

# Nottingham City Council

## Civil Enforcement Annual Report

2022 - 2023



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 two 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.

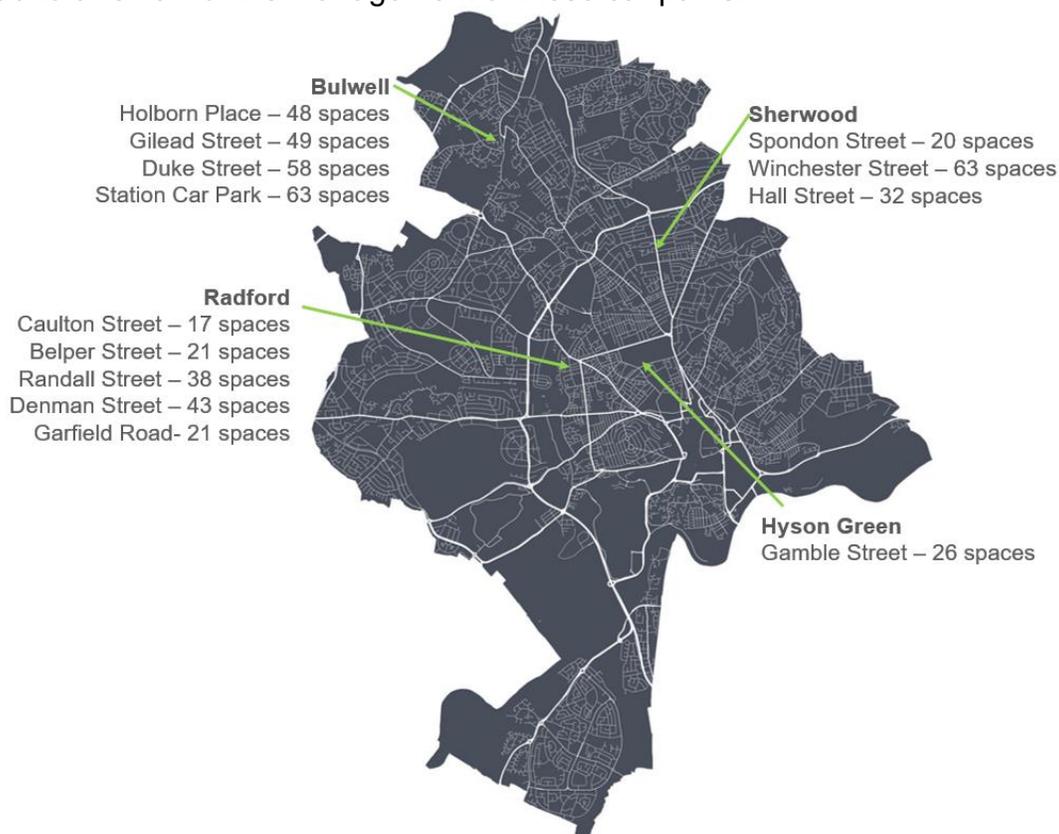
The limited stay element of the parking bays has been removed; users can park in the bay all day. All pay & display bays are covered by RingGo as an alternative method of paying and is proving increasingly popular to such an extent that some out of City Centre bays are pay by phone only and no machine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



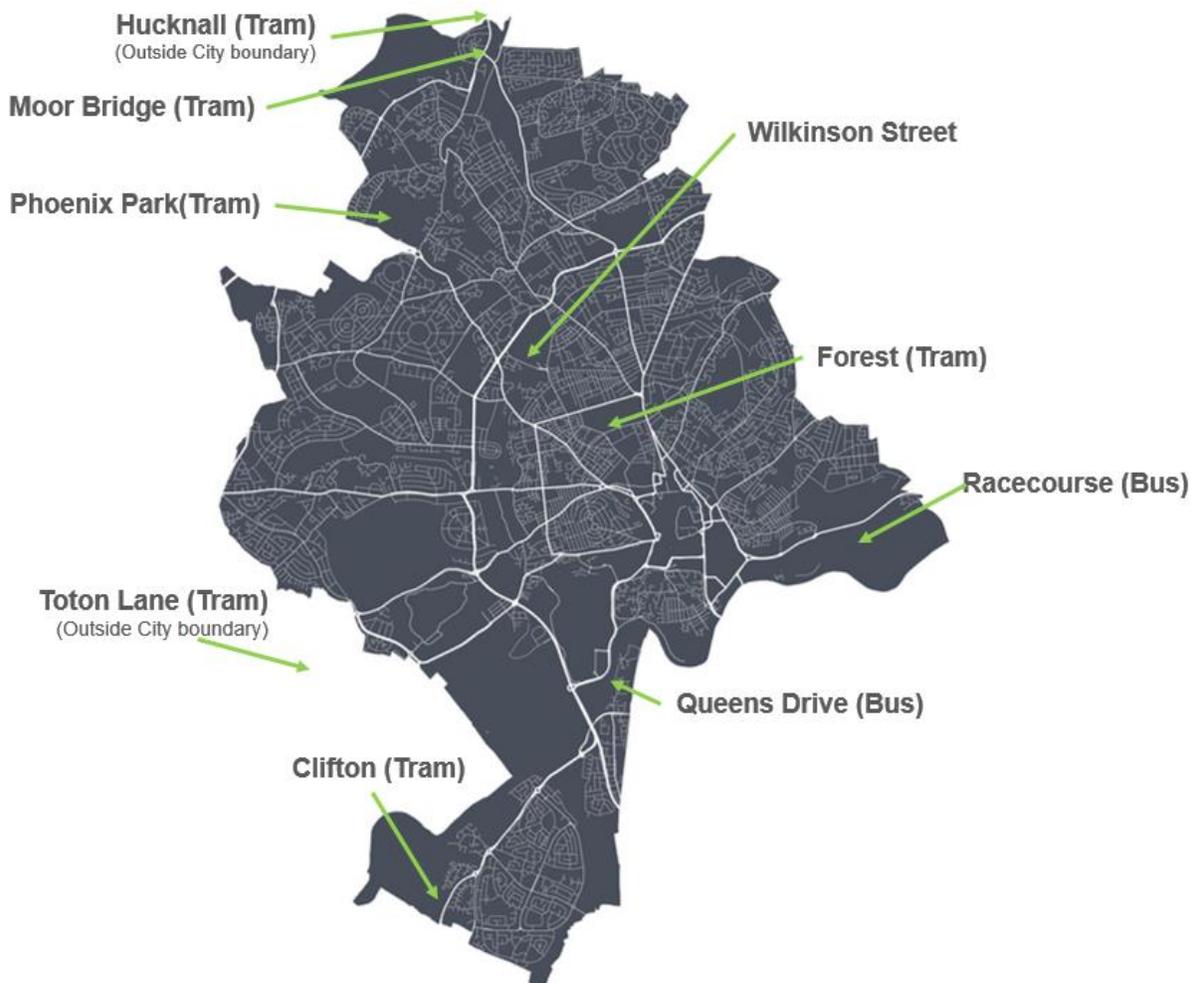
## Park and Ride

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](http://www.nottinghamcity.gov.uk/parkandride)

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## **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 centres 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 centres 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 is investing heavily in providing suitable, safe, and convenient cycle facilities within the City.



Key to this is the development of high-quality cycle routes from the north, south, east, and west of the City and within the City Centre to attract both commuters and leisure cyclists to use these routes and to encourage a more sustainable change in travel mode.

It has also restarted on street cycle hire in the City Centre and at the two Universities.



## The services we provide

### Pay & Display Parking

In the City Centre, the Council operates one underground and two surface pay and display car parks and 1 permit holder only car park. In addition, within the city centre there are approximately 1475 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 two years.

#### Business

Three permits (any combination) valid for one year.

#### Students

Three permits (any combination) valid for one year.

With effect from 1 January 2012, charging was introduced for Student, Student Visitor, Business and Business Visitor Permits as follows:

#### Student & Student Visitor

£100.00 per permit

#### Business Permits

£200.00 per permit

#### Business Visitor Permits

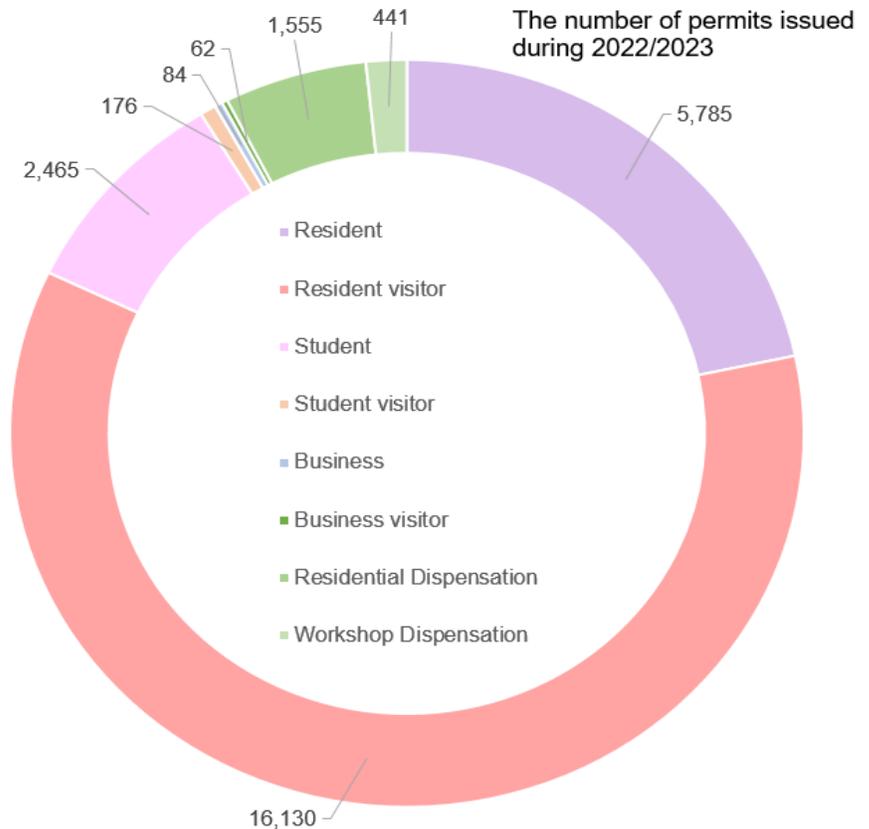
£225.00 per permit

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](http://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:

- 5 fraudulently changed permits
- 11 cancelled permits still in use and
- 37 fake permits being used.

## Sanctions included

- 381 Warnings
- 2 vehicles removed to the Pound
- 11 permits revoked for abuse of the scheme
- 42 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](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 11,000 badges on issue by Nottingham City Council.

Approximately 3900 badges were issued in 2022/2023

56% of successful applications were made online

59% of applications were made under the 'without further assessment' eligibility.



A citizen can apply online at [www.gov.uk/apply-blue-badge](http://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](http://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.

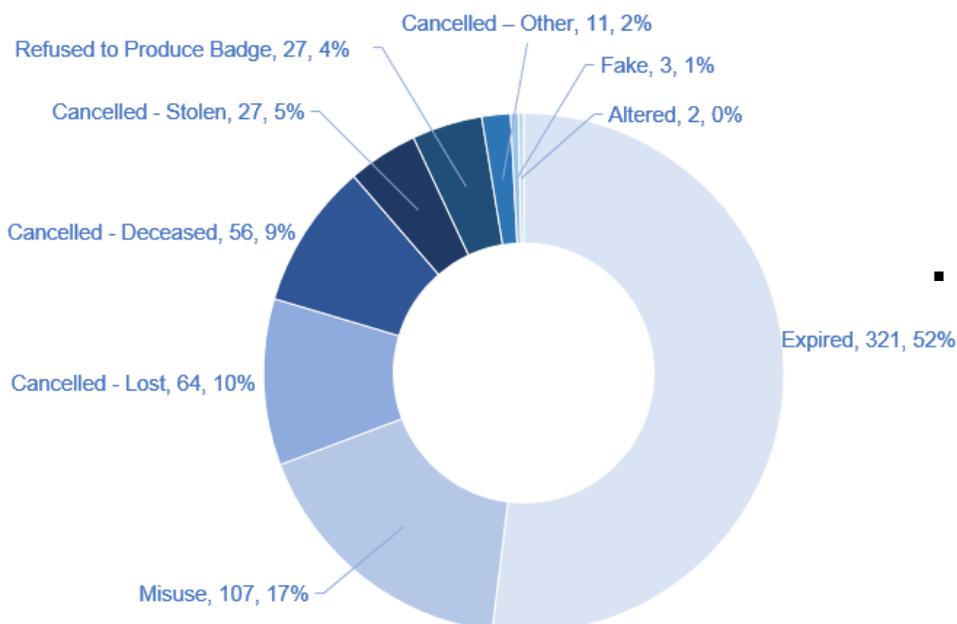
Thirty-five Officers and colleagues are authorised and trained to identify and report Blue Badge misuse and abuse. Over 150 frontline and processing colleagues have received the bespoke 'in-house' training by the Compliance and Fraud Officer to help with enforcement. These sessions are also available 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 2022/2023:



Sanctions included:

- 444 penalties
- 13 vehicles removed
- 263 badges retained
- 109 warnings
- 58 badge holder warnings
- 46 cautions
- 28 prosecutions



## 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	Unknwn	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 KD (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, App & Exit	Yes	Yes
Train Station	Central Trains	Surface	Unknwn	N/a	500	24 Hours	Pay and Display	Covers part	No
Sovereign House, Queens Bridge Drive	NCP	Multi-Storey	Unknwn	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
Ardale (Broad Marsh)	NCP	Multi-Storey	Unknwn	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	Unknwn	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	Unknwn	N/a	625	24 hours	On foot	N/a	N/a
Talbot Street	Pickerings	Multi-Storey	Unknwn	4	510	6am-1am	On foot	Yes	Yes
Trinity Square	Nottingham City Council	Multi-Storey	6	27	440	24 hours	On foot, App & 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

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## Parking Enforcement during 2022/2023

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 2022 until March 2023 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 2022/2023. 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

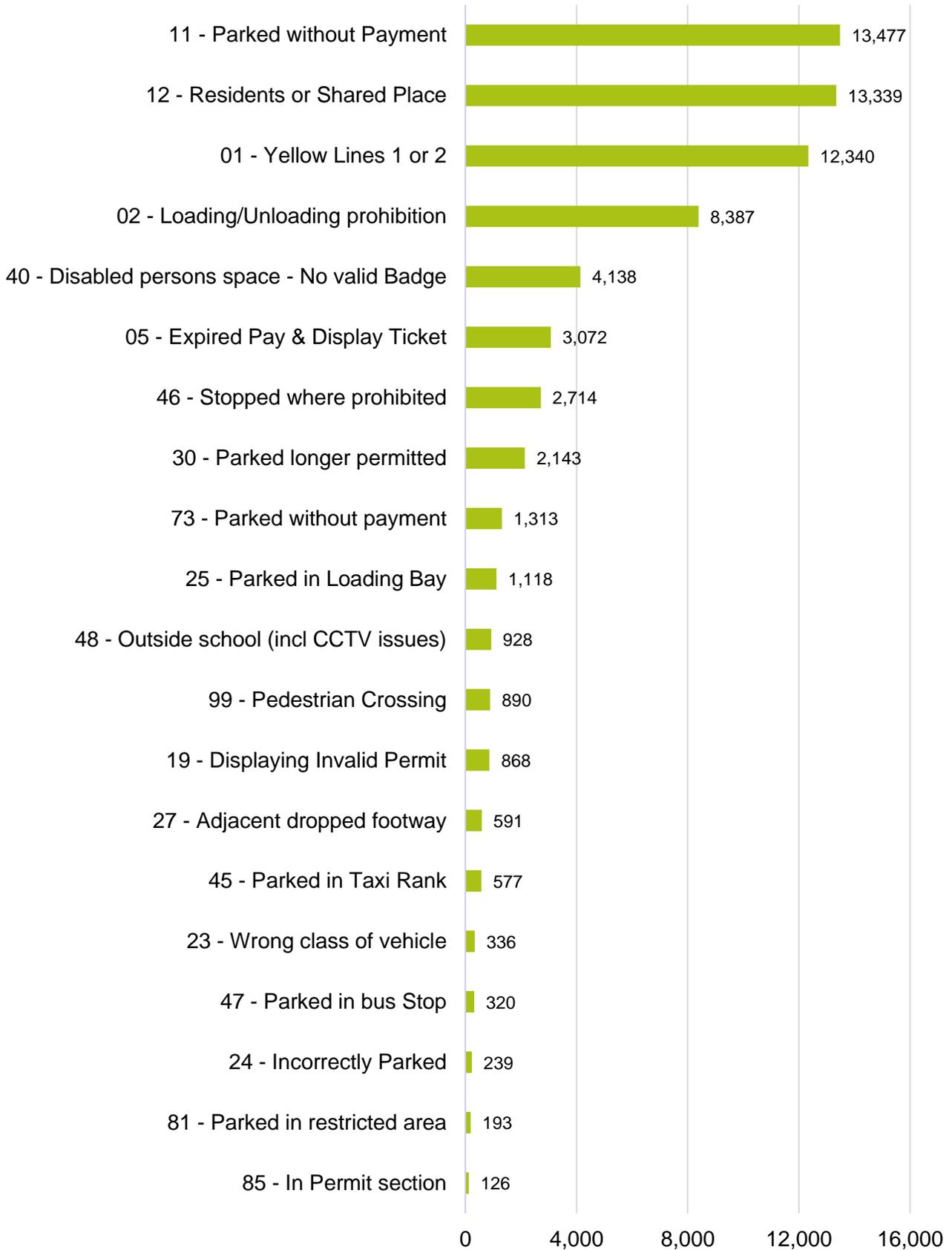
**Training and Quality of Service Delivery**

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, Airwaves (Police Radio), 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 2022/2023 (Top 20).  
 The full statistics can be found in [Table 1.0](#) on page 30.



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## Body Worn Video Camera's

During 2022/2023 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 2022/2023 period, REACT issued a total of 24559 PCNs – 928 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.

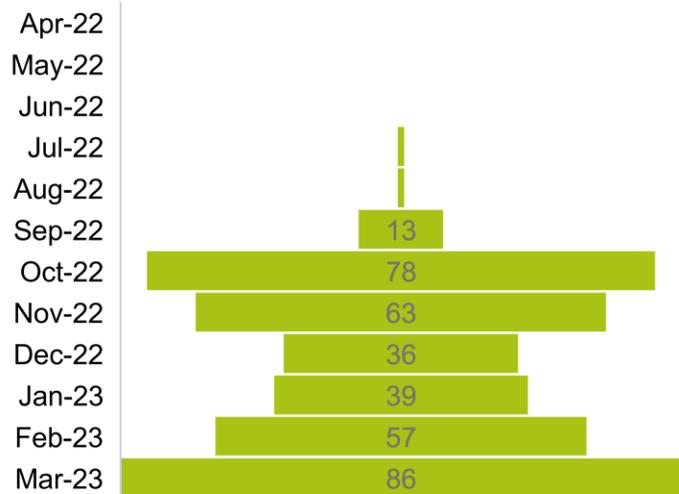
Priority is given to maintaining bus lanes as well as other enforcement such as highways works (Temporary Traffic Orders) or events like Goose Fair or the Tour of Britain.

The Nottingham City Vehicle Pound relocated to larger premises in Bulwell in October 2017. The pound is open Monday to Friday 8.30am to 6.00pm and Saturday 8.30am to 15.30pm for customers to reclaim their vehicles.

Customers wishing to collect their vehicle must make an appointment and have, in addition to the vehicle key (which must open it) and two forms of identification

At the end of September 2021, the Vehicle Pound was temporarily closed due to a shortage of HGV class 2 drivers. The Vehicle Pound commenced full operation again in September 2022.

Parking Removals 22/23

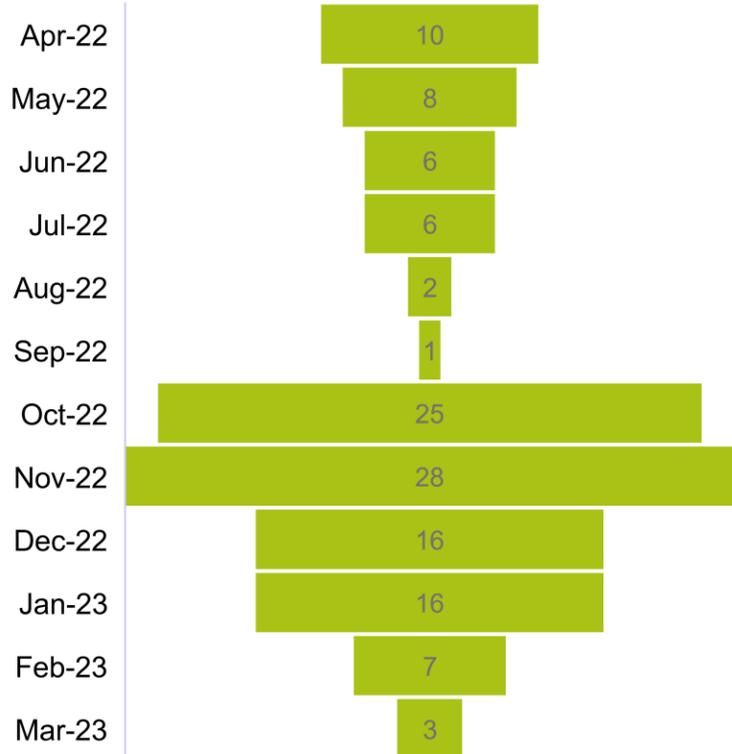


## Untaxed Vehicles (DVLA)

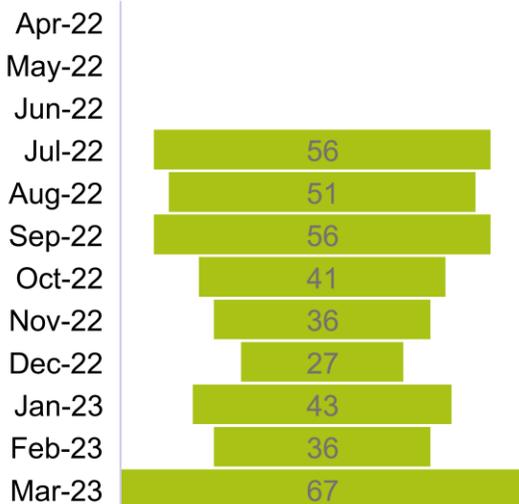
A memorandum of understanding was signed in 2014 giving Nottingham City Council DVLA devolved powers to remove untaxed vehicles under “The Vehicle Excise Duty (Immobilisation, Removal and Disposal of Vehicles) Regulations 1997”.

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.

Untaxed Vehicle Removals 22/23



## Abandoned Vehicles reported



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.



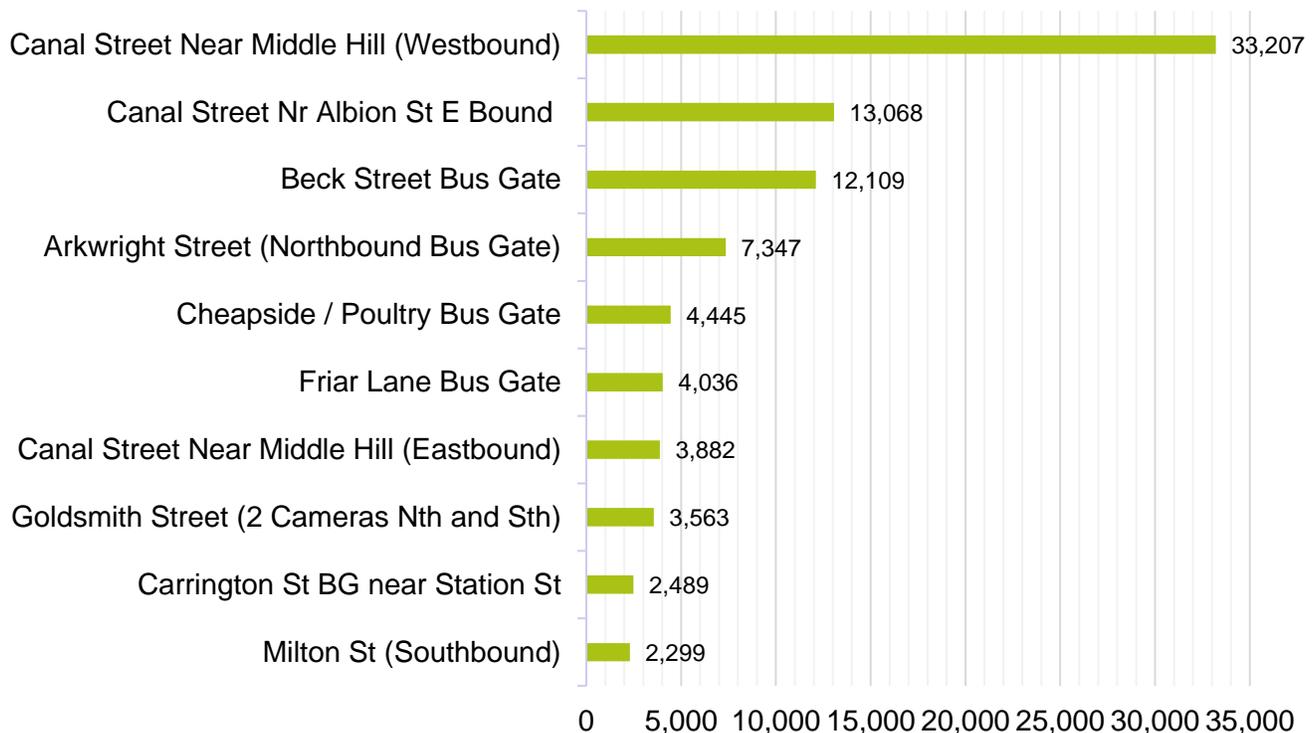
More information about the Nottingham Vehicle Pound can be found online: [www.nottinghamcity.gov.uk/vehiclepound](http://www.nottinghamcity.gov.uk/vehiclepound)

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

## CCTV Bus Lane Enforcement and No Stopping Enforcement

The Council began the enforcement of Bus Lane Enforcement in January 2008 following a period of issuing warning notices. The digital capture system in Nottingham took 3 years to plan and implement.

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.

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## **Parking Regulation and Compliance**

When fully staffed there are 28 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 Assistants 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](mailto: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](http://www.nottinghamcity.gov.uk/pcn)

## Changes during 2022 / 2023

### Workplace Parking Levy

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

Since the first year of operation in 2012, the WPL scheme has raised around £97million. This significant revenue has levered in substantial inward investment.

Workplace Parking Levy Officers (WPLO's) have continued to work closely with employers, supporting them to ensure that they are correctly licensed and helping them manage 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.

WPLO's continue to signpost employers to The Workplace Travel Service to support them to reduce staff travel costs, improve staff health, fitness and wellbeing, reduce local road congestion, and often employers reduce their WPL liability as a result.

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*.



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## **Workplace Parking Charge**

The WPC scheme is embedded with over 1427 members across two schemes which includes Local Authority maintained City schools. Post pandemic hybrid working agreements established the Flexible Working Scheme as a popular addition to the WPC Scheme allowing

employees to become members of the WPC Scheme but only paying for the days that they will be parking on Council premises.

Active enforcement continues to take place across all WPC sites and numerous first warnings and PCN's have been issued this year for 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

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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 420 Hackney Carriages with 198 Hackney Carriages licensed and in operation, we also license 1309 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, 198 new hackney carriages of which 143 are euro 6 diesel, 45 LEVC ULEV and 10 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 1309 cars are licensed as PHVs of which 9 are fully electric and 808 are hybrids vehicles.

### **Working on behalf of Leicester City Council**

Since July 2012 Nottingham City Council has provided the enforcement of bus gates within Leicester City Centre.

This is a partnership arrangement, providing both authorities with economies of scale in carrying out this service. It allows Leicester City to develop their highway network management role using the experience, expertise and infrastructure of Nottingham City Council.

Leicester continues to see the benefit from camera enforcement and is looking to extend the number of cameras it has, to support the City Centre improvements.

## Office of Low Emission Vehicles Funded projects

In 2016, Nottingham City Council and partners successfully secured £6.1m through the OLEV Go Ultra Low City Scheme to invest in several innovative measures to support the uptake of Ultra Low Emission Vehicles and improve air quality. The four-year program entered its final year of funding, delivering the following projects:



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

The Daleside Road bus corridor now includes an exemption of Ultra Low Emission Vehicles to use the lane as an added incentive for those driving these vehicles.

Voluntary ULEV ID badges have been issued to over 140 motorists to display on their vehicles since the lane opened in April 2018.

£2m invested into creating a publicly accessible charge point network across D2N2 LEP. The Council contracted BP Chargemaster for a 10-year period to supply, install, operate, and maintain the network. Over 400 charge points were introduced across Nottinghamshire and Derbyshire comprising 7kW up to 50kW rapid charge points. All the rapid charge points support contactless payments.

Conversion of the City Councils pool car fleet to Ultra Low Emission Vehicles continued in earnest with 140 ULEVs in the Council's fleet by March 2020, (representing 30% of the entire fleet).

A related Nottingham Electric Vehicle Service centre will provide a one-stop shop of servicing, maintenance, and repair of a range of electric vehicles operating from Eastcroft Depot. This is now open and is used to MOT/plate hybrid/electric private hire vehicles and hackney carriages.



A newly formed Workplace Travel Service (business support program) in conjunction with the Access Fund program, was launched in November 2017 offering advice, masterclasses, events and try outs of low emission vehicles to encourage uptake. The project included a Workplace Travel Grant providing up to £25,000 for cycling improvements and electric vehicle charging infrastructure.

60 businesses have benefited from grant support collectively supporting the creation of 182 charge points in workplaces, 36 bike shelters and 338 e-bikes at workplaces

## Powers under Traffic Management Act Part 6 (Moving Traffic Offences)

Nottingham City Council has now adopted the new part 6 powers after applying to the DfT, the powers were granted to Nottingham in July 2023 with 4 new sites, where we have safety concerns, earmarked for 2024.

The new powers are seen as a helpful tool in managing the increasing number of moving related orders on the network and to ensure the effective management of congestion and safety.

## 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.



## Performance Appraisal

### 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 2022/2023 was as follows:

Financial income and expenditure 2022/2023

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
<b>Expenditure</b>	
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 2022/2023 was as follows:

Description	Value £ (Accounting)
Total Income	-3,651,238.07
<b>Expenditure</b>	
Employee Costs	678,794.47
Supplies & Services	396,124.28
Premises	611,751.83
Improvements	576,973.39
Total Expenditure	2,263,643.97
Operating Surplus	-1,387,594.10
Net Surplus	-2,336,366.87

## Statistics

**Table 1.0 - Number of Penalty Charge Notices issued by contravention in 2022/2023**

01 – Yellow Lines 1 or 2	12,340	46 – Stopped where prohibited	2,714
02 – Loading/Unloading	<b>8,387</b>	47 – Parked in bus Stop	<b>320</b>
05 – Expired Pay & Display Ticket	<b>3,072</b>	48 – Outside school (incl CCTV issues)	<b>928</b>
11 – Parked without Payment	<b>13,477</b>	56 – Parked in contravention of a commercial vehicle waiting restriction	<b>4</b>
12 – Residents or Shared Place	<b>13,339</b>	61 – HGV on Footway	<b>14</b>
14 – Parked in an electric vehicle charging place	<b>8</b>	62 – Wheels on Footpath	<b>19</b>
16 – Not displaying permit	<b>45</b>	70 – Parked in a loading place or bay during restricted hours without loading	<b>63</b>
18 – Parked offering or exposing for sale of goods	<b>11</b>	71 – Parked in electric vehicle charging place during restricted hours without charging	<b>0</b>
19 – Displaying Invalid Permit	<b>868</b>	73 – Parked without payment	<b>1,313</b>
22 – Return within time	<b>12</b>	81 – Parked in restricted area	<b>193</b>
23 – Wrong class of vehicle	<b>336</b>	82 – Expired P&D Ticket	<b>123</b>
24 – Incorrectly Parked	<b>239</b>	83 – No valid P&D Ticket	<b>0</b>
25 – Parked in Loading Bay	<b>1,118</b>	83. – Blue Badge Overstay	<b>0</b>
27 – Adjacent dropped footway	<b>591</b>	85 – In Permit section	<b>126</b>
28 – Parked on raised crossing	<b>54</b>	86 – Out of Marked Bay	<b>18</b>
30 – Parked longer permitted	<b>2143</b>	87 – Parked in Disabled person's space with no valid Blue Badge	<b>89</b>
40 – Disabled <i>persons space</i> – No <i>valid</i> Badge	<b>4,138</b>	91- Parked in a car park not designated for that class of vehicle	<b>33</b>
42 – Parked in a police space	<b>0</b>	95 – Parked for a purpose other than designated	<b>3</b>
45 – Parked in Taxi Rank	<b>577</b>	99 – Pedestrian Crossing	<b>890</b>

**Table 1.1 – reasons for cancellation of Regulation 9 Penalty Charge Notices issued and cancelled between 1 April 2022 and 31 March 2023**

APPALLOW – appeal to adjudicator allowed	54	C36 – P & D Not Working	3
C010-CPO Error	1	C41 – System Error	68
C02 – Cancelled – Processing Error	20	C43 – Medical Reasons	21
C05 – Cancelled – PD Machine Faulty	30	C44 – Incorrect Signs/Lines	22
C06 – Cancelled – Inadequate Signing	2	C45 – Incorrect Street location description	1
C07 – Cancelled – Loading Unloading Evidence	108	C48 – Cancel – CEO Re-Issued	1
C08 – Cancelled – Police / Emergency Vehicle	28	C50 – CEO Incorrect Street	12
C09 – Cancelled – Vehicle Broken Down	100	C51 – CEO Incorrect Location on Street	11
C10 – Stolen Vehicle	9	C52 – CEO Incorrect VRM	31
C102 – CEO Re-Issue Wrong Code	44	C53 – CEO Insufficient Time Observations	10
C104 – CEO Re-issue Incorrect location	6	C56 – Invalid Blue Badge (no clock displayed)	27
C109 – CEO Error – Insufficient Photos of contravention	1	C58 – CEO Incorrect contravention code	32
C11 – Cancelled – Valid Pay and Display Ticket	137	C59 – Ringo Permission	19
C110 – Cancelled – Blue Badge Clock Incorrect (1st Occasion)	62	C60 – Valid Ringo Payment	202
C112 – Cancelled Emergency Works H&S	2	C63 – CEO error in notebook	1
C119 – Policy Error	1	C64 – WPC – Insufficient Information	1
C120 – Cancelled – Double Jeopardy	1	C65 – CEO- Error- Ringo Unchecked	1
C121 – Training PCN	63	C67 – Arrested and Unable To Remove Vehicle	6
C125 – CEO Error – Incorrect VRM re-issue	3	C69 – Private Land	1
C127 – CEO Re-issue Incorrect Street	73	C70 – Wollaton Park	2
C128 – CEO Error incorrect street	11	C73 – CEO Error, No Specific Photograph of Sign	1
C132 – Ringo off-line	6	C74 – CEO Error, Contradictory Evidence	4
C146 – Permit Issue Error	22	C76 – CEO Error Valid Permit	4
C147 – RingGo Connection Error	3	C77 – CEO – No Photograph of Vehicle in Contravention Regulation 10	1
C151 – CEO Error – On TTO List	5	C78 – CEO Error – Not in contravention	158
C152 – Reported to Police – Stolen Vehicle	1	C79 – Parked prior to TTO	4
C155 – Traffic Management Error	3	C80 – CEO Error Insufficient Information	18
C171- RingGo Incorrect Digit	471	C81 – Not Adopted Highway	1
C172- RingGo wrong vehicle chosen	35	C83 – CEO Error (Incorrect Reg 10 PFI/VDA)	1
C20 – Cancelled – Special Circumstances	99	C84 – CEO Error – Not Completed/Voided	1
C201 – Blue Badge – Displayed on Visor and Not Clear	1	C86 – CEO error, Regulation 9 issued, should be Regulation 10 VDA	11
C201 – Blue Badge – Displayed on Visor and Not Clear	12	C87 – Supporting evidence provided	8
C205 – Blue Badge – Clock Displaying The Incorrect Time	31	C88 – CEO – Administration Error	1
C216 – Business Dispensation – Valid	1	C89 – Commercial Services error	2
C217 – Ceo – Incorrect Location On The Street	2	C92 – P&E Administration Error	23
C218 – Reg 9 Issued, Should Be Reg 10 Vda	1	C93 – Hand Held Crashed	1
C219 – Ceo – Ringgo Unchecked	1	C96 – CEO error – Procedural Error	7
C221 – Cloned Vehicle	4	C97 – Enforcement Supervisor Error	4
C222 – Face Down P&D Ticket Produced	30	CEO-Spoiled Ticket	829
C226 – Permit – Expired And Does Hold A Valid Permit	2	Ceo Error	1
C227 – Permit – Expired and Does Not Hold Valid Permit	1	DR Batch Time out	16
C229 – Permit – Proven Misuse Or Abuse	1	Dvla – Ncc Decision	1
C23 – Cancel – Valid Residents' Permit Produced	22	Dvla No Trace Wo	39
C24 – Cancel – Valid Visitor's Permit Produced	50	Dvla No Traces No Current Address Wo	1
C25 – Cancel – Valid Disabled Badge Produced	103	Dvla Vq5 – Manual Redact	75
C26 – Challenge Accepted	1	Ncc Decision	1
C28 – Cancel – Permission To Park Given	6	NTO Batch – Timeout	106
C33 – Cancel Valid permit in Car Park	1	Scottish Post code	1
C34 – Council Decision	65	Special Circumstances	3
C35 – Cancelled – Duplicate PCN	7	Traffic Manager Instruction	1
<b>Total</b>	<b>3539</b>		

**Table 1.2 – Locations of Penalty Charge Notices issued for contravening Bus Lanes/Bus Gate restrictions in 2022/2023**

Alfreton Road	0	Hockley (Bus Gate)	262
Arkwright Street (Southbound Bus Gate)	1,131	Hucknall Road o/s City Hospital	1,726
Arkwright Street (Northbound Bus Gate)	7,347	Hucknall Road nr Hamilton Road	71
Arleston Drive (No Stopping – School)	0	Hucknall Road nr Mansfield Road	302
Aspley Lane (Eastbound)	361	Hucknall Road	0
Aspley Lane (Westbound)	0	Ilkeston Road Inbound	0
Beck Street Bus Gate	12,109	Lower Parliament St (Westbound)	2,002
Canal Street Nr Albion St E Bound	13,068	Mansfield Rd Near Burnham Street	261
Canal Street Nr Greyfriar Gate (EB)	11	Mansfield Rd Nr Mapperley Rd	1,726
Canal Street Near Middle Hill (Eastbound)	3,882	Mansfield Rd Nr St Andrew's Rd	0
Canal Street Near Middle Hill (Westbound)	33,207	Mansfield Road	0
Cantrell Road (No Stopping – School)	0	Market Street Bus Gate	811
Carlton Road, Inbound Bus Lane	1,760	Milton St (Southbound)	2,299
Carlton Road Outbound	0	Milton Street	0
Carlton Street	946	North of Bluecoat Street	0
Carrington St BG near Canal St	1,301	North of Queens Road	0
Carrington St BG near Station St	2,489	North of Woodborough Road	0
Carrington Street Northbound	1,774	Nottingham Road	0
Cheapside / Poultry Bus Gate	4,445	Nottingham Rd Near Valley Rd	624
Cranbrook St (northwest bound)	0	Nuthall Road (near Whitemoor Ave)	594
Derby Road (East of Park St)	0	Outside Victoria Centre	0
Derby Road (Hermon St)	0	Queens Road Red Route	94
Derby Road (Triumph Road)	682	Shakespeare St East Bound Bus Gate	0
Derby Road (Near Wollaton Hall Drive)	198	Shakespeare St West Bound BusGate	0
Daleside Road Inbound / Trent Lane	509	Sneinton Boulevard	0
Daleside Road Inbound / Racecourse Road	198	South Sherwood Street	0
Daleside Road Outbound / Racecourse Rd	469	Station Street Red Route	1104
Daleside Road O/B / Candle Meadow	285	The Wells Road	0
Edwards Lane (Southbound)	0	Trent Street Red Route	380
Friar Lane Bus Gate	4,036	Windmill Lane	0
Goldsmith Street (2 Cameras Nth and Sth)	3,563	Wollaton Road	945
Greenwood Road	0	Wollaton Road Nr Canterbury Road	457
Harrow Road	0	Woodborough Road Bus Lane	316
<b>Total School Keep Clear</b>		<b>11</b>	
<b>Total BLE</b>		<b>106,156</b>	
<b>Total Red Route</b>		<b>1578</b>	

**Table 1.3 – Cancellation of Bus Lane Penalty Charge Notices issued and cancelled between 2022/2023**

Appeal to adjudicator allowed	<b>57</b>	Ceo Error	<b>52</b>
Arkwright St Warning	<b>36</b>	Ceo Error Double Capture	<b>2</b>
Authorised Vehicle	<b>209</b>	Double Jep	<b>3</b>
C08 – Cancelled – Police / Emergency	<b>25</b>	Dvla Vq5 – Manual Redact	<b>132</b>
C09 – Cancelled – Vehicle Broken Down	<b>1</b>	Exempted Police Vehicle	<b>22</b>
C10 – Cancelled – Stolen Vehicle	<b>4</b>	Incorrect Vrm	<b>15</b>
C121 – Training PCN	<b>1</b>	Ncc Decision	<b>19</b>
C125 – CEO Error – Incorrect Vrm Re-Issue	<b>1</b>	NTO Batch Timeout	<b>150</b>
C20 – Cancelled – Special Circumstances	<b>21</b>	Office Admin Error	<b>1</b>
C216 – Business Dispensation – Valid	<b>1</b>	Performing Statutory Duties	<b>1</b>
C221 – Cloned Vehicle	<b>7</b>	Registered Bus	<b>2</b>
C25 – Cancelled – Valid Disabled Badge	<b>1536</b>	Special Circumstances	<b>441</b>
C28 – Permission Given To Park	<b>1</b>	System Error	<b>15</b>
C34 – Council Decision	<b>1</b>	Taranto Test Cancellation	<b>1</b>
C35 – Cancelled – Duplicate PCN	<b>3</b>	Traffic Manager Instruction	<b>1077</b>
C41 – System Error	<b>1</b>	Twoc	<b>1</b>
C43 – Medical Reasons	<b>2</b>	U Turn After Contravention	<b>1</b>
C46 – Valid Special Access Permit	<b>1</b>	Valid Access Permit	<b>8</b>
C52 – Incorrect Vrm	<b>14</b>	Wheelchair Accessible Taxi	<b>1</b>
C87 – Supporting Evidence Provided	<b>1</b>	Unable to see registration plate on photo	<b>1</b>
C92 – P&E – Administration Error	<b>1</b>		
<b>Total</b>	<b>3868</b>		

**Table 1.4 – Vehicle Pound statistics 2022/2023**

	Parking			Abandoned			DVLA	
	Lifted	Released	Reports	Lifted	Released	Clamped	Lifted	Released
<b>Apr-22</b>	0	0	0	1	0	0	10	1
<b>May-22</b>	0	3	0	1	0	0	8	2
<b>Jun-22</b>	0	0	0	0	0	0	6	0
<b>Jul-22</b>	1	1	56	0	0	0	6	1
<b>Aug-22</b>	1	0	51	0	0	0	2	2
<b>Sep-22</b>	13	11	56	0	0	0	1	0
<b>Oct-22</b>	78	83	41	0	0	0	25	16
<b>Nov-22</b>	63	57	36	0	0	0	28	17
<b>Dec-22</b>	36	35	27	0	0	0	16	8
<b>Jan-23</b>	39	37	43	0	0	0	16	10
<b>Feb-23</b>	57	56	36	3	0	0	7	6
<b>Mar-23</b>	86	85	67	0	0	0	3	3
<b>Totals</b>	<b>374</b>	<b>368</b>	<b>413</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>128</b>	<b>66</b>

## Parking PCN's - 2022/2023

	Total	Off-Street	On- Street
Number of Higher Level PCNs issued	44,827	449	44,378
Number of Lower Level PCNs issued	21,246	2,660	18,586
Number of PCNs fully paid	49,100	2,361	46,739
Number of PCN's unpaid	7,239	211	7,028
Number of PCNs paid at discounted rate	39,678	1,889	37,789
Number paid at full rate	7,118	358	6,760
Number of PCN's paid after the Charge Certificate has been served	2,304	114	2,190
Number of PCN's Debt Registered at the Traffic Enforcement Centre	5923	284	5639
Number of PCNs against which formal & informal representations were made	7826	662	7164
Number of PCNs cancelled as a result of formal or informal representation	1234	133	1101
Number of PCN's written off	7,198	336	6,862

### 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	121,723
Number of PCN's paid	97,435
Number of PCN's paid at discounted rate	88,262
Number of PCN's paid at the full rate	4,425
Number of PCN's paid after the Charge Certificate has been served	2,869
Number of PCN's Debt Registered at the Traffic Enforcement Centre	5,831
Number of PCN's paid at Debt Reg or higher	1,879
Number of PCN's against which formal representations were made	4977
Number of PCN's cancelled as a result of formal representation	1204
Number of PCN's written off	11,053

## Traffic Penalty Tribunal

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

PCN's referred to TPT <b>239</b>	PCN considered an appeal <b>226</b>	PCN's issued <b>66,073</b>
Not contested by NCC <b>34</b>	Allowed by Adjudicator <b>98</b>	Total allowed including not contested by NCC <b>132</b>
Refused by Adjudicator including out of time and withdrawn by appellant <b>92</b>	Consent order <b>3</b>	Awaiting decision incl. other decided <b>0</b>

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 <b>300</b>	PCN's issued <b>6121,723</b>	Not contested by NCC <b>101</b>	Allowed by Adjudicator <b>82</b>
Total allowed including not contested by NCC <b>183</b>	Refused by Adjudicator including out of time and withdrawn by appellant <b>108</b>	Consent order <b>11</b>	Awaiting decision incl. other decided <b>0</b>

## Glossary of Terms

Abbreviation	Term	Explanation
	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.

