

NEIGHBOURHOOD SERVICES COMMITTEE

AGENDA



Thursday 1 December 2022

at 1.00 pm

**in the Council Chamber,
Civic Centre, Hartlepool.**

MEMBERS: NEIGHBOURHOOD SERVICES COMMITTEE

Councillors Cassidy, Cook, Creevy, Howson, Jackson, Moore and Sharp.

1. APOLOGIES FOR ABSENCE

2. TO RECEIVE ANY DECLARATIONS OF INTEREST BY MEMBERS

3. MINUTES

- 3.1 To receive the Minutes and Decision Record of the meeting held on 26 July 2022 (previously published and circulated).
- 3.2 To receive the Minutes and Decision Record of the meeting of the Emergency Planning Joint Committee held on 22 November 2022. (To Follow)

4. KEY DECISIONS

- 4.1 Vehicle and Equipment Approvals 2023/2024 to 2025/2026 – *Assistant Director, Place Management*

5. OTHER ITEMS REQUIRING DECISION

- 5.1 Bolton Grove, Seaton Carew – Request for Removal from Resident Only Parking Scheme – *Assistant Director, Regulatory Services*
- 5.2 Proposed Residential Parking Scheme at Taybooke Avenue – Consideration of Objections – *Assistant Director, Regulatory Services*

CIVIC CENTRE EVACUATION AND ASSEMBLY PROCEDURE

In the event of a fire alarm or a bomb alarm, please leave by the nearest emergency exit as directed by Council Officers. A Fire Alarm is a continuous ringing. A Bomb Alarm is a continuous tone. The Assembly Point for everyone is Victory Square by the Cenotaph. If the meeting has to be evacuated, please proceed to the Assembly Point so that you can be safely accounted for.

6. ITEMS FOR INFORMATION

- 6.1 Coniscliffe Road Car Park – *Director of Neighbourhood and Regulatory Services*
- 6.2 Annual Parking Review 2021/22– *Assistant Director, Regulatory Services*
- 6.3 Household Waste Recycling Centre – *Director of Neighbourhood and Regulatory Services*

7. ANY OTHER BUSINESS WHICH THE CHAIR CONSIDERS URGENT

FOR INFORMATION

Dates of forthcoming meetings –

Monday 23 January, 2023 at 3.00 pm
Monday 13 February, 2023 at 3.00 pm
Monday 13 March, 2023 at 3.00 pm



EMERGENCY PLANNING JOINT COMMITTEE

MINUTES AND DECISION RECORD

22 NOVEMBER 2022

The meeting commenced at 10.00 am at the Emergency Planning Annex,
Stockton Police Station.

Present:

Councillor: Councillor Mike Smith (Stockton Borough Council) (In the Chair)

Councillors: Councillor Eric Palano (Middlesbrough Borough Council)
Councillor Cliff Foggo (Redcar and Cleveland Borough Council)

Officers: Stuart Marshall, Chief Emergency Planning Officer
Jon Hepworth, Group Accountant (Regeneration and Neighbourhoods)
David Cosgrove, Democratic Services Team

10. Apologies for Absence

Councillor Tom Cassidy (Hartlepool Borough Council).

11. Declarations of interest by Members

None.

12. Minutes of the meeting held on 12 July 2022

Received.

13. Financial Management Update Report *(Director of Resources and Development and Chief Emergency Planning Officer)*

Purpose of report

To provide details of the forecast outturn for the financial year ending 31st March, 2023 based on the position as at 31st October' 2022.

Issue(s) for consideration by the Committee

The Group Accountant reported that on the main Emergency Planning Budget there was now an overspend of £5000 due mainly to the higher than anticipated pay award for 2022/23. This would be funded from reserves this year. The pay award pressure was indicative of the current high levels

of inflation, which increase the operating costs of the service and, therefore, the amount of income required to balance the budget. The report for next quarter would include a proposed budget for the next financial year and recommendations that address how these inflationary pressures may be funded.

In relation to the Local resilience Forum (LRF) there was a favourable variance of £52,000 anticipated. This was largely due to a combination of vacant posts and delays in appointing staff funded by central government grant. This expenditure would be re-phased to 2023/23 which would extend the lifetime of the scheme.

Decision

That the latest forecast outturn for 2022/23 be noted.

14. Activity Report (*Chief Emergency Planning Officer*)

Purpose of report

To assist members of the EPJC in overseeing the performance and effectiveness of the Emergency Planning Unit and its value to the four unitary authorities.

Issue(s) for consideration by the Committee

The Chief Emergency Planning Officer reported a summary of the progress made against the Unit's action plan highlighting some of the significant work completed over recent months. The Chief Emergency Planning Officer particularly highlighted the Team's involvement in: -

- Ongoing work in the delivery of external COMAH and REPPIR duties;
- The partner workshop held on community resilience engaging a range of agencies with a view to improving evidence against the resilient standards.
- Contribution to the recent NE Cyber innovation event held the Riverside Stadium in Middlesbrough.
- Development of scenarios for the FloodEx event on 22 November which would involve local authorities all along the east coast from Scotland to East Anglia.
- A review of four local authority websites emergency information for local residents.
- The holding of a REPPIR Level 2 Exercise and the subsequent Hydra Report.

The Chief Emergency Planning Officer reported that following the successful recruitment of four new staff, the Unit now had a full complement of 12 staff. This addition has only been possible as a result of grant funding from the Government.

The Chief Emergency Planning Officer also reported activity around the Local Resilience Forum (LRF) which included: -

- The provision of a range of training opportunities for multi-agency responders from generic strategic response to specialist applications;
- A codified 'stand up' protocol for adverse weather incidents which would mean authorities and agencies being put on standby in amber weather warning situations and then only stood down should the weather not prove particularly troubling. This was a response to the lessons learned around Storm Arwen;
- Ensured linkages between key community resilience groups and the LRF;
- A Cyber awareness briefing from NE WARP, National Cyber Security Agency and North East Regional Organised Crime Unit.
- Provision of a training and exercise bid process for the North East, reducing duplication and increasing joint working.

The Chair questioned how the changes in senior officer positions in Councils had impacted upon emergency planning and the training requirements. The Chief Emergency Planning Officer indicated that there had been some increased demand for strategic command training. The key was to ensure the people designated as responders in a local authority were comfortable with the kinds of decision making emergency situations could require. The Chief Emergency Planning Officer added that there was additional training still ongoing through the LRF as things returned to normal after the Covid pandemic.

A Member referred to the two 2Excel Aviation aircraft now based at Teesside Airport which were operated by Oil Spill Response Limited. The two aircraft were designed to spray oil dispersant in the event of major oil spills. The Chief Emergency Planning Officer reported that locally, we are well placed with PD Ports locally being a Tier 2 Responder (one of only 2 ports in the country with such accreditation). Any use of aircraft / dispersants would be considered by a number of agencies including the Marine Management Organisation and HM Coastguard. The two aircraft were more likely to respond to major spills out at sea anywhere around the world to assist in stopping oil spills reaching the shoreline.

Decision

That the report be noted.

15. LRF Pilot Projects Update (*Chief Emergency Planning Officer*)

Purpose of report

For information, awareness and assurance.

Issue(s) for consideration by the Committee

The Chief Emergency Planning Officer reported that the government's funding of LRF's that aimed to increase capability and capacity was likely to have some longer term consequences in terms of the expectations placed on LRFs in major incidents as could be seen from the involvement of the local LRF Chair in the Manchester Bombing Inquiry.

As well as specific projects within the LRF to build capacity, there had also been increased capacity within the EPU as it provided support to the LRF. The Chief Emergency Planning Officer gave an update on the various projects being undertaken by the LRF. In regards to training it was indicated that a new online training platform was being explored for those involved in emergency situations, though this would be in addition to and not replace practical exercises.

The Chief Emergency Planning Officer also highlighted that officers were reviewing the establishment of a small grants scheme for community resilience building with local community groups from within the LRF grant funding.

Decision

That the pilot funding and proposed / ongoing activities be noted and that further reports on the utilisation of the funding be reported to future meetings.

16. Incident Report - (25th June 2022 – 4th November 2022) (Chief Emergency Planning Officer)**Purpose of report**

For information and assurance.

Issue(s) for consideration by the Committee

The Chief Emergency Planning Officer submitted a report outlining the incidents reported and responded to by the Cleveland Emergency Planning Unit (CEPU). The report covered the period between the 25th June and 4th November 2022.

Decision

That the report be noted.

17. Any Other Items which the Chairman Considers are Urgent

None.

The meeting concluded at 11.00 am.

H MARTIN

CHIEF SOLICITOR

PUBLICATION DATE: 1 DECEMBER 2022

NEIGHBOURHOOD SERVICES COMMITTEE

1st December 2022



Report of: Assistant Director (Place Management)

Subject: VEHICLE AND EQUIPMENT APPROVALS 2023/2024
TO 2025/2026

1. TYPE OF DECISION/APPLICABLE CATEGORY

1.1 Key Decision. Forward Plan reference NRS06/22.

2. PURPOSE OF REPORT

2.1 The purpose of the report is to:

- i) Provide an update on vehicle purchases made in 2021/22 and the current year to date for approvals already obtained.
- ii) Provide an update of the vehicle replacement budget for the current financial year.
- iii) Propose the vehicle and associated equipment replacement programme for the 3 year period covering 2023/24 to 2025/26.
- iv) To request that Finance and Policy Committee recommend that the approval for borrowing to fund the related capital expenditure is included in the 2022/23 Medium Term Financial Strategy (MTFS) approved by Full Council.

3. BACKGROUND

3.1 A combined vehicle asset appraisal and service review has been undertaken with Service Managers and Team Leaders across the Council. This has looked at each of the frontline services expected vehicle, heavy plant and equipment requirements for the next three years taking account of factors:

- i. **Vehicle life extension programme** – The Fleet Service's maintenance programme has been stretching vehicle operating life beyond planned replacement time frames to obtain temporary one-off borrowing savings. While these steps have helped the Council in allowing services time to

go through necessary efficiency transformations, the vehicles in the programme are in many cases coming to end of their serviceable life.

- ii. **Safety upgrades and parts** – Concerns about ongoing availability and vehicle retrofitting practicalities with older vehicles.
 - iii. **Reliability and service availability levels** – Difficulties in maintaining daily services.
- 3.2 An options appraisal of vehicle financing has previously demonstrated that borrowing is the most cost effective way of funding vehicle purchases, particularly as vehicles are now kept for their maximum usable economic life.

4. PROPOSALS

- 4.1 Further reviews of individual service vehicle and equipment needs have been undertaken in conjunction with respective service managers. This has sought to identify if any potential changes to requirements can be foreseen with regard to possible future plans for these services.
- 4.2 This work combined with concerns of rising running costs with aging vehicles has resulted in a revised replacement programme for 2023/24 to 2025/26.
- 4.3 It is important to note that not every item on the list may be purchased, however this approval approach allows the team to react should the need for one of these vehicles arise sooner than we reasonably expect.

5. FINANCIAL CONSIDERATIONS

This item contains exempt information under Schedule 12A Local Government Act 1972 (as amended by the Local Government (Access to Information) (Variation) Order 2006) namely, (para 3), information relating to the financial or business affairs of any particular person (including the authority holding that in).

5.1 Latest Position on Vehicle Purchases Previously Approved (2022/22 and Current Year to Date)

Details of vehicles procurement activity in 2021/22 and 2022/23 are shown at **Appendix A. This item contains exempt information under Schedule 12A Local Government Act 1972 (as amended by the Local Government (Access to Information) (Variation) Order 2006) namely, (para 3), information relating to the financial or business affairs of any particular person (including the authority holding that in).**

- 5.2 The overall favourable variance of £16,000 has been added to the 'Price Contingency' resulting in a remaining budget of £405,000 which is anticipated to be sufficient to meet the latest inflationary price increases on

the outstanding vehicle replacements, at 13% of the re-phased budget. The position will be closely monitored given the high levels of inflation in the last year. **This item contains exempt information under Schedule 12A Local Government Act 1972 (as amended by the Local Government (Access to Information) (Variation) Order 2006) namely, (para 3), information relating to the financial or business affairs of any particular person (including the authority holding that in).**

5.3 Current Year Vehicle Approvals 2022/23

The vehicle replacement programme for the current year is shown at **Appendix B. This item contains exempt information under Schedule 12A Local Government Act 1972 (as amended by the Local Government (Access to Information) (Variation) Order 2006) namely, (para 3), information relating to the financial or business affairs of any particular person (including the authority holding that in).** The cost of vehicle purchases compared to budget will be reported after outturn in next year's report.

5.4 Vehicle Replacements 2023/2024 – 2025/2026

A provisional programme was included in last year's report. Following completion of this year's fleet asset appraisals as detailed earlier in the report, some amendments have been made. In addition to try to address some of the potential volatility created by the disruption to international supply chains the price contingency (a percentage of the total in-year programme borrowing) has been raised slightly further than previous years. These programmes are shown at **Appendix C. This item contains exempt information under Schedule 12A Local Government Act 1972 (as amended by the Local Government (Access to Information) (Variation) Order 2006) namely, (para 3), information relating to the financial or business affairs of any particular person (including the authority holding that in).**

5.5 The resultant vehicle and equipment requirements are put forward for consideration by Neighbourhood Services Committee. If agreed the recommendations progress to Finance and Policy Committee for consideration of the borrowing requirements and then onto Full Council as part of the 2023/24 MTFS.

5.6 Fleet Services will undertake procurement exercises to obtain best value from suppliers in light of the three years of planned requirements.

5.7 Fleet Services will, in advance of the appropriate vehicle / equipment requirement year, confirm with each service's Budget Holder that they have the necessary budget to proceed before 'calling-off' these vehicle / equipment 'builds' from suppliers. Service Level Agreement (SLA) costs, as part of the annual service area budget building exercises, are included. Payment to suppliers would be made once vehicle / equipment are delivered

and repayments on borrowing would begin to be made the year following vehicle delivery.

- 5.8 Details of the revised replacement programme for the 3 year period covering 2023/2024 – 2025/2026 is shown at **Appendix C. This item contains exempt information under Schedule 12A Local Government Act 1972 (as amended by the Local Government (Access to Information) (Variation) Order 2006) namely, (para 3), information relating to the financial or business affairs of any particular person (including the authority holding that in.** The related future borrowing approvals to be recommended for inclusion within the 2023/24 MTFS are summarised in Table 1 below.

Table 1: Summary of future year borrowing approvals

	£000's
2023/2024	235
2024/2025	1,410
2025/2026	1,707

- 5.9 The above borrowing approval represents the maximum amount of borrowing which would be incurred if all vehicles were replaced in the year proposed. However in all likelihood the practicalities of procurement will result in some future re-phasing to reflect the timing of when vehicles are delivered.
- 5.10 Loan repayment costs are included within SLA costs which are funded by trading account income and existing SLA budgets.

6. RISK IMPLICATIONS

- 6.1 It is important that we ensure we provide a roadworthy fleet which has a near faultless service availability for safety and service critical vehicles.
- 6.2 For many of our specialist vehicles the procurement process – specification, tendering, ordering and manufacturers build period is a lengthy one, and as a direct result of the international supply chain issues, timescales are up to one and half years before delivery in some cases. In order to avoid procurement delays resulting in costly and inefficient external hires; the service requires a vehicle procurement format that mirrors the three year forward plan and review practice undertaken in respect to the Council's MTFS.

7. CONSULTATION

- 7.1 A vehicle asset appraisal and service needs review has been undertaken with Service Managers and Team Leaders.

8. ASSET MANAGEMENT CONSIDERATIONS

- 8.1 The attached **Appendix C** details the revised replacement programme for the period 2023/2024 to 2025/26 and the related future borrowing approvals to be recommended for inclusion within the 2023/2024 MTFS. **This item contains exempt information under Schedule 12A Local Government Act 1972 (as amended by the Local Government (Access to Information) (Variation) Order 2006) namely, (para 3), information relating to the financial or business affairs of any particular person (including the authority holding that in).**

9. ENVIRONMENT, SUSTAINABILITY AND CLIMATE CHANGE CONSIDERATIONS

- 9.1 Work is currently underway to look at how the Council can transition to more a more sustainable fleet. At present the infrastructure is not adequate to allow for this to be included within the current programme.

10. OTHER CONSIDERATIONS

Legal Considerations	No relevant issues
Child/Family Poverty Considerations	No relevant issues
Equality and Diversity Considerations	No relevant issues
Staff Considerations	No relevant issues

11. RECOMMENDATIONS

- 11.1 It is recommended that the Committee:
- i) Note the updated position for vehicle purchases approved in previous year as set out in **Appendix A** and the list for 2022/23 as set out in **Appendix B**. **This item contains exempt information under Schedule 12A Local Government Act 1972 (as amended by the Local Government (Access to Information) (Variation) Order 2006) namely, (para 3), information relating to the financial or business affairs of any particular person (including the authority holding that in).**
 - ii) Approves the proposed replacement programme of vehicles, heavy plant and associated equipment as set out in **Appendix C** and related borrowing approvals set out in paragraph 5.8, to be referred to Finance and Policy Committee to recommend to Full Council as part of the 2023/2024 MTFS. **This item contains exempt information under Schedule 12A Local Government Act 1972 (as amended by the Local Government (Access to Information) (Variation) Order 2006) namely, (para 3), information relating to the financial or business**

affairs of any particular person (including the authority holding that in).

12. REASONS FOR RECOMMENDATIONS

- 12.1 To maintain a fleet service that meets the needs of the Council.

13. BACKGROUND PAPERS

- 13.1 There are no background papers to this report.

14. CONTACT OFFICER

- 14.1 Kieran Bostock
Assistant Director (Place Management)
Level 3
Civic Centre
Hartlepool
TS24 8AY

Tel: (01429) 284291

E-mail: kieran.bostock@hartlepool.gov.uk

Sign Off:-

- Director of Resources and Development ☒
- Chief Solicitor ☒

NEIGHBOURHOOD SERVICES COMMITTEE

1st December 2022



Report of: Assistant Director (Regulatory Services)

Subject: BOLTON GROVE, SEATON CAREW – REQUEST FOR
REMOVAL FROM RESIDENT ONLY PARKING
SCHEME

1. TYPE OF DECISION/APPLICABLE CATEGORY

1.1 Non Key.

2. PURPOSE OF REPORT

2.1 This report considers a request from a number of residents of Bolton Grove for the location to be removed from the current resident only permit parking scheme that has operated since 2008.

3. BACKGROUND

- 3.1 The Community Safety Team received a petition signed by 42 residents of Bolton Grove (relating to 33 properties) which requested the removal of this location from the current resident only permit parking scheme. The petition demonstrated majority support from 33 of the 57 properties in Bolton Grove (58%) and as a consequence a further formal consultation took place with residents during September 2022. **Appendix A** shows a location plan of Bolton Grove.
- 3.2 Bolton Grove has been part of the current resident only permit controlled parking scheme since 2008 and was included, along with The Green (and surrounding area) of Seaton Carew, in response to a number of reported complaints of access, obstruction and lack of parking availability. The original scheme was introduced after the Council received majority support from residents to provide such parking controls.
- 3.3 Many of the residential locations in this area have no alternative parking options other than to park “on street” and such streets can often be narrow and during busy times, can potentially reach over capacity. The resident only parking scheme was seen as a means of restricting use, providing a degree of traffic management control, protecting residents from drivers parking in unrestricted streets and alleviating reported problems with access, obstruction and parking availability. Although vehicle ownership has

increased in some areas, generally the scheme continues to achieve its aims.

- 3.4 When a pay and display charge was introduced at Seaton Carew in 2017, the resident permit scheme was extended to a much larger geographical area, in anticipation of a displacement of vehicles seeking to park in unregulated areas and where a payment to park was not required. It was therefore seen as a necessity to protect such areas and prioritise residential parking availability.
- 3.5 Further changes and increases to the cost of a resident permit, together with the introduction of an incremental charge dependant on permit usage, have caused some residents to question the need to continue within the controlled parking zone. As a result, in cases where residents can demonstrate majority support, the Council have agreed to formally consult with residents over the potential removal of such restrictions. Such reviews are however extremely time consuming to conduct and when formal changes or amendments are required to Traffic Regulation Orders, can be a financial burden on the operational service budget. For this reason it is not possible to review a consultation decision for a further 3 years.

4. PROPOSALS

- 4.1 The initial petition, signed by a majority of residents in Bolton Grove, seeks the removal of the area from the current resident only parking controlled zone. Additionally many of the current residents cite that they did not have an opportunity to participate in the original consultation and have moved into the area which was already historically subject to permit controls.
- 4.2 The results of the consultation with residents of Bolton Grove are shown in Section 8.1 of this report.
- 4.3 During the consultation process, residents were made aware of the likely implications of removing Bolton Grove from the permit controlled restrictions, highlighting that in the event residents noticed a subsequent adverse impact on parking availability, obstruction or access, neither the local authority Civil Enforcement Officers or the Police would be in a position to respond to such complaints. Furthermore for the reasons explained in Section 3.5, it would not be possible to consider any further review for a period of at least 3 years.
- 4.4 Should the restrictions be removed, Bolton Grove would revert to an unrestricted public highway. Residents would no longer need to purchase an annual resident parking permit. The current incremental resident permit charges are:

1st permit = £15

2nd permit = £25

3rd permit = £40

4th permit (and any thereafter) = £40.

- 4.5 Removing Bolton Grove from any parking restriction would leave this location isolated from other surrounding areas which retain permit parking controls. It is likely that once drivers realise that any parking controls have been withdrawn, this location will see an increase in vehicular activity.
- 4.6 The initial petition showed support from 33 of the 57 properties in Bolton Grove (58%). However, during the consultation process, a number of the residents cited that they would not have supported the petition had they been made fully aware of the implications and the removal of the current traffic management controls would involve the withdrawal of the enforcement protection the scheme provides was a concern to some. Consequently only 22 of the 57 properties (38 %) responded in favour of removing the restrictions at Bolton Grove and 8 properties objected to the removal (14%) with 27 properties failing to respond (47%).
- 4.6 In the event members approve the request to withdraw Bolton Grove from the permit parking scheme, the amendments to the Traffic Regulation Order would be subject to the relevant legal process and such changes would still be required to be advertised under Statutory Notices. During this formal notification period, any objections received may need to be considered at a further committee meeting before the amendments could be implemented.

5. FINANCIAL CONSIDERATIONS

- 5.1 Removing a location from the Controlled Parking zone involves amendments to the relevant Traffic Regulation Order. The legal process involves the advertisement of the Statutory Notices and there would be a cost associated with this process. Additionally any signage in situ along with carriageway markings currently in place would need to be removed. The loss of revenue from annual resident permits in isolation, would be offset by the suspension of enforcement visits, however in the event this triggers further requests from neighbouring streets, there may be a more significant risk to revenue income which potentially creates a budget pressure on the service.

6. LEGAL CONSIDERATIONS

- 6.1 Removing Bolton Grove from the permit controlled parking scheme would require amendments to the Traffic Regulation Orders. Such changes need to be advertised as Statutory Notices by the Chief Solicitor and are part of the legal process associated with such changes. During this period of notification any objections received would also need to be considered before the amendments could be implicated.

7. CONSULTATION

- 7.1 Consultation letters were sent to all 57 properties, setting out the implications of removing Bolton Grove from the permit parking scheme and seeking views from residents as to whether the parking restrictions should be removed.

7.2 Responses were received from 30 properties (53%), with:

- 22 properties were in favour of removing the current permit scheme (39%);
- 8 properties were opposed to the proposal (14%); and
- 27 properties failed to respond (47%).

7.3 The removal of the permit parking restrictions at Bolton Grove is supported by some of the Ward Councillors for Seaton.

8. STAFF CONSIDERATIONS

8.1 Civil Enforcement Officers would continue to enforce the remaining parking restrictions, however they would be unable to respond to reports of obstruction, prevention of access or lack of parking availability in Bolton Grove in the event the restrictions were to be withdrawn.

9. ASSET MANAGEMENT CONSIDERATIONS

9.1 Bolton Grove is part of the adopted highway and the Council would therefore retain responsibility for maintenance and repair.

10. OTHER CONSIDERATIONS

Risk	No relevant issues
Child/Family Poverty	No relevant issues
Equality and Diversity	No relevant issues
Environmental, Sustainability and Climate Change	No relevant issues

11. RECOMMENDATIONS

11.1 That the request to remove the resident only permit parking scheme at Bolton Grove be rejected.

11.2 That it be noted that a further review of the current restrictions will not be possible for a period of at least 3 years.

12. REASONS FOR RECOMMENDATIONS

12.1 Although the initial submitted petition had 57% support, the formal consultation results show only 38% of residents favour the removal of the current restrictions.

13. BACKGROUND PAPERS

13.1 None.

14. CONTACT OFFICERS

Tony Hanson
Director of Neighbourhood and Regulatory Services
Civic Centre
Hartlepool Borough Council
TS24 8AY

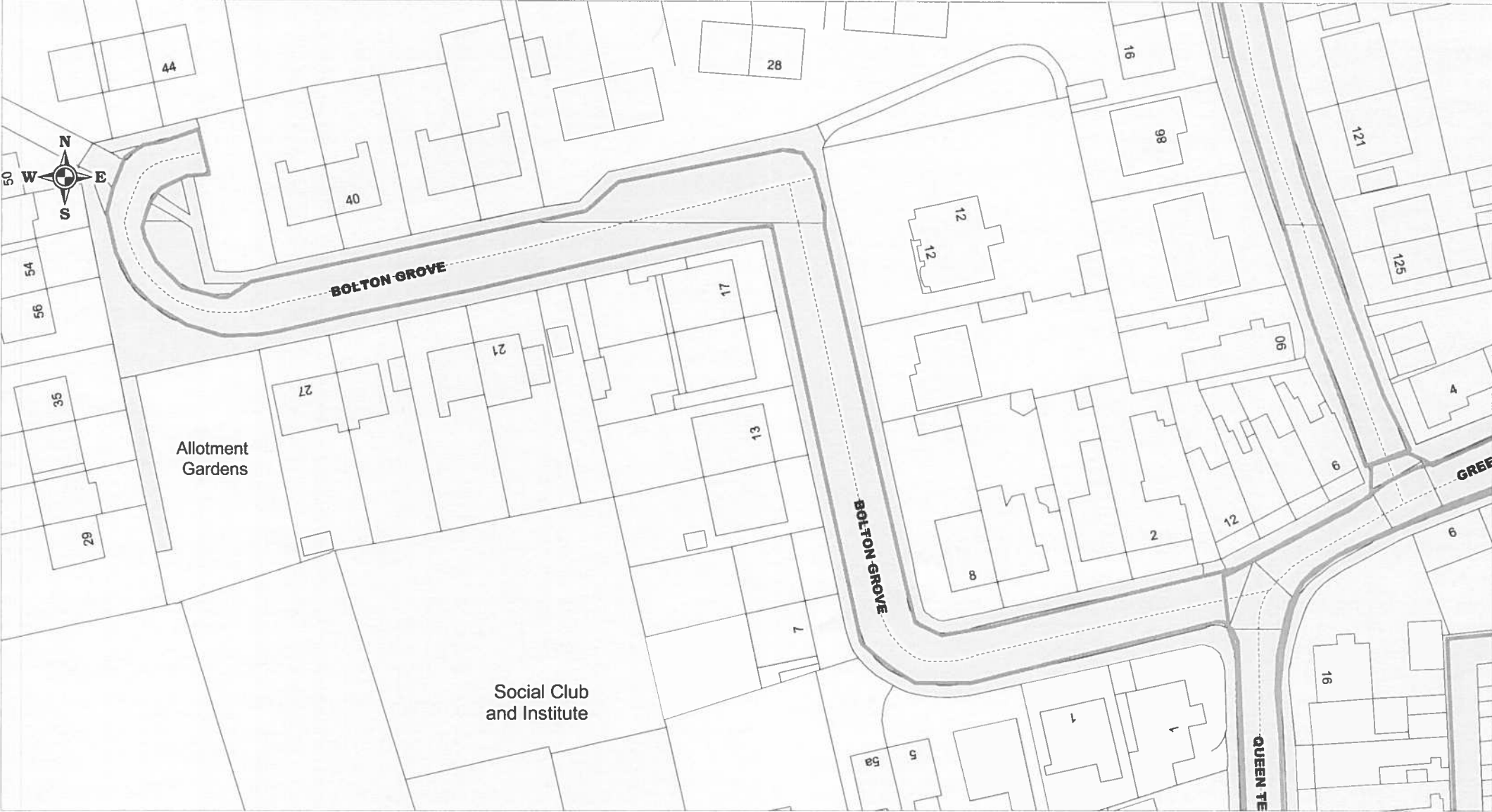
Tel: (01429) 523301
E-mail: tony.hanson@hartlepool.gov.uk

AUTHOR OF REPORT

Phil Hepburn
Community Safety Operations Manager
C/O Hartlepool Police Station
Avenue Road
Hartlepool
TS24 8AJ
Tel: (01429) 523100
E-mail: philip.hepburn@hartlepool.gov.uk

Sign Off:-

- Director of Finance and Policy ☒
- Chief Solicitor/Monitoring Officer ☒
- Managing Director ☒ Finance & Policy Committee only



Appendix A - Bolton Grove

© Crown copyright. All rights reserved
Licence No. 2003

SCALE	1 : 740
DATE	02/11/2022
DRAWING No.	
DRAWN BY	

NEIGHBOURHOOD SERVICES COMMITTEE

1st December 2022



Report of: Assistant Director (Regulatory Services)

**Subject: PROPOSED RESIDENTIAL PARKING SCHEME AT
TAYBOOKE AVENUE – CONSIDERATION OF
OBJECTIONS**

1. TYPE OF DECISION/APPLICABLE CATEGORY

1.1 Non Key.

2. PURPOSE OF REPORT

2.1 This report seeks to consider five formal letters of objections raised in connection to the proposed resident only parking scheme at Taybrooke Avenue.

2.2 A proposed resident only parking scheme had previously been approved by the Director of Neighbourhood and Regulatory Services under delegated powers, however as part of the legal process, such an amendment to a Traffic Regulation Order requires the Statutory Notices to be advertised and during this period, a number of objections to the proposal were received.

2.3 Under such circumstances, the Constitution requires that such objections are further considered and determined by Elected Members.

3. BACKGROUND

3.1 The Community Safety Team received an initial petition, signed by 24 residents of Taybrooke Avenue, which set out a number of parking issues they regularly experienced and requested that this area be considered for inclusion as a resident only permit controlled parking scheme.

3.2 Taybrooke Avenue is currently unregulated with the exception of a School Keep Clear Prohibition of Stopping Order and a school time No Waiting / Loading restriction. As such there are no restrictions preventing any motorist from parking directly in front of the residential properties. Due to the close proximity of the school, most of the resident's parking concerns relate to issues associated with Kingsley Primary School. The residents cited examples of members of the teaching staff parking all day on the public highway, which due to the narrowness of this road, can at peak times, create

issues for passing vehicles, while periodically the parked cars can obstruct access to and from the driveways of the residential properties.

- 3.3 Such long stay parking issues were also causing problems for larger delivery vehicles attempting to negotiate the tight access into the school entrance. This had led to vehicles, including HGV's, reversing onto private driveways and open fronted gardens in order to negotiate the restricted turning circle on entry into the school. This has in the past resulted in visible damage to the grass verge / footpath as well as a resident's garden.
- 3.4 Like any location in close proximity to a school, the area suffers from short term congestion issues at school drop off and collection times, however in this case, parents do have the use of a large, unrestricted car park on Kingsley Avenue. There is therefore alternative available long and short stay parking options in close proximity to the school.
- 3.5 Following receipt of the initial petition, a consultation was carried out with residents of 25 properties at 1-25 Taybrooke Avenue. The results of the consultation are detailed in Sections 7.1 and 7.2 of this report.
- 3.6 The request was approved under the delegated powers awarded to The Director of Neighbourhood and Regulatory Services and the Chief Solicitor advertised the proposal under Statutory Notices. During this period of formal notification, a further five letters of objections have been received which are contained in **Appendix A** of this report.
- 3.8 The letters of objection are of a similar theme, listing concerns from members of the school staff and board of governors which disputes the extent of some of the parking issues described, suggesting that residents contribute to the congestion and access issues in order to reserve parking spaces before teaching staff and parents arrive.

4. PROPOSALS

- 4.1 **Appendix B** shows the extent of the proposed resident only permit parking scheme. The scheme would be applicable seven days per week between the hours 8am to 8pm when, during the hours of enforcement, parking on the north side of Taybrooke Avenue would be restricted to valid permit holders only.
- 4.2 The proposed resident parking permit scheme would replicate the schemes that currently operate across the Town Centre and at Seaton Carew with permits available to eligible properties on an incremental charging scale. Residents were made aware of the terms and conditions of the scheme with the consultation responses showing majority support for the proposal. Although there was recognition that the parking scheme would not eliminate all of the issues residents had reported, the scheme should assist with the long stay parking concerns and help address the instances of access and obstruction residents regularly experience. Teaching staff would be required to park within the curtilage of the school site or in the unrestricted nearby car park on Kingsley Avenue.

- 4.3 The letters of objection from the School Head Teacher, members of staff and School Governors, questions the need for the restrictions, pointing out that school are keen to work with the residents for a parking solution to this issue. The school is partly a victim of its own success with the Head Teacher explaining that the school now have 115 teaching and specialist support staff and the overflow onto Taybrooke Avenue is a result of overcapacity in the schools own car park. The letters of objection also consider that many of the residents deliberately park on the public highway to prevent other drivers parking on the road, even though they have ample parking availability on their driveways. As a consequence the objectors consider it is the actions of the residents that contributes to the congestion and access issues.
- 4.4 The objectors consider that the scheme penalises the school and creates unnecessary operational issues for them and their staff. There is an acceptance that during school collection times, the area can become congested, however the school points out that they do regularly put out newsletters to parents promoting considerate parking, and have in the past, worked with the residents of Taybrooke Avenue to try and resolve the parking issues.

5. FINANCIAL CONSIDERATIONS

- 5.1 The scheme would be required to be signed and lined in accordance with the requirements of the necessary legislation. As a consequence there will be some minimal initial start-up costs which will be funded from the parking operational budget. Such costs will however be offset by revenue from the purchase of permits.

6. LEGAL CONSIDERATIONS

- 6.1 The initial decision to approve the scheme was made under the Director of Neighbourhood and Regulatory Services delegated powers. However, following receipt of a number of letters of objection that were submitted during the period of advertisement of the Statutory Notices, the Constitution requires that those objections now be considered by Members of the Neighbourhood Services Committee.

7. CONSULTATION

- 7.1 Responses were sent to the residents of 1-25 Taybrooke Avenue and we received replies from 18 of the 25 residential properties consulted (72%), with the findings as follows:
- 15 properties were in favour of the scheme (60%);
 - 3 properties were opposed to the scheme – all citing cost of permits as an issue and suggesting there was not a significant issue (12%); and
 - 7 of the 25 properties failed to respond (28%).

- 7.2 Of the responses received, there was a significant majority (83%) in support for the proposed scheme, which reflected the earlier support in the submitted petition.

8. STAFF CONSIDERATIONS

- 8.1 The resident permit parking scheme would be enforced by Hartlepool Borough Council Civil Enforcement Officers, under the jurisdiction of the Traffic Management Act.

9. ASSET MANAGEMENT CONSIDERATIONS

- 9.1 Taybrooke Avenue is part of the public adopted highway. There is some evidence of damage from vehicles parking on the grass verge and footpath. The introduction of this scheme would protect the highway asset.

10. OTHER CONSIDERATIONS

Risk	No relevant issues
Child/Family Poverty	No relevant issues
Equality and Diversity	No relevant issues
Environmental, Sustainability and Climate Change	No relevant issues

11. RECOMMENDATIONS

- 11.1 That members consider the issues raised in the five letters of objection and confirm if the original decision, made under the Director's delegated powers should be upheld, as it is the Council's opinion that the permit scheme by implemented based on the responses received.

12. REASONS FOR RECOMMENDATIONS

- 12.1 To ensure compliance with the necessary legal procedure for such matters and to meet the requirements of the Constitutional directive when considering objections received, during a period of advertisement of a Statutory Notice.

13. BACKGROUND PAPERS

- 13.1 None.

14. CONTACT OFFICER

Tony Hanson
Director of Neighbourhood and Regulatory Services
Civic Centre
Hartlepool Borough Council
TS24 8AY

Tel: (01429) 523301
E-mail: tony.hanson@hartlepool.gov.uk

AUTHOR OF REPORT

Phil Hepburn
Community Safety and Operational Manager
C/O Hartlepool Police station
Avenue Road
Hartlepool
TS24 8AJ

Tel: (01429) 523258
E-mail: philip.hepburn@hartlepool.gov.uk

Sign Off:-

- Director of Finance and Policy ☒
- Chief Solicitor/Monitoring Officer ☒
- Managing Director ☒ Finance & Policy Committee only

APPENDIX A – 1 of 5

To whom it may concern,

Re: Resident only parking Taybrooke Avenue.

I wish to object to this scheme as it will not remedy the issues we have with access to school.

A number of allegations are made in your email about the reasons this scheme is needed. I totally refute that any of our staff are blocking access to drives. A small number of our staff do park on the road, however they do not block driveways. All staff cannot park in our car park as we now have 115 staff, and our car park is not big enough.

All residents do have driveways which they can use to park their cars. A number of residents choose to park outside of their houses and not on their drives to stop anyone else parking there. This causes us huge issues with access. Deliveries etc. cannot access school because of cars parked directly opposite our zig zag entrance.

I completely agree that some parents do park inappropriately and do block drives however creating a resident only scheme will not solve our access issues.

I believe this scheme needs further consideration.

Thank you for your time.

[REDACTED]

APPENDIX A – 2 of 5

Hi [REDACTED],

On behalf of the Chair and SEND Governors of Kingsley Primary School we would like to object to the proposed residents only parking scheme on Taybrooke Avenue, Hartlepool.

We also have great difficulty entering and exiting our school car park especially by HGV delivery drivers and HBC school transport drivers, bin collection drivers etc. they struggle to access the car park at times and when this is investigated into it is mainly due to residents' cars being parked opposite the entrance and surrounding area and even on the grass verges, so therefore the deliveries are sometimes taken off the trucks in the street and have to be brought over on trolleys, but we feel our concerns are being overlooked in this instance.

We do understand the resident's frustration when they are blocked in over their driveways by parents (staff never block driveways) and this is never accepted by the school. Information is sent on our newsletter from time to time reminding parents to park safely and not to obstruct driveways and be respectful to our residents.

We agree there should be a parking restriction during school hours for everyone including **residents** and that yellow lines should be on both sides of Taybrooke Avenue, so parking opposite the school zigzag lines would not then be restricting vehicles entering and exiting the school car park.

Please keep us informed of any decision made.

[REDACTED]

APPENDIX A – 3 of 5

This parking matter deserves and requires more consideration than it has been given by you.

In response to the points you have regarding the car parking discussed below.

The school has not ignored issues that the residents have raised, any issues raised have been handled.

The first time we heard of anything happening in terms of parking proposals on Taybrooke Avenue is when one of our Governors sent us details of the proposal which had been published. Our Headteacher hasn't spoken to anyone regarding the concerns from the council to have a chance to reply to these concerns prior to it going to planning proposal, this is unacceptable

Over the last 3 years there have been 3 occasions when someone has come into school with concerns and 3 occasions when residents have emailed with concerns. 1 of the occasions in school was a gentleman who was having work completed on his property and needed to get a large truck parked outside of his property for the day. This occasion it was a member of staff who was parked legally on the roadside not blocking any access to driveways or on the grass verge, however the gentleman wanted the truck to be parked on the roadside to help make the job easier. We found out the member of staff who owned the car, as we keep a staff car list in school in-case of any issues, and that member of staff came straight out, moved the car and the gentleman was very appreciative.

The other two occasions were a lady who was quite irate on both occasions who wanted us to get all the staff to move their cars in the street and park in the car park. We asked if the cars were blocking any access or covering drives. We explained that we do have a full car park daily where staff are asked to double park to block other staff in, however, once the car park is full then the staff have to park elsewhere. We have a system in place for staff to follow to allow those staff who don't go out through the day to be blocked in as they don't need to access their car at break or dinnertimes allowing us to take in more staff cars. We explained that we do encourage staff to use the Rec car park, however they weren't illegally parked or causing any obstruction. So, other than advising them to park elsewhere we couldn't force them to move. They have been asked to move on occasion and when asked they do. We explained that we do send out information on our newsletter from time to time reminding parents to park safely and not to obstruct driveways and be respectful to our residents and therefore we would do that again.

On another two occasions emails were received from a resident from Kingsley Avenue not Taybrooke Avenue. He explained that he was being blocked in on a morning by parents.

We thanked him for his email and apologised for his inconvenience. We informed him that we would send a message out on our newsletter which we did.

Parents are requested to park safely and sensibly.

One of our Governors came to school on a couple of occasions following on from these incidents to stand outside and monitor parking at pick up and drop off times and also our Site Supervisor has monitored parking in the car park with our staff and visitors.

Following on from that 2 local PCSO's attended school as they were following up complaints from residents of parents parking and blocking driveways or parking where they shouldn't. We informed them that we do send messages out on our parent newsletter reminding parents about parking over driveways, but also advised the PCSOs to attend school at pick up and drop off times as the time that they attended wasn't during the busy times. They advised us that if any residents get in touch that we should advise them to log it with the police as the more calls they get from residents the more chance they have of getting the camera out to issue fines, which would hopefully deter the drivers parking illegally.

The other occasion that we received an email was from a resident in Staindale Place who was concerned about cars pulling out of the school car park fast and she felt that they weren't looking both ways before pulling out. We do have a 5 mile an hour speed limit in the car park and following on from that email with the concerns we had signs placed on the car park entrance/exit encouraging drivers to look both ways along with speaking to all staff as well as parents on the safety of entry and exit to the school car park.

The entry/exit to the car park is made more difficult to enter and exit due to residents parking their cars on the roads opposite the entrance/exit.

HGV delivery drivers and HBC transport drivers, bin collection drivers etc. do struggle to access the car park at times and when this is investigated into it is mainly due to residents' cars being parked opposite the entrance and surrounding area, on the grass verge at the time, and therefore the deliveries are sometimes taken off the trucks in the street and have to be brought over on trolleys. There are residents parked there as I type this email, on the grass verge when their driveways which could hold 3 cars is empty. There have been times when it has been professionals attending school for meetings but if this has been the case we have asked them if they wouldn't mind moving and they do. We haven't attempted to ask residents to move their cars for this reason and we know they are entitled to park there.

We have had a number of occasions when staff who have parked legally on Taybrooke Avenue have been approached by one resident telling them that they shouldn't be parking where they are. One member of staff was brought to tears because of the way that she was spoken to. A note was left on her car and following that on a different occasion the resident came out shouting at her when the member of staff had her son with her telling her she couldn't park there. The next time that she parked legally on the roadside outside of their property she was blocked in by the residents' cars, as they have two cars, so couldn't move due to those two cars blocking her in. She had to sit in her car 20 minutes before the gentleman came out of the property and moved the car.

We have evidence of emails, notes and photographs if any are needed however, we don't want to be in a dispute with residents as we do try to help as much as we legally can. We do understand that there are now more cars on the road and that we have more staff in school. We are a fully inclusive maintained school with a lot of children with complex needs. Along with that comes various professionals that attend school regularly and taxi's that pick up daily on top of parents attending to pick up or drop off, deliveries, staff lunches etc. therefore we do see a lot of traffic throughout the day. I can also understand personally the difficulty of parking outside of your home when you have visitors for example as I do live opposite a Primary School in the town myself. I can't park outside of my house between the hours of 8am and 6pm and I'm a resident. I do understand that it can be frustrating at times but thankfully I have a driveway that I can use. Once that is full then any of my visitors need to park elsewhere where they are legally allowed to park.

We do understand the resident's frustration when they are blocked in over their driveways by parents (staff never block driveways) and this is never accepted by the school. We did look into getting a barrier in the car park to only allow staff and professional visitors in to use the car park, however we felt that that would make things worse for the residents as any parents picking up and dropping off would then park in Taybrooke Avenue.

Some residents purposely park their cars on the roadside, and on the grass verge, early in the day, and replace them in their driveways after 5:30pm. This is very orchestrated and restricts space to access in the road and to school.

We are a busy school requiring a large number of staff. We feel our pupils and staff should be supported and not penalised, be penalised for parking responsibly.

There should be a parking restriction for all including residents to not park opposite the school zigzag lines restricting vehicles in and out of the school property and if there is to be a 'No parking between the hours of 8am and 8pm', then we as a school should be considered an exemption as well as the other residents of the street and if not then it should apply to all residents.

Your assistance and consideration, rather than obstruction would be very much appreciated by the staff, pupils and parents of our school.



APPENDIX A – 4 of 5

[REDACTED]

I am emailing you to object to the above proposal.

First issue I do not agree with is the staff parking over drive ways.

I was the [REDACTED] that was mentioned that came and done the monitoring at certain times. I did not see any member of our staff block any driveways.

Second issue is i do not agree with is that staff and parents are causing congestion, as I have not witnessed this when I have been at the school.

However, I have noticed that residents don't use their drive ways but park on the road way outside their house. Which does not help the flow of traffic.

regards.

[REDACTED]

APPENDIX A – 5 of 5

Hi [REDACTED],

Thank you for getting back to me, [REDACTED]

I just wanted to reply to some of the points you have discussed below.

I think the biggest thing that stands out to us is that it is suggested that the school has done nothing to help alleviate any issues that the residents have had.

The first time we heard of anything happening in terms of parking proposals on Taybrooke Avenue is when one of our Governors sent us details of the proposal. Our Headteacher hasn't spoken to anyone regarding the concerns from the council to have a chance to reply to these concerns prior to it going to planning proposal.

Over the last 3 years we have had 3 occasions when someone has come into school with concerns and 3 occasions when residents have emailed with concerns. 1 of the occasions in school was a gentleman who was having work completed on his property and needed to get a large truck parked outside of his property for the day. This occasion it was a member of staff who was parked legally on the roadside not blocking any access to driveways or on the grass verge, however the gentleman wanted the truck to be parked on the roadside to help make the job easier. We found out the member of staff who owned the car, as we keep a staff car list in school in-case of any issues, and that member of staff came straight out, moved the car and the gentleman was very appreciative.

The other two occasions were a lady who was quite irate on both occasions who wanted us to get all the staff to move their cars in the street and park in the car park. We asked if the cars were blocking any access or covering drives. We explained that we do have a full car park daily where staff are asked to double park to block other staff in, however, once the car park is full then the staff have to park elsewhere. We have a system in place for staff to follow to allow those staff who don't go out through the day to be blocked in as they don't need to access their car at break or dinnertimes allowing us to take in more staff cars. We explained that we do encourage staff to use the Rec car park, however they weren't illegally parked or causing any obstruction. So, other than advising them to park elsewhere we couldn't force them to move. They have been asked to move on occasion and when asked they do. We explained that we do send out information on our newsletter from time to time reminding parents to park safely and not to obstruct driveways and be respectful to our residents and therefore we would do that again.

Two occasions we have received emails from a resident from Kingsley Avenue not Taybrooke Avenue. He explained that he was being blocked in on a morning by parents. We thanked him for his email and apologised for his inconvenience. We informed him that we would send a message out on our newsletter which we did.

One of our Governors came to school on a couple of occasions following on from these incidents to stand outside and monitor parking at pick up and drop off times and also our Site Supervisor has monitored parking in the car park with our staff and visitors.

Following on from that 2 local PCSO's attended school as they were following up complaints from residents of parents parking and blocking driveways or parking where they shouldn't. We informed them that we do send messages out on our parent newsletter reminding parents about parking over driveways, but also advised the PCSOs to attend school at pick up and drop off times as the time that they attended wasn't during the busy times. They advised us that if any residents get in touch that we should advise them to log it with the police as the more calls they get from residents the more chance they have of getting the camera out to issue fines, which would hopefully deter the drivers parking illegally.

The other occasion that we received an email was from a resident in Staindale Place who was concerned about cars pulling out of the school car park fast and she felt that they weren't looking both ways before pulling out. We do have a 5 mile an hour speed limit in the car park and following on from that email with the concerns we had signs placed on the car park entrance/exit encouraging drivers to look both ways along with speaking to all staff as well as parents on the safety of entry and exit to the school car park. The entry/exit to the car park is made more difficult to enter and exit due to residents parking their cars on the roads opposite the entrance/exit.

HGV delivery drivers and HBC transport drivers, bin collection drivers etc. do struggle to access the car park at times and when this is investigated into it is mainly due to residents' cars being parked opposite the entrance and surrounding area, on the grass verge at the time, and therefore the deliveries are sometimes taken off the trucks in the street and have to be brought over on trollies. There are residents parked there as I type this email, on the grass verge when their driveways which could hold 3 cars is empty. There have been times when it has been professionals attending school for meetings but if this has been the case we have asked them if they wouldn't mind moving and they do. We haven't attempted to ask residents to move their cars for this reason and we know they are entitled to park there.

We have had a number of occasions when staff who have parked legally on Taybrooke Avenue have been approached by one resident telling them that they shouldn't be parking where they are. One member of staff was brought to tears because of the way that she was spoken to. A note was left on her car and following that on a different occasion the resident came out shouting at her when the member of staff had her son with her telling her she couldn't park there. The next time that she parked legally on the roadside outside of their property she was blocked in by the residents' cars, as they have two cars, so couldn't move due to those two cars blocking her in. She had to sit in her car 20 minutes before the gentleman came out of the property and moved the car.

We have evidence of emails, notes and photographs if any are needed however, we don't want to be in a dispute with residents as we do try to help as much as we legally can. We do understand that there are now more cars on the road and that we have more staff in school. We are a fully inclusive maintained school with a lot of children with complex needs. Along

with that comes various professionals that attend school regularly and taxi's that pick up daily on top of parents attending to pick up or drop off, deliveries, staff lunches etc. therefore we do see a lot of traffic throughout the day. I can also understand personally the difficulty of parking outside of your home when you have visitors for example as I do live opposite a Primary School in the town myself. I can't park outside of my house between the hours of 8am and 6pm and I'm a resident. I do understand that it can be frustrating at times but thankfully I have a driveway that I can use. Once that is full then any of my visitors need to park elsewhere where they are legally allowed to park.

We do understand the resident's frustration when they are blocked in over their driveways by parents (staff never block driveways) and this is never accepted by the school. We did look into getting a barrier in the car park to only allow staff and professional visitors in to use the car park, however we felt that that would make things worse for the residents as any parents picking up and dropping off would then park in Taybrooke Avenue.

Staff have witnessed a minority of residents move their cars off their driveways in the morning to park on the roadside, and on the grass verge, to then move their cars back to their driveways after 5:30pm. This is getting very petty.

As a school we don't feel that our staff should be penalised for parking responsibly. There should be a parking restriction for all including residents to not park opposite the school zigzag lines restricting vehicles in and out of the school property and if there is to be a 'No parking between the hours of 8am and 8pm', then we as a school should be considered an exemption as well as the other residents of the street and if not then it should apply to all residents.

If you would like to give our Headteacher a call when you are available, she would very much like to speak with you.

Kind Regards

[Redacted]

[Redacted]

[Redacted]

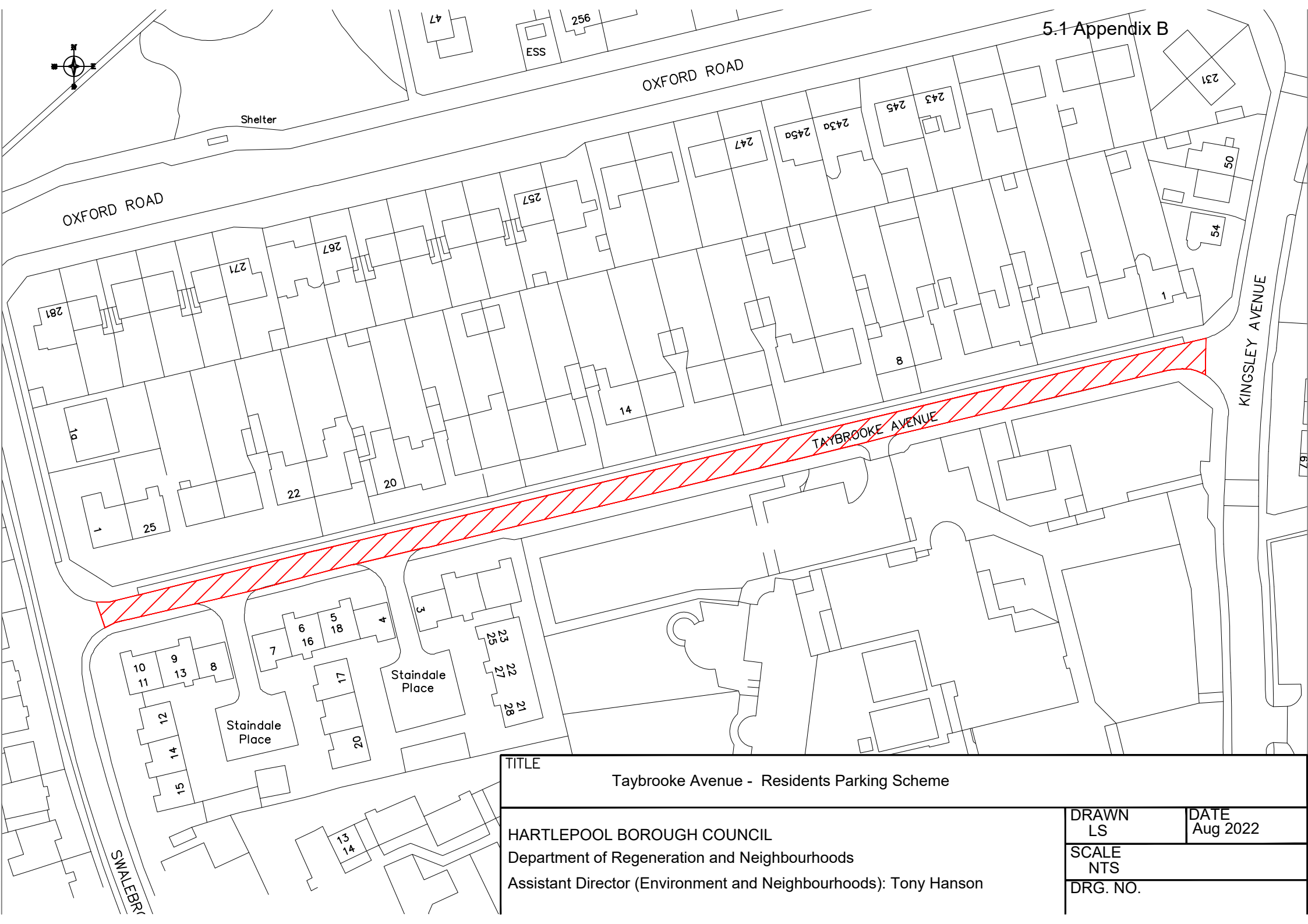
[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]



TITLE Taybrooke Avenue - Residents Parking Scheme		
HARTLEPOOL BOROUGH COUNCIL Department of Regeneration and Neighbourhoods Assistant Director (Environment and Neighbourhoods): Tony Hanson	DRAWN LS	DATE Aug 2022
	SCALE NTS	
	DRG. NO.	

NEIGHBOURHOOD SERVICES COMMITTEE

1st December 2022



Report of: Director of Neighbourhoods and Regulatory Services

Subject: CONISCLIFFE ROAD CAR PARK

1. TYPE OF DECISION/APPLICABLE CATEGORY

1.1 For information.

2. PURPOSE OF REPORT

2.1 This report provides Members with the details associated with Coniscliffe Road Car Park and notes the proposal to transfer the car park freehold to the Council in its current state, therefore members are asked to note the report.

3. BACKGROUND

3.1 In the summer of 2015, a planning application (H/2015/0162) was made which sought planning permission for a residential development comprising 39 dwellings on land to the west of Coniscliffe Road and the provision of a car park (and drop-off point) to serve West Park Primary School on land to the west of Duchy Road.

3.2 This application was approved by Planning Committee on 2nd September 2015.

3.3 An agreement under Section 106 of the Town and Country Planning Act 1990 (as amended) was subsequently signed on 6th May 2016 as a tri-party agreement between Hartlepool Borough Council, R.A and S. Darling Farms (Hartlepool) Limited and Tunstall Homes, and the Decision Notice was issued on 9th May 2016.

3.4 The provision of a car park was included to alleviate the pressures caused on the surrounding areas during school drop off and pick up times. The car park would have an access and exit point off Duchy Road and would accommodate 31 car parking spaces. Within the agreed plans, no provision was included for locked gates to either the entry or exit points of the car park.

- 3.5 The Section 106 agreement states that there is an obligation on the developer to ensure that prior to the occupation of any dwelling comprised within the development, that a car park in the location identified in the car park plan is constructed and transferred to the Council for the sum of £1.
- 3.6 To date the Council has not yet accepted the freehold transfer of the subject land, due to concerns over the maintenance costs and the future management of this asset.

4. CURRENT POSITION

- 4.1 Over the last 18 months or so, the Council and Cleveland Police have received consistent complaints from two residents alleging anti-social behaviour to be a constant issue within the boundaries of the car park.
- 4.2 The residents are also concerned that no one is taking responsibility for the car park. Although ownership currently lies with Wynyard Homes, it is considered that it is the West Park Primary School which mainly benefits from its usage. Therefore the residents have been placing temporary and moveable barriers across the entry and exit points to the car park every evening, and then removing these on a morning.
- 4.3 While the Section 106 agreement states that the Council will accept the transfer of the land, there was no agreement with the developer to provide a commuted sum for the future maintenance of the site, which is common practice when such applications are received. An alternative would have been for the car park to remain with the developer as part of their site, or that the asset transfers across to the Academy that oversees the School.
- 4.4 However the school have advised that they do not want to take control of the car park or take on any liability associated with it, such as opening and closing gates, while the developer is keen to secure the transfer of the asset to the Council as per the Section 106 agreement.
- 4.5 By accepting the transfer of the car park and the associated area, this places a further maintenance liability on the Council in terms grass cutting, shrub maintenance and the highway itself at a time when the Council's financial pressures are under considerable pressure. Having assessed the car park and the surrounding land, then it cost approximately £4,000 per year to maintain. There will also be planning and resurfacing costs of approximately £11,000 every 20 years.
- 4.6 In light of the residents' concerns and allegations, two mobile CCTV cameras were placed in the car park on 24th August 2022 to monitor activity at the site and these have not observed any matters of concern.
- 4.7 Residents of some of the neighbouring properties to the car park were also contacted and were asked if they had witnessed, or had any problems with

youths congregating and/or the use vehicles in the car park and those we spoke to advised that they had not experienced any issues during the two years that they had lived there. Discussions with the School also confirmed that they have not witnessed any anti-social behavioural issues or vehicles causing a disturbance associated with this site.

- 4.8 Furthermore data obtained from the Hartlepool Community Safety Team indicates that there are no crime related incidents recently reported in the area, while there is only a single anti-social behaviour report received in September 2022. This incident related to reports of vehicles in the car park and in response to this call, police officers attended and found no vehicles present in the car park on arrival.
- 4.9 Therefore the above demonstrates that the level of anti-social behaviour is significantly low in comparison to other areas across the Borough based on the intelligence gathered in recent months.

5. PROPOSALS

- 5.1 As the Developer would like the Council to accept the asset transfer of the car park and adjacent land, and the School has advised that they are not in a position to take control of the site, then the Council are left with no alternative but to accept the site under the terms of the s106 Agreement.
- 5.2 As mentioned above in Section 4.3 of the report, no commuted sum was agreed as part of the Section 106, therefore this places quite a considerable cost to the Council in managing and maintaining this site going forward.
- 5.3 As the Council have to accept the transfer of the site in accordance with the Section 106 agreement, then it would be proposed that the Council proceeds with this, however it is proposed that no further improvement works are undertaken to the car park or surrounding area due to the costs involved.
- 5.4 The two residents have asked if the Council can consider securing the car park with robust fencing and locked gates that are opened early on a morning and closed on an evening during school term time only. However it is worth noting as part of the savings proposals agreed for the financial year of 2022/23, the Council ceased the locking and unlocking of Council amenities such as parks and car parks, so it would not be possible for the Council to agree to this as a result of this approved service change. Furthermore to undertake this request would cost approximately £50,000 in capital costs, with ongoing revenue implications also needing to be found.

6. FINANCIAL CONSIDERATIONS

- 6.1 The financial considerations are set out throughout the report.

7. SECTION 17 OF THE CRIME AND DISORDER ACT 1998

7.1 The crime and disorder considerations are detailed throughout the report.

8. LEGAL CONSIDERATIONS

8.1 The legal considerations are set out throughout the report.

9 ASSET MANAGEMENT CONSIDERATIONS

9.1 The asset management considerations are detailed throughout the report.

10. OTHER CONSIDERATIONS

Risk Implications	No relevant issues
Consultation	No relevant issues
Child/Family Poverty Considerations	No relevant issues
Equality and Diversity Considerations	No relevant issues
Staff Considerations	No relevant issues
Environment, Sustainability and Climate Change Considerations	No relevant issues

11. RECOMMENDATIONS

11.1 Members are asked to note the transfer of the car park in its current format as part of the Section 106 legal agreement, accepting that this creates an additional financial pressure to the Council as a result of this.

12. REASONS FOR RECOMMENDATIONS

12.1 To allow the Council to complete the necessary legal process attached to the Section 106 agreement for this site.

13. CONTACT OFFICERS

Tony Hanson
 Director of Neighbourhoods and Regulatory Services
 Email tony.hanson@hartlepool.gov.uk
 Tel: 01429 523300

Sign Off:-

- Director of Resources and Development ☒
- Chief Solicitor ☒

NEIGHBOURHOOD SERVICES COMMITTEE

1st December 2022



Report of: Assistant Director (Regulatory Services)

Subject: ANNUAL PARKING REVIEW 2021/22

1. TYPE OF DECISION/APPLICABLE CATEGORY

1.1 For information.

2. PURPOSE OF REPORT

2.1 The Traffic Management Act 2004 places a statutory requirement for all local authorities operating Civil Parking Enforcement to produce and publish an annual parking report. This report has therefore been presented to Elected Members for information purposes.

3. BACKGROUND

- 3.1 The annual parking report is required to produce statistical information in relation to income, expenditure, and performance but is also encouraged to give an overview of traffic management aims and objectives while providing an understanding of the roles of the service.
- 3.2 Members will be aware that Civil Enforcement Officers in Hartlepool have a diverse role of duties and responsibilities, which in addition to traffic management and parking enforcement also includes the investigation and enforcement of various environmental crimes and reported concerns. As those environmental issues are enforced under separate legislation, this report considers only those aspects relevant to The Traffic Management Act.

4. PROPOSALS

4.1 This report provides an understanding of the objectives of the service and discusses the importance of parking and traffic management provision. It gives an informative insight into the purpose of on-street parking restrictions, provides a statistical analysis of issued Penalty Charge Notices by both contravention and location, and contains a review of the team's performance. The report also provides an overview of the various permit's issued within the managed controlled parking zones and examines the type of criteria and volume of applications made under the Blue Badge Scheme that this service also manages and administers.

- 4.2 The aim of the report is to provide an open and transparent assessment of the service, particularly in relation to financial accountability. Civil Parking Enforcement was introduced in order to improve compliance, and not to generate income. This report provides a financial summary of expenditure and a comprehensive breakdown of areas of income in order to provide clarity and demonstrate the motives for such enforcement
- 4.3 The report has also been compiled with the intention of reporting information that is regularly the subject of freedom of information requests made to the Council. It is hoped that by including such information, officer time spent responding to such requests will be reduced.

5. FINANCIAL CONSIDERATIONS

- 5.1 The financial information provided in this report has already been published by the Director of Resources and Development, however this report gives a more detailed breakdown of income and expenditure while providing an overview of relevance to the specific service area and analysis of revenue per location, than might not have previously been reported.

6. LEGAL CONSIDERATIONS

- 6.1 All local authorities operating Civil Parking Enforcement are required to produce and publish an annual report as part of the requirements of The Traffic Management Act 2004.

7. OTHER CONSIDERATIONS

Risk	No relevant issues
Child/Family Poverty	No relevant issues
Equality and Diversity	No relevant issues
Environmental, Sustainability and Climate Change	No relevant issues
Staff	No relevant issues
Asset Management	No relevant issues

8. CONSULTATION

- 8.1 This report will be published and available to view on the Hartlepool Borough Council website.

9. RECOMMENDATIONS

- 9.1 That members note the report.

10. REASONS FOR RECOMMENDATIONS

10.1 This is a report for information purposes.

11. BACKGROUND PAPERS

11.1 None

12. CONTACT OFFICER

Tony Hanson
Director of Neighbourhoods and Regulatory Services
Civic Centre
Hartlepool Borough Council
TS24 8AY

Tel: (01429) 523301
E-mail: tony.hanson@hartlepool.gov.uk

AUTHOR OF REPORT

Phil Hepburn
Community safety & Operations manager
Hartlepool police station
Avenue Road
Hartlepool
TS24 8AJ

Tel: (01429) 523100
E-mail: philip.hepburn@hartlepool.gov.uk



ANNUAL PARKING REPORT 2021 / 2022 HARTLEPOOL BOROUGH COUNCIL



Contents

Introduction	Page 3
Aims and Strategic Objectives	Page 4
Background to Parking Enforcement	Page 5
Civil Parking Enforcement	Pages 6 – 10
The Team	Pages 11 – 12
Parking Provision	Pages 13 – 15
Permit Parking Controls	Pages 16 – 18
Blue Badge Service	Pages 19 – 21
Statistics Reporting	Pages 22 – 26
Financial Reporting	Pages 27 – 29
Appendices	Pages 30 – 48

INTRODUCTION

This annual parking report summarises the work of parking and enforcement service during the financial year 1st April 2021 to 31st March 2022. The Traffic Management Act 2004 requires that all local authorities operating Civil Parking Enforcement (CPE) publishes its annual accounts and provides transparency with regards to some of the service provision. This report therefore provides financial and statistical information on income and expenditure within the service together with analysis of Penalty Charge Notices issued during this period.

This report also contains statistical information reflective of the regular Freedom of Information requests the Department receives.

It should be noted that although visitor numbers to Seaton Carew continue to rise, the commercial town centre areas have failed to recover to pre-covid occupancy levels.

Enforcement provision is carried out under the jurisdiction of The Traffic Management Act 2004. This act was introduced to tackle congestion and disruption on the road network and places a duty on local authorities to make sure traffic moves freely and quickly on their roads and the roads of nearby authorities. The parking policies of Hartlepool seek to achieve several key objectives with parking provision and enforcement providing a significant role in seeking to improve accessibility. Parking controls assist in making our roads safer, reduce congestion, and provide the convenience of parking availability to assist businesses, residents and visitors.

Hartlepool

Hartlepool is located on the North East Coast within the Tees Valley sub region. It borders County Durham to the north and Stockton to the south. The Borough of Hartlepool covers an area of about 9400 hectares (over 36 square miles) and has a population of 90,000. It is bounded to the east by the North Sea and encompasses the main urban area of the town of Hartlepool, coastal areas of Seaton Carew and The Headland and rural hinterland containing five villages of Hart, Elwick, Dalton Piercy, Newton Bewley and Greatham.

Hartlepool is a Unitary Borough Council served by 36 elected members representing 12 Wards.

AIMS AND STRATEGIC OBJECTIVES

The aims and strategic objectives of parking and enforcement are contained within Hartlepool Council's Local Transport Plan (LTP) 2011 – 2026. The plan has several key objectives

- 1) Improve maintain and manage the existing transport network
- 2) Support and encourage economic growth of local economies
- 3) Reduce carbon omissions
- 4) Improve road safety
- 5) Support and encourage healthy lifestyles
- 6) Improve equality of opportunity to socially necessary goods and services
- 7) Ensure that transport serves to improve quality of life for all.

Within the overall strategic objectives of the LTP, the Council has continued to recognise that car parking polices are a valuable method of helping to positively manage car use and has established traffic management controls to reflect need and demand. Effective parking strategies help to address the competing demands of different road users and aim to improve road safety, promote healthier alternative modes of transport, manage accessibility and encourage economic viability.

Parking provision within the commercial town centre is controlled with the aim of ensuring convenient parking provision close to the facilities are available to shoppers with an encouraged turnover of spaces. Longer stay demand is provided in specific long stay car parks offering commuters a daily tariff charge or dedicated contracted parking space at discounted rates. Whilst in Seaton Carew, a seasonal parking charge is applicable between April – October to reflect the significant number of seasonal visitors during this period and the traffic management requirements associated with this demand.

The Hartlepool LTP also operates within the framework of the Tees Valley Transport Strategy and in order to meet national priorities the Tees Valley Councils have commonly agreed to:

- 1) Look to invest in “smarter choice” measures to reduce car travel (and hence greenhouse gas emissions) and increase access to services for those within the Tess Valley.
- 2) Continue to maintain existing walking, cycling and highway networks to improve the connectivity and maximise their reliability and functionality.
- 3) Deliver road safety measures and education to contribute to better safety, security and health and longer term life expectancy by reducing the risk of death, injury or illness arising from transport and by promoting travel modes that are beneficial to health.

The LTP contains further information about how we plan, manage and control road use and parking provision within this strategic framework and can be viewed by the following link:

https://www.hartlepool.gov.uk/downloads/file/17/hartlepool_borough_council_ltp3_2011-2026

BACKGROUND TO PARKING ENFORCEMENT

Traffic Regulation Orders

Highway regulations are controlled by Legal Orders known as Traffic Regulations Orders (TRO's). TRO's allow the highway authority the ability to manage the highway network for all road users, including pedestrians and they aim to improve road safety and access to facilities by regulating speed, movement and parking of vehicles. The act governing Traffic Regulation Orders is The Road Traffic Regulation Act 1984 and is enforceable by law.

A TRO's can only be implemented for one or more of the following reasons:

- 1) Avoiding danger to persons or traffic
- 2) Preventing damage to the road or buildings nearby
- 3) Facilitating the passage of traffic
- 4) Preventing use by unsuitable traffic
- 5) Preserving the character of a road especially suitable for walking or horse riding
- 6) Preserving or improving amenities of the area through which the road runs
- 7) For any of the purposes specified in paras (a) to (c) of the Environmental Act 1995 in relation to air quality

Examples of schemes that require a TRO are:

- 1) Speed limits
- 2) Weight limits
- 3) One way streets and banned turns
- 4) Prohibition of driving
- 5) On street parking restrictions

In Hartlepool, moving Traffic Orders are enforced by The Police with most On Street parking restrictions enforced by the local authority.

CIVIL PARKING ENFORCEMENT

Before the introduction of Civil Parking Enforcement (CPE), the enforcement of Traffic Regulation Orders were the responsibility of The Police and Traffic Wardens. Hartlepool Borough Council managed only the off street parking restrictions (car parks).

The Traffic Management Act 2004 allowed local authorities the option to apply to The Secretary of State for Transport to create a Civil Enforcement Area Order that allowed the decriminalisation of parking restrictions in their area. The local authority could then retain the income received from parking penalties provided the revenue is used to fund the cost of running the parking service with any surplus being spent within the prescribed parameters of the legislation.

Hartlepool successfully obtained ministerial approval to adopt Civil Parking Enforcement in 2005 and has since taken over responsibility for the enforcement of most of the parking restrictions including off street car parks, on street parking bays and waiting or prohibition to stop restrictions of all types within the authority's area.

The Traffic Management Act 2004 also introduced a national schedule with differential penalty charges and each parking contravention split into one of two tier groups. The higher or lower charge tier is dependent on the considered seriousness of the parking contravention within the context of the Traffic Management Act 2004. Higher grouped contraventions being deemed to be those contraventions that cause the most disruption to motorists. The Act allows Councils the choice to set the penalty charge from a prescribed band of charges. In Hartlepool the higher level charge is set at £70 and lower level at £50. In both cases the charge is reduced by 50% if paid within 14 days of the contravention.

Parking enforcement plays a key role in achieving traffic aims and objectives. Although the service has inevitable running costs which are funded from parking revenue, the main objective of CPE is to improve compliance not to generate income. Hartlepool's application to introduce CPE included the following justification and they continue to dominate our objectives:

- 1) Encourage safe and sensible parking
- 2) Improve congestion on the roads.
- 3) Improve access for competing demand for kerb space.
- 4) Improved road safety for all road users.
- 5) Clarity that a single responsible enforcement authority brings rather than the dual Police / council role.
- 6) The effective enforcement of new and existing restrictions.
- 7) Improved enforcement of permit controlled spaces.
- 8) Improve the environment

Parking Contraventions enforced by Hartlepool Civil Enforcement Officers

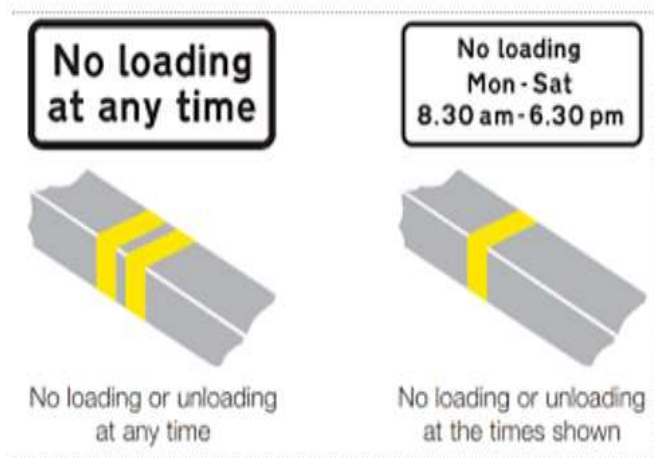
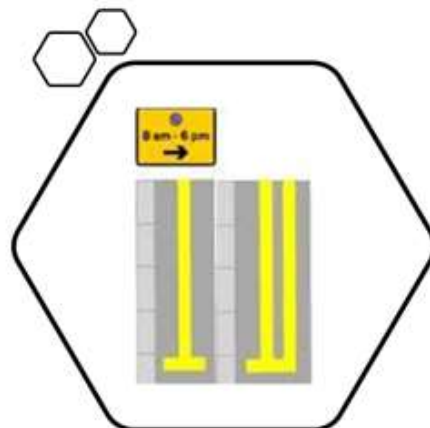
CEO's have responsibility for enforcing a number of parking regulations which primarily include:

On Street Contraventions

PROHIBITION OF WAITING

Double yellow and single yellow lines - both restrictions prohibit parking unless a concession applies.

Parking may be permitted in the event of continuous loading taking place or parking for up to 3 hours is permitted if a valid Blue badge is displayed. Single yellow lines are restricted for set time periods depicted by the signage in situ

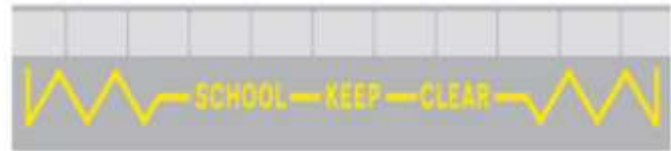


LOADING BANS

Depicted by a kerb blip markings which prohibit loading and removes any concession a Blue Badge would routinely provide.

SCHOOL KEEP CLEAR MARKINGS

To prohibit parking near school entrances
To prevent traffic congestion at the school entrance and key pedestrian crossing points.
To increase driver and pedestrian visibility improving road safety



LIMITED WAITING AND RESTRICTIVE PARKING

Marked bays that limit the stay of a vehicle (and potentially prohibit the return within a set period,
Bays that are restricted to permitted users - such as resident only, business or commuter permit holders.

Designated disabled spaces – restricted for use by registered Blue Badge holders.

BUS CLEARWAYS

No Stopping Orders that prohibit all but scheduled bus route operators from stopping the clearway markings during the hours of enforcement.



on

Off Street Contraventions

PAY AND DISPLAY AND RESTRICTED BAYS

Failure to pay or display the appropriate ticket or permit.

None payment, overstay or use of a permit controlled restricted space.



DISABLED PARKING BAYS

Larger and Wider parking bays (usually located close to the facilities) are set aside and restricted for the use by registered disabled Blue Badge holders only.

Officers also investigate and enforce cases of Blue Badge misuse and fraud.

DESIGNATED USE SPACES

Some spaces are set aside and restricted to a designated category of vehicle (electric, motorcycles etc.)



Enforcement by the use of an Approved Device (CCTV Camera Car)

In order to tackle several issues of congestion and disruption on the road network, The Traffic Management Act 2004 also allows local authorities to utilise certain approved CCTV devices to assist with enforcement of a number of parking contraventions and traffic management concerns.

Hartlepool has been using such camera enforcement since 2009 when we purchased a liveried “camera car” equipped with a roof mounted approved device, predominantly to assist with school enforcement. Congestion outside schools causes significant road safety concerns during the peak drop off and collection times. School Keep Clear markings are legislated by “No Stopping Orders” and although the stay of a vehicle can often be relatively short, the volume and frequency of vehicles in the immediate area can be a hazard to both pedestrians and other motorists.

The Camera Car is a cost effective, less labour intensive means of enforcement, in comparison to the traditional officer patrols. The mobility of the vehicle has the added advantage of allowing several locations to be covered in the one visit. The car is a visual deterrent and regular patrol visits have proven to improve compliance. Hartlepool has 38 schools within the Borough and it is not therefore possible to visit all of them, but the uncertainty of if and when the vehicle will patrol, has resulted in a change in driver behaviour and greater compliance.

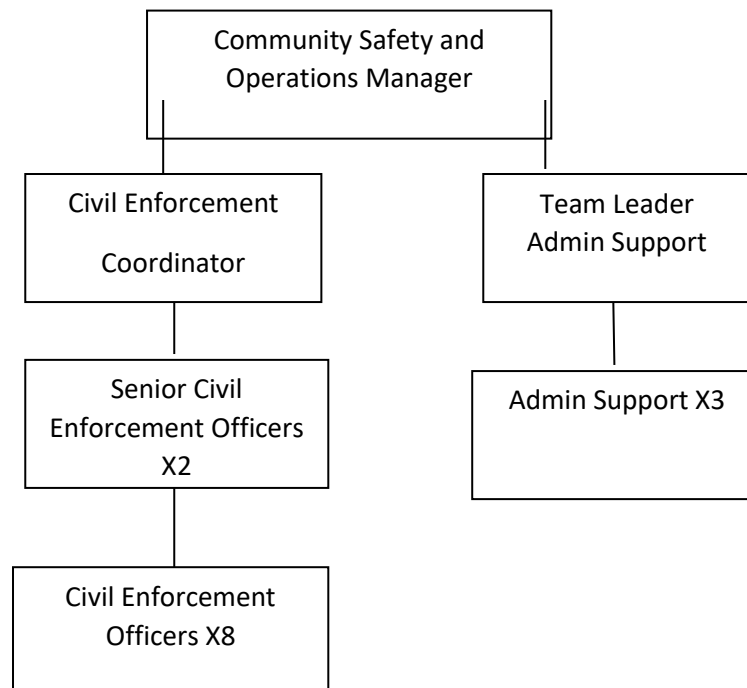
The enforcement process differs for contraventions issued by an approved devices in that PCN's are issued by post rather than be served on the vehicle or handed to the driver. Appeal and payment discounts therefore apply from the time of posting rather than time of contravention.

As a result of the age of both the enforcement vehicle and the dated CCTV technology, we are currently evaluating a potential upgrade of the current system and intend to have this operational in 2023.

THE TEAM

Parking Services is part of the Community Safety Team within the Neighbourhood Services Department.

Team Structure



The Enforcement Section employs 8 Civil Enforcement Officer's (CEO's) 2 supervisors and an Enforcement Co-ordinator. The Team have a generic enforcement role, so in addition to the parking, traffic and road safety duties, where they may issue Penalty Charge Notices (PCN's), they also investigate environmental reports and issue Fixed Penalty Notices (FPN's) for a variety of environmental concerns, including littering, enforcement matters cover by Public Space Protection Orders (PSPO's) and issues such as smoking in public places.

In additional the team also investigate environmental crimes such as fly tipping and enforce several other environmental issues from waste control to the removal of illegal traveller sites and animals on the public highway.

During this reporting period the Enforcement Team has experienced a number of challenging staffing issues which have included staff retention and recruitment difficulties. Recent negotiated changes have taken place which have resulted in amendments to the Civil Enforcement Officers terms and conditions of employment. As a consequence the team have operated with a number of vacant posts during this reporting period, limiting the effectiveness of the team and reducing some of the programmed enforcement activity. HBC have continued to work in partnership with Thirteen Group, who funded two fixed term Civil Enforcement Officer posts.

Civil Enforcement Officers (CEO's)

The role of the CEO is varied and the nature of their work can require them to deal with difficult and confrontational situations. Hartlepool Borough Council is supportive of all its staff but has a zero tolerance approach to violence and aggression, particularly in cases where a large element of the work necessitates lone working. The nature of a CEO's work does leave them exposed and vulnerable to instances of hatred, abuse and assault. Although CEO's receive training in how to deal with violence and aggression, unfortunately we did record a single reported verbal threat against a CEO during this reporting period.

Back Office Support Service

PCN's are now generated and managed through the "3Sixty" case management system and back office system provided by Imperial Civil Enforcement Solutions, 7 Hill Street, Bristol BS1 5PU. "3Sixty" replaced "Parking Gateway" case management system. This product is used to generate PCN's and manage case files through various stages of appeal, adjudication, payment and debt recovery and can quickly generate reports required for statutory returns as well as monitor emerging problem trends, successful actions and performance. Hartlepool Borough Council also use the additional "Permit smarti" module within "3sixty" to issue and manage a variety of permits.

Parking Appeals, Representations and Challenges

A team of 3 Admin Support staff plus Team Leader consider any challenges and representations made in relation to PCN and FPN appeals. Parking PCN's are required by the Traffic Management Act to consider both informal challenges and any formal representation. In the event that the motorist and local authority remain in dispute following this process, the motorist can request the matter be considered by an independent adjudicator at The Traffic Penalty Tribunal. A case cannot be referred to adjudication until the full appeal process has been exhausted and the local authority have issued a formal Notice of Rejection letter to the appellant. For more information about the work of the Traffic Penalty Tribunal is available via the following website:

<https://www.trafficpenaltytribunal.gov.uk>

Hartlepool Borough Council aim to respond to all informal challenges within 14 days and formal representations within the required 56 day timescale.

All staff (both CEO's and admin support appeal officers) receive training to Wamitab Level 2 Award for Parking Enforcement officers (Unit L2P2) and also (Unit L2P1) Managing conflict in the enforcement of parking control and management. Such training helps officers to fully understand the different roles and enable them to make qualified and accurate decisions. Such a level of training provides them with a knowledge and understanding of the enforcement process and allows them to make sensible and justifiable decisions within the legal parameters they are required to work within. Other training and development programs provide them with greater understanding of new and developing legislation required for this role.

PARKING PROVISION

Hartlepool Borough Council manages 3330 parking spaces within the Borough.

Appendix A provides a list of the off Street and on street parking sites managed and enforced by Hartlepool Borough Council together with the number and type of spaces available. **Appendix B** provides a list of the applicable tariff for each site.

Town Centre Provision

There are a number of different parking provisions available in Hartlepool reflective of need and demand. Town centre car parks offer shoppers and visitors convenient parking close to the facilities with a tariff charge set to encourage vehicle turnover and maintain a degree of parking availability.

Commuters, students and long stay users have the option of parking in dedicated long stay parking sites, many of which offer discounted season tickets or contracted permit controlled parking bays. Information in relation to types of permits we provide is contained within the Permit Controlled Parking Section of this report.

Seaton Carew

Seaton Carew is a Seaside location within Hartlepool, which is popular with visitors especially during the summer months. Traffic management can be difficult during this period as On Street parking availability is limited and consequently can spill into the adjoining residential streets. A pay and display parking tariff is applicable between April – October to help manage this additional vehicle and visitor demand and a resident only permit parking scheme applies to much of the area in order to limit and provide residents with some On Street parking availability. Two Off Street sites provide additional parking for visitors at Rocket House and Sea View Car Parks.

In recognition of the additional visitor demands Seaton Carew can experience, Sea View Car Park was refurbished in Jan 2020 and the bay capacity increased from 350 to over 600 spaces. Visitor numbers continue to increase at Seaton.

Park Mark Award Scheme

Park Mark is a nationally recognised standard for the quality of off street parking facilities, endorsed by the Association of Police Officers and operated by The British Parking Association. Car Parks are measured on the following criteria: Quality management and maintenance, effective CCTV surveillance, measures to deter criminal activity and anti-social behaviour, thereby preventing crime or reducing the fear of crime for car park users. Sites are regularly assessed to ensure the criteria standards are met and maintained. There are currently 23 public and HBC staff car park sites recognised as achieving this award covering 3067 parking bays.

Motorcycle Parking Bays

Dedicated motorcycle parking bays are provided at eight car parks. They include Basement car park (1), Roker Street car park (1) Westside Car Park (4), Eastside Car Park (1), Transport Interchange (1) Dover Street car park (1) and Colwyn Road car park (2). A Parking tariff is still required to be paid for motor cycles.

Electric Vehicle Charge Points

Currently there are 2 electric vehicle charging bays both of which are located at the Transport Interchange Car Park. The refurbishment scheme at Sea view Car Park, Seaton did however also include provision to create a number of additional electric charging stations should HBC be able to appoint a suitable private sector partner to develop and operate this service from the site.

HBC continues to work with The Tees Valley Joint Councils to consider future demand and provision for electric vehicles but considers such provision should also be met from private sector commercial developments rather than solely provided in public car parks. As a result plans are already in place to increase the number of rapid charge bays to approximately 40 across a number of HBC managed car parks in the town centre and at Seaton Carew. A phased installation programme is expected to begin late 2022.

Disabled Parking Bays

There are currently 38 On street disabled parking spaces and 123 dedicated disabled parking bays in HBC managed car parks. (**Appendix A** includes details of off street locations). On street bays are installed to provide convenient parking within close proximity to facilities where disabled access is likely to be required and off street parking alternatives are not available. HBC has made a conscious decision not to approve requests to install disabled parking bays at residential locations. The demographic layout of much of the town, (consisting of narrow terraced streets with limited on street parking availability) prevent accommodating individual disabled bays. Such requests assume a degree of ownership of the parking space (when actually they can be used by any Blue Badge holder), lead to further requests for spaces and was considered unmanageable due to the number of Blue Badge holders in Hartlepool.

Parking Promotions

First 3 hours parking free – From 1st February 2021, Hartlepool (along with most of the neighbouring Tees Valley local authorities) has been operating a first 3 hours free parking scheme in many of the town centre parking scheme. The initiative has been funded by the Tees Valley Mayor in an effort to assist the recovery of the local economy and encourage visitors to use the Tees Valley town centres and support local traders. This promotion had been planned in advance of the pandemic but the start coincided with the easing of a number of COVID restrictions. The loss of income from parking tariffs, motorist displacement from other sites and reduced enforcement revenue is financially supplemented by Tees Valley Local Authorities and has agreement to continue until 1st February 2023.

Free after 3pm – This promotion ceased on 1/2/20 having been superseded by the first 3 hour parking free promotion.

Free Sunday parking – To support those businesses trading on Sundays, HBC continues to offer free parking in all town centre car parks and on street parking locations. A Sunday charge does however still apply during the summer season at all managed locations at Seaton Carew.

Christmas promotion – HBC continues to support local shops and businesses by encouraging local shopping in the run up to Christmas by offering free weekend parking during December.

Types of Pay and Display Machines

Hartlepool Borough Council operate 40 Parkeon Stelios machines and 17 Parkeon Strada machines across our managed Off street car parks and On street pay and display bays.

Contactless payments - Hartlepool has a contactless payment station at West side Car Park and a further 3 machines at Seaton Carew.

Payments by mobile phone - Payment by mobile phone is available at most On and Off Street parking sites in Hartlepool where payment is required via the Council's approved mobile phone payment provider RINGO. This extra method of payment, gives customers more choice, making it easier to pay without the need to carry the correct change. Customers can register with RINGO and confirm details of the parking stay using the instructions on the pay and display machines. The RINGO system is also used by many of our neighbouring local authorities. Once registered, motorists can use the convenience of this facility in most local authority managed car parks in the Tees Valley where RINGO mobile phones payments are offered.

Bus Lane Enforcement

HBC currently have no designated bus lanes so do not use any camera enforcement for this restriction.

PERMIT PARKING CONTROLS

Resident Only Permit Parking Zones (RPZ's)

There are currently 14 Resident Only permit controlled parking zones with Hartlepool extending to various Wards across the Borough. **Appendix C** provides a list of streets contained within the various zones.

The Council introduce RPZ's where there is evidence of residents having difficulty parking in close proximity to their homes, due to long term use of parking spaces by none residents and in particular where there is little or no alternative On Street parking options. Such restrictions are normally introduced to protect residential streets from displaced commuter or visitor traffic, parking for convenience or to avoid parking fees.

Residents living within one of the controlled zones are entitled to apply for a resident permit in line with the guidance. Hartlepool Borough Council recently amended the permit scheme in order to reduce operational cost and provide a more practicable, convenient and improved customer service experience, by introducing virtual permits. Individual vehicles can be registered to a property with the vehicle registration number providing the patrolling officer with the validity of the stay with no requirement to display a physical permit in the vehicle. Once registered, residents can now pay for, register a change of vehicle and renew permits via the convenience of the Hartlepool Borough Council website portal.

There are no limits on the number of permits that can be issued per property with the cost per permit determined on a sliding scale dependant on number of permits issued as follows:

- 1st permit = £5
- 2nd Permit = £10
- 3rd Permit = £20
- 4th Permit = £30 (and subsequent thereafter)

The Permits allow residents or their authorised visitors to park within the specified street within the RPZ during the hours of enforcement.

Other Permits Available

Open permits – Contain no specific vehicle registration, providing flexibility to residents with no car ownership or where demand exists for managing visits in addition to any vehicle registered at the property. "Open permits" are physical permits that need to be displayed in the vehicle whilst it is parked in the permit controlled street.

Visitor permits – Residents can apply to include regular visitors to their property with a specific visitor permit but have the flexibility to amend the details of up to 5 vehicles on any one permit. Once registered, residents can update alter and change vehicle details via the online portal or by contacting Customer Services on 01429 523331.

Health / Carers – Health workers and carers requiring regular visits as an essential part of their work can apply for an annual permit covering all zones at a cost of £20. Applications will need to include proof of employment and the type of work.

Essential worker permits – Consideration will be given to other key and essential workers who, as part of their professional work, require regular visit to clients residing in properties within a controlled location. Such permits are available at an annual fee of £20.

Concessionary permits – Available for use by customers of businesses located in a resident controlled permit zone and where the nature of the business has been identified as meeting the concessionary permit criteria. Qualifying businesses can apply for a concessionary permit at a cost of £20 per annum.

Business Permits – Available to businesses located in a resident controlled permit zone. Permits are available at a cost of £350 per annum and are restricted to a maximum of two per business in order to protect parking availability. Business permits are also available in key on street locations close to the business premises offering business employers and employees reserved parking spaces at an annual cost of £350.

Off Street Parking Bays – Dedicated parking spaces provided for frequent and regular car park users at a discounted charge of £350 per annum.

On Street Parking Bays – Discounted long stay parking available for use in a specific location. The permit allows parking (subject to availability) in a designated block bay across several controlled streets (no designated bay). Such permits are available at an annual charge of £225.00

These permits are popular and some locations may have a waiting list for a space to become available. Spaces are allocated from the waiting list. For further details on this service or to be considered for a permit, contact Customer Services on 01429 523331 or via the Hartlepool Borough Council website.

Landlords Permits – Property landlords can apply for a permit in order to visit properties located in a controlled zone. Permits are available at a cost of £20 per annum and allow parking for a maximum stay of 2 hours per visit.

Religious person's concessionary permits – Religious institutions can apply for an permit allowing them to park in any zone (maximum stay of 2 hours) to allow for visits to parishioners living in a controlled zone. Such a permit is available at a cost of £20 per annum. Religious institutions can also apply for additional parking permits within a specific zone at a cost of £20 per permit.

Hotels – Hotels operating in a controlled parking zone can apply for additional “open” permit to accommodate guest parking. The hotel can amend the vehicle registration numbers by using the online portal. Permits are available for an annual cost of £20 per year and are capped at 2 permits per hotel.

Contractors' daily permits (waivers) – contractors requiring access to a property that cannot be accommodated by the resident by use of an “open” or “visitor” permit, can apply for a daily parking permit at a cost of £10 per vehicle per day. Such a request can also be made to apply to suspend a parking restriction at the same daily charge.

Suspension of a Parking Space

Applications can be made to temporarily suspend a parking space. A standard daily charge of £5 per day per bay is applicable for such a request. In cases where the suspension involves placing a skip on the highway, this charge is additional to any skip licence fee that may also be applicable.

Permit Applications and Requests

For further details regarding terms and conditions of permit issue and use or to apply for a permit, please contact Customer Services on 01429 523331 or via the following link:

https://www.hartlepool.gov.uk/info/20185/parking/610/permit_controlled_parking_zones_-_residential_and_businesscommuter/1

Appendix D shows a breakdown of the commuter, business and season ticket permits issued per location during 2020-21.

Appendix E shows a breakdown of the number and types of permits issued during 2020-21.

BLUE BADGE SERVICE

The Blue Badge scheme provides a range of national on street parking concessions for people with severe mobility problems, helping them park closer to their destination. There are over 2.5m Blue Badge holders in England with 8272 issued by Hartlepool Borough Council and valid on 31st March 2022. In August 2019 Blue Badge scheme was amended to include certain hidden illnesses into the approved criteria.



of

the

Although the scheme is administered and applications are ultimately approved by local authorities, much of the eligibility criteria is set out by Central Government (Department for Transport) to ensure a degree of consistency in terms of how cases are considered and approved. The scheme examines qualification within two sets of criteria being automatic and none automatic.

Eligibility without further assessment would include:

- 1) Receiving higher rate of mobility component of disability living allowance.
- 2) Receiving mobility component of personal independence payments (PIP) and obtaining 8 points or more under "moving around" activity.
- 3) Receives the mobility component of PIP and has obtained 10 points specifically for "planning and following journeys" activity.
- 4) Is registered blind
- 5) Receives a war pension mobility supplement.
- 6) Has been awarded a lump sum benefit tariff 1-8 of the armed forces compensation scheme.

Applications that do not meet this eligibility criteria may still qualify for a Blue Badge but will be required to be considered for further assessment with any decision made by the issuing local authority. Such a decision will be based on the findings of a mobility assessment the applicant may be asked to attend or in the case of "hidden illnesses" the supporting evidence that may have been provided by specialist medical professionals.

The following table shows a summary of the number of Blue Badge applications received, those cases that met the required criteria, awarded following further assessment, and those rejected. The figures also show those applications made under the “hidden illness” category.

Number of applications received	2293
Those cases that related to hidden illnesses	126
Cases that were automatically approved (met the criteria)	1035
Approved due to meeting mobility criteria	845
Approved due to meeting Hidden illness criteria	58
Cases approved after further review / assessment	729
Reviewed on mobility grounds	680
Reviewed on hidden illness grounds	49
Total number of refused applications	306
Number of hidden disability applications refused	24

Blue Badges are awarded for a period of 3 years. There were therefore 8272 valid badges in circulation, issued by Hartlepool Borough Council as at 31st March 2022.

Applications for a Blue Badge can be made via the following link: <https://www.gov.uk/apply-blue-badge> or by contacting Customer services on 01429 523333

Blue Badge Enforcement



Unfortunately, the monetary value of the concessions available to badge holders can result in an incentive to abuse the scheme and commit fraud. As misuse of blue badges undermines the scheme and takes parking spaces away from those who genuinely need them, Hartlepool Borough Council will take action where Civil Enforcement Officers notice such offences. 14 badges were seized by officers in Hartlepool for suspected cases of blue badge misuse. Misuse can include:

- 1) Using a badge that is no longer valid
- 2) Using a badge that has been forged or copied
- 3) Using a badge that has been lost or stolen
- 4) A valid badge that has been misused by a friend or relative.

A blue badge holder is the sole benefactor of the concessions the badge provides, not the vehicle owner. The blue badge holder must therefore be travelling in the vehicle for the blue badge to be valid. It cannot be used by anyone doing business on behalf of the badge holder when the badge holder is not or has not travelled in the vehicle. When the badge is displayed, the expiry date and badge serial number must be visible.

STATISTICS REPORTING

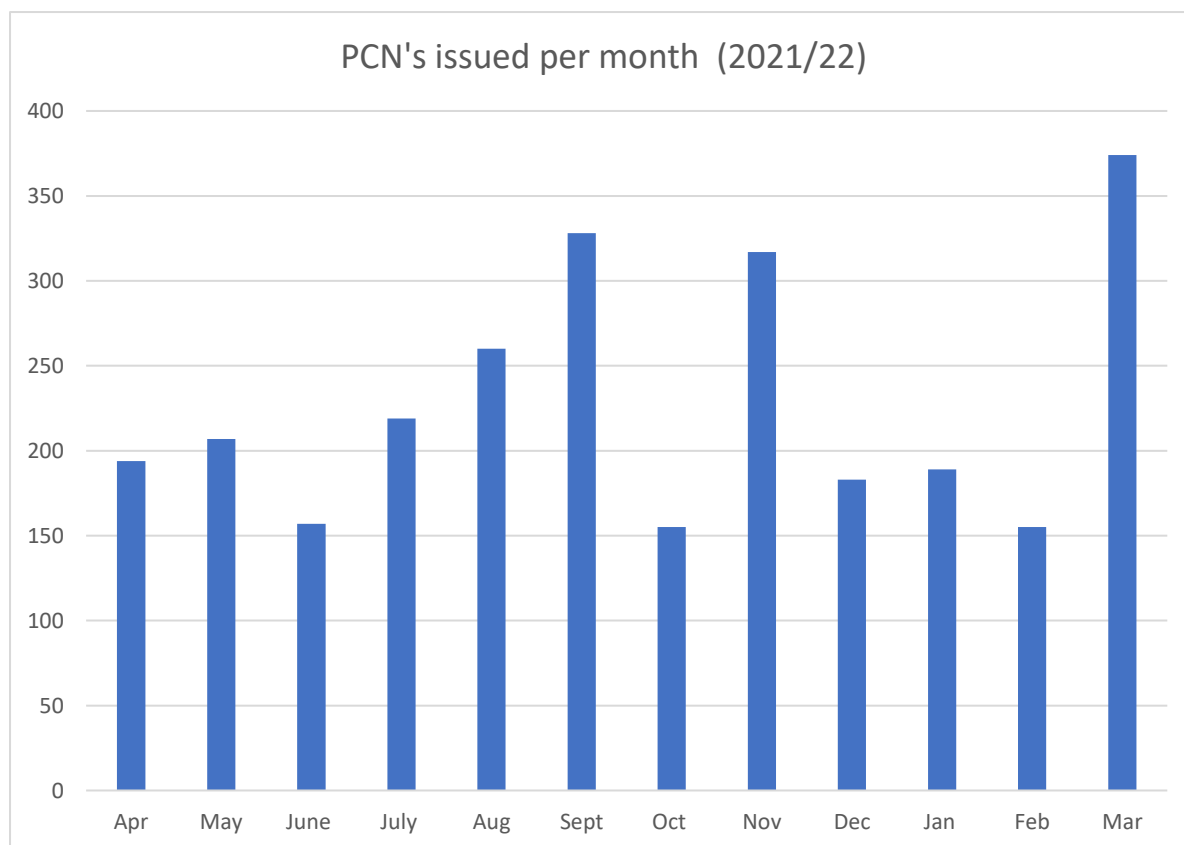
All local authorities operating Civil Parking Enforcement are required to complete statistical returns to the Department for Transport. The table below shows a selection of significant information in relation to the reporting period 2021/22 with the comparative figures for the previous year(s) also included for information.

	Description	2018/19	2019/20	2020/21	2021/22
1	Total volume of PCN's issued	5095	4451	2021	2731
2	Total volume of high level of PCN's	3086	2606	1283	1808
3	Volume of lower level PCN's issued	2009	1845	919	923
4	Volume of Regulation 10 PCN's issued (approved devices)	131	103	NIL	NIL
5	Volume of PCN's issued On Street	3081	2611	1390	1766
6	Volume of PCN's issued Off Street	2014	1840	812	965
7	Volume of warning Notices issued On Street	100	64	90	11
8	Volume of warning Notices issued Off Street	172	32	52	28
9	Volume of PCN's paid	2746	2415	1084	1392
10	Volume of PCN's paid at discount rate	2720	1720	916	1173
11	Total number of PCN's subject to challenges	1609	1598	783	753
11a	On street	908	865	462	485
11b	Off street	701	733	321	268
12	PCN's cancelled after successful challenge	1102	967	359	304
12a	On street	604	495	181	177
12b	Off street	498	472	178	127
13	Volume of Charge Certificates registered	92	60	NIL	86
14	Volume of PCN's written off	202	275	162	74
15	Volume of appeals considered by TPT	11	9	1	1
15a	Of which were allowed	7	5	1	1
15b	Of which were dismissed	4	4	NIL	NIL

Volume of PCN's Issued 2021/22

Ward	PCN's issued
Burn Valley	437
De Bruce	20
Fens & Greatham	8
Foggy Furze	18
Hart	15
Headland and Harbour	405
Manor House	5
Rossmere	0
Rural west	6
Seaton	422
Throston	15
Victoria	1387
Total	2738

PCN's issued per ward



On street contraventions

On Street Code	Higher level Contraventions	Total
Contravention description		1495
01	Parked in a restricted street during prescribed hours	303
02	Parked or loading/unloading in a restricted street	30
12	Parked in a residents or shared use parking place or zone without a valid permit	537
16	Parked in a permit space or zone without a valid permit clearly displayed	522
18	Using a vehicle in a parking place in connection with the sale of goods	0
25	Parked in a loading place or bay during prescribed hours without loading	23
26	Parked more than 50cm from edge of carriageway and not within a parking space	0
27	Parked adjacent to footway, cycle track or verge (dropped footpath)	6
40	Parked in designated disabled space without displaying a valid Blue Badge	31
42	Parked in a place designated for Police vehicles	0
45	Stopped on a taxi rank	2
46	Stopped where prohibited (clearway)	0
47	Stopped in a restricted Bus stop or stand	4
48	Stopped on a restricted area outside a school	11
49	Parked wholly or partly on a cycle track or lane	1
62	Parked with one or more wheels over a footpath or any part of a road other than a carriageway.	15
75	Littering from a vehicle	3
99	Stopped on a pedestrian crossing or crossing area marked by zigzags	7

On Street Code	Lower level contraventions	Total
Contravention description		260
05	Parked after the expiry time paid for	1
06	Parked without clearly displaying a valid pay & display ticket or voucher	53
19	Parked in a residents or shared parking place without displaying a valid permit	23
22	Re-parked in the same place or zone within 1 hour of leaving	1
24	Not parked correctly within the markings of the bay or space	0
30	Parked for longer than permitted	182
35	Parked in disc parking space without displaying a valid disc	0

W1	On Street Warning Notices issued	11
----	----------------------------------	-----------

Off street contraventions

Off Street Code	Higher level Contraventions	Total
	Contravention description	272
71	Parked in an electric vehicle charging place without charging	1
81	Parked in a restricted area	9
85	Parked without or clearly displaying a valid permit when required	63
87	Parked in a designated disabled bay without displaying a valid Blue Badge	190
91	Parked in a car park or area not designated for that class of vehicle	9

Off Street Code	Lower level contraventions	Total
	Contravention description	664
73	Parked without payment of the parking charge	0
80	Parked for longer than permitted	0
82	Parked after the expiry time of paid for time	88
83	Parked without clearly displaying a valid pay & display ticket or voucher	477
86	Not parked correctly within the markings of the bay or space	95
93	Parked in a car park when closed	4

W2	Off Street Warning Notices issued	29
----	-----------------------------------	----

Highest Numbers of PCN's Issued and Revenue Received – On Street locations 2021/22

		PCN's issued	PCN revenue
1	Avenue Road	124	£2,980
2	South Road	99	£2,555
3	Gainford Street	92	£1,610
4	The Front, Seaton	90	£1,800
5	Errol Street	56	£1,610
6	Grosvenor Street	46	£525
7	Church Street	46	£1,493
8	Crawford Street, Seaton	46	£1,120
9	Grosvenor Street	42	£875
10	Scarborough Street	40	£945

FINANCIAL REPORTING

The Government requires accounts to be published setting out income and expenditure from on street car parking.

The Traffic Management Act requires that Income from on street parking charges and on and off Street Penalty Charge Notices must be used to meet the cost of the provision and maintenance of the service. The legislation prescribes how the Council can use income from on street parking after covering the costs of:

- 1) Operating and maintaining on street and off street parking facilities
- 2) Maintaining any on street and off street restrictions
- 3) Operating on street and off street enforcement activities
- 4) Operating and controlling any Controlled Parking Zones and parking permit, dispensation or waiver scheme
- 5) Providing any additional on street or off street parking facilities
- 6) Repaying any initial costs of establishing Civil Parking Enforcement.

The use of any surplus arising after the cost of operating and enforcing on street parking and off street enforcement is restricted to a number of uses:

- 1) Providing and maintaining parking facilities
- 2) Public transport schemes
- 3) Highway and transport improvements
- 4) Environmental improvements.

Such restrictions on the use of any surplus do not however apply to surplus income from off street parking. Any surplus income from off street car parks, after deducting any expenditure or income associated with running costs and enforcement can be used for corporate purposes. This is because the net income from car parks is deemed to be a commercial operation where the land could be used for alternative development. For the purposes of transparency and clarification, this report also includes a breakdown of the off street income as it is required to financially support some of the operating costs of the service.

All parking charges including pay and display tariffs and on street permits have been set and approved by Elected Members. The amount of charge within the Penalty Charge Notice is set as part of the statute legislation. Such charges are therefore consistent with all local authorities operating Civil Parking Enforcement.

FINANCIAL SUMMARY TABLE

Expenditure

Employee costs	£464,223.81
Premises	£391,243.68
Transport	£19,656.11
Supplies and Services	£221,761.72
Blue Badge Service	£28,623.72
TOTAL EXPENDITURE	£1,125,508.58

Income

FPN Fines	£4,293.00
PCN Fines	£53,079.09
Permits	£161,797.38
P&D Income	£354,332.56
TVCA parking promotion income	£1,038,000.00
Mobile phone income	£94,242.99
Blue Badges	£22,103.00
Other	£22,091.00
TOTAL INCOME	£1,749,938.02

Variance	-£624,429.44
-----------------	---------------------

Pay and Display Income Per Location

ON STREET	Pay and display Income	Mobile phone payment income	TOTAL
Back of York Road	-1219.43	-811.5	-2030.93
The Cliff, Seaton	-18945.26		-18945.26
The Front , Seaton	-15141.08	-8131	-23272.08
Tower Street	-16550.23	-10844	-27394.23
Whitby Street	-2928.51	-1641.1	-4569.61
On street total	-54784.51	-21427.6	-76212.11

OFF STREET	Pay and display Income	Mobile phone payment income	TOTAL
Andrew Street	-548.57	-296	-844.57
Basement	-8304.13	-2012.5	-10316.63
Coronation Drive	-11496	-547.5	-12043.5
Dover Street	-10403.31	-3815.2	-14218.51
Eastside	-7119.49	-2829	-9948.49
Eden Street	-10406.28	-10170	-20576.28
Gainford Street	-17782.85	-5396.3	-23179.15
Mill House	-13106.06	-6939	-20045.06
Multi Storey	-3380.67	-1669.4	-5050.07
Murray Street		-446.5	-446.5
Open Market	-5414.35	-2482.6	-7896.95
Park Road	-16219.95	-3626.3	-19846.25
Rocket House, Seaton	-24850.02	-7234.5	-32084.52
Roker Street	-8630.07	-1859.2	-10489.27
Sea View, Seaton	-81127.64	-7506.6	-88634.24
Transport Interchange	-35192.02	-15792.1	-50984.12
Victoria Road	-9056.46	0	-9056.46
Waldon Street	-27841.91	-5994.7	-33836.61
Westside	-8668.27	-2188.8	-10857.07
Off Street total	-299548.05	-80806.2	-380354.25
TOTAL	-354332.56	-102233.8	-456566.36

TVCA contribution	-1038000.00		-1038000.00
-------------------	-------------	--	-------------

TOTAL INCOME	-1392332.56	-102233.80	-1494566.36
--------------	-------------	------------	-------------

APPENDICES

- Appendix A – On and off street sites and bay details
- Appendix B – P&D tariff charges
- Appendix C – Locations within each resident zones
- Appendix D – Commuter / Business / Season ticket parking spaces – permits issued by location
- Appendix E – Permits issued per parking zones

.

APPENDIX A – ON AND OFF STREET SITES AND BAY DETAILS

Appendix A																		
On Street Pay and Display																		
Tower Street	36		36	0				0									G	Mon-Sat-8:00-18:00
Back York Road	26	26	26	0				0	0	0	✓						A	Mon-Sat-8:00-18:00
Gainford Street	26	24		2				0		0	✓						C	Mon-Sat-8:00-18:00
Whitby St	21	21		0				0	0	0							B	Mon-Sat-8:00-18:00
The Front, Seaton (seasonal)	100	100		0				0	2	0							B	Mon-Sun-8:00-18:00
	136	100	36	0	0	0	0	0	2	0								
On Street Totals	136	100	36	0	0	0	0	0	2	0								
HBC Staff Car Parks																		
Civic Underground	80			2				1	0		✓							Mon-Sat-8:00-18:00
Grand Hotel	47										✓							Mon-Sat-8:00-18:00
Lauder Street	31										✓							Mon-Sat-8:00-18:00
Titan House	57																	Mon-Sat-8:00-18:00
Multi level 4	80																	
	295	0	0	2	0	0	0	0	1	0								
MANAGED SITES TOTAL	3330	1332	1238	125	299	5	4	4	13									

APPENDIX A – ON AND OFF STREET SITES AND BAY DETAILS

Appendix A	Total spaces	Short Stay bays	Long stay bays	Disabled spaces	Contract permit bays	Coach Parking bays	Extended bays	Electric Charging Bays	Motorcycle spaces	Secure cycle lockers	Park Mark Award	Height limit	Opening times	Closure times	Locked	Restriction	Pay & Display tariff charge	Enforcement times
Off Street Car Parks																		
Multi Storey Car Park	454	219	231	4	0			0			✓	2.1M	7:30am	6.30pm	✓	P&D	A(short)J(long)	Mon-Sat-8:00-18:00
Basement Car Park	123	112		9	0			1	1		✓	1.9M	7.45am	6.15pm	✓	P&D	A	Mon-Sat-8:00-18:00
Waldon Street Car Park	281	251		15	15			0			✓		n/a	n/a		P&D	A	Mon-Sat-8:00-18:00
Roker Street Car Park	131	96		4	30			0	1		✓		n/a	n/a		P&D	C	Mon-Sat-8:00-18:00
West Side Car Park	153	137		12	0			0	4		✓	2.1M	n/a	n/a		P&D	A	Mon-Sat-8:00-18:00
Open Market Car Park	41	39		2	0			0			✓		n/a	n/a		P&D	A	Mon-Sat-8:00-18:00
Eastside Car Park	150	138		10	1			0	1		✓		n/a	n/a		P&D	A	Mon-Sat-8:00-18:00
Eden Street Car Park	119		36	2	81			0			✓		n/a	n/a		P&D	G	Mon-Sat-8:00-18:00
Transport Interchange	151		138	7	3			2	1		✓		n/a	n/a		P&D	K	Mon-Sat-8:00-18:00
Mill House Car Park	148	100	45	3				0			✓		n/a	n/a		P&D	D(short)G(long)	Mon-Sat-8:00-18:00
Dover Street Car Park	107		38	1	67			0	1		✓		n/a	n/a		P&D	F	Mon-Sat-8:00-18:00
Andrew Street Car Park	13	11	0	0	2			0			✓		n/a	n/a		P&D	F	Mon-Sat-8:00-18:00
Murray Street Car Park	19	16		3				0			✓		n/a	n/a		P&D	H	Mon-Sat-8:00-18:00
Park Road Car Park	22	14		8				0			✓		n/a	n/a		P&D	A	Mon-Sat-8:00-18:00
Victoria Road Car Park	53	45		8				0			✓		n/a	n/a		P&D	L	Mon-Sat-8:00-18:00
	0																	
Season charge (Apr-Nov)	0																	Seasonal Charge
Coronation Drive CP, Seaton	66		60	6							✓					P&D	M	Mon-Sun-8:00-18:00
Rocket House CP, Seaton	82		78	4							✓					P&D	M	Mon-Sun-8:00-18:00
Sea View CP, Seaton	607		576	18	4	5	4			6	✓		Dawn	Dusk	✓	P&D	M	Mon-Sun-8:00-18:00
	2720	1178	1202	116	203	5	4	3	9	6								
Colwyn Road	5	2		1					2									
Middlegate, Headland	43			5	38											None		Mon-Sat-8:00-18:00
Owton Manor Shops	31			1	30											None		Mon-Sat-8:00-18:00
King Oswy Drive Shops	20				20											None		Mon-Sat-8:00-18:00
Archer Street	6				6											None		Mon-Sat-8:00-18:00
Newburn Bridge	20															None		Mon-Sat-8:00-18:00
Station Lane CP, Seaton	54	52			2											Limited stay		Mon-Sun-8:00-18:00
	179	54		7	96				2									
Off Street Totals	2899	1232	1202	123	299	5	4	3	11	6								

APPENDIX B – TARIFF CHARGES



Tariff rate A	£1.00 > 2 hours £2.10 > 3 hours £2.80 > 4 hours £3.50 > 5 hours £4.20 > 6 hours £4.90 > 7 hours £5.60 > 10 hours	Tariff rate G	£1.00 > 2 hours £2.10 > 3 hours £2.50 > 10 hours
Tariff rate B	80p > 30 mins £1.10 > 1 hour £1.50 > 2 hours £5.60 > 10 hours	Tariff rate H	Free > 30 mins 50p > 2 hours £2.00 > 3 hours £5.00 > 10 hours
Tariff rate C	50p > 30 mins 70p > 1 hour £1.50 > 2 hours £2.10 > 3 hours £2.80 > 4 hours £5.60 > 10 hours	Tariff rate I	60p > 30 mins £1.10 > 1 hour £1.60 > 90 mins
Tariff rate D	80p > 90 mins £1.50 > 2 hours £2.00 > 3 hours £2.50 > 4 hours £5.60 > 10 hours	Tariff rate J	70p > 1 hour £1.40 > 2 hours £2.10 > 3 hours £2.50 > 10 hours
Tariff rate E	£1.00 > 2 hours £2.10 > 3 hours £2.50 > 10 hours	Tariff rate K	£1.50 > 2 hours £2.00 > 3 hours £2.50 > 10 hours User 2 Yellow £5.60 > 24 hours up to 7 days
Tariff rate F	80p > 90 mins £1.50 > 2 hours £2.10 > 3 hours £2.50 > 10 hours	Tariff rate L	30p > 30 mins 70p > 1 hour £1.40 > 2 hours £2.40 > 4 hours £5.60 > 10 hours
		Tariff rate M (seasonal) April - November	£1 > £2 hours £1.5 > 4 hours £2 < 4 hours



APPENDIX C- LOCATIONS WITHIN RESIDENTIAL ZONES

Zone A	Alderson Street Carlton Street Clifton Avenue Dalton Street Eltringham Avenue Hutton Avenue Johnson Street Landsdowne Road Lindon Grove Mitchell Street Osborne Road (1-6) St Pauls Road Stanhope Avenue Stotfold Street Thornton Street	Zone B	Avenue Road Errol Street Lowthian Road (1-19a, 2-18) Wharton Street
Zone C	Alma Street Barbara Mann Court Brook Street Christopher Street Collingwood Road Collingwood Walk Dent Street Derwent Street Elliott Street Grange Road Grosvenor Gardens Grosvenor Street Hart Lane Hartley Close Laburnum Street Lowthian Road (20-34,21-51) Milton Road Morton Street Sandringham Road Sheriff Street Straker Street Tankerville Road Thornville Road Young Street	Zone D	Flaxton Court Flaxton Street Lister Street (37-96) Osborne Road (6-99) Windsor Street
Zone E	Bathgate Terrace Elwick Road Holt Street Houghton Street Kilwick Street Lister Street (2-35) Back of Lister Street Stockton Road Vicarage Gardens Waldon Street Whitburn Street	Zone F	Rium Terrace

APPENDIX C- LOCATIONS WITHIN RESIDENTIAL ZONES

Zone G Burbank Street
 Empire Square
 Huckelhoven Way (10-24 even)
 Lynn Street
 Musgrave Walk
 Newhaven Court
 Surtees Street
 Tower Street
 Whitby Grove
 Whitby Street
 Whitby Walk/St Abbs Walk
 William Street

Zone I Colwyn Road
 Penrhyn Street

Zone L Holdforth Road
 Howbeck Lane
 Thompson Grove
 Warren Road

Zone N Victoria Terrace

Zone H Addison Road
 Belk Street
 Cameron Road
 Furness Street
 Greenwood Road
 Henderson Grove
 Lansbury Grove
 Lynnfield Road
 Milner Grove

Zone J Bolton Grove
 Church Street
 Crawford Street
 Deacon Gardens
 East View Terrace
 Elizabeth Way
 Green Terrace
 Lawson Road
 North Road
 Queen Terrace
 Rectory Way
 Ruswarp Grove
 Station Lane
 The Cliff
 The Front
 The Green
 Victoria Street

Zone M St Davids Walk
 Throston Grange Lane

Zone P Darlington Street

**APPENDIX D - COMMUTER / BUSINESS / SEASON TICKET PARKING SPACES
- PERMITS ISSUED BY LOCATION 2021/22**

Zone	Permit type	Number of permits
Albert Street	Parking Bays - Albert Street	40
	Total permits for zone	40
All zones	Care/Health Worker	399
	HBC Staff	901
	Landlords Concessionary Permit	58
	Religious Persons Concessionary Permit	16
	Supplementary Permit	16
	Total permits for zone	1390
Andrew Street	Parking Bays - Andrew Street	8
	Total permits for zone	8
Avenue Road/Errol Street	Parking Bays - Avenue Road/Errol Street	20
	Total permits for zone	20
Back Church Street	Parking Bays - Back Church Street	19
	Supplementary Permit	14

**APPENDIX D - COMMUTER / BUSINESS / SEASON TICKET PARKING SPACES
- PERMITS ISSUED BY LOCATION 2021/22**

	Total permits for zone	33
Back of Victoria Road	Parking Bays - Victoria Road (Back of)	75
	Total permits for zone	75
Bailey Street	Parking Bays - Bailey Street	6
	Total permits for zone	6
Carlton Street	Parking Bays - Carlton Street	11
	Total permits for zone	11
Caroline Street	Parking Bays - Caroline Street	19
	Total permits for zone	19
Dalton Street	Parking Bays - Dalton Street	42
	Total permits for zone	42
Dover Street Car Park	Parking Bays - Dover Street Car Park	107
	Total permits for zone	107
Eden Street Car Park	Parking Bays - Eden Street Car Park	142
	Total permits for zone	142

**APPENDIX D - COMMUTER / BUSINESS / SEASON TICKET PARKING SPACES
- PERMITS ISSUED BY LOCATION 2021/22**

Elliott Street	Parking Bays - Elliott Street	10
	Total permits for zone	10
Gainford Street	Parking Bays - Gainford Street	36
	Total permits for zone	36
Gill Street	Parking Bays - Gill Street	12
	Total permits for zone	12
Grosvenor Street	Parking Bays - Grosvenor Street	13
	Total permits for zone	13
Lauder Street	Parking Bays - Lauder Street	19
	Total permits for zone	19
Lauder Street Car Park	HBC Staff Car Park	3
	Total permits for zone	3
Lucan Street	Parking Bays - Lucan Street	23
	Total permits for zone	23
Middleton Grange Lane	Parking Bays - Middleton Grange Lane	5

**APPENDIX D - COMMUTER / BUSINESS / SEASON TICKET PARKING SPACES
- PERMITS ISSUED BY LOCATION 2021/22**

	Supplementary Permit	22
	Total permits for zone	27
Scarborough Street	Parking Bays - Scarborough Street	56
	Total permits for zone	56
South Road	Parking Bays - South Road	103
	Total permits for zone	103
Surtees Street	Parking Bays - Surtees Street	15
	Total permits for zone	15
Tees Street	Parking Bays - Tees Street	35
	Total permits for zone	35
Titan House	Supplementary Permit	102
	Total permits for zone	102
Transport Interchange	Supplementary Permit	2
	Total permits for zone	2
Zone A	Business Within Residential Zones	20
	Charity Permit	6

**APPENDIX D - COMMUTER / BUSINESS / SEASON TICKET PARKING SPACES
- PERMITS ISSUED BY LOCATION 2021/22**

	Landlords Concessionary Permit	18
	Open	772
	Religious Institutions	4
	Residential	838
	Supplementary Permit	2
	Visitor	109
	Waiver	15
	Total permits for zone	1784
Zone AA	Zonal Parking - AA	86
	Total permits for zone	86
Zone B	Business Within Residential Zones	1
	Charity Permit	4
	Open	97
	Residential	79
	Visitor	13
	Waiver	14
	Total permits for zone	208
Zone BB	Zonal Parking - BB	15
	Total permits for zone	15
Zone C	Business Within Residential Zones	6
	Hotel / Guest House	6

**APPENDIX D - COMMUTER / BUSINESS / SEASON TICKET PARKING SPACES
- PERMITS ISSUED BY LOCATION 2021/22**

	Landlords Concessionary Permit	5
	Open	764
	Religious Institutions	45
	Residential	849
	Visitor	62
	Waiver	35
	Total permits for zone	1772
Zone D	Business Within Residential Zones	2
	Hairdressers	8
	Landlords Concessionary Permit	4
	Open	237
	Religious Institutions	6
	Residential	289
	Visitor	26
	Waiver	9
	Total permits for zone	581
Zone E	Business Within Residential Zones	4
	Hotel / Guest House	6
	Landlords Concessionary Permit	8
	Open	278
	Residential	268

**APPENDIX D - COMMUTER / BUSINESS / SEASON TICKET PARKING SPACES
- PERMITS ISSUED BY LOCATION 2021/22**

	Visitor	38
	Waiver	8
	Total permits for zone	610
Zone F	Open	17
	Residential	31
	Visitor	4
	Waiver	1
	Total permits for zone	53
Zone G	Open	83
	Residential	87
	Visitor	7
	Waiver	7
	Total permits for zone	184
Zone H	Business Within Residential Zones	1
	Hairdressers	2
	Landlords Concessionary Permit	2
	Open	191
	Residential	136
	Visitor	28
	Waiver	3
	Total permits for zone	363
Zone I	Nursing Homes	12
	Open	99
	Residential	140
	Visitor	14
	Total permits for zone	265

**APPENDIX D - COMMUTER / BUSINESS / SEASON TICKET PARKING SPACES
- PERMITS ISSUED BY LOCATION 2021/22**

Zone J	Business Within Residential Zones	2
	Hotel / Guest House	15
	Nursing Homes	2
	Open Residential	764
	Supplementary Permit	877
	Visitor	23
	Total permits for zone	91
		1774
Zone K	Hairdressers	1
	Open Residential	3
	Residents Bays	4
	Total permits for zone	1
		9
Zone L	Open Residential	100
	Supplementary Permit	102
	Visitor	4
	Waiver	10
	Total permits for zone	2
		218
Zone M	Open Zone M	17
	Residential Zone M	26
	Total permits for zone	43
Zone N	Open Residential	3
		10

**APPENDIX D - COMMUTER / BUSINESS / SEASON TICKET PARKING SPACES
- PERMITS ISSUED BY LOCATION 2021/22**

	Total permits for zone	13
Zone P	Open	4
	Residential	19
	Visitor	7
	Total permits for zone	30
Total permits		10357

APPENDIX E – PERMITS ISSUED PER PARKING ZONES

Zone	Permit type	Number of permits
All zones	Care/Health Worker	399
	HBC Staff	901
	Landlords Concessionary Permit	58
	Religious Persons Concessionary Permit	16
	Supplementary Permit	16
	Total permits for zone	1390
Zone A	Business Within Residential Zones	20
	Charity Permit	6
	Landlords Concessionary Permit	18
	Open	772
	Religious Institutions	4
	Residential	838
	Supplementary Permit	2
	Visitor	109
	Waiver	15
	Total permits for zone	1784
Zone B	Business Within Residential Zones	1
	Charity Permit	4
	Open	97
	Residential	79
	Visitor	13
	Waiver	14
	Total permits for zone	208
Zone C	Business Within Residential Zones	6
	Hotel / Guest House	6
	Landlords Concessionary Permit	5
	Open	764
	Religious Institutions	45
	Residential	849
	Visitor	62

APPENDIX E – PERMITS ISSUED PER PARKING ZONES

	Waiver	35
	Total permits for zone	1772
Zone D	Business Within Residential Zones	2
	Hairdressers	8
	Landlords Concessionary Permit	4
	Open	237
	Religious Institutions	6
	Residential	289
	Visitor	26
	Waiver	9
	Total permits for zone	581
Zone E	Business Within Residential Zones	4
	Hotel / Guest House	6
	Landlords Concessionary Permit	8
	Open	278
	Residential	268
	Visitor	38
	Waiver	8
	Total permits for zone	610
Zone F	Open	17
	Residential	31
	Visitor	4
	Waiver	1
	Total permits for zone	53
Zone G	Open	83
	Residential	87
	Visitor	7
	Waiver	7
	Total permits for zone	184
Zone H	Business Within Residential Zones	1
	Hairdressers	2
	Landlords Concessionary Permit	2
	Open	191
	Residential	136
	Visitor	28
	Waiver	3

APPENDIX E – PERMITS ISSUED PER PARKING ZONES

	Total permits for zone	363
Zone I	Nursing Homes	12
	Open	99
	Residential	140
	Visitor	14
	Total permits for zone	265
Zone J	Business Within Residential Zones	2
	Hotel / Guest House	15
	Nursing Homes	2
	Open	764
	Residential	877
	Supplementary Permit	23
	Visitor	91
	Total permits for zone	1774
Zone K	Hairdressers	1
	Open	3
	Residential	4
	Residents Bays	1
	Total permits for zone	9
Zone L	Open	100
	Residential	102
	Supplementary Permit	4
	Visitor	10
	Waiver	2
	Total permits for zone	218
Zone M	Open Zone M	17
	Residential Zone M	26
	Total permits for zone	43
Zone N	Open	3
	Residential	10
	Total permits for zone	13
Zone P	Open	4
	Residential	19
	Visitor	7
	Total permits for zone	30
Zone AA	Zonal Parking - AA	86
	Total permits for zone	86
Zone BB	Zonal Parking - BB	15

APPENDIX E – PERMITS ISSUED PER PARKING ZONES

	Total permits for zone	15
Total permits		9398

NEIGHBOURHOOD SERVICES COMMITTEE

1st December 2022



Report of: Director of Neighbourhoods and Regulatory Services

Subject: HOUSEHOLD WASTE RECYCLING CENTRE

1. TYPE OF DECISION/APPLICABLE CATEGORY

1.1 For information.

2. PURPOSE OF REPORT

2.1 This report provides an update on the Household Waste Recycling Centre following a request from the Members of Neighbourhood Services Committee to visit the site and receive an update report at Committee.

2.2 The report also updates Members on the Council's Bulky Waste Collection Service following an increase to service provision during 2021/22.

3. BACKGROUND

3.1 The introduction of a free permit scheme for Hartlepool Residents to access the Household Waste Recycling Centre (HWRC) at Burn Road was included as part of the budget savings proposals considered for introduction in April 2020. Therefore this proposal was contained within the Council Medium Term Financial Strategy (MTFS) 2020/21 to 2023/24 report approved by Full Council at its meeting held on 19th December 2019.

3.2 The purpose of a free permit scheme for Hartlepool residents enables staff to monitor users of the site and to prioritise Hartlepool residents by preventing the disposal of waste from commercial operators and residents from outside the Borough. It also reduces congestion on Burn Road, while helping the Council manage the waste tonnage deposited at the site.

3.3 Therefore it is important to point out, and also remind Members, that the introduction of a permit scheme was not due to Covid as it had already been agreed in the months before, although it was introduced during the Covid pandemic in May 2020 to support Covid-secure working practices.

4. HOUSEHOLD WASTE RECYLCING CENTRE

- 4.1 This digital solution was developed in-house at nil cost to the department and the HWRC team use digital technology / hand-held devices to check vehicles in, making the process much more efficient.
- 4.2 There are 405 booking slots per day during summer months (8am to 6pm), reducing to 285 slots during the winter (9am to 4pm). However demand is under constant review, with the majority of residents able to get a same day booking, while the number of slots available can be tweaked if there is an upsurge in bookings.
- 4.3 Furthermore there is no longer a regular need to queue to access the site and on most days residents can make a same-day appointment via the telephone, or online, to visit the site, with the exception of those days the HWRC is closed. In addition, the Council regularly received complaints from neighbouring businesses and the Police when access to the site resulted in traffic congestion on the main road during busy periods.
- 4.4 Since the original booking system was introduced, we have created additional improvements to the system that allows regular site users to store their details in an online account that will make the booking process even easier, quicker and more user friendly.
- 4.5 The booking system has allowed us to fully achieve the intended outcomes of the free permit system by identifying persons who have visited the site excessively, for example multiple times per day, every day of each week, which in most cases suggests that they are bringing in non-household waste to the site.
- 4.6 This has diverted a lot of commercial waste, which was previously being subsidised by Hartlepool residents, into the correct disposal route, such as trade waste services, skips, etc. In fact Hartlepool Borough Council has seen a marked increase in demand for its commercial waste service in line with the introduction of the booking system.
- 4.7 The result of this work is Council tax payers are no longer subsidising a lot of businesses, traders and property portfolio managers who were illegally disposing of their waste at a site which is for the benefit of residents and their excess household waste.
- 4.8 Staff have also noted that we have received more positive feedback about the HWRC since the introduction of the booking system than we have about any other service that we operate, which can be demonstrated by the feedback we have received so far. We have also had a reduction in reported incidents of abuse of staff onsite too.
- 4.9 In 2021-22, there were 80,463 bookings/visits made to the site, with 68,828 undertaken by self-service and 11,635 via the Contact Centre, meaning 85%

of bookings were made online, which is more convenient for residents and cost effective for the authority.

- 4.10 Over 5,000 residents provided feedback about their experience and they gave the service an average rating of 4.6 out of 5 stars, which is an improvement when compared with 2020-21, which scored 4.5 out of 5 stars.
- 4.11 Following the system changes mentioned above in Section 4.4 of the report, residents have told us the following:
- ‘Big Improvement’
 - ‘Much easier now I’m registered’
 - ‘It has improved since I last used it. Thank you!’
 - ‘First class service’

5. BULKY WASTE COLLECTION SERVICE

- 5.1 Our Bulky Waste service continues to be in high demand following the introduction of a second team in May 2021, which has seen the number of slots increased from 60 to 120 per week, with the aim of the service being to ensure that residents wait no longer than 5 working days for a collection.
- 5.2 This has seen the numbers increase from over 2,800 requests for service in 2020/21 to over 4,800 in 2021/22.
- 5.3 There remains a 50% reduction in the cost for residents in receipt of primary benefits, including Council Tax Support. Furthermore the teams now use digital technology to receive collection information and 50% of these bookings are now carried out online. Over 400 residents have provided feedback about their online experience and the average rating of these users is 4.6 out of 5 stars.
- 5.4 As a result of the positive impact that the additional bulky waste collections have had in supporting the Household Waste Recycling Centre, reducing the amount of fly tipping, and as the service is operating as self-funded, the Council have committed to continue with this service.

6. ACTION TAKEN

- 6.1 A site visit with Members of Neighbourhood Services Committee was carried out on Wednesday 2nd November 2022.
- 6.2 Members found the site visit very informative and it helped to answer a number of concerns that were raised and gain a better understanding of the challenges that the staff on site have on a daily basis.

7. OTHER CONSIDERATIONS

Financial Considerations	No relevant issues
Staff Considerations	No relevant issues
Risk Implications	No relevant issues
Consultation	No relevant issues
Child/Family Poverty Considerations	No relevant issues
Equality and Diversity Considerations	No relevant issues
Section 17 of The Crime And Disorder Act 1998 Considerations	No relevant issues
Asset Management Considerations	No relevant issues
Legal Considerations	No relevant issues
Environment, Sustainability and Climate Change	No relevant issues

8. RECOMMENDATIONS

- 8.1 Members are asked to note the content of the report and
- 8.2 Members are also asked to note the continuation of the expanded Bulky Waste Collection Service, which has helped to support the wider work on supporting the Household Waste Recycling Centre and reducing fly tipping.

9. REASONS FOR RECOMMENDATIONS

- 9.1 A detailed and comprehensive report is provided on the Household Waste Recycling Centre as requested by Members, along with a visit to the site.

10. BACKGROUND PAPERS

- 10.1 None.

11. CONTACT OFFICERS

Tony Hanson
 Director of Neighbourhoods and Regulatory Services
 Civic Centre
 Hartlepool, TS24 8AY

Email tony.hanson@hartlepool.gov.uk
 Tel: 01429 523300

Sign Off:-

- Director of Finance and Policy ☒
- Chief Solicitor/Monitoring Officer ☒