

Parking Services Annual Report 2022/23



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1 Introduction

Welcome to Cumbria County Council's Parking Services Annual Report for 2022/23. This report provides information on the activities of the Service across Cumbria between 01 April 2022 and 31 March 2023.

The Council is required to publish this information in accordance with Part 6 of the Traffic Management Act 2004. In addition, this report ensures that the Council complies with The Secretary of State's Statutory Guidance to Local Authorities on the Civil Enforcement of Parking Contraventions and the Local Government Transparency Code 2015.

2 Parking enforcement background

The legislative framework for local authorities to carry out parking enforcement changed on 31 March 2008 when Part 6 of the Traffic Management Act 2004 replaced parts of the Road Traffic Act 1991.

Parking restrictions are introduced through a legal order known as a 'Traffic Regulation Order'. Road markings and signs provide information to motorists about the restrictions. When a vehicle is parked in breach of a restriction, a Penalty Charge Notice can be issued by a Civil Enforcement Officer, who is employed by the local authority.



3 Aims and objectives

Cumbria County Council is responsible for the enforcement of on-street parking across the county and at selected off-street parking facilities. Enforcement is carried out by the Council’s in-house Parking Services team to ensure that the finite number of parking spaces are shared fairly between residents, businesses, and visitors. The Council is also responsible for issuing a variety of parking restriction exemption permits or certificates in certain areas of the county. The Service fulfils an essential role in supporting and delivering Moving Cumbria Forward: Cumbria Transport Plan Strategy.

The aims of Cumbria County Council’s Parking Services team are to:

- Manage parking to improve road safety and traffic movement.
- Manage the available parking for the benefit of the local economy and community.
- Cover the costs of enforcement, including parking restriction signs and lines, from Penalty Charge Notice income.
- Provide a better understood Parking Service and improved public facing role for Civil Enforcement Officers who will act as ambassadors on behalf of the Council.

The management of parking contributes to achieving the aims of the Cumbria Local Transport Plan and specifically supports the delivery of the Council Plan 2018-23 priorities. The Council’s vision is to be **“a Council that works with residents, businesses, communities and other organisations to deliver the best services possible within the available resources”**.

The outcomes describe what the Council wants to achieve for the people of Cumbria. These provide a clear focus for everything the Council does:

- People in Cumbria are healthy and safe.
- Places in Cumbria are well-connected and thriving.
- The economy in Cumbria is growing and benefits everyone.

In delivering its aims and objectives the Parking Services team supports the Council’s new ways of working and **“putting customers at the heart of everything we do”**.



The new ways of working will entail:

- Working with partner organisations and communities to achieve shared aspirations.
- Exploring new ways to deliver services and maximise our resources.
- Acting early to achieve better outcomes.
- Giving our customers choice and easy access to online services.



The Council's core principles when delivering the above are:

- Focusing on the most vulnerable.
- Managing demand.
- Supporting communities to thrive.

In delivering these aims and objectives, the Service works with Cumbria's 6 district councils, the Lake District National Park Authority and other partners who manage the majority of off-street parking facilities around the county. The above organisations also work with Cumbria County Council in their capacities as planning authorities to consider new developments and associated parking provisions and travel options.

The Council's parking policies are available at [cumbria.gov.uk/parking](https://www.cumbria.gov.uk/parking)

4 Operational activities

Background information

The management of traffic and parking sits within a dynamic and changing context, therefore constant adjustment and improvement are necessary to guarantee effective and responsive management. The Council will continually monitor the performance of the Parking Services team to assess the effectiveness and impact of the parking enforcement activity undertaken by Cumbria County Council.



Working arrangements

The Service is part of the Council's Economy and Infrastructure Directorate and is managed by the Parking Manager, who reports to the Traffic Manager. All Parking Services staff are employed directly by Cumbria County Council.

The Officers work as part of a 7 day per week shift system, generally between the hours of 07:00 and 19:00 but outside these times if necessary, to address parking related issues. The Officers work every day of the year, including public holidays, with the exception of Christmas Day, Boxing Day and New Year's Day.

Car parks

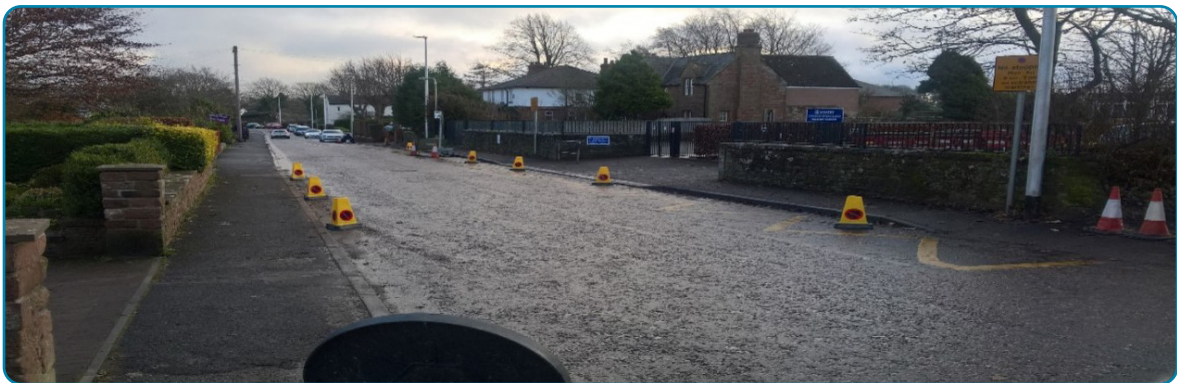
The Council operates 4 off-street pay and display car parks, 3 are located in Carlisle city centre, while the other is in Kendal town centre. The Parking Services team are responsible for enforcing the Citadel car park, the Cecil Street car park, and the facility at the rear of the Council's headquarters, Cumbria House on Botchergate, Carlisle, and County Hall Car Park, Kendal. An Off-street Public Car Parks Management Plan details the operation of the facilities and is available on the Council's website at cumbria.gov.uk/parking

The pay and display machines accept cash, coins, card contactless payments, and the Flowbird pay by telephone option.



School parking initiatives

The Team regularly receives reports regarding inconsiderate parking outside schools, which creates potential safety issues for children and other road users. Civil Enforcement Officers have visited several areas across the county to carry out enforcement and educational patrols which have been well received by schools, parents, and the wider community. The Service has established regular dialogue with the Council's school crossing patrol service provider, Orian Solutions, to share information relating to parking concerns. The Service supports the Schools Parking Protocol developed by the multi-agency Casualty Reduction and Safer Highways (CRASH) Group. This includes the provision of educational resources to schools by the Council's Active Travel team, and a self-help kit of parking cones and education banners by the Parking Services team. This initiative has been very well received by schools across Cumbria, with positive comments from the wider community. By encouraging responsible and legal parking, this initiative helps to ensure a safe passage to and from school for the thousands of pupils across Cumbria.

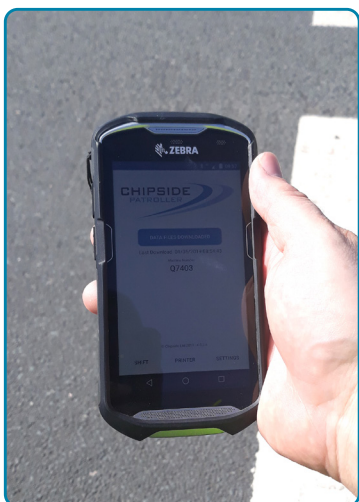


Blue Badge abuse

The Team continues to issue Penalty Charge Notices relating to the misuse of Blue Badges and reports instances of abuse of the process to the Council's Blue Badge Team. Civil Enforcement Officers have identified some motorists using other individuals' Blue Badges, using expired Badges or those belonging to the deceased. The Service also works in partnership with a number of organisations representing the interests of disabled people to assist in tackling this issue for the benefit of the wider community.



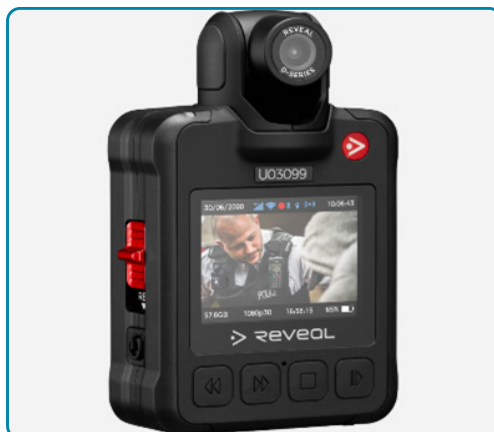
Civil Enforcement Officer's operational equipment



All Civil Enforcement Officers are equipped with a Samsung smartphone, enabling them to receive calls and e-mails while on patrol. This has assisted in improving the response time to complaints and queries as the office-based staff can e-mail photographs and details of complaints directly to the Officer. The phones also incorporate a Peoplesafe lone worker application for the user's health and safety and work on a variety of mobile phone service provider networks. This can be used to call for emergency assistance and escalate to a manager should a member of staff require any further help.

CCTV

Body-worn cameras have been shown to improve interactions between Civil Enforcement Officers and members of the public, lowering complaints, reducing the risk of violence, and providing support by acting as an impartial and independent witness. These units have a front-facing screen that allows customers to see their own interactions with Civil Enforcement Officers, and research has shown this has a proven calming effect on those being recorded and maximises transparency with the public.



Training and development

A variety of internal and external training courses have been delivered to staff, including information security and governance, safeguarding, conflict management, parking enforcement legislation, Penalty Charge Notice appeals, and first aid. Front line and office-based staff receive regular 1:1 meetings and supervision sessions with their respective line managers. In addition, managers undertake monthly internal audits of front-line and office-based staff activities, which assists in delivering a transparent and consistent service.



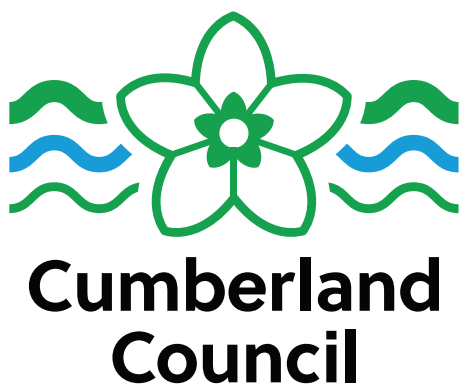
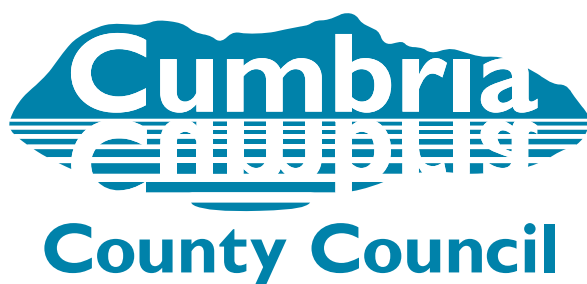
5 Local Government Reform

2022/23 was a pivotal period for Parking Services as we navigated the intricacies of Local Government Reform (LGR). The restructure, undoubtedly one of the most intricate undertakings in recent years, required a level of adaptability, foresight, and tenacity from all involved.

It is worth noting that, after a meticulous review of our operations during this transitional phase, the strategic decision was reached to disaggregate Parking Services. This was not a step taken lightly but was made in the interest of ensuring the utmost efficiency and effectiveness in our service delivery, respecting the desired outcomes of the then Shadow Authorities.

The remarkable dedication and industriousness displayed by our team during this phase is to be commended. The staff within Cumbria County Council's parking teams demonstrated a commendable spirit of collaboration and commitment. Furthermore, our former district parking partners, whom we are privileged to now call our colleagues, played an instrumental role in facilitating a fluid and coherent transition into the two new administrative bodies.

The seamless integration we have achieved, against the backdrop of such a substantial organisational shift, is a testament to the collective resilience, expertise, and dedication of every individual involved. As we forge ahead, we are filled with immense pride and gratitude for the unparalleled efforts of our team, which have been pivotal in ensuring that Parking Services continues to function at its peak and serve our communities effectively.



6 Transparency and accountability

Council committees

The Service reports to the Council's 6 area-based local committees at least once per year. Local committees are comprised of the Council's elected Members for each district area; namely Allerdale, Barrow, Carlisle, Copeland, Eden, and South Lakeland. The reports keep members up to date on the Service's activities in their area, including details on penalty charge notices issued, initiatives, emerging trends, and staffing changes. Members also receive a monthly update for their respective district, providing a more localised breakdown of activities and developments. These updates ensure that Members are fully apprised of the activities in their respective electoral divisions, which assists in providing an enhanced service and responsiveness to local communities.

Full details of committees, reports and minutes can be accessed via the Council's web-site at [cumbria.gov.uk](https://www.cumbria.gov.uk)

Performance audits

The Service receives regular audits by the Driver and Vehicle Licensing Agency. In instances where the recipient of a Penalty Charge Notice does not pay or challenges the notice, the Council applies to the DVLA for details of the registered keeper of the vehicle. These audits are conducted to ensure that authorities are accessing and using vehicle keeper details in a correct and lawful manner and have appropriate information security measures in place. The Service has been audited by the DVLA on 7 separate occasions since March 2017 and on each occasion, the highest possible rating of green was achieved.

The Service's Parking Manager and Parking Team Leaders conduct regular internal audits of team members to provide assurance that the Council's policies and procedures and civil parking enforcement legislation are being adhered to. As part of this process, the quality of Penalty Charge Notices issued by the Civil Enforcement Officers are examined in addition to the decision-making process by the Service's processing team when handling appeals and challenges.

Transparency

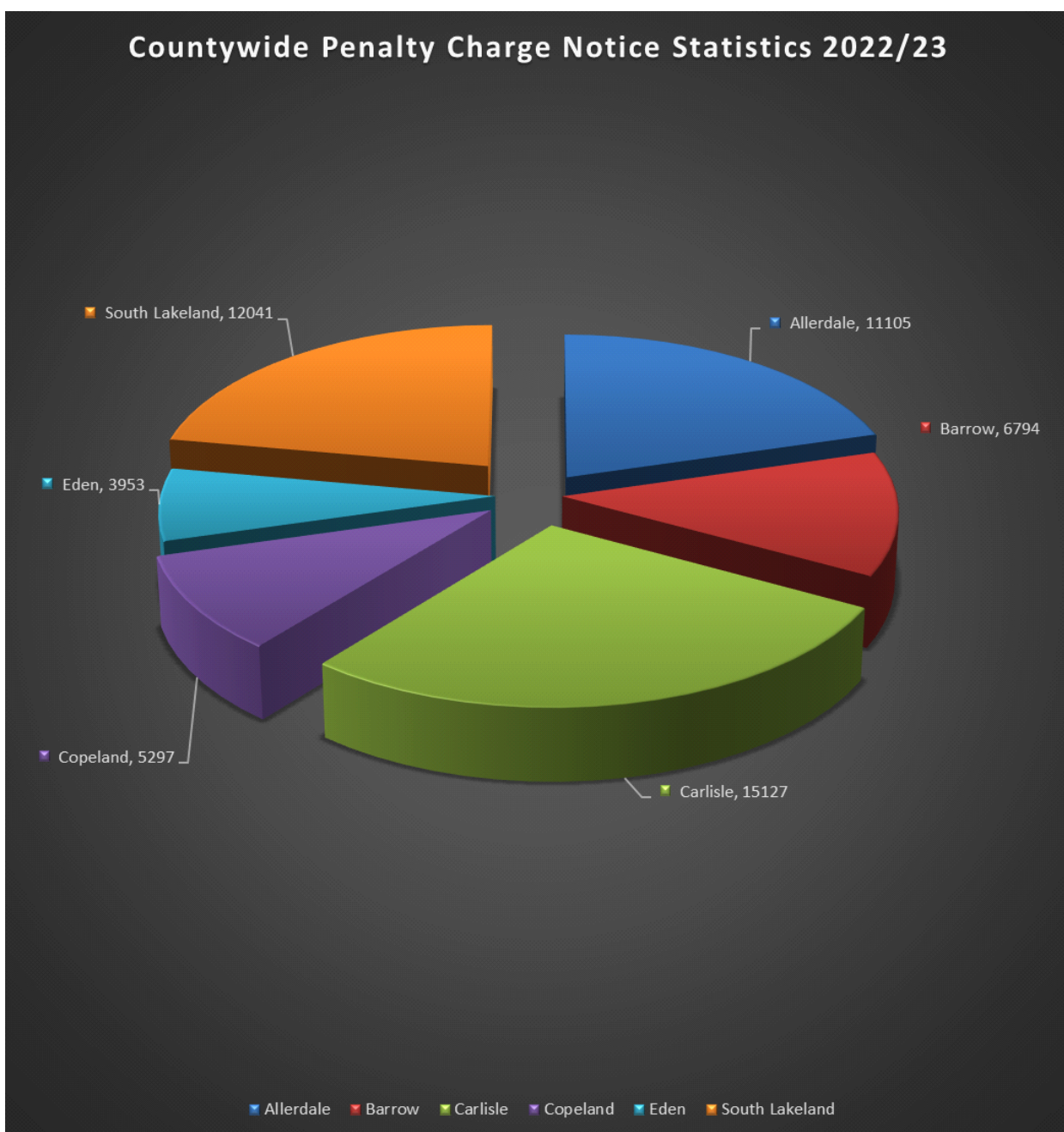
In 2022/23 the Service received 19 separate requests for information under the Freedom of Information Act 2000. Each contact was responded to in a timely manner providing the information requested.

The Council submits annual performance statistics to the Parking and Traffic Regulations Outside London Joint Committee (PATROL). These reports indicate the number of Penalty Charge Notices issued, paid, challenged, and cancelled.

7 Penalty Charge Notice statistics

Between 01 April 2022 and 31 March 2023, Cumbria County Council’s Civil Enforcement Officers issued a total of 219 Penalty Charge Notices for off-street parking contraventions.

Between 01 April 2022 and 31 March 2023, Cumbria County Council’s Civil Enforcement Officers issued a total of 54317 Penalty Charge Notices for on-street parking contraventions countywide detailed in the below chart.



8 Financial summary

The income and expenditure of local authorities in connection with their on-street charging and their on-street and off-street enforcement activities are governed by Section 55 (as amended) of the Road Traffic Regulation Act 1984. Where management and enforcement of parking has generated surplus income, the above Act states that local authorities may commit this against Highways and Transport related measures.

The Cumbria County Council parking enforcement budget is comprised of income from Penalty Charge Notices, pay and display tickets, and contractor waivers less any expenditure on enforcement, processing and administration, parking enforcement infrastructure and delivery of the parking permit schemes. A summary of the expenditure and income is summarised in the tables below.

On 1 April 2023 responsibility for parking enforcement transferred from Cumbria County Council to Cumberland Council and Westmorland and Furness Council. To ensure the income is accounted for correctly within each parking enforcement authority, an accrual of £0.291m for outstanding penalty charge income as at 31 March 2023 is included in the 2022/23 figures below. Prior years income was accounted for in the year the income was received rather than the year the Penalty Charge Notice was issued.

On-street parking account for Cumbria County Council – 2021/22 and 2022/23

	2021/22	2022/23
Income		
Fees & Charges	£43,654	£27,960
Penalty Charge Notices	£1,188,530	£1,932,253
COVID Impact Grant	£116,000	£0
Total income	£1,348,184	£1,960,213
Gross expenditure		
Employees	£1,304,715	£1,504,402
Services and Supplies	£222,030	£281,178
Total gross expenditure	£1,526,745	£1,785,580
Net expenditure/(surplus)	£178,561	(£174,633)

Off-street parking account for Cumbria County Council – 2021/22 and 2022/23

	2021/22	2022/23
Income		
Pay and display	£74,169	£152,456
Penalty Charge Notices	£4,224	£1,326
Total income	£78,393	£153,782
Gross expenditure		
Employees	£2,090	£21,515
Other	£40,916	£37,149
Total gross expenditure	£43,006	£58,664
Net expenditure or (Surplus)	(£35,387)	(£95,118)

9 Contact details.

www.westmorlandandfurness.gov.uk/parking-streets-and-transport/parking

Sean Green Parking Manager for Westmorland and Furness Council:

My journey in the parking sector began in 2009 when I joined Carlisle City Council as a Civil Enforcement Officer. Over the years, I have made significant progress in my career, and in 2016, I was promoted to the position of Parking Team Leader covering the Carlisle and Eden district localities. I worked closely with the then Parking Manager, Austin Shields, in shaping the service for success, and I have been involved in policy and operational delivery countywide. In 2019, when Austin Shields left his position, I was given the honor of replacing him in a temporary capacity before taking up the position permanently in February 2022.

Following Local Government Reform (LGR), I transferred to Westmorland and Furness Council. I am genuinely excited about this new chapter and am committed to ensuring continued success.

www.cumberland.gov.uk/parking-roads-and-transport/parking

Helen Graham Parking Manager Cumberland Council:

I was responsible for Carlisle City Council's Civil Enforcement Officers who dealt with not only parking contraventions but also environmental crime. I am delighted to have the opportunity to lead parking services in Cumberland.

Translation Services

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