



ANNUAL PARKING REPORT 2019 / 2020 HARTLEPOOL BOROUGH COUNCIL



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INTRODUCTION

This annual parking report summarises the work of parking and enforcement service during the financial year 1st April 2019 to 31st March 2020. 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.

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 33 elected members representing 11 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 CPE 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:

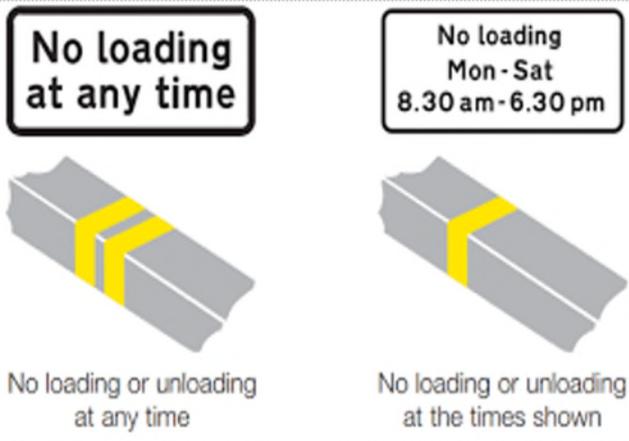
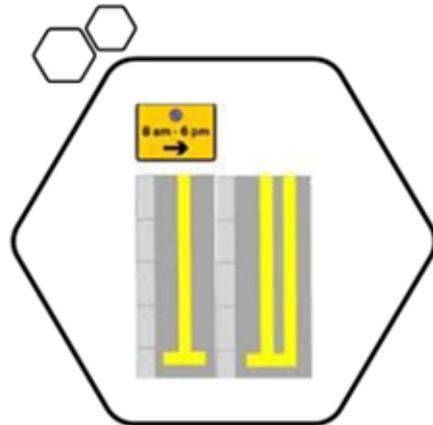
On Street Contraventions

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 on the clearway markings during the hours of enforcement.



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.

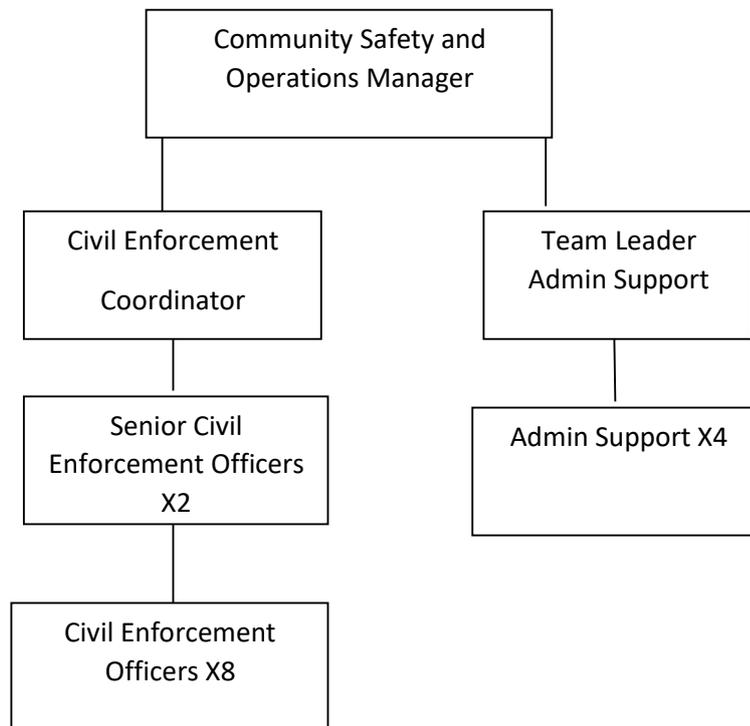
The following table shows the number of PCN's issued by the HBC CCTV enforcement vehicle per location

	Code 47 - Bus Clearways	Code 48 - Outside schools
Barnard Grove		1
Beachfield Drive		1
Callander Road	4	33
Catcote Road	4	1
Clark Street		1
Davison Drive		1
Eldon Grove	10	1
Elizabeth Way	1	
King Oswy Drive		3
Loyalty Road		11
Masefield Road		5
Northgate	1	
Owton Manor Lane	2	
Park Road	3	
Plymouth Grove		1
Rossmere Way	1	
The Cliff	1	
Russell Walk		8
Thorpe Street		1
Torbay Grove		1
Victoria Road	3	
Wynyard Road	1	
York Road (Raby Road to Park Road)	3	0
TOTAL	34	69

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.

This year has been particularly challenging for the team in that long term sickness and staff absence has contributed to a significant reduction in available resources at a time when demand has increased. In recognition of this, we are currently seeking funding for 2 additional 18 month fixed term posts which should ease some of the demands on this service.

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 there were five reported cases of this nature against officers. Two were classified as verbal / threatening and three were physical threats / assault which were reported and pursued by the Police.

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, going live in July 2019. 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 4 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. This year an additional 257 parking spaces were created in The Sea View Car Park at Seaton in order to meet the increasing demand for parking spaces at this location, especially during the summer months. Work took place in the spring of 2020 to extend the existing car park. The refurbishment scheme included resurfacing of the entire site, improved lighting and additional CCTV coverage. Improved secure access compliments the new traffic flow design layout, whilst a variety of additional parking bays have been included to meet the perceived need and usage.

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. The additional bays were seen as a necessity in order to manage the year on year increasing visitor numbers as the popularity of Seaton Carew continues to grow. The refurbishment works included a complete resurface of the existing parking area and the inclusion of an area of hardstanding which had previously been used as an unofficial overflow site during peak demand. The works were completed out of season to minimise disruption and included new improved lighting, additional CCTV coverage, increased disabled parking spaces and the inclusion of formal coach parking and specific long wheelbase caravan / mobile home parking bays. In addition, secure bicycle storage racks were installed and provision has been included to provide electric vehicle charge points at this site.

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 recent refurbishment scheme at Sea view Car Park, Seaton did however 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.

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

Free after 3pm – In order to encourage more visitors and use of the main town centre shopping centre, HBC have continued to support “free parking after 3pm” in those car parks that are integrally linked to the centre. The sites include The Multi Storey, Basement, Eastside and Westside Car Parks.

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 trialled the use of a contactless payment station at (West side Car Park) this year. The contactless machine accepts Apple pay, android pay, together with several card payments. As a result of favourable comments and positive customer feedback this payment option was extended to a further 3 machines during the recent refurbishment of Sea View Car Park 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 2019-20.

Appendix E shows a breakdown of the number and types of permits issued during 2019-20.

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 and 6241 issued by Hartlepool Borough Council. In August 2019 the Blue Badge scheme was amended to include certain hidden illnesses into the approved criteria.

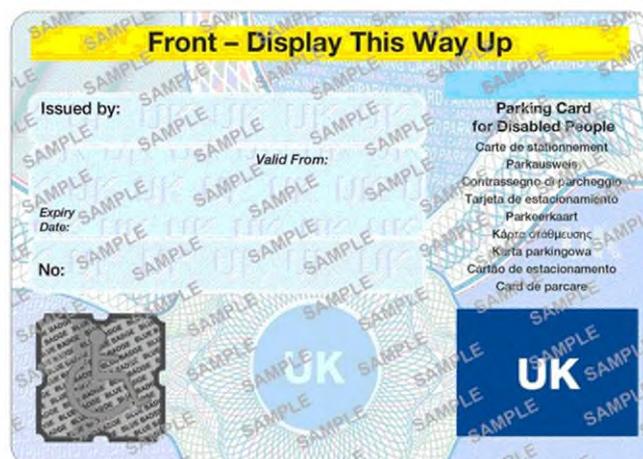
Although the scheme is administered and applications are ultimately approved by local authorities, much of the eligibility criteria is set out by Central Government (Department for Transport) to ensure a degree of consistency in terms of how cases are considered and approved. The scheme examines qualification 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.

Hartlepool Borough Council received 2137 applications for Blue Badges during this period.



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	2137
Those cases that related to hidden illnesses	159
Cases that were automatically approved (met the criteria)	974
Approved due to meeting mobility criteria	957
Approved due to meeting Hidden illness criteria	17
Cases approved after further review	810
Reviewed on mobility grounds	756
Reviewed on hidden illness grounds	54
Total number of refused applications	213

Blue Badges are awarded for a period of 3 years. There were therefore 6241 valid badges in circulation, issued by Hartlepool Borough Council as at 31st March 2020. 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 BB 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.

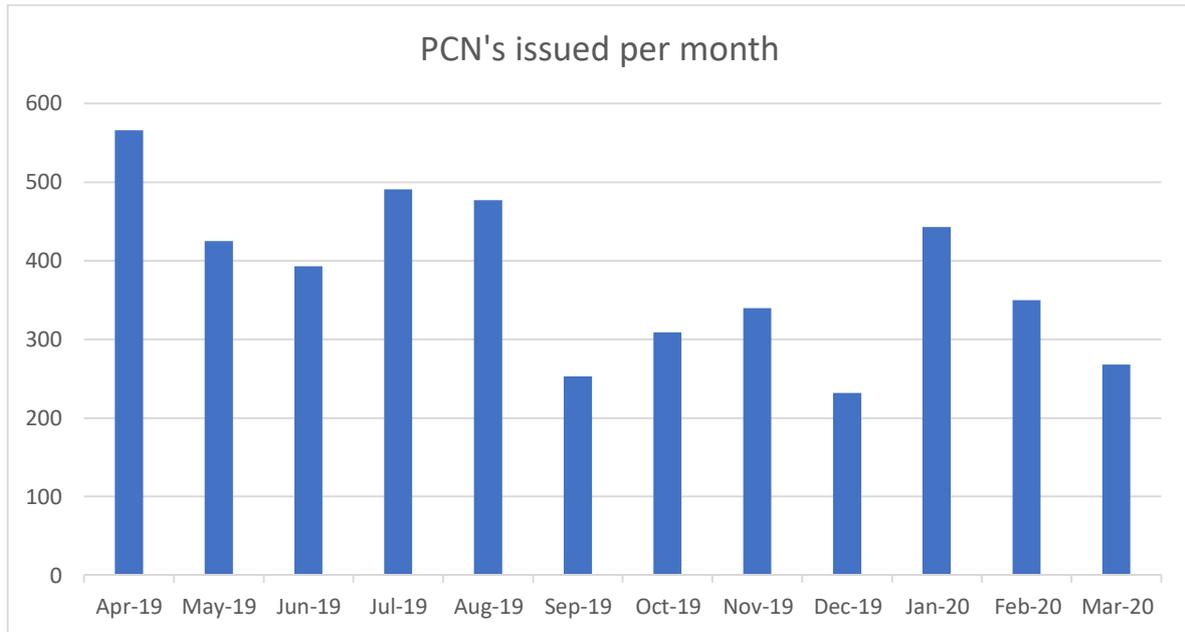
A blue badge holder is the sole benefactor of the concessions the badge provides, not the vehicle owner. The blue badge holder must therefore be travelling in the vehicle for the blue badge to be valid. It cannot be used by anyone doing business on behalf of the badge holder when the badge holder is 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

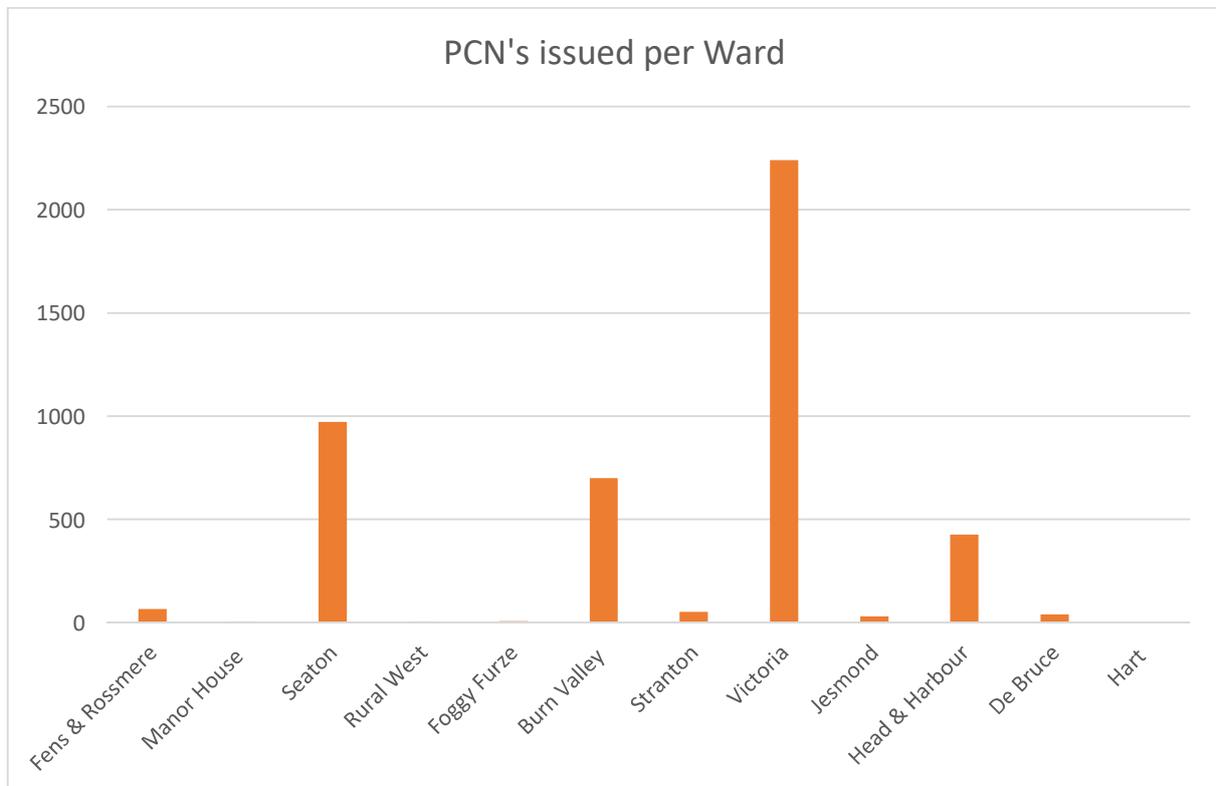
All local authorities operating Civil Parking Enforcement are required to complete statistical returns to the Department for Transport. The table below shows a selection of significant information in relation to the reporting period 2019-20 with the comparative figure for the previous year also included for information.

	Description	2018/19	2019/20
1	Total volume of PCN's issued	5095	4451
2	Volume of higher level PCN's issued	3086	2606
3	Volume of lower level PCN's issued	2009	1845
4	Volume of Regulation 10 PCN's issued (approved devices)	131	103
5	Volume of PCN's issued on street	3081	2611
6	Volume of PCN's issued off street	2014	1840
7	Volume of warning notices issued on street	100	64
8	Volume of warning notices issued off street	172	32
9	Volume of PCN's paid	2746	2415
10	Volume of PCN's paid at discount	2720	1720
11	Total number of PCN's subject to challenges	1609	695
11a	On Street	908	865
11b	Off street	701	733
12	Volume of PCN's cancelled as a result of successful challenge	1102	967
12a	On Street	604	495
12b	Off street	498	472
13	Volume of Charge Certificates registered	92	60
14	Volume of PCN's written off	202	275
15	Volume of appeals considered by The Traffic Penalty Tribunal	11	9
15a	Of which were allowed	7	5
15b	Of which were dismissed	4	4

Volume of PCN's Issued During 2019-20



PCN's issued per ward



On street contraventions

On Street Code	Higher level Contraventions Contravention description	Total
		2264
01	Parked in a restricted street during prescribed hours	444
02	Parked or loading/unloading in a restricted street	61
12	Parked in a residents or shared use parking place or zone without a valid permit	879
16	Parked in a permit space or zone without a valid permit clearly displayed	669
18	Using a vehicle in a parking place in connection with the sale of goods	1
25	Parked in a loading place or bay during prescribed hours without loading	3
26	Parked more than 50cm from edge of carriageway and not within a parking space	1
27	Parked adjacent to footway, cycle track or verge (dropped footpath)	25
40	Parked in designated disabled space without displaying a valid Blue Badge	51
42	Parked in a place designated for Police vehicles	1
45	Stopped on a taxi rank	4
46	Stopped where prohibited (clearway)	1
47	Stopped in a restricted Bus stop or stand	34
48	Stopped on a restricted area outside a school	69
49	Parked wholly or partly on a cycle track or lane	2
62	Parked with one or more wheels over a footpath or any part of a road other than a carriageway.	12
99	Stopped on a pedestrian crossing or crossing area marked by zigzags	7

On Street Code	Lower level contraventions Contravention description	Total
		347
05	Parked after the expiry time paid for	8
06	Parked without clearly displaying a valid pay & display ticket or voucher	98
19	Parked in a residents or shared parking place without displaying a valid permit	35
22	Re-parked in the same place or zone within 1 hour of leaving	6
24	Not parked correctly within the markings of the bay or space	2
30	Parked for longer than permitted	198

W1	On Street Warning Notices issued	64
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Off street contraventions

Off Street Code	Higher level Contraventions Contravention description	Total
		342
71	Parked in an electric vehicle charging place without charging	2
85	Parked without or clearly displaying a valid permit when required	111
87	Parked in a designated disabled bay without displaying a valid Blue Badge	198
91	Parked in a car park or area not designated for that class of vehicle	31

Off Street Code	Lower level contraventions Contravention description	Total
		1498
73	Parked without payment of the parking charge	1
80	Parked for longer than permitted	1
82	Parked after the expiry time of paid for time	128
83	Parked without clearly displaying a valid pay & display ticket or voucher	1166
86	Not parked correctly within the markings of the bay or space	197
93	Parked in a car park when closed	5

W2	Off Street Warning Notices issued	32
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Highest Numbers of PCN's Issued and Revenue Received – On Street locations

		PCN's issued	PCN revenue
1	Church Street Beach Access Road	176	£4,620.00
2	The Front, Seaton	129	£3,190.00
3	Avenue Road	123	£1,895.00
4	Crawford Street	103	£3,255.00
5	Waldon Street	88	£2,475.00
6	Gainford Street	59	£735.00
7	Tower Street	59	£1,463.00
8	York Road	58	£1,265.00
9	Scarborough Street	50	£1,155.00
10	Hutton Avenue	48	£665.00

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	453,676.20
Premises	426,695.10
Transport	13,821.82
Supplies and Services	185,507.90
Others	53,128.05
Blue Badge Service	27,003.00
TOTAL EXPENDITURE	1,159,832.07

Income

FPN Fines	2,110.00
PCN Fines	97,028.51
Permits	188,000.27
P&D Income	967,929.73
Mobile phone income	118,821.89
Blue Badges	9,800.00
TOTAL INCOME	1,383,690.40

Variance	223,858.33
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Pay and Display Income Per Location

ON STREET	Pay and display Income	Mobile phone payment income	TOTAL
Back of York Road	-6532.99	-1295.4	-7828.39
The Cliff, Seaton	-17295.26	-2.5	-17297.76
The Front , Seaton	-12900.53	-2034	-14934.53
Tower Street	-17991.99	-6915	-24906.99
Whitby Street	-6296.31	-1143.5	-7439.81
On street total	-61017.08	-11390.4	-72407.48

OFF STREET	Pay and display Income	Mobile phone payment income	TOTAL
Andrew Street	-1622.75	-96.8	-1719.55
Basement	-84303.39	-4629.3	-88932.69
Coronation Drive	-3703.73	-301	-4004.73
Dover Street	-12988.13	-1816.7	-14804.83
Eastside	-41232.69	-5572.1	-46804.79
Eden Street	-18347.56	-8711	-27058.56
Gainford Street	-25880.36	-3498	-29378.36
Mill House	-39549.08	-8860.3	-48409.38
Multi Storey	-66803.95	-14769.5	-81573.45
Murray Street	-583.67	-1705.3	-2288.97
Open Market	-45523.9	-4600.9	-50124.8
Park Road	-22992.53	-2178.9	-25171.43
Rocket House, Seaton	-49169.22	-2193.5	-51362.72
Roker Street	-75846.49	-9965.4	-85811.89
Sea View, Seaton	-45273.61	-1769.9	-47043.51
Transport Interchange	-47035.93	-15540.3	-62576.23
Victoria Road	-15240.28	0	-15240.28
Waldon Street	-230284.65	-14673.6	-244958.25
Westside	-80530.73	-5015.6	-85546.33
Off Street total	-906912.65	-105898.1	-1012810.75
TOTAL	-967929.73	-117288.5	-1085218.23

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

Zone I Colwyn Road
 Penrhyn Street

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 L Holdforth Road
 Howbeck Lane
 Warren Close
 Warren Road

Zone M St Davids Walk
 Throston Grange Lane

Zone N Victoria Terrace

Zone P Darlington Street

**APPENDIX D - COMMUTER / BUSINESS / SEASON TICKET PARKING SPACES
- PERMITS ISSUED BY LOCATION 2019-20**

Zone	Permit type	Number of permits
Albert Street	Parking Bays - Albert Street	23
	Total permits for zone	23
Andrew Street	Parking Bays - Andrew Street	4
	Total permits for zone	4
Avenue Road/Errol Street	Parking Bays - Avenue Road/Errol Street	7
	Total permits for zone	7
Back Church Street	Parking Bays - Back Church Street	6
	Supplementary Permit	8
	Total permits for zone	14
Back of Victoria Road	Parking Bays - Victoria Road (Back of)	33
	Total permits for zone	33
Bailey Street	Parking Bays - Bailey Street	2
	Total permits for zone	2
Carlton Street	Parking Bays - Carlton Street	3
	Total permits for zone	3
Caroline Street	Parking Bays - Caroline Street	7
	Total permits for zone	7
Dalton Street	Parking Bays - Dalton Street	12
	Total permits for zone	12
Dover Street Car Park	Parking Bays - Dover Street Car Park	38
	Total permits for zone	38
Eden Street Car Park	Parking Bays - Eden Street Car Park	68
	Total permits for zone	68
Elliott Street	Parking Bays - Elliott Street	4
	Total permits for zone	4
Gainford Street	Parking Bays - Gainford Street	13
	Total permits for zone	13
Gill Street	Parking Bays - Gill Street	5
	Total permits for zone	5
Grosvenor Street	Parking Bays - Grosvenor Street	5
	Total permits for zone	5
Lauder Street	Parking Bays - Lauder Street	11
	Total permits for zone	11
Lucan Street	Parking Bays - Lucan Street	8
	Total permits for zone	8
Middleton Grange Lane	Parking Bays - Middleton Grange Lane	2
	Supplementary Permit	22
	Total permits for zone	24
Scarborough Street	Parking Bays - Scarborough Street	20
	Total permits for zone	20

**APPENDIX D - COMMUTER / BUSINESS / SEASON TICKET PARKING SPACES
- PERMITS ISSUED BY LOCATION 2019-20**

Zone	Permit type	Number of permits
South Road	Parking Bays - South Road	40
	Total permits for zone	40
Surtees Street	Parking Bays - Surtees Street	5
	Total permits for zone	5
Tees Street	Parking Bays - Tees Street	14
	Total permits for zone	14
Titan House	Supplementary Permit	35
	Total permits for zone	35
Zone AA	Zonal Parking - AA	34
	Total permits for zone	34
Zone BB	Zonal Parking - BB	5
	Total permits for zone	5
Total permits		500

APPENDIX E – PERMITS ISSUED PER PARKING ZONES

Zone	Permit type	Number of permits
All zones	Care/Health Worker	175
	HBC Staff	354
	Landlords Concessionary Permit	27
	Religious Persons Concessionary Permit	9
	Supplementary Permit	5
	Total permits for zone	570
Zone A	Business Within Residential Zones	8
	Charity Permit	2
	Landlords Concessionary Permit	12
	Open	317
	Religious Institutions	2
	Residential	333
	Supplementary Permit	2
	Visitor	41
	Waiver	2
	Total permits for zone	719
Zone B	Open	42
	Residential	32
	Visitor	6
	Waiver	1
	Total permits for zone	81
Zone C	Business Within Residential Zones	4
	Hotel / Guest House	4
	Landlords Concessionary Permit	3
	Open	416
	Religious Institutions	15
	Residential	433
	Visitor	30
	Waiver	11
Total permits for zone	916	
Zone D	Business Within Residential Zones	2
	Hairdressers	2
	Landlords Concessionary Permit	2
	Open	100
	Religious Institutions	2
	Residential	117
	Visitor	10
	Waiver	2
Total permits for zone	237	

APPENDIX E – PERMITS ISSUED PER PARKING ZONES

Zone	Permit type	Number of permits
Zone E	Business Within Residential Zones	3
	Hotel / Guest House	2
	Landlords Concessionary Permit	4
	Open	106
	Residential	102
	Visitor	13
	Total permits for zone	230
Zone F	Open	5
	Residential	12
	Visitor	2
	Total permits for zone	19
Zone G	Open	33
	Residential	26
	Visitor	3
	Total permits for zone	62
Zone H	Business Within Residential Zones	1
	Hairdressers	2
	Landlords Concessionary Permit	1
	Open	108
	Residential	82
	Visitor	13
	Waiver	1
Total permits for zone	208	
Zone I	Nursing Homes	4
	Open	42
	Residential	58
	Visitor	6
	Total permits for zone	110
Zone J	Hotel / Guest House	4
	Nursing Homes	2
	Open	277
	Residential	317
	Supplementary Permit	8
	Visitor	38
	Total permits for zone	646
Zone K	Hairdressers	1
	Total permits for zone	1
Zone L	Open	45
	Residential	41
	Supplementary Permit	1
	Visitor	6
	Total permits for zone	93

APPENDIX E – PERMITS ISSUED PER PARKING ZONES

Zone	Permit type	Number of permits
Zone M	Open Zone M	8
	Residential Zone M	11
	Total permits for zone	19
Zone N	Open	2
	Residential	6
	Total permits for zone	8
Zone P	Open	1
	Residential	5
	Visitor	2
	Total permits for zone	8
Total permits		3927