies</u>			
<u>Attendance of Registration Staff at Approved premises</u>			
Large marriage room at Register Office Mon-Thurs	160.00	170.00	6.3%
Large marriage room at Register Office Fri-Sat	220.00	240.00	9.1%
Small room at Register Office Mon - Thurs	85.00	95.00	11.8%
Small room at Register Office Fri - Sat	110.00	120.00	9.1%
Approved Premises (venues) Mon-Thurs	375.00	395.00	5.3%
Approved Premises (venues) Fri - Sat	425.00	450.00	5.9%
Approved Premises (venues) Sun / Bank Holidays	475.00	495.00	4.2%
<u>Nationality Checking Service</u>			
- Adult	45.00	45.00	-
- Child	25.00	25.00	-
<u>Citizenship Ceremonies</u>	150.00	150.00	-

REGISTRAR OF BIRTHS, DEATHS AND MARRIAGES	2009/10	2010/11	
	Charge (Before VAT)	Charge (Before VAT)	Increase Over 09/10
	£	£	%
<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	100.00	-

BURTON STONE COMMUNITY CENTRE	2009/10	2010/11	
	Charge (Before VAT) £	Charge (Before VAT) £	Increase Over 09/10 %
<u>Room Hire</u>			
Main Hall Local	6.40	6.60	3.1%
Main Hall Voluntary & Non Profit	11.30	11.70	3.5%
Main Hall Profit	17.50	18.00	2.9%
Birthday Party	10.30	10.60	2.9%
<u>Meeting Rooms</u>			
Local	4.40	4.60	4.5%
Voluntary & Non Profit	5.40	5.60	3.7%
Profit	7.00	7.20	2.9%
<u>Gym Hire</u>			
Local	6.40	6.60	3.1%
Voluntary & Non Profit	11.30	11.70	3.5%
Profit	17.50	18.00	2.9%
<u>Badminton (per person per hour)</u>			
York Card Standard	2.40	2.50	4.2%
York Card Concession	2.00	2.10	5.0%
Non York Standard	2.80	2.90	3.6%
Non York Concession	2.40	2.50	4.2%
<u>Creche</u>			
Shoppers Creche - (Fee charged per child per session)	2.40	2.50	4.2%

BEREAVEMENT SERVICES	2009/10	2010/11	
	Charge (Before VAT)	Charge (Before VAT)	Increase Over 09/10
	£	£	%
CREMATORIUM			
Use of electronic Organ 1 Hymn	18.26	18.72	2.5%
CREMATIONS (VAT EXEMPT)			
Adult (including medical referee fee)	618.00	637.00	3.07%
Still Born	0.00		0.0%
Up to Six Months	0.00		0.0%
Six Months to Sixteen Years	0.00		0.0%
INTERMENT (VAT EXEMPT)			
Interment of Ashes	20.00	21.00	5.0%
SCATTERING OF ASHES (VAT EXEMPT)			
Ashes received from external sources	50.00	55.00	10.0%
Ashes forward to other places	35.00	40.00	14.3%
Additional Service Time	71.00	74.00	4.2%
EXHUMATIONS			
Exhumation fee	98.00	105.00	7.1%
BEARING SERVICE	11.00	12.00	9.1%
MEMORIALS AND PLAQUES			
PLAQUES			
60 letter inscription 5 years	204.35	0.00	n/a
60 letter inscription 10 years - new fee	0.00	254.47	0.0%
60 letter inscription 15 years	264.35	0.00	n/a
60 letter inscription 20 years - new fee	0.00	339.57	0.0%
Display for a further 5 years	86.09	89.36	3.8%
MEMORIALS			
Memorial Plaque with Rose tree 5 yrs	240.00	0.00	n/a
Memorial Plaque with Rose tree 10 yrs - new fee	0.00	289.36	0.0%
Memorial Plaque with rose tree 15 yr	332.17	0.00	n/a
Memorial Plaque with rose tree 20 yr - new fee	0.00	374.47	0.0%
Memorial seat with plaque (5 yrs)	744.35	0.00	n/a
Memorial seat with plaque (10 yrs) - new fee	0.00	808.51	0.0%
Memorial seat plaque renewal (5yrs)	94.78	148.94	57.1%
Granite Seat (5 yrs)	781.74	0.00	n/a
Granite Seat (10 yrs) - new fee		846.81	0.0%
Granite vase Block 10years	396.52	408.51	3.0%
Granite vase Block 20years	771.30	765.96	-0.7%
Vase Block Plaque	110.00	114.89	4.4%
Bronze rose memorial plaque on stake (10 yr) - new fee	n/a	357.45	n/a
Bronze rose memorial plaque on stake (20 yr) - new fee	n/a	450.21	n/a

BEREAVEMENT SERVICES	2009/10	2010/11	
	Charge (Before VAT)	Charge (Before VAT)	Increase Over 09/10
	£	£	%
Circular bench memorial plaque (10 yrs) - new	n/a	297.87	n/a
Circular bench memorial plaque (20 yrs) - new	n/a	400.00	n/a
Babies garden memorial plaque (10yrs) - new	n/a	254.47	n/a
Granite mushroom memorial plaque (10 yrs) - new	n/a	255.32	n/a
Granite mushroom memorial plaque (20 yrs) - new	n/a	348.08	n/a
Memorial Disc	273.04	276.60	1.3%
URNS			
Cardboard Box	7.83	8.09	3.3%
Baby Urn	20.87	21.70	4.0%
Urn	21.74	22.55	3.7%
Casket	40.87	42.13	3.1%
NICHES			
Niche 10 years	568.00	600.00	5.6%
Niche 20 years	957.00	1,000.00	4.5%
Sanctum 2000 (Average Charge)	779.00	818.00	5.0%
Second Plaque on Sanctum 2000	220.00	263.83	19.9%
Granite Shaped Planter	325.22	335.32	3.1%
Summer House Memorial Plaque	255.65	263.83	3.2%
Inscription (second Plaque/Renewals)	212.17	218.72	3.1%
Additional inscription p/letter over 80 letters - new	n/a	2.55	0.0%
BOOK OF REMEMBRANCE			
2 line entry	69.56	56.17	-19.2%
5 line entry	92.17	84.26	-8.6%
5 line entry with floral emblem - new	n/a	118.30	n/a
5 line entry with badge, bird, crest & shield - new	n/a	139.57	n/a
8 line entry	105.22	106.38	1.1%
8 line entry with floral emblem - new	n/a	143.83	n/a
8 line entry with badge, bird, crest & shield - new	n/a	165.11	n/a
8 line entry with coat of arms - new	n/a	195.74	n/a
FOLDED BOOK OF REMEMBRANCE CARDS			
5 line entry with floral emblem - new	n/a	92.77	n/a
5 line entry with badge, bird, crest & shield - new	n/a	118.30	n/a
8 line entry with floral emblem - new	n/a	114.89	n/a
8 line entry with badge, bird, crest & shield - new	n/a	140.43	n/a
8 line entry with coat of arms - new	n/a	170.21	n/a
Regimental Badge Etc	76.52	incl above	n/a
MEMORIAL CARDS			
2 line card	35.65	36.60	2.7%
5 line card	45.22	46.81	3.5%
8 line card	52.17	55.32	6.0%
Regimental Badge	78.26	incl above	n/a

BEREAVEMENT SERVICES	2009/10	2010/11	
	Charge (Before VAT)	Charge (Before VAT)	Increase Over 09/10
	£	£	%
<u>DRINGHOUSES CEMETERY</u>			
INTERMENT (VAT EXEMPT)			
Adult (4ft 6" grave)	350.00	375.00	7.1%
Child up to 12 years	at cost	250.00	0.0%
Interment of Ashes	134.00	150.00	11.9%
Exhumation (negotiated at cost)			n/a
Exhumation of Cremated Remains	100.00	150.00	50.0%
MEMORIALS			
Headstones	67.17	72.34	7.7%
Add Inscription	44.49	45.96	3.3%
Permission to erect or inscribe a plaque on ashes plot	67.17	72.34	7.7%
Removal of grave memorial by stonemason prior to interment	n/a	59.57	0.0%
Cremation plot with exclusive Right of Burial for period of 50 yrs.	191.00	300.00	57.1%

ENVIRONMENTAL HEALTH	2009/10	20010/11	
	Charge (Before VAT)	Charge (Before VAT)	Increase Over 09/10
HEALTH & SAFETY	£	£	%
SKIN PIERCERS			
a) Tattooists	256.65	264.35	3.0%
b) Skin Piercers	256.65	264.35	3.0%
c) Premises	256.65	264.35	3.0%
¼ly payment available by Standing Order			
POLLUTION CONTROL			
NOISE MONITORING EQUIPMENT - CONTRACT SERVICES			
HIRE/CONSULTANCY AND COURT CASES			
Senior Officers (Grade 9 and above)	n/a	40.00	n/a
Other Officers	n/a	30.00	n/a
ENVIRONMENTAL PROTECTION (VAT EXEMPT)			
<i>The following Statutory Fees are proposed and will not be finalised until March 2010 by DEFRA</i>			
APPLICATION FEE (Statutory Fee)			
Standard Process	1,561.00	1,579.00	1.2%
additional fee for operating a standard process without a permit	1,124.00	1,137.00	1.2%
Service station/dry cleaners	146.00	148.00	1.4%
Petrol station combined PVR I & II		246.00	
Vehicle refinisher	342.00	346.00	1.2%
Waste oil burner < 0.4MW	146.00	148.00	1.4%
additional fee for WOB, dry cleaner or vehicle refinisher operating without a permit	67.00	68.00	1.5%
Mobile Screening and Crushing plant	1,561.00	1,579.00	1.2%
SUBSISTENCE FEE (Statutory Fee)			
Standard Part B Process :-			
LOW	731.00	739.00	1.1%
MEDIUM	1,098.00	1,111.00	1.2%
HIGH	1,653.00	1,672.00	1.1%
Standard Process when paid quarterly			
LOW	767.00	775.00	1.0%
MEDIUM	1,134.00	1,147.00	1.1%
HIGH	1,689.00	1,725.00	2.1%
Standard A2 Process			
LOW	1,368.00	1,384.00	1.2%
MEDIUM	1,524.00	1,541.00	1.1%
HIGH	2,208.00	2,233.00	1.1%
Standard A2 Process when paid quarterly			
LOW	1,404.00	1,420.00	1.1%
MEDIUM	1,560.00	1,577.00	1.1%
HIGH	2,244.00	2,269.00	1.1%

ENVIRONMENTAL HEALTH	2009/10	20010/11	
	Charge (Before VAT)	Charge (Before VAT)	Increase Over 09/10
<u>HEALTH & SAFETY</u>	£	£	%
Vehicle refinishers Low	216.00	218.00	0.9%
Vehicle refinishers medium	345.00	349.00	1.2%
Vehicle refinishers high	518.00	524.00	1.2%
Reduced fee premises Low	75.00	76.00	1.3%
Reduced fee premises Medium	149.00	151.00	1.3%
Reduced fee premises High	224.00	227.00	1.3%
Mobile Screening and crushing plant Low	611.00	618.00	1.1%
Mobile Screening and crushing plant medium	978.00	989.00	1.1%
Mobile Screening and crushing plant high	1,467.00	1,485.00	1.2%
Transfer	160.00	162.00	1.3%
partial transfer	471.00	476.00	1.1%
surrender	0.00	0.00	0.0%
transfer: service station, WOB <0.4 MW and d	0.00	0.00	0.0%
partial transfer: service station, WOB <0.4 MW	44.00	45.00	2.3%
Substantial Changes s10 and s11			
Standard Process	994.00	1,005.00	1.1%
Service Station/dry cleaners	97.00	98.00	1.0%
Waste oil burners < 0.4MW	97.00	98.00	1.0%
<u>FOOD & SAFETY UNIT</u>			
UN SOUND/UNSALEABLE FOOD			
Issue of Certificates	38.97	40.14	3.0%
Collection by van	50.40	51.91	3.0%
EXPORT CERTIFICATES	45.89	47.25	3.0%
LETTER OF ADVICE			
Letter confirming food premises	31.83	32.78	3.0%
<u>ANIMAL HEALTH</u>			
Pet Shop	179.00	184.37	3.0%
Animal Boarding	179.00	184.37	3.0%
Home Boarding Licence	82.00	84.46	3.0%
Dog Breeding Establishment	179.00	184.37	3.0%
Dangerous Wild Animals	493.00	507.79	3.0%
Riding Establishments	206.00	212.18	3.0%
Stray Dogs			
Reclaim Fee (Statutory fee)	25.00	25.00	0.0%
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	2009/10	20010/11	
	Charge	Proposed Charge	Increase over 09/10
	£	£	%
FEES FOR THE TESTING AND VERIFICATION OF WEIGHING AND MEASURING INSTRUMENTS NEW CHARGES			
Senior Officers (Grade 9 and above)	n/a	40.00	n/a
Other officers	n/a	30.00	n/a
Plus hire of specialist equipment if necessary			
Weighbridge test unit (per day)	500.00	500.00	
Weights over 100kg (per day)	235.00	235.00	
Liquid petroleum gas dispensor testing equipment	235.00	235.00	
<u>Poisons Act</u> (Statutory Charges)			
Initial registration in the Council's list of persons entitled to sell Part II Poisons	30.80	31.72	3.0%
Re-registration in subsequent year	16.48	16.72	1.5%
Change in details of registration.	8.30	8.55	3.0%
<u>Performing Animals Registration</u>	59.72	61.51	3.0%
<u>Petroleum Storage Licensing</u> (Statutory Charges)			
Stores not exceeding 2,500 litres	41.00	} Not yet known	
Stores not exceeding 50,000 litres	57.00		
Stores exceeding 50,000 litres	118.00		
Transfer fee	8.00		
<u>Explosives Licensing \ Registration</u> (Statutory Charges)			
Store Licence - 1 year duration	175.00	} Not yet kno	
Store Licence - 2 years duration	231.00		
Store Licence - 3 years duration	288.00		
Store Licence Renewal - 1 year duration	82.00		
Store Licence Renewal - 2 years duration	139.00		
Store Licence Renewal - 3 years duration	195.00		
Registration Fee - 1 year duration	103.00		
Registration Fee - 2 years duration	134.00		
Registration Fee - 3 years duration	164.00		
Renewal of Registration - 1 year duration	51.00		
Renewal of Registration - 2 years duration	82.00		
Renewal of Registration - 3 years duration	113.00		
Transfer of Licence or re-registration	34.00		
Replacement of licence or registration if lost	34.00		

TRADING STANDARDS	2009/10	20010/11	
	Charge	Proposed Charge	Increase over 09/10
	£	£	%
Licence Fee (as a fireworks retailer) outside traditional selling periods	500.00	500.00	
<u>Court Cases</u>			
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)	n/a	40.00	n/a
Other officers	n/a	30.00	n/a

REGULATORY SERVICES	2009/10	2010/11	
	Charge (Before VAT)	Charge (Before VAT)	Increase over 09/10
	£	£	%
<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	

REGULATORY SERVICES	2009/10	2010/11	
	Charge (Before VAT)	Charge (Before VAT)	Increase over 09/10
	£	£	%
<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	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	n/a	23.00	n/a
<u>EXCEPTIONALLY LARGE EVENTS</u>			
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

REGULATORY SERVICES	2009/10	2010/11	
	Charge (Before VAT)	Charge (Before VAT)	Increase over 09/10
	£	£	%
<u>GAMBLING ACT</u>			
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	800.00	0.0
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	800.00	0.0
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	800.00	0.0
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	600.00	0.0
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	480.00	0.0

REGULATORY SERVICES	2009/10	2010/11	
	Charge (Before VAT)	Charge (Before VAT)	Increase over 09/10
	£	£	%
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	1,835.00	1,890.00	3.0
Buskers etc	2,193.00	2,259.00	3.0
OUTSIDE CITY WALLS			
Ice Cream	1,473.00	1,517.00	3.0
Food	1,380.00	1,421.00	3.0
Non Food	664.00	684.00	3.0
OCCASIONAL			
Food	51.50	52.00	1.0
Non Food	38.00	38.00	0.0
Charities	14.50	14.50	0.0
INDIVIDUALLY ASSESSED SITES	132,920.00	136,195.00	
CAR BOOT SALES (commercial)			
Less than 15 traders	69.00	71.00	2.9
15 - 50 traders	137.00	141.00	2.9
50 - 100 traders	273.00	281.00	2.9
More than 100 traders	384.00	396.00	3.1
Charities	14.50	14.50	0.0

REGULATORY SERVICES	2009/10	2010/11	
	Charge (Before VAT)	Charge (Before VAT)	Increase over 09/10
	£	£	%
<u>SEX ESTABLISHMENTS</u>			
Grant of new licence (subject to new legislation)	n/a	8,000.00	n/a
Renewal of licence (new charge)	7,900.00	4,000.00	-49.4
Transfer of licence (new charge)	n/a	2,000.00	n/a
- payments may be made in instalments made.			
<u>PEST CONTROL</u>			
Insects at any property and rats at commercial properties (50% discount for those on income	51.06	55.32	8.3
Rats at domestic properties (free to householders on income support)	10.21	12.77	25.1
Pest Control visit with no treatment given (50% discount to those householders on income support) - new fee	34.78	38.30	10.1
Pest Control Contract Services (Each contact individually assessed)	n/a	n/a	7.0
Treatment of rabbits and moles - price on	n/a	n/a	n/a
<u>Note above charges exclude VAT at 17.5%</u> Charges inclusive of VAT are £65.00 - insects and £15.00 for rats at domestic properties Rat treatment at commercial properties are charged at £65.00 including VAT at 17.5% Pest Control visit inclusive of VAT at 17.5% = £45.00			

TAXI LICENSING	2009/10	2010/11	
	Charge	Proposed Charge	Increase over 2009/10
	£	£	%
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 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 (new charge)	20.00	20.00	0.0

TAXI LICENSING	2009/10	2010/11	
	Charge	Proposed Charge	Increase over 2009/10
	£	£	%
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 (new charge)	20.00	20.00	0.0

WASTE SERVICES	2009/10	2010/11	
	Charge	Proposed Charge	Increase over 2009/10
	£	£	%
Bulky Household Collections			
10 items (VAT status changed with effect from 1 July 2001 and is no longer applicable)	28.00	29.00	3.6
White Goods - Fridges/Freezers only (domestic collections)	15.00	15.50	3.3
Bonded Asbestos Collections for quantities up to 200 kg, including assessment visit (excluding VAT)	46.00	50.00	8.7
Bonded Asbestos Collections greater than 200 kg, price quoted on application (excluding VAT)	n/a	n/a	n/a

TRADE WASTE CHARGES	2009/10	2010/11	Increase over 2009/10
	charge	Proposed charge	over 2009/10
	£	£	%
Hazel Court - Household Waste Recycling Centre			
Waste to be charged per tonne or part thereof :-			
Residual Waste to Landfill per tonne	90.00	100.00	11.1
Minimum Charge	45.00	50.00	11.1
Recycling or Waste for Composting per tonne	45.00	50.00	11.1
Minimum Charge	22.50	25.00	11.1
Minimum percentage of waste be recycable 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			

Commercial Waste Collection
- Prescribed Household Waste
- Commercial Waste

Increase over 2009/10
%
3.00
8.00

PUBLIC CONVENIENCES	2009/10	2010/11	
	Charge	Proposed Charge	Increase over 2009/10
	£	£	%
Union Terrace	0.40	0.40	0.0%
Silver Street	0.40	0.40	0.0%

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