

Nottingham City Council

Civil Enforcement Annual Report

2023-2024



Nottingham

City Council



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Overview

Nottingham is a Core City playing a leading role in contributing to the national economy. Nottingham is an international business location with more than 50 regional and national headquarters for companies such as Experian, Alliance Boots, E.ON, and Capital One. With two high performing universities attracting over 65,000 students each year and home to world-class cultural and sporting facilities, a high-quality effective transport system is an important driver for creating a successful and vibrant city.

Local civil enforcement activities form a crucial part of delivering corporate objectives such as those set out in the Nottingham Economic Growth Plan to support local economic growth and the statutory Nottingham Local Transport Plan 2011 – 2026 to deliver a world-class sustainable transport system through enabling the efficient management of the existing highway network and optimising the conditions for traffic to move around, particularly public transport services.

This is a key support mechanism for the City Council's network management role under the Traffic Management Act 2004 and supports the Traffic Manager in fulfilling his statutory role. Core enforcement activities include the effective management of waiting and loading restrictions and management of designated areas of activity such as bus lanes and parking. In addition, enforcement allows for the protection of areas designated for priority activities such as blue badge parking and loading while removing obstacles for vulnerable users such as pedestrians and cyclists.

The City Council manages and enforces a range of parking facilities including:

- Multi-storey, underground, and surface car parks are in the City Centre with a sustainable balance between long and short stay parking supported by our pricing policy, which is structured to favor shorter stay parking.
- Operation of district free car parks maintained by the Council to support parking needs in our outer shopping areas.
- Park and ride sites served by the Tram and high-quality bus services are available as an alternative to City Centre parking which in turn helps to reduce City Centre traffic congestion.
- The provision of on street parking places with maximum stay to promote short stay parking thereby ensuring the most efficient use of these localised parking facilities.
- Management of approximately 145 residents parking schemes to ensure that households in areas where commuter parking may be an issue can have the security that they can park in the vicinity of their own home.

Parking provision in Nottingham City

City Centre Parking

The Council operates three multi-storey pay on foot car parks, one underground and three pay and display surface car parks and one permit holder car park within the City Centre. Other car parking facilities are provided by companies such as NCP, Euro Car Parks and Metro. In addition, there are in the region of 1475 on street parking spaces served by approximately 70 Solar Powered Pay and Display Machines. This number fluctuates due to permanent and temporary changes as part of City Centre developments and changes to the highway network.

In 1993, Nottingham first introduced a Clear Zone within the City Centre which has since expanded. The Clear Zone keeps the City's heart clear of congestion by banning non-essential traffic from key streets, while ensuring essential traffic like buses and blue badge holders can still gain easy access.

By reducing the volume of traffic during busy daytime hours, pollution has been decreased. This has helped a safer, cleaner more attractive Nottingham to emerge encouraging people to return time and time again.

To simplify the Clear Zone, there are two types of streets, pedestrian and restricted.

Pedestrian streets

These are clear of traffic during core times (except trams and buses in some cases).

Blue Badge holders and loading are permitted access outside core times only. A 'no waiting at any time/no loading during core times' parking restriction applies.

Restricted streets

Blue Badge holders, hackney carriages and private hire vehicles are always allowed access (as are buses and trams where applicable).

Loading is permitted outside core times only. A 'no waiting at any time/no loading during core times' parking restriction applies.

On-street car parking is designed to provide convenient parking for shoppers and visitors, the pricing tariff being designed to encourage short term, quick turn over parking. Those people wanting to stay longer are encouraged to use off-street car parks.

To support Nottingham's evening economy by better managing on street parking changes have been made to extend charging and the length of limited stay. In fact, within the city centre most pay & display bays have no time limit on stay, a vehicle can park throughout the parking period, if the driver is willing to pay the appropriate tariff.

Therefore, Nottingham City Centre remains subject to pay & display parking, however, this has been extended to cover Monday to Sundays, 8am to 10pm and has seen the removal of the Controlled Parking Zone covering this area. Instead, the small amount of single yellow lines remaining are separately signed and have proved beneficial in ensuring that motorists are informed of the restriction times at the point of the restriction, rather than being a significant distance away.

The restrictions cover the Sunday period, which has been proven to be as busy as a Saturday and ensure that there is a turnover in the on-street bays giving visitors and businesses a better opportunity to find a space on street.

The limited stay element of the parking bays has been removed; users can park in the bay all day. All pay & display bays are covered by RingGo as an alternative method of paying and is proving increasingly popular to such an extent that some out of City Centre bays are pay by phone only and no machine is provided.

This scheme covers some 691 streets and 120 residential parking schemes.

Outside the City Centre

Outside of the City Centre, there are several 'District Car Parks' where parking is free of charge.

Issues have been reported that some of these car parks are being used as unofficial commuter Park and Ride Sites and as a result these concerns are being investigated which could lead to a review of the management of these car parks.



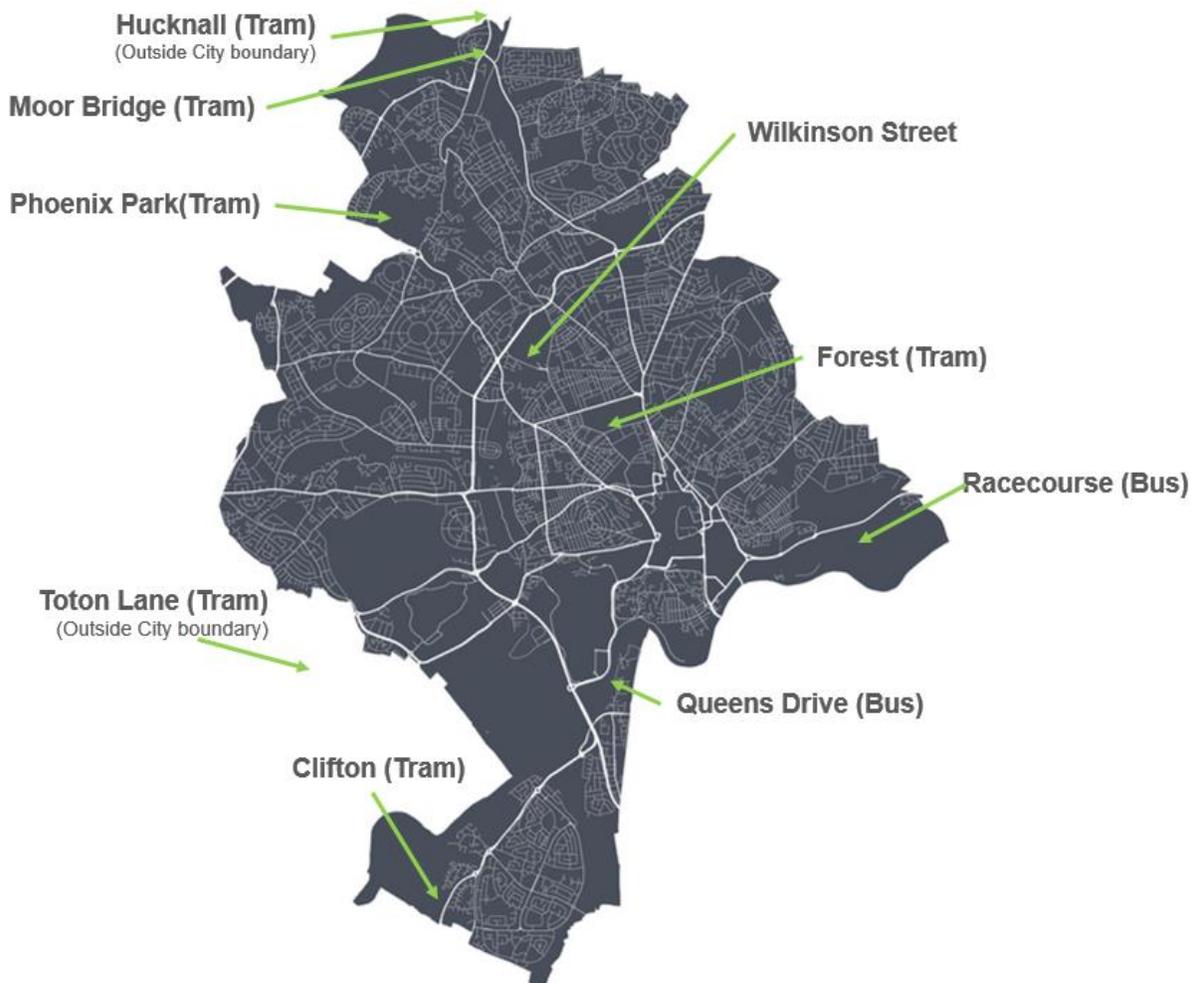
Park and Ride

There are nine park and ride sites: seven associated with NET and two tendered bus-based sites at Queens Drive and Nottingham Racecourse. In total they provide almost 7,000 spaces and have been successful in attracting car users onto public transport for at least part of their journey, improving accessibility to the City Centre and reducing traffic volumes on key congested radial routes.

The bus-based sites at Queen's Drive and the Racecourse remain in operation.

The pricing strategy makes the services competitive with City Centre car parks and the ticketing arrangements enable flexibility and inter change between other bus services and NET.

The authority carries out Blue Badge compliance checks on all park and ride sites.



More information about Park and Rides can be found online:
www.nottinghamcity.gov.uk/parkandride

Blue Badge Parking

The City Council recognises that the provision of access and parking for Blue Badge holders is an important strand of its commitment to equality and diversity.

The Council actively promotes benefits for Blue Badge holders both through exemptions to waiting restrictions and parking provision at car parks. It also prioritises enforcement activity to prevent abuse of these facilities that could lead to these facilities being denied to genuine users.

Residents Parking Schemes

The City Council operates approximately 212 Residential Parking Schemes. These protect residential areas from extraneous parking around the City Centre, district centers and major employment sites.

The number increases year on year as the pressure on unrestricted parking areas increase. However, the intention is that these areas are protected for the citizens who live in the area and encourage commuters to use more sustainable forms of transport.

Arterial routes

The prime function of arterial routes is to allow traffic to move in and out of the City, these provide key corridors for the movement of public transport, and it is essential that critical road space be protected to ensure the control of congestion and facilitate the movement of public transport.

Road space is therefore actively managed to meet this objective, peak period loading and waiting restrictions, are actively enforced, and supported by vehicle removal if necessary. In addition, there are residential, business uses and commercial centers on these routes and to support these on street parking is managed to meet accessibility and loading requirements from these uses wherever possible. This includes a range of restricted and unrestricted parking along with blue badge parking on street.

Nottingham has identified the benefits of preserving road space using red routes. Queens Road adjacent to Nottingham Railway Station has been treated in this way to address stationary traffic, dropping off and picking up passengers. In so doing, it has addressed the obstructions caused by these vehicles on the sensitive Southern Relief Route and is enforced by CCTV.

Cycle Routes

Nottingham City Council is continuing to invest heavily in providing suitable, safe, and convenient cycle facilities, enabling more people to cycle around the city for work, education, or leisure.

Nottingham now has a complete east-west route of high-quality cycling infrastructure following the construction of a route through the city centre. There is an extensive programme to develop and improve cycling facilities across Nottingham, improving connectivity to homes, businesses, and education.



Nottingham introduced an e-scooter rental scheme as part of the Government trial to test new form of transport in October 2020. Since then, it has been extended a few times and now plans to end in May 2026.

The trial was shut down end of 2023 due to the previous provider's withdrawn from the market. Nottingham's e-scooter rental scheme will be returning in March 2025 with Dott as the new operator.

Around 1,300 e-scooters will be available across the city, offering convenient, fun, clean and affordable travel, and reducing reliance on car trips and lower harmful emissions.

The services we provide

Pay & Display Parking

In the City Centre, the Council operates one underground and three surface pay and display car parks and 1 permit holder only car park. In addition, within the city centre there are approximately 1400 on street spaces stretched across 234 streets. These are serviced by 70 solar powered pay and display machines, which are managed by the Parking Team.

The Council has contracted the 'RingGo' mobile telephone payment system to operate in the city for over a decade. The system allows the user to pay for their parking on their mobile phone using credit or debit card adding an extra convenience and enhancing the citizen's experience with the Council or pay at a local pay point outlet if they do not own a mobile phone. 80% of all on-street pay and display transactions are now through RingGo.

For the citizen, the benefits include;

- ✓ No more searching for change or;
- ✓ dealing with tickets on windscreens or;
- ✓ worrying about getting back to their vehicle in time.
- ✓ Providing more choice, as payment can either be by coin or credit/debit card and;
- ✓ VAT receipts can be provided for expense claims.

On Street Parking Permits

There are in the region of 212 residential parking schemes within the boundaries of Nottingham City. Each household/business included in these schemes is entitled to the following permits:

Residents

Three permits (combination of resident and visitor permits) valid for one year.

Business

Three permits (any combination) valid for one year.

Students

Three permits (any combination) valid for one year.

Permit charges

Residents

First and *exemptions - free
Second - £35 per year
Third - £50 per year

Business Permits

£200.00 per permit

Business Visitor Permits

£225.00 per permit

Student & Student Visitor

£100.00 per permit

*Exemptions

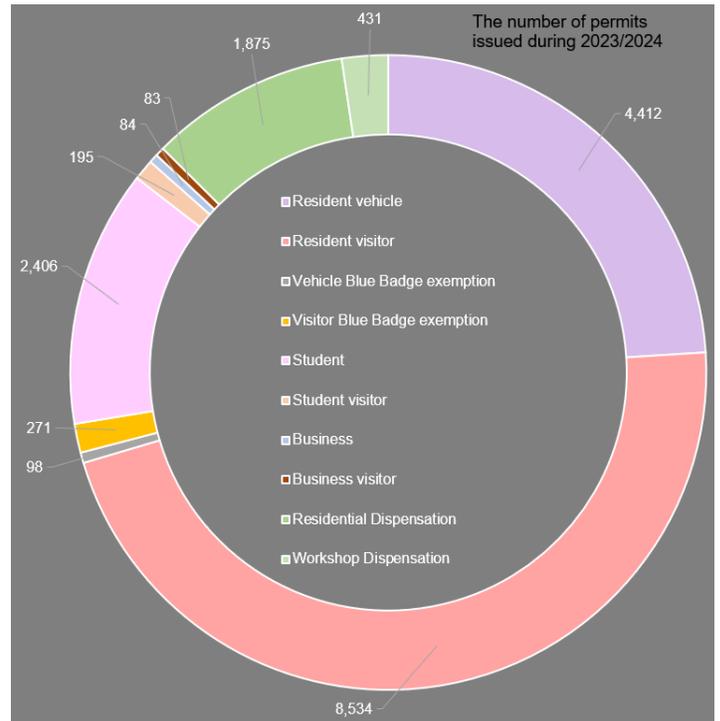
Blue Badge holders and Carers

Revenue from the issuing of the above permits will contribute towards the cost of administering and enforcing the schemes.

It should be noted that some new developments are granted planning permission in accordance with Section 106 of the Town and County Planning Act 1990, which stipulates those occupiers of the development do not generate demand for car parking spaces within the site or vicinity. In these instances, permits will not be issued to occupants of these developments.

It has been identified that within residents parking schemes there is a necessity for dispensations to be issued to motorists who can demonstrate that they meet specific criteria e.g., contractors undertaking work at properties or landlord who are unable to obtain a visitor permit.

There is a charge of £300.00 for each permit which is valid for up to one year, £175.00 or a permit valid up to 6 months and £25.00 for a permit valid for one day. Up to three vehicle registration marks may be displayed on a permit for operational flexibility for those permits valid for six months or one year.



Information and application forms can be found at:

www.nottinghamcity.gov.uk/information-for-residents/transport-parking-and-streets/parking-and-permits/parking-permits/residents-parking-permit-information

Compliance of permit use

Residential permits are subject to specific terms and conditions, which can result in enforcement action, or a permit being revoked if citizens are found to be misusing them.

If an Officer or citizen suspect misuse is taking place, they can submit a report to our Compliance and Fraud team for further investigation.

Regular day and 'weeks of action' take place to ensure the schemes are not being abused.

Compliance Patrols found:

- 7 fraudulently changed permits
- 23 cancelled permits still in use and
- 66 fake permits being used.

Sanctions included

- 443 Warnings
- 45 permits revoked for abuse of the scheme
- 45 permits were seized or surrendered



Nottingham City Council has created an online form to report potential misuse and abuse using the following link:

https://myaccount.nottinghamcity.gov.uk/service/report_a_permit_misuse

The National disabled Blue Badge Scheme

The Parking Regulation and Compliance service area has dedicated staff that issue badges in accordance with guidelines set by the Department for Transport.

The aim of the scheme is to help people with severe mobility problems caused by visible and non-visible ('hidden') disabilities to access goods and services, by allowing them to park close to their destination. The scheme is open to eligible people irrespective of whether they are travelling as a driver or as a passenger.

The scheme provides a national range of on-street parking concessions to Blue Badge holders.

The Local authority is responsible for the day-to-day administration and enforcement of the scheme. We are responsible for determining and implementing administrative, assessment and enforcement procedures in accordance with the governing legislation.

It is our responsibility to ensure that badges are only issued to residents who satisfy one or more of the eligibility criteria set out in the legislation that governs the scheme.

All members of staff who deal regularly with applicants and badge holders have been included in the local authority's Disability and Equality Awareness training programme. Such training helps staff to understand the importance of the scheme to those who may rely upon it to access goods and services.

There are currently over 11,500 badges on issue by Nottingham City Council.

Approximately 4639 badges were issued in 2023/2024

66% of successful applications were made online

3138 applications were made under the 'without further assessment' eligibility.



A citizen can apply online at www.gov.uk/apply-blue-badge and find out further information about the scheme here www.nottinghamcity.gov.uk/information-for-residents/transport-parking-and-streets/parking-and-permits/disabled-blue-badges

Misuse and Abuse of the Blue Badge scheme

Although the scheme began as a way of improving access for disabled people, the substantial monetary value of a Badge in some areas is contributing to both increasing demand and the incentive to abuse the scheme and commit fraud. The misuse of Blue Badges undermines the benefits of the scheme.

Nottingham City Council is actively protecting the scheme from misuse and abuse. Our Compliance and Fraud Officer works closely with our Parking Enforcement Teams, Community Protection Officers, Police, and in partnership with other authorities, private car

park owners and charities, to try and reduce the misuse and illegal use of badges within the boundaries of Nottingham City.

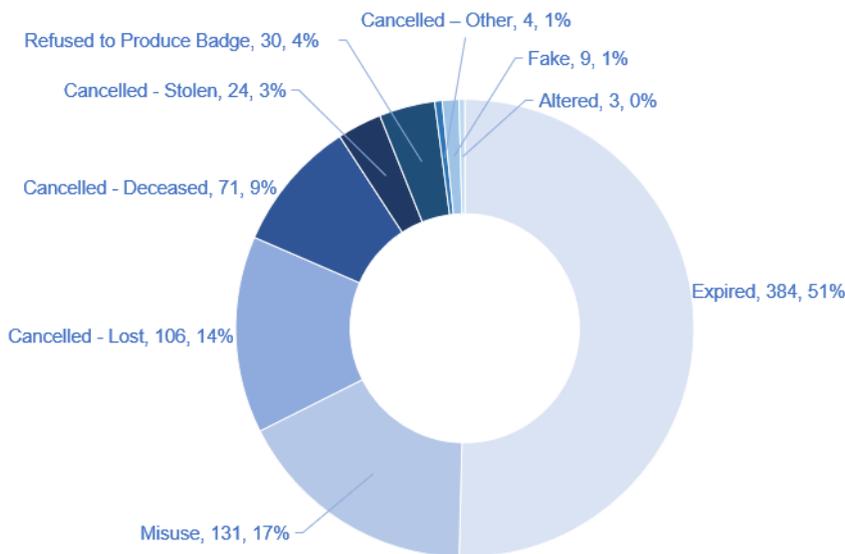
Thirty-five Officers and colleagues are authorised and trained to identify and report Blue Badge misuse and abuse. Over 150 frontline and processing colleagues have received the bespoke 'in-house' training by the Compliance and Fraud Officer to help with enforcement. These sessions are also available to other Local Authorities for a fee.

Officers have mobile access to the National badge database. This enables officers to see the validity of a badge and has been extremely useful in finding badges that have been cancelled



Follow the work of the Team on 'X' (formerly Twitter): <https://twitter.com/CaFNottmCity>

Department for Transport defined misuse and abuse compliance checks during 2023/2024:



Sanctions included:

- 631 penalties
- 20 vehicles removed
- 245 badges retained
 - 89 warnings
- 78 badge holder warnings
 - 85 cautions
- 39 prosecutions

Tell Us Once

The Tell Us Once project is about the better use of information about customers. Sharing information about registered deaths will allow us to reduce the fraudulent use of Blue Badges, make disabled parking available for those genuinely entitled, maximise parking revenue and will ensure that the database of current badge holders is clean and can therefore be used confidently to contact citizens.

Shopmobility

Nottingham was one of the first cities to establish a Shopmobility service and has one based within the City Centre, located at Victoria Centre. It is a service that provides the free use of powered and self-propelled wheelchairs and scooters for use about the City Centre together with two hours' free car parking and assistance from staff.

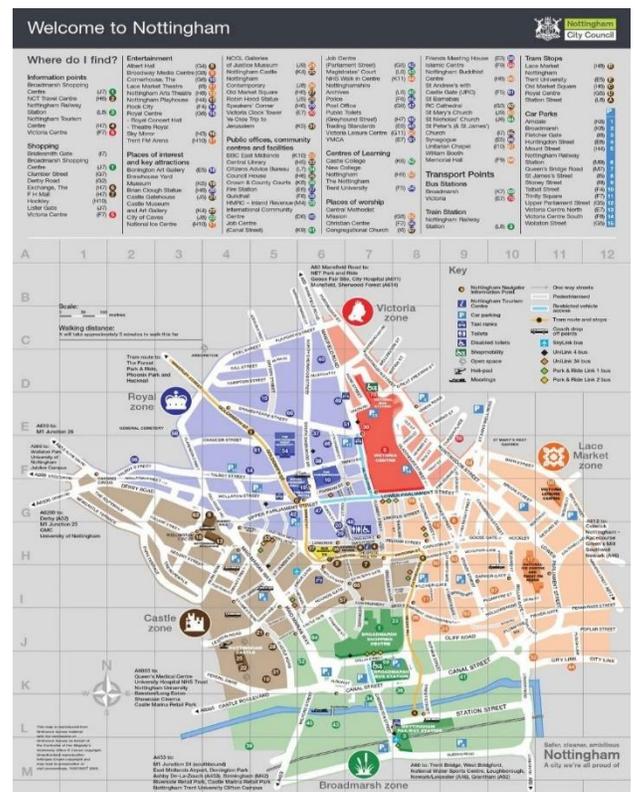
At present our records show that we have in the region of 8,000 members. Regular customer satisfaction surveys are issued for this service which shows there are high levels of satisfaction from users.

Park Smart

The Park Smart project has been rolled out across the city and has seen the establishment of a comprehensive car park guidance strategy which links traffic management and destination management and has seen the installation of 42 modular single pole variable message signs (VMS) and a further 40, non-VMS, advanced directional signs.

This system is coming to the end of its life.

Options are being explored to replace the current system and equipment. Funding will be sought via the new East Midlands Combined County Authority.



City Centre Car Parks

Name	Operator	Type	Parent child spaces	Disabled spaces	Capacity	Opening times	Payment	CCTV?	Security
Broad Marsh Car Park and Bus Station	Nottingham City Council	Multi-Storey	25	38	1304	24 hours	On foot	Yes	24hr
Victoria Centre	Capital Shopping Centres	Multi-Storey	Unkno wn	123 total	2,700 total	24 Hours	On foot	Yes	Yes
The Glasshouse	Metro Car Parks Ltd	Two storey	Yes	Yes	250	24 hours; 7days	On foot	Full coverage	24hr
Curzon Street	Nottingham City Council	Basement	0	8	100	7am to 10pm (Mon to Sun)	Pay and Display	Yes	Core hours
Sneinton Market Square	Nottingham City Council	Surface	0	2	40	24 hours	Pay and Display	No	No
Manvers Street	Nottingham City Council	Surface	0	None	44	Contract Parking only	Contract only	No	No
Stoney Street	NCP	Multi-Storey	0	n/a	350	7am to Mid	Pay on exit	N/a	N/a
Lace Market	Nottingham City Council	Multi-Storey	10	18	524	24 hours	On foot on Exit	Yes	Yes
Train Station	Central Trains	Surface	Unkno wn	N/a	500	24 Hours	Pay and Display	Covers part	No
Sovereign House, Queens Bridge Drive	NCP	Multi-Storey	Unkno wn	N/a	405	24 Hours	Pay on exit	N/a	N/a
Nottingham Castle	Nottingham City Council	Surface	0	None	58	Public Parking Evenings, W/ends & B/Holidays Only	Pay and Display	No	No
Arndale (Broad Marsh)	NCP	Multi-Storey	Unkno wn	n/a	412	7am-10pm	Pay on exit	N/a	N/a
St James Street	NCP	Multi-Storey	0	N/a	475	24 hours	Pay on exit	N/a	N/a
Mount Street	NCP	Multi-Storey	Unkno wn	N/a	514	24 hours	Pay on exit	N/a	N/a
Euro Car Park (Upper Parliament Street)	Euro Car Parks	Multi-Storey	0	14	221	7am 11.45pm	Pay on exit	N/a	N/a
Royal Moat House	Royal Moat House Hotel	Multi-Storey	Unkno wn	N/a	625	24 hours	On foot	N/a	N/a
Talbot Street	Pickerings	Multi-Storey	Unkno wn	4	510	6am-1am	On foot	Yes	Yes
Trinity Square	Nottingham City Council	Multi-Storey	6	27	440	24 hours	On foot, on exit	Yes	Yes
Racecourse Park & Ride	Nottingham City Council	Surface	10	10	470	Mon-Sat 7am- 7.30pm	Pay for bus only	Yes	No
Queens Drive Park & Ride	Nottingham City Council	Surface	15	18	950	Mon-Fri 5:30am-8.30pm .6am Sat	Pay for bus only	Yes	Yes
Forest Park & Ride	Tramlink Nottingham Ltd	Surface	13	24	982	6am-1am	Pay for tram only	Yes	Yes
Wilkinson St Park & Ride	Tramlink Nottingham Ltd	Surface	12	27	590	6am-1am	Pay for tram only	Yes	Yes
Phoenix Park & Ride	Tramlink Nottingham Ltd	Surface	0	19	667	6am-1am	Pay for tram only	Yes	Yes
Moorbridge Park & Ride	Tramlink Nottingham Ltd	Surface	0	6	119	6am-1am	Pay for tram only	Yes	Yes
Hucknall Park & Ride	Tramlink Nottingham Ltd	Surface	6	16	427	6am-1am	Pay for tram only	Yes	Yes
Toton Lane Park & Ride	Tramlink Nottingham Ltd	Surface	10	43	1,302	6am-1am	Pay for tram only	Yes	Yes
Clifton South Park & Ride	Tramlink Nottingham Ltd	Surface	10	45	1,004	6am-1am	Pay for tram only	Yes	Yes

Parking Enforcement during 2023/2024

Nottingham City Council took over the responsibility for enforcement of Pay and Display Bays under the provisions of the Road Traffic Regulations Act 1984 in April 2001. The enforcement of these restrictions was initially carried by a private Enforcement Contractor; however enforcement was brought in-house by the City Council in 2012. Nottingham City Council directly employs staff to deal with the appeals procedure.

In October 2002 Nottingham City Council increased their parking enforcement under the provisions of the Road Traffic Act 1991. The enforcement and processing of appeals continued as previously stated.

From April 2023 until March 2024 Nottingham City Council deployed 35 Civil Enforcement Officers covering the conurbation of the city. In addition, 5 Senior Community Protection Officers patrol each day, and 2 removal trucks are available to remove vehicles parked in contravention of parking restrictions. Currently Civil Enforcement Officers patrol Monday to Saturday 8am to 10pm, Sunday and Bank Holidays 8am to 7pm.

From an enforcement perspective the City can be divided into several different aspects:

The Main City Centre	Off Street Car Parks	Suburban Shopping Areas	Residential Areas
Bus and Tram Corridors	Schools	Provisions for the disabled and other specific users	Major Arterial routes

Since April 2012, Parking Enforcement has been managed in-house and comes under the umbrella of Growth and City Development. They work very closely with Parking Services, Planning and Transport Community Protection Officers, Nottinghamshire Police, PCSOs, Councilors, Citizens, and the wider Council. They help deliver a quality service of enforcement and prevention working on a model of “advise, warn and enforce” ensuring that Citizens are at the heart of all that we do.

The Traffic Management Act 2004, Parts 6/7 (TMA04) remains the basis of most parking enforcement activity in Nottingham in 2023/2024. The aim securing the expeditious movement of traffic on the authority’s road network and the avoidance, elimination or reduction of road congestion, maintaining free flow of traffic supporting our vast public transport services network. We believe that Parking Enforcement is so much more than just issuing PCNs.

Parking Enforcement core values are:

Citizen first

Schools, neighborhoods,
and bus lanes priorities.

Discretion and reason

Extended observation times.
Advice, vehicle relocation.

Courtesy and respect

People not revenue
generation

Capable guardians

Promote a safe, clean, City
that we are proud of

Fairness and justice

Find solutions, advise
citizens whenever possible
before a penalty

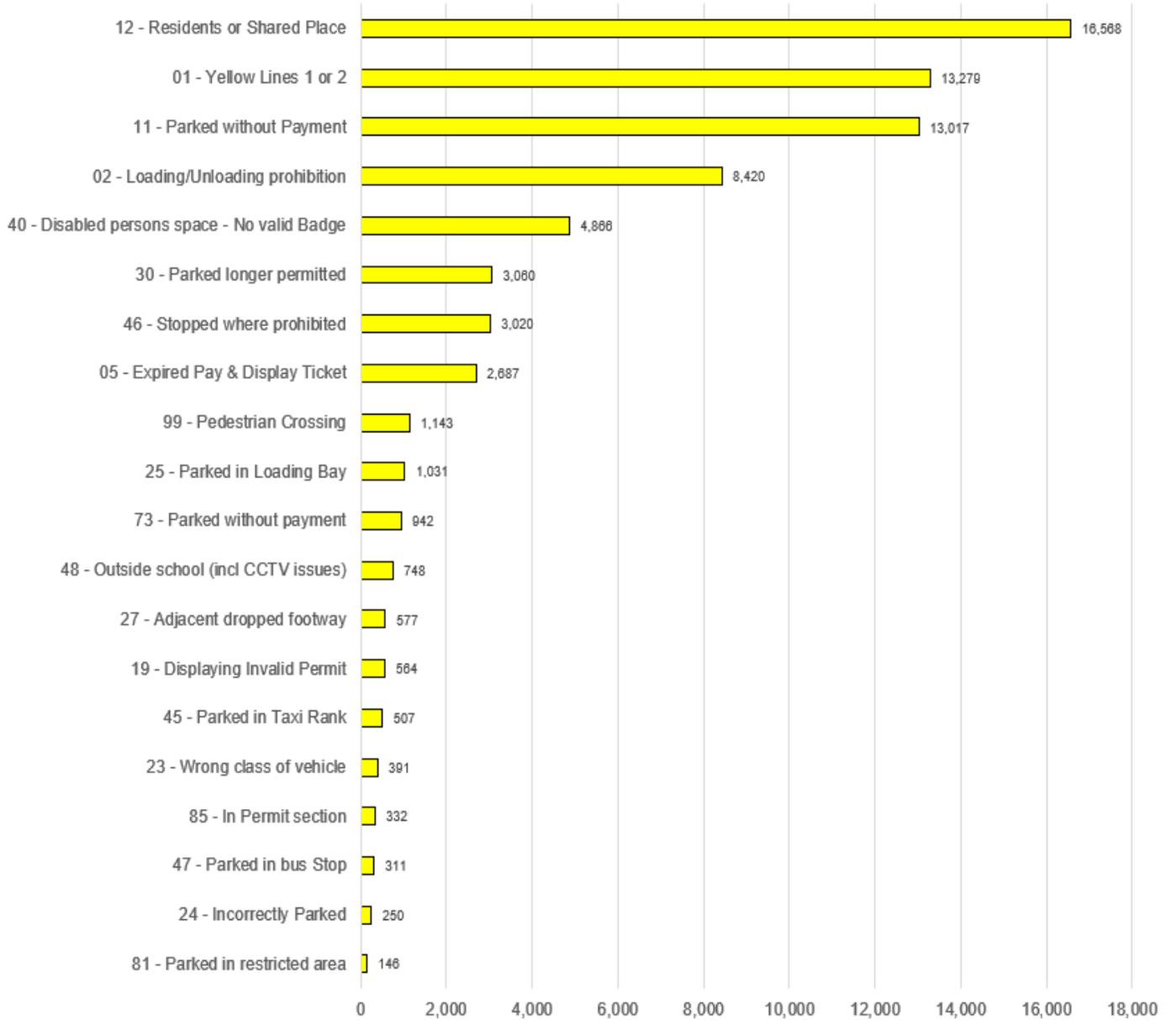
Training and Quality of Service Delivery

Nottingham City Council has a structured CEO recruitment and training program. All CEOs continue to have regular 6-month performance reviews and refresher training.

1. An online application must be completed then candidates are short listed for the Assessment centre.
2. Assessment centre stage candidates go through a series of tests and role plays. Candidates are then selected to go forward to the interview stage.
3. At the interview stage another series of questions are asked, and a panel agree on who has been successful.
4. A successful candidate will then follow the below program during their 12-week probation period:
 - ✓ Appropriate training with regards to the Traffic Management Act 2004 legislation and enforcement codes, use of equipment, Pocket Notebook (PNB) writing, Blue Badge enforcement, Radio Training, Prevent, Equality and Diversity, Mental Resilience and First Aid
 - ✓ Attend the conflict management training.
 - ✓ 6-week period on shadowing an experienced CEO on street
 - ✓ Regular weekly update/performance meetings with assigned Line Manager.



Number of Penalty Charge Notices issued by contraventions in 2023/2024 (Top 20).
 The full statistics can be found in [Table 1.0](#) on page 30.



Body Worn Video Camera's

During 2023/2024 body worn video cameras have continued to be used by all our Civil Enforcement Officers to record real time evidence when they find themselves in difficult or challenging situations.

These have been used on several occasions to good advantage in moderating the aggressive behaviour of some individuals, as well as addressing complaints about allegations of inappropriate actions by our officers. This has seen a measurable reduction in assaults and aggressive behaviour towards our officers and customer complaints.

R.E.A.C.T

The Regulation Enforcement and Compliance Team (REACT) are a non-geographical tasking response team, which is comprised of twelve specialist officers.

The team carry out their duties across the Nottingham city conurbation. They are tasked to manage and resolve antisocial parking behaviour, environmental crime and community issues.

During the 2023/2024 period, REACT issued a total of 28005 PCNs – 748 of those were issued on outside of schools.

Follow the work of REACT on 'X' (formerly Twitter): <https://twitter.com/REACTNottingham>



Vehicle Pound

The Nottingham Vehicle Pound operates their own vehicle removal operation and have their own secure Vehicle Pound where all vehicles removed are stored.

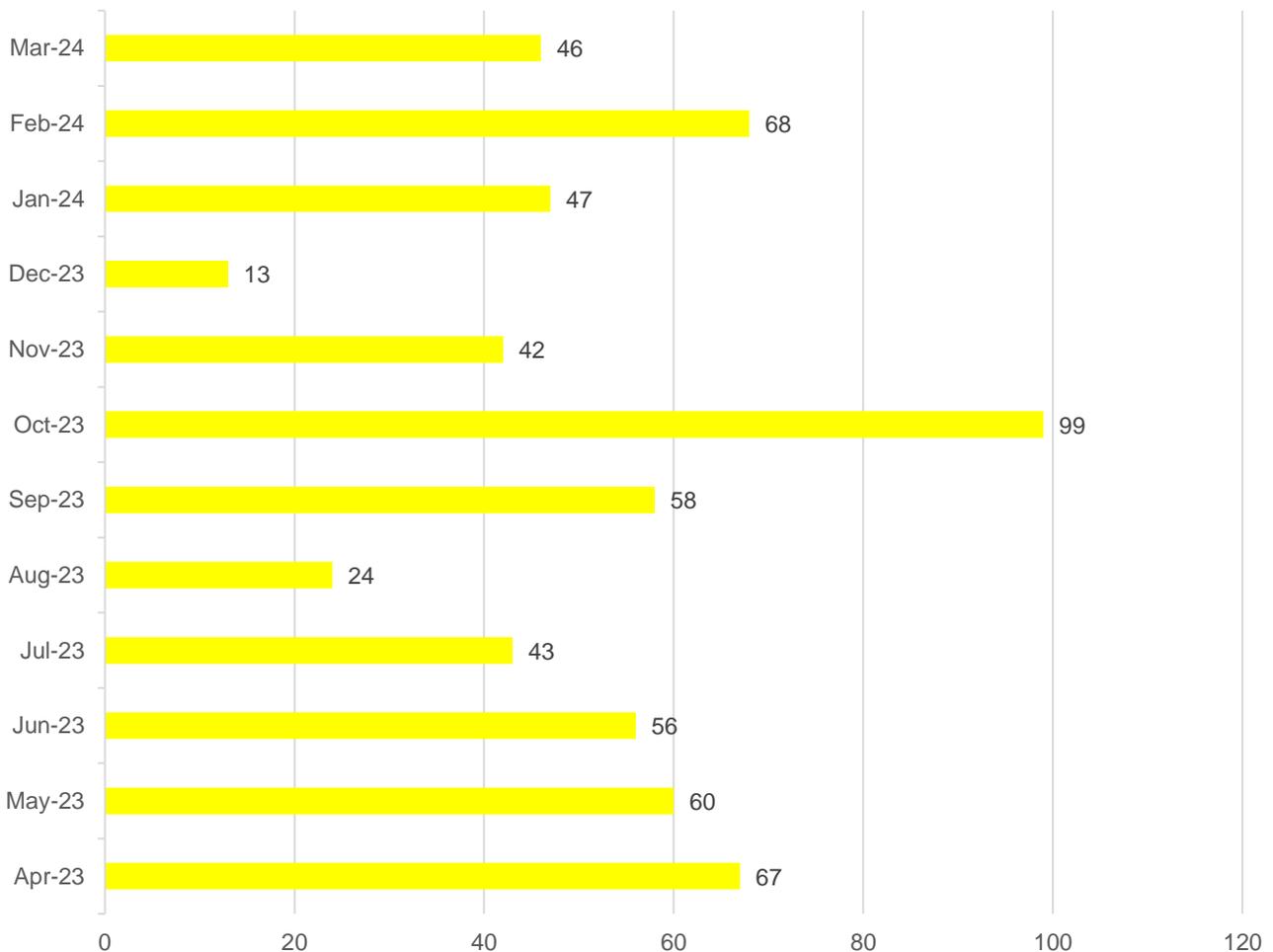
Our fleet consists of two Euro 6, Volvo FL removal units and they are in operation daily to assist with enforcing parking restrictions in accordance with the TMA 2004.

Priority is given to maintaining bus lanes as well as other enforcement such as highways works (Temporary Traffic Orders) or events like Goose Fair or the Tour of Britain.

The Nottingham City Vehicle Pound relocated to larger premises in Bulwell in October 2017. The pound is open Monday to Friday, and Saturday for customers to reclaim their vehicles.

Customers wishing to collect their vehicle must make an appointment by telephoning 0115 8761861 and have, in addition to the vehicle key (which must open it) the following identification, valid driving licence or passport, utility bill or bank statement dated in the last 3 months, and proof of insurance.

Vehicles removed for parking contraventions



Untaxed Vehicles (DVLA)

A memorandum of understanding was signed in 2014 giving Nottingham City Council DVLA devolved powers to remove untaxed vehicles under “The Vehicle Excise Duty (Immobilisation, Removal and Disposal of Vehicles) Regulations 1997”.

The purpose of exercising the powers contained within this legislation is to reduce the unlawful use of untaxed vehicles and our aim is to improve the quality of life of those living in the communities we serve as well as improving road safety in Nottingham, whilst working closely with Nottinghamshire Police and other agencies.

Abandoned Vehicles

We inspect, enforce, and remove abandoned vehicles under the “Clean Neighborhoods and Environment Act 2005”.

These vehicles can be a nuisance, are often unsightly and can attract vandalism or arson. We work in partnership with other Local Authorities to assist in the removal of these vehicles.

We run a shared amnesty scheme with the County where citizens can request that we assist in the removal of any unwanted vehicle and dispose of it appropriately.



More information about the Nottingham Vehicle Pound can be found online:

www.nottinghamcity.gov.uk/vehiclepound

Follow the work of the Pound on ‘X’ (formerly Twitter): https://twitter.com/CP_VehiclePound

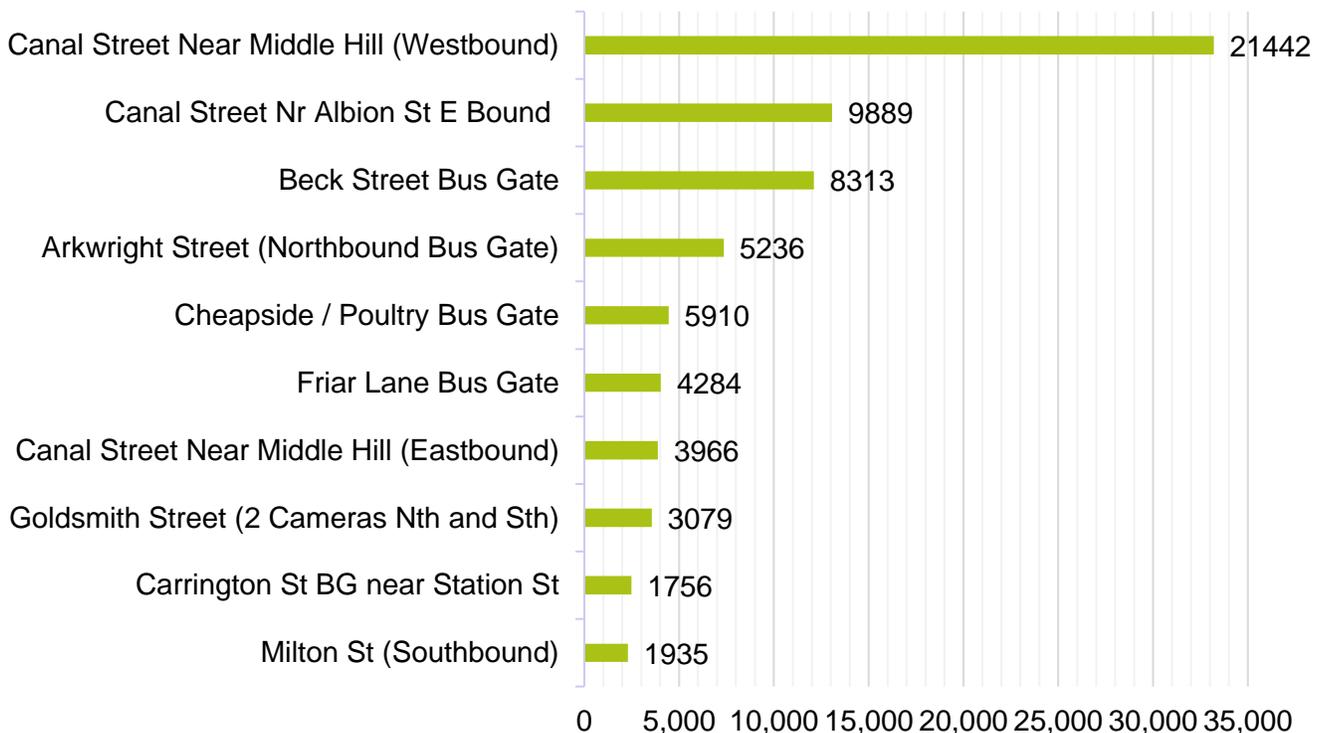


ANPR Bus Lane Enforcement and No Stopping Enforcement

Nottingham Council began enforcing Bus Lanes in January 2008 following a phase of warning notices. They worked for three years planning and implementing the digital enforcement system, which shares the same back-office software as Parking Regulation & Compliance. This system uses a secure DVLA gateway for processing keeper details and financial transactions which interfaces with the front-office DfT-approved traffic enforcement system and support software.

We enforce 33 bus lane restrictions with varying operational hours and traffic flows. Some run from Monday to Friday, 7:30 AM to 9:30 AM and/or 4:00 PM to 6:00 PM, while others have 24-hour restrictions. All designed to Keep Nottingham Moving. Additionally, the council uses ANPR devices to enforce the Southern Relief Red Route, with cameras on Queens Road, Station Street, and Trent Street.

The system also uses the same back-office software provider as Parking Regulation & Compliance which uses a secure gateway to the DVLA for the registered keeper details and the financial management; this is interfaced with a Siemens DfT approved digital capture system and support software.



The full results showing all penalties issued on the bus lanes and bus gates, can be found in [table 1.2](#), on page 32.

There is 61 Bus Lanes/Bus Gates within the City of Nottingham operating Monday to Friday 7.30am to 9.30am and 4.00pm to 6.00pm. However, some do have a 24-hour restriction or a dual peak hour restriction.

In addition, there are 4 separate Tram Gates which are operational 24-hours per day. Work is currently, ongoing to develop co-operative working, with other authorities, for the provision of bus lane enforcement services.

The Council also uses CCTV to enforce the Southern Relief Red Route.

Cameras are situated on Queens Road, Station Street & Trent St, along with Red Route.

Parking Regulation and Compliance

When fully staffed there are 26 FTE Processing and Enforcement Officers (including Bus Lane Enforcement) dealing with enquiries from citizens via the telephone, first stage challenges; formal representations; statutory declarations/witness statements; appeals to the Traffic Penalty Tribunal; cash receipting; banking etc.

With regards to Bus Lane enforcement, we have one Intelligent Enforcement Officer and three CCTV Traffic Enforcement Officers who carry out work on behalf of Nottingham City.

We have 10 Permit Support Officers who deal with all correspondence addressed to the Parking Regulation and Compliance team including sorting and distributing mail, recording the receipt of payments, scanning and franking mail in addition to issuing Blue Badges and on street permits and dispensations.

Payment of Penalty Charge Notices can be made via the City Council's website, by 24-hour automated telephone payment system, over the telephone, by post, the Post Office and Pay Point.

With regards to the Informal challenges against PCN's can be made in writing via post, or via our website or by e mailing: parkingappeals@nottinghamcity.gov.uk Formal challenges against PCN's can be made in writing or by our website.

Online Case Management System

Since the introduction of bus lane enforcement there has been a clear objective to provide as much information to the citizen who has received a PCN as possible.

Through the On-Line Case Management System, a citizen can view all the information relating to the PCN they have received.

This includes photographs and the moving footage associated with bus lane contraventions. It allows them to make an informed judgment whether to pay, challenge or make representation against the issuing of the PCN.



www.nottinghamcity.gov.uk/pcn

Changes during 2023 / 2024

Workplace Parking Levy

A Workplace Parking Levy (WPL) is a levy on employers who provide workplace parking, whether on their premises or elsewhere. All money raised by the WPL scheme must be invested in improving local transport for Nottingham.

Since its introduction in 2012, the WPL scheme has raised around £108million. This significant revenue has resulted in substantial inward investment.

Workplace Parking Levy Officers (WPLOs) and newly introduced WPL Support Officers have continued to work closely with employers, helping them license correctly and supporting them with their workplace parking needs. Employers that fail to comply with the WPL scheme may be subject to enforcement and penalties. However, consistently high levels of compliance have meant that no civil or criminal prosecutions have been necessary.

Having previously supported the redevelopment of Nottingham Station and the expansion of Nottingham's tram network, two of the top three transport objectives of the Nottingham business community, the WPL scheme continues to support the city's Link Bus Network. These networks serve key employment sites including hospitals, universities and Park and Ride services.

WPLOs continue to introduce employers to The Workplace Travel Service (WTS). The WTS can help employers reduce staff travel costs, improve staff health, fitness and wellbeing, and reduce local road congestion. On occasion, measures introduced have resulted in an employer being able to reduce their WPL liability.

Key officers who were involved in the development of Nottingham's unique WPL scheme have been sharing their knowledge with colleagues across the UK who are considering or have embarked upon development of their own WPL schemes based on the successful Nottingham model. WPL consultancy raises revenue to offset Nottingham's scheme development costs and reinforces Nottingham City Councils reputation as leaders and exemplars in transport innovation.

Nationally, the WPL Scheme has been recognized by the Chartered Institute of Logistics and Transport with an *Award for Excellence for Transport Policy and Planning* and City Transport and Traffic Innovation Magazine with *The Conduent Transportation Congestion Reduction Award* and *The Road User Charging Award*.



Workplace Parking Charge

The WPC scheme is Nottingham City Councils (NCC) colleague parking scheme, monies raised are used to offset NCC's WPL liability. The WPC scheme is a voluntary opt-in scheme for colleagues choosing to park at work, it currently has over fourteen hundred members including colleagues based at Local Authority maintained schools. The Flexible Working Scheme remains popular allowing employees to become members of the Scheme but only paying for the days they will be parking on Council premises.

Active enforcement continues across all WPC sites, numerous first warnings and PCNs have been issued for non-compliance. The new WPL Support Officer role plays a significant role in managing and enforcing non-compliance.

Other parking changes

Planning and Transport have continued to review the Articles for moving and static restrictions following the completion of NET Lines 2 and 3. Further changes are being incorporated as the Council has introduced red routes to parts of its strategic road network.



New Developments and Initiatives

Public Transport

Transforming Cities Funds have been granted to the council by government in two stages upon the council being successful with a joint bid with Derby City Council. £169m in total has been awarded since 2019 to cover a large program of transport, including public transport, improvements between Nottingham and Derby and in and around both cities.

There are a series of bus priority, smart ticketing and Real-Time public transport information initiatives being progressed up until March 2023, including introducing a new Robin Hood smart ticketing app, new digital way finder totems, upgrading the bus stop displays and the back-office system and introducing a more extensive and open traffic light priority systems for buses. The outcome will see Nottingham having one of the most modern and technologically advanced public transport systems in the country.

Consultations are underway with local bus operators regarding a Greater Nottingham Bus Service Improvement Plan, in line with updated national bus strategy policy.

The City and County Councils, in partnership with local bus operators, have agreed to an evolution of the current partnership arrangement into an Enhanced Partnership which will extend beyond the city core into Greater Nottingham and will offer benefits to the travelling public and wider community which could not be achieved with the current Status Quo.

The principal objectives reflect those contained in the Greater Nottingham Bus Service Improvement Plan:

Maintenance of pre-Covid high frequency level of services and accessibility across the bus network	Roll-out of further bus priority across the network ensuring buses have priority over inefficient transport modes	Delivery of measures to address operator pinch points on the network.
Further upgrades to the existing real time information estate	Improvements to bus stop waiting infrastructure in district centres	Roll-out of the new smart ticketing and contactless payment products
Bus station and interchange improvements	Extension of camera enforcement, traffic regulation orders and new red routes	Delivery of an enhanced Robin Hood Network marketing campaign

The Council is currently bidding for circa £20m of ZEBRA funding to support the delivery of 78 electric buses and supporting infrastructure on behalf of Nottingham City Transport. If the bid is successful, 78 electric buses will enter Nottingham City Transport's commercial bus fleet, replacing all the bus operator's diesel single decker buses. Electric bus charging infrastructure will be installed at the company's Trent Bridge Depot to support the operation of the new buses.

An Advanced Quality Partnership Scheme (AQPS) superseded the Statutory Quality Partnership Scheme from January 2021. This is a partnership between the City Council and local bus operators, which brings benefits to passengers by improving the quality of services and facilities within the City Centre area. The main difference between the two is that the AQPS incorporates air quality targets, in line with Nottingham's CN28 objectives.

Ultra-Low Emission Taxi Scheme

Nottingham City Council currently has a license cap of 250 Hackney Carriages with 194 Hackney Carriages licensed and in operation, we also license 1621 Private Hire Vehicles. All Hackney Carriages are required to be a minimum of euro 6 diesel or Zero Emissions Capable Ultra Low Emissions Vehicle.

To date, 194 new hackney carriages of which 146 are euro 6 diesel, 43 LEVC ULEV and 5 Nissan Dynamo electric. 13 electric taxi only charging points have been created around the City capable of charging 19 vehicles. These are monitored by CEOs and Taxi Enforcement Officers to prevent them being used by other vehicles.

To date 16321 cars are licensed as PHVs of which 17 are fully electric and 893 are hybrids vehicles.

Office of Zero Emission Vehicles Funded projects

Nottingham City Council and partners have been successfully bidding for government funding to invest in several innovative measures to support the uptake of Ultra Low Emission Vehicles and improve air quality. Some of the projects that have been delivered or are in the process of being implemented are:



Creation of the UK's first bus lane providing an exemption for Ultra Low Emission Vehicles.

Through government funding the Council has invested into creating a publicly accessible charge point network across the city and more widely across the region.

Over 700 charge points sockets have been installed across Nottingham, Derby, Nottinghamshire and Derbyshire comprising from 7kW standard charge points up to 150kW ultra rapid charge points. With all rapid charge points (50kW+) able to support contactless payments. BP Pulse are the charge point operator for the network who supply, install, operate, and maintain the charge point units across the region. The charge points are located at sites such as car parks, park and rides, leisure centres and some on-street locations.

Through the Government's Local Electric Vehicle Infrastructure (LEVI) fund the Council has been recently awarded £1.7 million. This funding will be mainly focused on developing a network of on-street residential chargepoints to help those without access to private off-street parking.

Conversion of the City Council's vehicle fleet to Ultra Low Emission Vehicles continued in earnest with 216 ULEVs in the Council's fleet by December 2024, (representing 44% of the entire fleet).

For over seven years the Workplace Travel Service has provided sustainable transport support and infrastructure to Nottingham businesses and organisations. Since November 2017 the service has awarded nearly £1M in grants, up to £25,000 per applicant, to help workplaces introduce EV charging points and commuter cycling improvements such as cycle shelters, showers for cyclists and eCargo bikes



Between April 21 and March 23, Nottingham City Council delivered the Electric Van Experience (EVE) after securing £2.69m of capital funding from National Highways and their Air Quality Fund. With the funding Nottingham and Derby businesses and organisations trialed a range of electric vans.

122 trials were undertaken by 118 businesses, mostly SME's and some sole traders.

Just under three quarters of the 108 participants responding to the post loan survey planned to buy or lease an EV.

14 businesses/organisations responding to a second follow up survey between Oct and Dec 23 confirmed they had already bought/leased 45 EVs between them (25 battery electric vans, 18 battery electric cars and 2 plug in hybrid electric cars).



Nottingham City Council has adopted additional Moving Traffic Enforcement powers under Part 6 of the Traffic Management Act (TMA) 2004. These powers are seen as an additional tool in managing safety and congestion on the highway network.

Bus Lane Contraventions

The Traffic Regulation Orders specifically state that it is an offence to “enter or proceed in a bus lane”.

When Nottingham City Council made the Orders, we intentionally excluded all non- permitted vehicles during the periods of the restrictions. An offence has therefore been committed when an unauthorised vehicle enters or proceeds in a bus lane irrespective of traffic conditions, the presence of a bus or the distance travelled.



Reviews of Existing restrictions, TRO's, Signs and Road Markings

It is essential that the signs and lines denoting parking restrictions are accurate so that parking enforcement can take place.

Parking Regulation and Compliance employs a private contractor with a dedicated team to carry out replacement of large stretches of lineage and a local contractor to manufacture signs. The Council has a Compliance and Fraud Officer who continually monitors signs and lines and replaces smaller sections of markings and erects missing signs in accordance with the Traffic Regulation Order (TRO) and the Traffic Signs Regulations and General Directions 2016.



In addition, information is received on a regular basis from the Civil Enforcement Officers where they consider that there is a potential problem. Any anomalies between signs and lines and the TRO are passed to the Traffic Management team for prompt action.

The Parking Regulation and Compliance team are a highly committed group of individuals who strive to achieve a high standard of work. Training of new staff is carried out by informal training, i.e. new members of staff receive training from their managers and other experienced members of the team.

Each member of staff receives an Annual Performance Appraisal where they identify individual training needs. This may be either linked to their existing role or identified as personal development.

Service Delivery Targets

Permits /Blue Badge Applications

Year on year applications for permits has increased due the introduction of new residential parking schemes. During September, there is an influx of applications from students in time for the new university year. Permits and blue badge applications are being issued within 5 working days.

All Penalty Charge Notices challenges, and representations have a maximum of a 14-day turnaround.

Financial Information

The income and expenditure for Parking Regulation and Compliance in addition to Parking Services for the financial year 2023/2024 was as follows:

Financial income and expenditure 2023/2024

Description	Value £
Parking Income	10,896,732.60
Penalty Charge Notice Income	2,343,350.68
Workplace Parking Levy Income	9,052,940.85
Total Income	22,292,940.85
Expenditure	
Employee Costs	2,426,400.51
Running Costs	1,180,760.65
Total Expenditure	3,607,161.16
Operating Surplus	18,685,779.69
Overhead Allocation	2,837,678.13
Net Surplus	15,848,101.56

The income and expenditure for Bus Lane enforcement for the financial year 2023/2024 was as follows:

Description	Value £ (Accounting)
Total Income	3,152,568.65
Expenditure	
Employee Costs	621,376.17
Supplies & Services	826,051.39
Premises	464,459.88
Improvements	374,423.41
Total Expenditure	2,286,310.85
Operating Surplus	866,257.80
Net Surplus	77,724.31

Statistics

Table 1.0 - Number of Penalty Charge Notices issued by contravention in 2023/2024

01 – Yellow Lines 1 or 2	13279	46 – Stopped where prohibited	3020
02 – Loading/Unloading	8420	47 – Parked in bus Stop	311
05 – Expired Pay & Display Ticket	2687	48 – Outside school (incl CCTV issues)	748
11 – Parked without Payment	13017	56 – Parked in contravention of a commercial vehicle waiting restriction	4
12 – Residents or Shared Place	16568	61 – HGV on Footway	6
14 – Parked in an electric vehicle charging place	3	62 – Wheels on Footpath	12
16 – Not displaying permit	55	70 – Parked in a loading place or bay during restricted hours without loading	28
18 – Parked offering or exposing for sale of goods	9	71 – Parked in electric vehicle charging place during restricted hours without charging	0
19 – Displaying Invalid Permit	564	73 – Parked without payment	942
22 – Return within time	5	81 – Parked in restricted area	146
23 – Wrong class of vehicle	391	82 – Expired P&D Ticket	140
24 – Incorrectly Parked	250	83 – No valid P&D Ticket	0
25 – Parked in Loading Bay	1031	83. – Blue Badge Overstay	0
27 – Adjacent dropped footway	577	85 – In Permit section	332
28 – Parked on raised crossing	120	86 – Out of Marked Bay	18
30 – Parked longer permitted	3060	87 – Parked in Disabled person's space with no valid Blue Badge	13
40 – Disabled <i>persons space</i> – No <i>valid</i> Badge	4866	91- Parked in a car park not designated for that class of vehicle	27
42 – Parked in a police space	0	95 – Parked for a purpose other than designated	1
45 – Parked in Taxi Rank	507	99 – Pedestrian Crossing	1143

Table 1.1 – reasons for cancellation of Regulation 9 Penalty Charge Notices issued and cancelled between 1 April 2023 and 31 March 2024

APPALLOW – appeal to adjudicator allowed	26	C52 – CEO Incorrect VRM	58
C02 – Cancelled – Processing Error	3	C53 – CEO Insufficient Time Observations	10

C05 – Cancelled – PD Machine Faulty	20	CEO Wrong Sign	2
C06 – Cancelled – Inadequate Signing	9	C56 – Invalid Blue Badge (no clock displayed)	35
C07 – Cancelled – Loading Unloading Evidence	202	C58 – CEO Incorrect contravention code	30
C08 – Cancelled – Police / Emergency Vehicle	27	C59 – Ringo Permission	11
C09 – Cancelled – Vehicle Broken Down	115	C60 – Valid Ringo Payment	125
C10 – Stolen Vehicle	11	C61 – Snow Covered Lines	1
C102 – CEO Re-Issue Wrong Code	35	C63 – CEO error in notebook	19
C104 – CEO Re-issue Incorrect location	3	C65 – CEO- Error- Ringo Unchecked	2
C106- Arts & Events Administration Error	1	C67 – Arrested and Unable To Remove Vehicle	1
C108 – Camera Malfunction	1	C69 – Private Land	3
C109 – CEO Error – Insufficient Photos of contravention	9	C70 – Wollaton Park	1
C11 – Cancelled – Valid Pay and Display Ticket	160	C73 – CEO Error, No Specific Photograph of Sign	6
C110 – Cancelled – Blue Badge Clock Incorrect (1st Occasion)	80	C76 – CEO Error Valid Permit	8
C112 – Cancelled Emergency Works H&S	21	C78 – CEO Error – Not in contravention	163
C114- CEO Error TTO not yet Valid	1	C80 – CEO Error Insufficient Information	28
C115 – Procedural Impropriety	9	C81 – Not Adopted Highway	2
C120 – Cancelled – Double Jeopardy	6	C83 – CEO Error (Incorrect Reg 10 PFI/VDA)	2
C121 – Training PCN	2	C84 – CEO Error – Not Completed/Voided	2
C125 – CEO Error – Incorrect VRM re-issue	2	C86 – CEO error, Reg 9 issued instead of Reg 10 VDA	24
C126-Traffic Management Permission to Park	6	C88 – CEO – Administration Error	2
C127 – CEO Re-issue Incorrect Street	80	C89 – Commercial Services error	4
C128 – CEO Error incorrect street	11	C91 – CEO Error – Wrong Ticket Destination	1
C129-Issued for Training	12	C92 – P&E Administration Error	16
C132 – Ringo off-line	1	C93 – Hand Held Crashed	4
C137-Leaves Covering Restriction	1	C96 – CEO error – Procedural Error	20
C143 – CEO Error – Incorrect Foreign Vehicle Entered	2	C97 – Enforcement Supervisor Error	1
C146 – Permit Issue Error	59	C98 – Printer Error - PCN would not print	1
C147 – RingGo Connection Error	9	C99 Test Notice	2
C151 – CEO Error – On TTO List	2	DR Batch Time out	3
C153 – Rta – Vehicle unsafe to Move	2	DVLA No Traces – Invalid VRM WO	4
C155 – Traffic Management Error	15	Dvla No Trace Wo	1510
C161- Network Management Error	9	DVLA No Traces – Foreign Vehicle WO	37
C171- RingGo Incorrect Digit	413	Dvla No Traces No Current Address Wo	15
C172- RingGo wrong vehicle chosen	29	Dvla Vq5 – Manual Redact	28
C20 – Cancelled – Special Circumstances	74	EPC Returned Case WO	278
C201 – Blue Badge – Displayed on Visor and Not Clear	8	C234 – TRO Signage Error	1
C202 – Blue Badge – Illegible Badge Displayed	22	C24 – Cancel – Valid Visitor's Permit Produced	34
C204 – Blue Badge – Proven to be Misused or Abused	1	C25 – Cancel – Valid Disabled Badge Produced	100
C205 – Blue Badge – Clock Displaying The Incorrect Time	28	C26 – Challenge Accepted	1
C217 – Ceo – Incorrect Location On The Street	4	Free Parking – Ringo out of Use	1
C218 – Reg 9 Issued, Should Be Reg 10 Vda	5	Ncc Decision	4
C219 – Ceo – Ringgo Unchecked	1	NTO Batch – Timeout	77
C221 – Cloned Vehicle	1	Scottish Post code	1
C222 – Face Down P&D Ticket Produced	4	FOC42 – FOC Release	1
C224 – Parked prior to TTO	1	C34 – Council Decision	143
C36 – P & D Not Working	2	C35 – Cancelled – Duplicate PCN	11
C41 – System Error	146	Spoiled – Cancel – Spoiled after Issue	2
C43 – Medical Reasons	80	FOC42 – FOC Release	1
C44 – Incorrect Signs/Lines	43	Total	4697
C46 – Valid Special Access Permit	1		
C47 – TRO Error	5		
C50 – CEO Incorrect Street	12		
C51 – CEO Incorrect Location on Street	16		
C23 – Cancel – Valid Residents' Permit Produced	13		

Table 1.2 – Locations of Penalty Charge Notices issued for contravening Bus Lanes/Bus Gate restrictions in 2023/2024

Alfreton Road	0	Hockley (Bus Gate)	278
Arkwright Street (Southbound Bus Gate)	1120	Hucknall Road o/s City Hospital	1797

Arkwright Street (Northbound Bus Gate)	5230	Hucknall Road nr Hamilton Road	74
Arleston Drive (No Stopping – School)	0	Hucknall Road nr Mansfield Road	170
Aspley Lane (Eastbound)	314	Hucknall Road	0
Aspley Lane (Westbound)	0	Ilkeston Road Inbound	0
Beck Street Bus Gate	8300	Lower Parliament St (Westbound)	2868
Canal Street Nr Albion St E Bound	9867	Mansfield Rd Near Burnham Street	57
Canal Street Nr Greyfriar Gate (EB)	0	Mansfield Rd Nr Mapperley Rd	775
Canal Street Near Middle Hill (Eastbound)	3959	Mansfield Rd Nr St Andrew's Rd	0
Canal Street Near Middle Hill (Westbound)	21411	Mansfield Road	0
Cantrell Road (No Stopping – School)	0	Market Street Bus Gate	2777
Carlton Road, Inbound Bus Lane	1776	Milton St (Southbound)	1932
Carlton Road Outbound	0	Milton Street	0
Carlton Street	1042	North of Bluecoat Street	0
Carrington St BG near Canal St	1250	North of Queens Road	0
Carrington St BG near Station St	1755	North of Woodborough Road	0
Carrington Street Northbound	1626	Nottingham Road	0
Cheapside / Poultry Bus Gate	5899	Nottingham Rd Near Valley Rd	704
Cranbrook St (northwest bound)	0	Nuthall Road (near Whitemoor Ave)	702
Derby Road (East of Park St)	0	Outside Victoria Centre	0
Derby Road (Hermon St)	0	Queens Road Red Route	185
Derby Road (Triumph Road)	466	Shakespeare St East Bound Bus Gate	0
Derby Road (Near Wollaton Hall Drive)	211	Shakespeare St West Bound BusGate	0
Daleside Road Inbound / Trent Lane	262	Sneinton Boulevard	0
Daleside Road Inbound / Racecourse Road	150	South Sherwood Street	0
Daleside Road Outbound / Racecourse Rd	363	Station Street Red Route	529
Daleside Road O/B / Candle Meadow	260	The Wells Road	0
Edwards Lane (Southbound)	0	Trent Street Red Route	271
Friar Lane Bus Gate	4269	Windmill Lane	0
Goldsmith Street (2 Cameras Nth and Sth)	3015	Wollaton Road	575
Greenwood Road	0	Wollaton Road Nr Canterbury Road	220
Harrow Road	0	Woodborough Road Bus Lane	284
Total School Keep Clear		0	
Total BLE		86709	
Total Red Route		985	

Table 1.3 – Cancellation of Bus Lane Penalty Charge Notices issued and cancelled between 2023/2024

Appeal to adjudicator allowed	18	Ceo Error	27
Authorised Vehicle	453	CEO Error Alreay on White List	10

C02 – Processing Error	1	DVLA No Trace WO	12
C08 – Cancelled – Police / Emergency	10	DVLA No Trace Foreign Vehicle WO	779
C10 – Cancelled – Stolen Vehicle	17	DVLA No Trace – No Current Address	3
C20 – Cancelled – Special Circumstances	23	Dvla Vq5 – Manual Redact	155
C221 – Cloned Vehicle	2	EPC Returned Cases WO	235
C25 – Cancelled – Valid Disabled Badge	1157	Exempted Police Vehicle	21
C34 – Council Decision	2	Incorrect Vrm	4
C35 – Cancelled – Duplicate PCN	2	Ncc Decision	14
C41 – System Error	4	NTO Batch Timeout	127
C43 – Medical Reasons	1	Office Admin Error	2
C52 – Incorrect Vrm	1	Performing Statutory Duties	4
C80 – CEO Error Insufficient Information	1	Registered Bus	2
C87 – Supporting Evidence Provided	3	Special Circumstances	345
<u>C92 – P&E – Administration Error</u>	<u>1</u>	System Error	9
Traffic Manager Instruction	486	Valid Access Permit	1
Twoc	3	Wheelchair Accessible Taxi	1
U Turn After Contravention	5	Total	3940

Table 1.4 – Vehicle Pound statistics 2022/2023

	Parking			Abandoned			DVLA	
	Lifted	Released	Reports	Lifted	Released	Clamped	Lifted	Released
Apr-23	67	64	32	0	0	0	7	3
May-23	60	61	52	0	0	0	7	4
Jun-23	56	53	48	0	0	0	13	8
Jul-23	43	44	56	1	0	0	50	33
Aug-23	24	21	45	1	1	0	53	34
Sep-23	58	49	47	1	0	0	46	33
Oct-23	99	100	37	1	0	0	46	24
Nov-23	42	42	53	1	0	0	41	30
Dec-23	13	10	29	0	1	0	48	28
Jan-24	47	43	43	1	0	0	82	58
Feb-24	68	68	58	0	0	0	64	46
Mar-24	46	50	56	0	0	0	25	19
Totals	623	605	566	6	2	0	482	320

Parking PCN's - 2023/2024

	Total	Off-Street	On-Street
Number of Higher Level PCNs issued	51,723	51,187	536

Number of Lower Level PCNs issued	20,749	1098	19,651
Number of PCNs fully paid	58,045	1,249	56,796
Number of PCN's unpaid	7,257	110	7,147
Number of PCNs paid at discounted rate	46,535	1,020	45,515
Number paid at full rate	7,912	165	7,747
Number of PCN's paid after the Charge Certificate has been served	1,374	35	1,339
Number of PCN's Debt Registered at the Traffic Enforcement Centre	10,402	197	10,205
Number of PCNs against which formal & informal representations were made	9,509	239	9,270
Number of PCNs cancelled as a result of formal or informal representation	1,416	67	1,349
Number of PCN's written off	3,587	70	3,517

Bus Lane PCN's

In accordance with the Transport Act 2000, Penalty Charge Notices are being issued for Bus Lane contraventions, currently set at £60.00 but if paid within 14 days are discounted to £30.00.

Bus Lane Penalty Charge Notice's 2022/2023

	Total
Number of PCN's issued	85,911
Number of PCN's paid	70,376
Number of PCN's paid at discounted rate	63,244
Number of PCN's paid at the full rate	2,320
Number of PCN's paid after the Charge Certificate has been served	2,124
Number of PCN's Debt Registered at the Traffic Enforcement Centre	1,750
Number of PCN's paid at Debt Reg or higher	938
Number of PCN's against which formal representations were made	10,117
Number of PCN's cancelled as a result of formal representation	2,708
Number of PCN's written off	4,067

Traffic Penalty Tribunal

The following statistics shows those citizens who have appealed to the Traffic Penalty Tribunal for 2023/2024 for parking contraventions

PCN's referred to TPT 218	PCN considered an appeal 207	PCN's issued 72,472
Not contested by NCC 39	Allowed by Adjudicator 27	Total allowed including not contested by NCC 66
Refused by Adjudicator including out of time and withdrawn by appellant 136	Consent order 5	Awaiting decision incl. other decided 0

The following shows statistics for those citizens who have appealed to the Traffic Penalty Tribunal for 2022/2023 for bus lane contraventions

PCN considered an appeal 229	PCN's issued 85,911	Not contested by NCC 52	Allowed by Adjudicator 23
Total allowed including not contested by NCC 75	Refused by Adjudicator including out of time and withdrawn by appellant 159	Consent order 2	Awaiting decision incl. other decided 0

Glossary of Terms

Abbreviation	Term	Explanation
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	Bus Gate	An area of road where only Buses and certain other classes of vehicle (as signed) may travel. Other vehicles must take an alternative route which will be signed in advance of the Bus Gate.
	Bus Lane	A lane along a road where only buses and certain other classes of vehicle may travel. Other vehicles must use the alternative lane, usually running parallel to the bus lane.
	Challenge	A challenge is an objection made against a Penalty Charge Notice (PCN) which has been affixed to a vehicle or handed to the driver before the issue of a Notice to Owner.
CEO	Civil Enforcement Officer	CEO's are the people who carry out enforcement of the parking restrictions on behalf of the local authority.
CPE	Civil Parking Enforcement	Parking enforcement carried out by local authorities under the Traffic Management Act 2004 which is civil (rather than criminal) law.
	Contravention	A contravention is failure by a motorist to comply with traffic or parking regulations.
CPZ	Controlled Parking Zone	An area in which parking restrictions are in place, usually including parking bays which have restricted use at certain times. A single yellow line in the area covered by a CPZ means "no waiting" during the period that the zone is in operation. Motorists need to check the zone entry signs which show the hours of operation of the zone.
DfT	Department for Transport	The government department which is responsible for transport issues, including the issue of Statutory and Operational guidance in relation to CPE.
DVLA	Drivers & Vehicle Licensing Agency	The agency responsible for maintaining records relating to vehicles and drivers in the UK.
NTO	Notice To Owner	A Notice to Owner is a statutory notice served by the authority to the person they believe is the owner of a vehicle which has been issued with a Penalty Charge Notice. This notice is served for parking contraventions where a penalty issued by a CEO remains unpaid after 28 days. Within 28 days of the Notice to Owner, the owner is required to either make payment of the full penalty charge or make representations against liability for the charge.

P&D	Pay & Display	The means of paying for parking, whereby a ticket is purchased from a nearby machine and is then displayed on the vehicle, as proof of payment. The ticket shows the expiry time of the period for which parking has been paid.
PCN	Penalty Charge Notice	The notice which is issued when a parking contravention has taken place. A PCN can be affixed to the vehicle, handed to the driver, or in certain circumstances issued by post to the registered keeper of the vehicle.
	Registered Keeper	This is the person or organisation recorded at the Driver and Vehicle Licensing Agency (DVLA) as being the keeper of a vehicle. Under the concept of owner liability, the registered keeper is presumed to be the owner of the vehicle for the purposes of enforcement, appeal and debt recovery action.
TPT	Traffic Penalty Tribunal	The independent tribunal which has been specifically set up to decide appeals against parking and certain other traffic penalties, when the appellant's representations to the local authority which issued the penalty, have been rejected.
TRO	Traffic Regulation Order	The legal document which puts in place a parking or other traffic restrictions. The signs and lines or road markings which denote restrictions must be supported by a TRO to enable enforcement to take place.
TTO		A Temporary Traffic Regulation Order. Implemented for events, maintenance or building works where parking a stopping is needed to be banned.
W/O	Write Off	A PCN is written-off when we are unable to pursue the penalty and close the case without accepting payment. This may be when the DVLA has no information about the registered keeper, or even after our bailiff companies have attempted to collect the debt without success.

