



Westmorland
& Furness
Council

westmorlandandfurness.gov.uk

Parking Services Annual Report

2023 – 2024





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1. Introduction

This is the first Westmorland & Furness Annual Report (the Report) for Westmorland & Furness Council Parking Services following Local Government Reorganisation (LGR) in April 2023. The establishment of the new Unitary Council merged legacy parking operations that were previously the responsibility of Barrow Borough Council, Eden District Council, South Lakeland District Council, and Cumbria County Council.

This Report provides information about the service between 01 April 2023 and 31 March 2024. 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. Strategic Approach

Parking Services plays an important role in supporting the objectives set out in the Westmorland & Furness Council Plan and Council Plan Delivery Framework.

The Council's vision is to create 'A great place to live, work and thrive,' and the mission statement for transport and connectivity is that 'Transport and infrastructure enables people and businesses to reliably and easily access the places and services that meet their needs, including online, in an environmentally sustainable way.'

Parking Services are committed to a process of review and continuous improvement to support the delivery of the Council's vision, missions and objectives. A comprehensive Parking Review is currently underway, and this will inform the development of a Westmorland & Furness Parking Strategy and Action Plan in 2025/26.

3. Parking Enforcement and Civil Enforcement Officers

Parking enforcement is delivered by a team of Civil Enforcement Officers (CEOs) who patrol and manage compliance with on-street and off-street parking regulations. Their primary responsibilities include:

- Issuing Penalty Charge Notices (PCNs) for contraventions of parking regulations.
- Managing resident permit schemes and visitor parking regulations.
- Assisting with traffic flow and safety concerns, particularly in high-footfall areas.
- Reporting maintenance issues such as faulty machines, faded road markings, or inadequate signage.
- Providing public assistance and information regarding parking regulations.

Clarification of Roles

It is important to note that while CEOs are responsible for enforcement, the process of handling appeals and the administration of residential permits is undertaken by Parking Service administrative staff, not CEOs. CEOs do not have the authority to cancel PCNs or make decisions regarding appeals or permit applications; these matters are reviewed and processed by the dedicated administrative team within Parking Services.

4. Partnership Working

The Parking Services team work with a variety of partners and stakeholders, internal and external to the Council. These include transport operators, community groups, business representatives and the police.

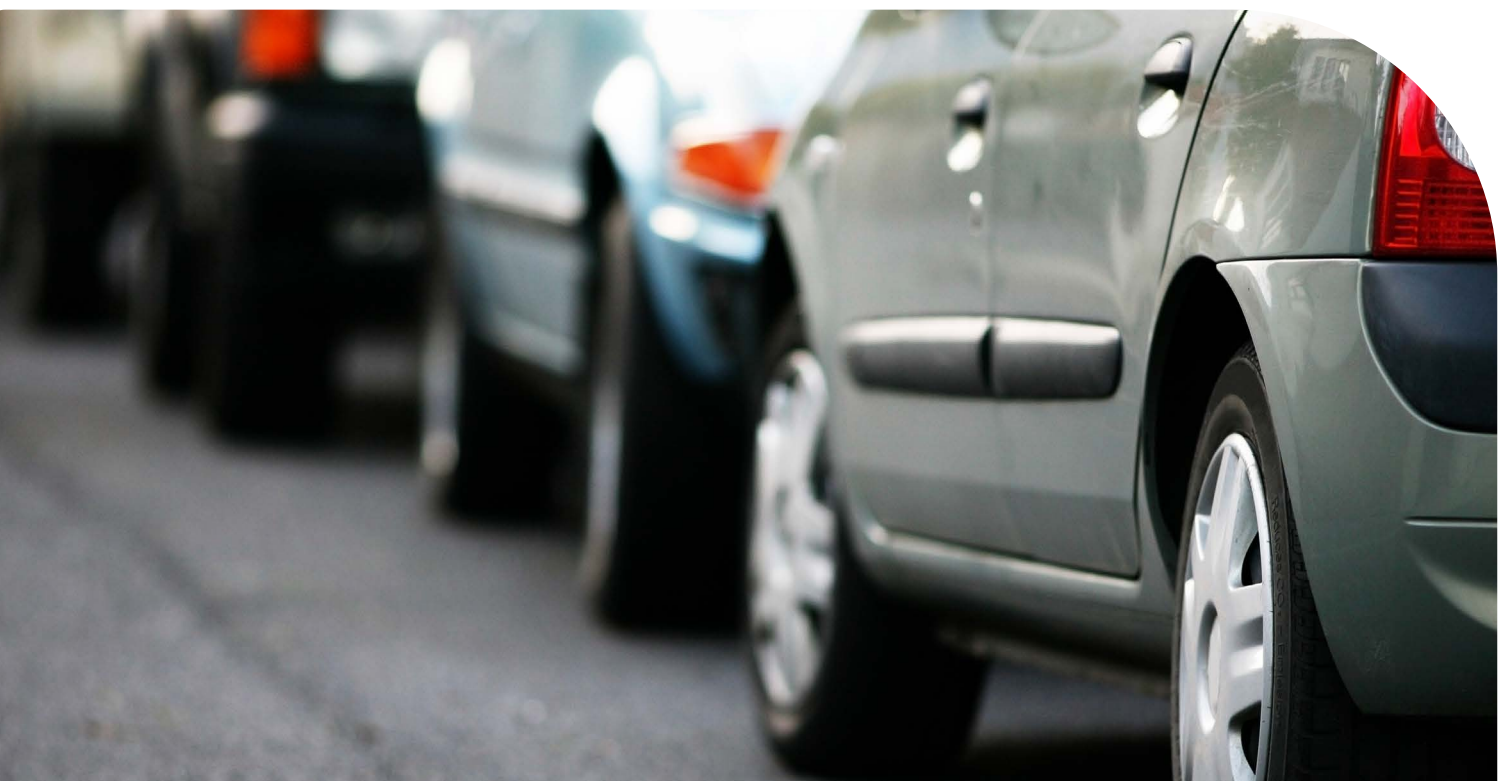
Issues of obstruction and dangerous parking fall under the jurisdiction of the police and the Parking Services team work closely with Cumbria Constabulary on highway and parking issues. However, it is important to note that the Council do not have influence over police priorities.

5. Blue Badge Scheme and Accessibility

Westmorland & Furness Council remains committed to supporting individuals with mobility challenges through the Blue Badge scheme. Enforcement measures to prevent misuse of the scheme include routine checks during patrols and reporting back to the blue team if there is any suspected abuse of the scheme.

The number of PCNs issued in blue badge spaces, which is shown below includes incidence of vehicles parked without a valid blue badge on display.

- Total Blue Badges Issued in 2023/24: 5427
- Number of PCNs issued in blue badge spaces: 1393



6. Car Park Provision

The Council manages 56 pay and display car parks across Westmorland & Furness, with over 4569 spaces and 107 pay and display machines across the car park estate.

Further details on car park locations can be found by visiting www.westmorlandandfurness.gov.uk/parking-streets-and-transport/parking/find-car-park-near-you

7. Statistical Overview

Penalty Charge Notices (PCNs) Issued in 2023/24

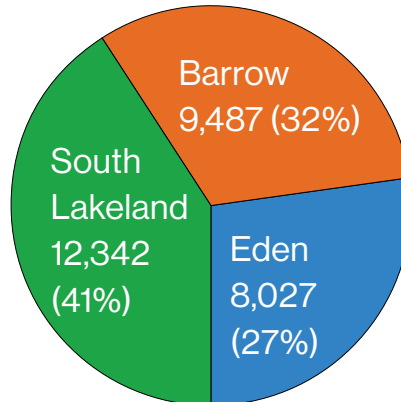
- Total PCNs issued: 29856
- On-street PCNs: 23902
- Off-street PCNs: 5954

Top three contraventions:

- Contravention Code 30 - Parked longer than permitted – 6688
- Contravention Code 01 - Parked in a restricted street – 6263
- Contravention Code 35 - Disc not clearly displayed – 5096

Total number of Penalty Charge Notices issued by local area

- **Barrow** - 9,487 (32%)
- **Eden** - 8,027 (27%)
- **South Lakeland** - 12,342 (41%)



8. Challenges, Appeals, and Representations

Category	Count
Total Number of PCNs Issued	29856
Higher level PCNs Issued	12816
Lower Level PCNs Issued	17040
Paid at Discount	20431
Paid at Full (or above)	4152
Number of PCNs paid	24588
PCNs against which an informal or formal representation was made	4128
PCNs cancelled as a result of an informal or formal representation	1350
Number of appeals at the Traffic Penalty Tribunal (TPT)	14
Number of appeals allowed	2
Number of appeals dismissed	10
Number of appeals not contested	2



9. 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 is governed by Section 55 (as amended) of the Road Traffic Regulation Act 1984 (the Act).

Where management and enforcement of parking has generated surplus income, the Act states that local authorities may commit this against Highways and Transport related measures.

The Parking accounts within this report reflect the 2023/24 position for Westmorland and Furness Council. The parking 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 outturn expenditure and income position is provided within the tables below.

On-Street Parking Account for Westmorland & Furness Council 2023/24

Income

Penalty Charge Notices	£618,888
Contractor Waivers	£16,928
Total income	£635,816

Employees	£788,206
Services and Supplies	£148,004
Total gross expenditure	£936,210

Net expenditure/(surplus)	£ 300,394
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On-Street Parking Account for Westmorland & Furness Council 2023/24

Income

Total income	£6,263,023
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Gross expenditure

Employees	£570,470
Services and Supplies	£1,605,514
Total gross expenditure	£2,175,984

Net expenditure or (surplus)	(£4,087,039)
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