



Parking Services Annual Report 2012/2013

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Introduction

**BY COUNCILLOR PENNY MARSDEN,
Cabinet Member for Human Resources, Performance, Transport and ICT.**

I am pleased to present Scarborough Borough Council's Parking Annual Report for 2012/2013.

This year we have made a number of improvements to the signage both outside and inside the car parks. This and will represent a significant improvement on the previous signage.

The improvements have raised awareness of the car parks and better direct the motorists coming into Scarborough. At the same time we have been working closely with North Yorkshire County Council on the car parking signage in Whitby and these improvements are underway.

In addition we have successfully retained BPA Safer Car Park Award for the following car parks:-

Friarsway, West Pier, Falconers Road, North Street and Victoria Road in Scarborough and Church Street, Marina Front and Pavilion Top in Whitby

This award recognises the Car Park as being one that is Safer for the motorist with very good facilities and very little vehicle crime.

In recognising the difficult financial climate in the run up to Christmas last year we provided Free Parking in our Off Street car parks on *Sunday 9th, 16th and 23rd (free all day) and from 3pm on Thursday 13th and 17th – 24th December 2012.*

We continue to work closely with North Yorkshire County Council Social Services (to identify blue badge misuse), North Yorkshire Police Safer Communities, and local schools and with the DVLA to identify untaxed vehicles.

We must never lose sight of the fact that the Borough is heavily dependent on tourism to support the economy. The towns of Scarborough, Whitby and Filey are at the terminal points of the strategic road network serving the Yorkshire Coast. Whilst initiatives such as Park and Ride are welcome, they are a support not a solution to our parking capacity requirements.

Traffic heading to the coast is increasing as our economy improves, and an appropriate parking capacity is essential to meeting the needs of car-borne visitors.

We welcome any feedback you have on our service and on anything within the report. Please e-mail parking services at parking@scarborough.gov.uk and we will endeavour to assist you.

Objectives

Scarborough lies to the east of York, located on the East Coast. Scarborough is 43 miles from York served by the A64, 48 miles from Hull served by the A165 and 52 miles from Middlesbrough served by A171. The Borough includes the towns of Whitby and Filey, in addition to a number of smaller urban areas such as Staithes, Runswick Bay and Sandsend. The Borough population is just over 108,000.

The principal towns of the Borough of Scarborough are Scarborough, Whitby and Filey. All are situated on the east coast and benefit from generous beaches. Scarborough has a thriving conference industry bringing in £1m a year to the local economy. Whitby, situated to the north of Scarborough, is the next largest town and Filey is situated to the south of Scarborough. The Borough has 45 miles of coastline set against the background of the North York Moors National Park. Shops range from tourist orientated shops to large department stores with a number of new developments taking place. All these factors mean that the Borough benefits from a high number of tourists. As the first British seaside resort Scarborough is a principal holiday venue. In 1999, for example, visitors to the Borough totaled 5.351 million.

The parking function relates to the following Corporate Aims:

Aim 2: Prosperous

Aim 4: Quality Environment

In addition the key objectives of Civil Parking Enforcement (CPE) are listed in the Statutory Guidance and summarised as follows:

1. CPE should contribute to the authority's transport objectives.
2. Enforcement authorities should aim to increase compliance
3. Enforcement authorities should design their parking policies with particular regard to:
 - managing the traffic network to ensure expeditious movement of traffic, (including pedestrians and cyclists), as required under the TMA Network Management Duty.
 - improving road safety;
 - improving the local environment;
 - improving the quality and accessibility of public transport;
 - meeting the needs of people with disabilities, some of whom will be unable to use public transport and depend entirely on the use of a car;
 - and managing and reconciling the competing demands for kerb space.

Many of these objectives are met through the controls currently in place as follows:

managing the traffic network to ensure expeditious movement of traffic

- Through making other travel modes more attractive i.e. through parking charge policy or provision of bus lanes to improve bus reliability

- Setting parking charges to restrain demand and achieve a high turnover and minimum vacancy level to reduce congestion caused by vehicles driving around to find a space.

Improving road safety;

- Protecting junctions through waiting and loading restrictions with enforcement,
- Prioritising enforcement of waiting and loading restrictions particularly if there is a danger to other road users
- Prioritising enforcement of dropped kerbs
- Enforcement of priority areas where parking can cause a danger to other road users

Improving the local environment;

- Prioritising the enforcement of pavement parking when the vehicle is parked in contravention of parking restrictions
- special parking arrangements for special events
- Enforcement of priority areas such as schools
- Working with other agencies such as Police, Social Services, DVLA and CCTV to help improve the environment through tackling various anti-social behaviour

Improving the quality and accessibility of public transport;

- provision of bus lanes
- management of scoot traffic light system

Meeting the needs of people with disabilities, some of whom will be unable to use public transport and depend entirely on the use of a car;

- provision of disabled parking bays throughout the town
- working with North Yorkshire Social Services to report stolen and misused blue badges
- keeping disabled bays clear for blue badge holders

and managing and reconciling the competing demands for kerb space.

- Balancing the parking needs of residents, businesses and visitors through the management of resident parking schemes
- Carrying regular programmed reviews of parking schemes and charges to ensure that these remain appropriate to changing circumstances.

We undertake customer satisfaction surveys of our car parking service which drives our investment and improvements to the service.

On Street Parking Provision

Scarborough Borough Council controls the On Street Parking throughout the Borough on behalf of North Yorkshire County Council.

The parking is managed by the various restrictions that are in force under NYCC's Parking Orders. These parking restrictions are patrolled by the Civil Enforcement Officers (CEO) who issue Penalty Charge Notices (PCN's) to vehicles parking in contravention of the Traffic Regulation Order (TRO).

CEO's are based in each of the 3 main towns in the Borough (Scarborough, Filey and Whitby). From these bases these deal with parking issues in and around the smaller villages in the Borough.

On Street Pay and Display Parking

On Street charging was introduced in Scarborough during 2000. The areas where On Street parking charges are in operation are as follows:

Scarborough

| Location | Spaces | Location | Spaces |
|---------------------|--------|-----------------------------|------------|
| Aberdeen Street | 13 | Queen Street / Granby Place | 14 |
| Aberdeen Terrace | 6 | St Nicholas Cliff | 88 |
| Aberdeen Walk | 9 | Cliff Bridge Terrace | 25 |
| Albermarle Crescent | 61 | St Nicholas Street | 10 |
| Alma Parade | 4 | St Thomas Street | 31 |
| Alma Square | 32 | Somerset Terrace | 7 |
| Bedford Street | 15 | The Crescent | 86 |
| Castle Road | 4 | Union Street | 14 |
| Elders Street | 4 | Valley Bridge | 74 |
| Lower Ramshill Road | 37 | Valley Road | 53 |
| Newborough | 11 | Vernon Road | 6 |
| North Street | 43 | Victoria Road | 13 |
| Queen Street | 23 | Total | 683 |

In addition Pay and Display (On Street) is in operation on the Royal Albert Drive in Scarborough (445 spaces) and Church Ravine in Filey (150 spaces).

Scarborough also has a number of streets covered by Resident Priority Parking. There are over 5,700 spaces covered by this scheme.

Off Street Parking Provision

Scarborough Council operates 46 car parks across the Borough providing over 10,300 car parking spaces. In addition there are 200 spaces available for coach parking and also a further 126 reserved car parking spaces.

Various permits are also available to purchase for these car parks (detailed below) and further information on how to apply is available via the Councils website www.scarborough.gov.uk or by contacting Parking Services direct.

The majority of car parks now take Credit and Debit cards as a form of payment (as well as coins). These machines are linked to a central point and information is available on them to through a secured web site by selected officers. This allows for a quicker and better response to machine faults and also is shaping the frequency of cash collections from the car park machines.

Scarborough Borough Council are carrying out a number of improvements to its car parks, including some resurfacing, remarking and are also looking at improved signage to and within the car parks.

SCARBOROUGH

Long Stay (up to 24 hours)

| Location | Spaces | Location | Spaces |
|------------------|--------|------------------------|--------|
| Albion Road | 66 | Scalby Mills | 180 |
| Burniston Road | 770 | S.B.U. | 144 |
| Castle Road | 60 | Spa Drive | 38 |
| Eastborough | 43 | Spa Forecourt | 16 |
| Marine Drive | 349 | Victoria Park | 36 |
| North Terrace | 18 | Weaponness Valley Road | 334 |
| Northstead Lower | 98 | West Pier | 116 |
| Northstead Upper | 556 | Westwood | 106 |
| Quay Street | 38 | William St | 127 |

Scarborough – Short Stay (maximum stay of 6 hours)

| Location | Spaces | Location | Spaces |
|----------------|--------|--------------------|--------|
| Falconers Road | 36 | St Nicholas Parade | 16 |
| Friarsway | 75 | St Thomas St Lower | 40 |
| King Street | 72 | St Thomas St Upper | 85 |
| North Street | 165 | Victoria Road | 26 |

Filey – Long Stay (up to 24 hour stays available)

| Location | Spaces | Location | Spaces |
|---------------|--------|----------------|--------|
| Coble Landing | 13 | Station Avenue | 100 |
| Country Park | 3000 | West Avenue | 1000 |

Off Street Parking Provision (continued)

WHITBY

Whitby – Long Stay (up to 24 hour stays available)

| Location | Spaces | Location | Spaces |
|-----------------|--------|----------------|--------|
| Abbey Headland | 415 | Pavilion Drive | 68 |
| Church Street | 92 | Pavilion Top | 63 |
| Endeavour Wharf | 250 | West Cliff | 424 |
| Marina (Back) | 382 | | |

Whitby – Short Stay (maximum stay of 6 hours)

| Location | Spaces | Location | Spaces |
|----------------|--------|-------------------|--------|
| Cliff Street | 37 | St Hildas Terrace | 20 |
| Marina (Front) | 96 | | |

Northern Rural – Long Stay (up to 24 hour stays available)

| Location | Spaces | Location | Spaces |
|------------------------|--------|---------------------|--------|
| Robin Hoods Bay | | Runswick Bay | |
| Bank Top | 74 | Bank Bottom | 80 |
| Station | 207 | Bank Top Lane | 100 |
| | | | |
| Sandsend | | Staites | |
| Sandsend | 98 | Bank Top | 118 |

COACH PARKING

Coach parking is available throughout the Borough on the following Off Street Coach Parks

| Location | Spaces | Location | Spaces |
|----------------------|--------|------------------------|--------|
| Scarborough | | Whitby | |
| Burniston Road | 10 | Abbey Headland | 10 |
| Esplanade | 6 | West Cliff | 20 |
| Scalby Mills | 5 | | |
| Weaponness Valley Rd | 38 | Staites | |
| William St | 33 | Bank Top | 4 |
| | | | |
| Filey | | Robin Hoods Bay | |
| Country Park | 10 | Station | 4 |
| West Avenue | 15 | | |
| | | | |

Additional coach parking is available on some areas by prior arrangement.

Off Street Permits

The Council offers a number of Permits for its off street car parks at a greatly discounted rate compared with the daily fee. The permits issued in 2012/2013 were as follows

| Permit | Number Issued | Number Available | Number Remaining | Notes |
|-----------------------------|---------------|------------------|------------------|---------------------------------|
| Borough wide Permits | | | | |
| Annual Permit | 74 | 100 | 26 | |
| Monthly Permit | 24 | | | |
| 6 Monthly Long Stay | 6 | 25 | 19 | |
| Scarborough | | | | |
| Albion Road | 3 | 20 | 17 | |
| Westwood | 45 | 45 | 0 | 22 waiting list |
| William Street | 101 | 101 | 0 | 50 on waiting list |
| East Pier Permit | 20 | 20 | 0 | 10 on waiting list |
| West Pier Permit | 75 | 75 | 0 | 18 on waiting list |
| Filey | | | | |
| Country Park/West Ave | 50 | 50 | 0 | |
| Whitby | | | | |
| West Cliff | 46 | 50 | 4 | N/A |
| Whitby Winter | 5 | 50 | 45 | N/A |
| Northern Villages | | | | |
| Summer Permit Staithes | 71 | | | No waiting list |
| Robin Hoods Bay | 39 | | | No waiting list |
| Runswick Bay | 16 | | | No waiting list |
| Sandsend | 5 | | | No waiting list |
| Runswick Householder | 72 | | | 1 per home owner |
| Staithes Resident | 35 | | | Available to Full time Resident |
| Robin Hoods Bay Resident | 56 | | | Available to Full time Resident |
| Reserved Car Parks | | | | |
| Khyber Pass | 18 | 18 | 0 | 20 on waiting list |
| Midland Bank | 15 | 15 | 0 | 25 on waiting list |
| St Hildas Terrace | 13 | 15 | 0 | 25 on waiting list |
| Tin Ghaut | 37 | 38 | 0 | 57 on waiting list |
| Upper Harbour | 13 | 18 | 0 | 9 on waiting list |
| Staithes Staith | 20 | 20 | 0 | 2 on waiting list |

For information on any of the permits or to be added to one of the waiting lists contact parking services for details.

Safer Parking Awards – Parkmark



The Safer Parking Award Scheme, known as Park Mark, is operated by the British Parking Association (BPA).

Car Parks are inspected against criteria set by the BPA in conjunction with the Association of Chief Police Officers (ACPO).

The criteria used to measure whether the Parkmark award can be given includes

- Lighting
- Signage
- Cleanliness
- Surveillance
- Management Practices

The Council has been successful in retaining this award on the following car parks

Scarborough

- Falconers Road
- Friarsway
- North Street
- South Bay Underground
- Victoria Road
- West Pier

Whitby

- Marina Front
- Pavilion Top
- Church Street

Partnership Working

We are committed to dealing with untaxed vehicles parking throughout the Borough.

We are working with the DVLA to reduce this by reporting all untaxed vehicles to them and issuing a reminder to any untaxed vehicle owner.

We are working with North Yorkshire County Council Social Services to identify misuse of blue badges and trace stolen badges. This is a key area as often misused blue badges take up valuable spaces for people who need them the most.

In addition we have linked up with North Yorkshire Police and Safer Communities Partnership to identify when valuables have been left on display within vehicles. The Police will then send a letter to the keeper of the vehicle advising them not to leave valuables on display to potential car thieves.

All CEO's have a direct link to the Council's CCTV centre and work with operators within the centre when necessary acting as additional 'eyes on the streets' when looking for suspected criminals.

As ever we have been working with Police Community Support Officers around local schools to target and deal with dangerous parking. This is detailed more in the next chapter.

In addition we are working closely with many event organisers giving general support and dealing with suspensions, coning and traffic management. This is detailed on the next page under EVENTS.

Events on Car Parks

Parking Services directly supports many events by providing cones, suspensions, road closures (with NYCC support), traffic management and administration of suspensions.

Some major events, such as the larger music concerts at the Scarborough Open Air Theatre have had a large impact on parking and local streets. The parking team and CEO's have been involved with the parking on concert nights and, for certain concerts, the road closure at the end of those concerts.

The events accommodated on the car parks are detailed over the page. Approval to use the car parks for these events is given by the Cabinet Member. These events tend to be those judged to have a wider community benefit. The Cabinet Member has authority to approve such events.

Whilst there may be a tangible loss of income to the Council during these events, it is believed that the local economic and community benefits outweigh these losses. In addition in many cases the car parks can accommodate the usage without any detrimental effect on income. Indeed in some instances the increased income from displacement of vehicles to other car parks which may have spare capacity, outweighs the loss on an individual area.

In addition to this Suspensions are undertaken on and off street for various reasons to assist a whole range of people. In 2012/13 these include for Utility Works, Funerals, Highways Maintenance, Removal Vehicles and in addition for other events such as Filming, British Rally, Armed Forces Day and for events at the Open Air Theatre.

Those events approved in 2012/2013 are shown below

| Event | Car Park | No. of Spaces |
|-------------------------------------|--------------------------|-----------------------|
| RNLI cycle race | Abbey Headland | 20 |
| Yorkshire Swim Club Gala | Northstead Upper | 30 |
| Classic Mini Owners Club | Spa Drive | 22 |
| Veteran Car Company | Endeavour Wharf | 50 |
| Moorland and coastal Mini Adventure | Northstead Lower | 35 |
| Antiques Road Show | Spa Drive | All Car Park |
| Whitsun in Whitby | Abbey Headland | All Car Park |
| Race for Life | Scalby Mills | |
| Scarborough and District dog show | Burnsiton Road | All Overflow Car Park |
| Macmillan Sponsored Walk | West Cliff | All Overflow Car Park |
| Whitby memorial cruise | Marina Back Car Park | All Car Park |
| Great Yorkshire Annual Bike Ride | Country Car Park – Filey | 50 |
| Scarborough Swim Club Gala | Northstead Upper | 30 |
| Veteran Car Company | Northstead Upper | 50 |

| | | |
|-----------------------------------|----------------------------------|-----------------------|
| Porsche Club GB | Endeavour Wharf | 12 |
| Armed Forces Day | West Pier | All car park |
| Super Car Club | Endeavour Wharf | 40 |
| VW Breeze | West Pier | All Car Park |
| Seafest | West Pier | 116 |
| Filey Sailing Club Annual Regatta | Country Park - Filey | 200 |
| Filey Safety Awareness Day | Country Car Park-Filey | 50 |
| Whitby Regatta | Pavilion Top- Whitby | 63 |
| Yorkshire Day | Spa Drive | 30 |
| Morgan Sports Club | Northstead Lower | 20 |
| Goldwing Owners Light Parade | West Pier | 76 |
| Acoustic Gathering | Victoria Park | 20 |
| British Rally Championships | Victoria Park Avenue, Weaponness | 36,100 |
| Scarborough Fair | William Street | All car park |
| Whitby Fair | West Cliff | All car park |
| UK Pro Surf Tour Drive in Movie | Northstead Upper | All Car Park |
| UK Pro Surf Tour Event | | |
| Filey Lions Annual Bonfire | West Avenue - Filey | All Car Park |
| Scarborough Lions Annual Bonfire | Burniston Road | All Car Park |
| Santa's Arrival | West Pier | All Car Park |
| Youth Mountain Bike Race | Country Car Park | 40 |
| Gambert Baines Bowls matches | Victoria Park | 400 over whole period |
| Open Air Theatre Concerts | | |
| Cricket Club Matches | Burniston Road | Up to 770 |
| | Weaponness | Up to 334 |
| | Victoria Park | 36 |

Parking Enforcement

Enforcement of the Traffic Regulation Orders, including car parks, On Street parking bays and waiting restrictions of all types is undertaken across the Borough by Council parking enforcement staff. In the case of On Street parking this work is carried out on behalf of the North Yorkshire County Council (NYCC), with whom the Borough Council has a parking service agreement.

From the 1st April 2011 the Highways Agency transferred back to NYCC. As a result the Borough Council is no longer responsible for the maintenance of the signs and lines or the Traffic Regulation Orders (TRO's) for the On Street parking places within the former Scarborough Agency area. This work is now dealt with by NYCC from their Area 3 Offices in Whitby.

At the present time, situated across the whole Borough there are 46 Off Street car parks with over 10,000 pay and display spaces for cars and in the region of 200 available for coach parking. In addition, On Street, there are just under 700 pay and display spaces in the Scarborough town centre and a further 600 spaces on the Royal Albert Drive in Scarborough and Church Ravine in Filey.

In the residents priority areas (disc zones) there are a further 6,000 spaces On Street. These are available to both residents and the general public.

The Civil Enforcement Officers (CEO's) patrol all other waiting restrictions throughout the Borough.

As well as issuing of Penalty Charge Notices (PCNs), these staff also under take routine maintenance inspections and the display of signs and setting out of cones for parking suspensions.

The service has a Parking and Venues Manager supported by an Enforcement Supervisor who in turn manages 3 Senior Civil Enforcement Officers with 15 full time Civil Enforcement Officers operating across the Borough. In addition up to 10 Seasonal Civil Enforcement Officers are employed to assist during peak periods. The Patrols are facilitated by the use of two mopeds allowing rapid access to the more rural areas of the Borough.

Patrols are carried out during the hours of 8 am to 8 pm. However, spot checks are carried out outside these hours in areas where a problem occurs on a more regular basis.

The collection of cash is undertaken by the Council's Financial Services team and the in-house parking engineer ensures the correct operation and the re-supply of tickets for the car park ticket machines across the Borough.

Processing of PCNs and informal objections are dealt with by a small team of officers also operating under the Parking and Venues Manager comprising of a Parking Services Officer and 3 full time Parking Admin Assistants. There is a full time Representations Officer who deals with formal objections.

Suitable training is given to all enforcement staff covering Customer Care, Health and Safety, Personal Safety and First Aid. All staff have an annual appraisal to establish learning gaps and personal development needs.

Since DPE/CPE was introduced there has been a more rigorous enforcement of TROs. This has prompted some public comment. Nevertheless most people acknowledge that the approach is warranted and the Council received many requests for enforcement from members of the public who appreciate the need for traffic regulation orders to help regulate the use of highway and other lands.

Parking services operates a 'Parking Hotline' where a call can be made anonymously to report incidents of 'bad parking'. We aim to respond to these calls within 2 hours of the report being received. The number for this service is 01723 383640.

SCHOOLS ENFORCEMENT

There are a significant number of schools located throughout the Borough and CEO's spend much time at the start and end of the school day attending on a rota basis to try and keep the roads around the schools clear and safe for children.

There are now 20 schools where Civil Enforcement Officers have been requested by either the School or the Police or in some cases Parents to attend. School Patrols are carried out at random, and additional resources are usually directed towards these areas upon request. Again this year we have received an increased number of requests from the schools for enforcement. However, it is pleasing to note that the number of PCN's issued compared to last year has reduced significantly.

The table below shows the PCN's issued for Contravention 48 - Stopped in a restricted area outside a school' are as follows

| 2010/11 | 2011/12 | 2012/2013 |
|---------|---------|-----------|
| 25 | 12 | 2 |

In 2012/2013 two (2) PCNs were issued for this Contravention 48. This shows a pleasing drop on 2011/2012 and clearly demonstrates that the patrols do have an effect on parking in and around schools.

We work closely with Police Community Support Officers around many local schools to target and deal with dangerous parking. CEO's attend as a deterrent in most cases and the main objective is to educate and move the motorist not to issue a PCN.

On Street Permit Systems – Scarborough

RESIDENTS PRIORITY PARKING SCHEME

On behalf of North Yorkshire County Council we operate a Residents Parking scheme. This scheme operates in Scarborough and is self-financing. Any surplus is used by the County Council on transport related projects within the Borough. At the present time the surpluses are used to help support the two park and ride sites in Scarborough situated on the A64 and A165.

Permit Administration

We are responsible for the issuing of all on and off street parking permits throughout the Borough. Residents Permits for the Scarborough parking scheme are issued by our Customer First centre. This gives the opportunity for people to come into the centre and get the permit there and then if they have all the necessary paperwork. This has helped with reducing delays in permits being issued by postal application only and has reduced instances where PCNs may have been issued whilst permits were being processed.

Resident's Permits

Residents permits are available to all residents who live in a controlled parking zone provided they meet the qualifying criteria. Each permit issued is vehicle specific.

The permit is allocated a single zone – normally the one that the property is situated within. However, some properties border zones and in these case if the person has expressed a preference for the adjacent zone then these will normally be issued.

This is not the case in the town centre – Only residents of the affected town centre streets qualify for a permit.

The permit allows the resident to park within their zone unrestricted during the time of operation of the scheme.

The total number of residents permits issued by zone is show on the next page

Other types of permits available in the resident's priority scheme

Resident visitor permits (scratch cards)

Residents living within a zone are able to purchase 50 scratch cards a year for their visitors. You do not need a car, just need to be able to prove that you live within the zone. These allow the visitor to park for one day in your zone.

Business Permits

Business permits are only issued to businesses in the Disc Zones. Businesses are entitled to one business permit. Additional business permits will only be issued

where there is a proven need for the financial and fundamental viability of the business concerned. Permits will not be issued to simply facilitate the journey to and from work.

Trades Permit

Trades permits are available to all trades people involved in property repair or maintenance such as carpet fitters, plumbers, joiners or all vehicles where it is essential that the vehicle is nearby in order for the work to be undertaken. Trades permits are only valid whilst working at a property and are only valid in the disc zones.

Separate arrangements are available in the town centre. Trades people need to contact Customer First to obtain a permit for parking in the town centre. Proof of works being undertaken is required.

Health Emergency Badge (HEB)

Health Emergency Badges are issued to Doctors, Nurses and Midwives to enable them to attend patients away from surgeries. The badge allows the holder to park in an on street pay and display area, on a yellow line or in a disc zone without payment or the need to display a time clock. The permit is not valid in off street car parks.

Holiday Accommodation Permits (scratch cards)

These permits are available to all holiday accommodation providers. There are different types of permits available for disc zones and for town centre pay and display streets. These permits allow parking without the need for payment at the machine or display of a time clock and can be obtained from the accommodation provider or from parking services.

Special Carer

Special Carer permits are issued to allow professional care organisations to attend clients within their own homes to provide care and support. Permits allow the carer to park in the 2 and 3 hour zones without time limit whilst carrying out their duties.

Time Clocks

Time clocks allow parking in the disc zones surrounding the town centre. These are available free of charge at many outlets throughout Scarborough. Parking is available free up to the limit displayed on the street by setting the time clock to indicate arrival time.

Waivers

Waivers are issued to allow the user to park on double or single yellow lines only. These are only issued where the vehicle is absolutely necessary for the completion of the task at hand.

Suspensions

We suspend parking places for a number of reasons such as

- traffic movement and safety;
- essential building/ maintenance works;
- furniture removals;
- filming;
- special events;
- weddings or funerals.

The suspension does not permanently remove the legal status of the parking place. Its only effect is to remove it (or the designated part of it) from use during the suspension period. Any suspension will be advertised on street to ensure the motorist knows of the suspension.

The above information isn't intended to be a complete record of the permits or the criteria for applying for one. For further information contact Customer First on

Scarborough Borough Council is part of the National Fraud Initiative where information may be shared with other departments or with other bodies responsible for auditing and administering public funds for the prevention and detection of crime.

Statistical Analysis

Number of PCN's issued – On Street

| On Street | | | |
|--------------|---------------|---------------|---------------|
| | 2010/2011 | 2011/2012 | 2012/2013 |
| April | 1,201 | 1,198 | 899 |
| May | 1,217 | 1,132 | 870 |
| June | 1,135 | 1,005 | 873 |
| July | 1,254 | 1,231 | 1,414 |
| August | 1,457 | 1,261 | 1,441 |
| September | 1,688 | 1,230 | 1,235 |
| October | 1,764 | 1,249 | 1,255 |
| November | 1,460 | 1,084 | 1,327 |
| December | 1,038 | 1,021 | 1,002 |
| January | 1,591 | 979 | 1,093 |
| February | 1,146 | 918 | 1,278 |
| March | 1,162 | 1,116 | 1,115 |
| Total | 16,113 | 13,424 | 13,802 |

Number of PCN's issued – Off Street

| Off Street | | | |
|--------------|--------------|--------------|-------------|
| | 2010/2011 | 2011/2012 | 2012/2013 |
| April | 337 | 390 | 286 |
| May | 320 | 367 | 252 |
| June | 295 | 394 | 401 |
| July | 570 | 656 | 655 |
| August | 672 | 676 | 688 |
| September | 549 | 458 | 436 |
| October | 445 | 375 | 319 |
| November | 255 | 154 | 224 |
| December | 135 | 122 | 185 |
| January | 199 | 154 | 207 |
| February | 181 | 163 | 262 |
| March | 314 | 269 | 349 |
| Total | 4,272 | 4,178 | 4264 |

Financial Information

Scarborough Borough Council enforces On Street parking under an agreement with North Yorkshire County Council. As a result the income (less any agreed expenditure), the surplus, belongs to the County Council. The use of any surplus funds is governed by Section 55 of the Road Traffic Regulation Act 1984, as amended by Section 95 of the Traffic Management Act.

The On Street surplus is currently being used by the County Council to help subsidise the park and ride schemes on the A165 and A64. The table below illustrates the income and expenditure on the On Street account for 2012/2013

| Income by Source | |
|-------------------------|-------------------|
| Machine Income | £702,105 |
| Penalty Charge Income | £356,228 |
| Permits | £272,238 |
| TOTAL INCOME | £1,330,571 |

| Type of Expenditure | |
|----------------------------|-----------------|
| Enforcement | £356,020 |
| Admin, appeals etc. | £147,385 |
| Premises | £4,335 |
| Supplies & Services | £78,021 |
| Transport | £1,614 |
| Other Overheads | £158,113 |
| Payments to Third Parties | £8,580 |
| TOTAL EXPENDITURE | £754,068 |

| SURPLUS | |
|---------------------|-----------------|
| Total Income | £1,330,571 |
| Total Expenditure | £754,068 |
| TOTAL INCOME | £576,503 |

Key Numbers

| | 2010/2011 | 2011/2012 | 2012/2013 |
|---|-----------|-----------|-----------|
| Off Street pay and display spaces (car) | 10,185 | 10,199 | 10,247 |
| Off Street pay and display spaces (coach) | 190 | 190 | 145 |
| On Street pay and display spaces | 1,278 | 1,278 | 1,278 |
| Residents permit/disc spaces | 5,769 | 5,769 | 5,769 |
| | | | |
| Off Street Penalty Charge Notices issued | 4,272 | 4,178 | 4,264 |
| On Street Penalty Charge Notices issued | 16,113 | 13,424 | 13,802 |
| Number of recorded CEO visits Off Street | 23,641 | 25,888 | 25,104 |
| Number of recorded CEO visits On Street | 108,151 | 103,340 | 102,265 |
| | | | |
| Permits | 2010 | 2011 | 2012 |
| Business Permits | 365 | 356 | 365 |
| Health Emergency Badge (HEB) | 298 | 312 | 332 |
| Trades Person Permit | 683 | 605 | 590 |
| Residents Permits | 5,499 | 5,493 | 5,458 |
| All Off Street Permits | 1,110 | 1,112 | 1,145 |
| Residents Visitor permits | 151,361 | 158,206 | 153,902 |
| Holiday Accommodation (Disc Zone) | 43,013 | 43,117 | 45,358 |
| Holiday Accommodation (Town Centre) | 20,283 | 20,591 | 17,633 |

Figures for Residents, Business, Trade, HEB and Residents Visitor permits are for the calendar year. All other information is based on the financial year – 1st April – 31st March.

The number of Off Street parking spaces has been amended to reflect the increase in car spaces and the removal of temporary coach on Marina Back Car Park in Whitby

When reading the figures it is important to note that they are taken from a live system which updates on a daily basis. The figures (particularly in relation to payments and cancellations) will change. They are correct as at the 18th October 2013, the date of writing this report.

| | On Street | Off Street | Total |
|--|---------------|--------------|---------------|
| Number of higher level Penalty Charge Notices issued | 6,554 | 689 | 7,243 |
| Number of lower level Penalty Charge Notices issued | 7,248 | 3,575 | 10,823 |
| Total Number of Penalty Charge Notices Issued | 13,802 | 4,264 | 18,066 |

| Payment Summary | | | |
|--|--------|--------|--------|
| Total number paid (all stages) | 10,034 | 2,745 | 12,779 |
| % of total paid | 72.70% | 64.37% | 70.74% |
| Total number of PCN's paid at discounted rate | 8,931 | 2,401 | 11,332 |
| % of PCN's paid at discount | 64.70% | 56.31% | 62.73% |
| Total number of PCN's paid at non discounted rate | 1,103 | 344 | 1,447 |
| % of PCN's paid at non discounted rate | 7.99% | 8.07% | 8.01% |
| Number of Charge Certificates registered at TEC | 1,880 | 399 | 2,279 |
| Number of PCN's which had informal or formal representations made against them | 3,721 | 1,533 | 5,254 |
| Number of PCN's cancelled as a result of informal or formal representations | 1,679 | 1,014 | 2,693 |
| Number of PCN's written off for other reasons | 468 | 160 | 628 |

At the time of writing the report (and for a similar comparable period each year) the payment rate has risen year on year as follows

| | On Street | Off Street | Total |
|------------------|-----------|------------|---------------|
| 2009/2010 | 67.88% | 62.07% | 66.40% |
| 2010/2011 | 71.52% | 63.30% | 69.78% |
| 2011/2012 | 72.43% | 65.52% | 70.70% |
| 2012/2013 | 72.70% | 64.37% | 70.74% |

PCN's issued and Visits by CEO Recorded

| On Street | 2010/2011 | 2011/2012 | 2012/2013 |
|---------------------|------------------|------------------|------------------|
| Higher | 7,701 | 6,478 | 6,554 |
| Lower | 8,412 | 6,946 | 7,248 |
| Total Issued | 16,113 | 13,424 | 13,802 |

| Off Street | 2010/2011 | 2011/2012 | 2012/2013 |
|---------------------|------------------|------------------|------------------|
| Higher | 660 | 498 | 689 |
| Lower | 3,612 | 3,680 | 3,575 |
| Total Issued | 4,272 | 4,178 | 4,264 |

| Recorded Civil Enforcement Officer Visits | 2010/2011 | 2011/2012 | 2012/2013 |
|--|------------------|------------------|------------------|
| On Street | 108,152 | 103,340 | 102,265 |
| Off Street | 23,641 | 25,888 | 25,104 |
| Total | 131,793 | 129,228 | 127,369 |

| PCN's Issued per visit | 2010/2011 | 2011/2012 | 2012/2013 |
|-------------------------------|------------------|------------------|------------------|
| On Street | 0.149 | 0.130 | 0.135 |
| Off Street | 0.181 | 0.161 | 0.170 |
| | | | |

Penalty Charge Notices Issued by Contravention – On Street

Street PCNs issued this year.

| Contravention Code | Description (HIGHER) | 2011/2012 | 2012/2013 |
|--------------------|---|--------------|--------------|
| 01 | PARKED IN A RESTRICTED STREET | 2,140 | 2,365 |
| 02 | (UN)LOADING DURING PROHIBITED HOURS | 1,735 | 1,478 |
| 40 | PARKED IN DISABLED BAY WITHOUT BADGE | 958 | 933 |
| 25 | PARKED IN A LOADING BAY DURING RESTRICTED HRS | 803 | 712 |
| 21 | PARKED IN A SUSPENDED BAY/SPACE | 63 | 272 |
| 27 | Parked adjacent dropped kerb | 288 | 252 |
| 47 | PARKED ON A RESTRICTED BUS STOP/STAND | 116 | 137 |
| 45 | PARKED IN A TAXI RANK | 60 | 110 |
| 12 | PARKED IN SHARED USE BAY NO PERMIT | 106 | 104 |
| 23 | PARKED IN BAY NOT DESIGNATED OF VEHICLE | 83 | 103 |
| 16 | PARKED WITHOUT VALID PERMIT | 62 | 60 |
| 26 | VEHICLE PARKED MORE THAN 50cm FROM THE KERB | 4 | 12 |
| 46 | PARKED ON A CLEARWAY | 39 | 10 |
| 99 | Stopped on pedestrian crossing | 8 | 4 |
| 48 | STOPPED IN RESTRICTED AREA OUTSIDE A SCHOOL | 12 | 2 |
| 49 | PARKED WHOLLY OR PARTLY ON A CYCLE TRACK | 1 | 0 |
| | Total PCN's Issued - Higher Charge | 6,478 | 6,554 |

| Contravention Code | Description (LOWER) | 2011/2012 | 2012/2013 |
|--------------------|---|--------------|--------------|
| 35 | PARKED IN DISC PARKING BAY WITHOUT DISC | 2,533 | 2,875 |
| 36 | PARKED IN DISC PARKING BAY FOR LONGER | 1,640 | 1,736 |
| 06 | PARKED WITHOUT CLEARLY DISPLAYING VALID P&D | 1,416 | 1,430 |
| 30 | PARKED FOR LONGER THAN PERMITTED | 1,046 | 818 |
| 05 | PARKED AFTER THE EXPIRY OF PAID FOR TIME | 206 | 237 |
| 19 | PARKED IN SHARED USE BAY INVALID PERMIT | 73 | 136 |
| 24 | NOT PARKED CORRECTLY WITHIN BAY | 16 | 13 |
| 22 | RE-PARKED IN SAME PARKING PLACE WITHIN 1 HOUR | 16 | 3 |
| | Total PCN's Issued - Lower Charge | 6,946 | 7,248 |

Penalty Charge Notices Issued by Contravention – Off Street

The table below shows the PCN's issued Off Street by contravention code and the percentage of the total Off Street PCNs issued this year.

| Contravention Code | Description (HIGHER) | 2011/2012 | 2012/2013 |
|------------------------------------|--|-----------|-----------|
| 85 | IN A PERMIT BAY WITHOUT PERMIT | 322 | 437 |
| 87 | PARKED IN A DISABLED PERSON PARKING SPACE | 91 | 115 |
| 81 | IN A RESTRICTED AREA IN CAR PARK | 56 | 78 |
| 91 | PARKED IN AREA NOT FOR THAT CLASS OF VEHICLE | 25 | 49 |
| 92 | PARKED CAUSING AN OBSTRUCTION | 4 | 10 |
| Total PCN's Issued - Higher Charge | | 498 | 689 |

| Contravention Code | Description (LOWER) | 2011/2012 | 2012/2013 |
|-----------------------------------|--|-----------|-----------|
| 83 | PARKED WITHOUT CLEARLY DISPLAYING P&D | 2,766 | 2,806 |
| 82 | PARKED AFTER THE EXPIRY OF TIME PAID FOR P&D | 842 | 682 |
| 86 | PARKED BEYOND THE BAY MARKINGS | 69 | 59 |
| 95 | Parked for incorrect purpose | 0 | 27 |
| 80 | PARKED LONGER THAN MAXIMUM PERIOD | 3 | 1 |
| Total PCN's Issued - Lower Charge | | 3,680 | 3,575 |

CANCELLATIONS

The following tables are a summary of cases cancelled during 2012/2013. The tables show the top 5 reasons why cases were cancelled on and off street.

| On Street Cancellations | |
|-------------------------------------|---------------|
| Total No. Issued (On Street) | 13,749 |
| Total No. Cancelled | 2,117 |
| % Cancelled of all Issued | 15.40% |

| | No. of PCN's | % of total No. of Cancellations | % of total No. of PCN's issued |
|----------------------------------|---------------------|--|---------------------------------------|
| VALID TICKET OR PERMIT SUPPLIED | 531 | 25.08% | 3.86% |
| DISABLED DRIVER | 528 | 24.94% | 3.84% |
| GENERAL CANCELLATION | 389 | 18.38% | 2.83% |
| TOO LATE TO SEND NTO | 215 | 10.16% | 1.56% |
| LOADING/UNLOADING PROOF SUPPLIED | 152 | 7.18% | 1.11% |

| Off Street Cancellations | |
|--------------------------------------|---------------|
| Total No. Issued (Off Street) | 4,247 |
| Total No. Cancelled | 1,164 |
| % Cancelled of all Issued | 27.41% |

| | No. of PCN's | % of total No. of Cancellations | % of total No. of PCN's issued |
|--------------------------------------|---------------------|--|---------------------------------------|
| VALID TICKET OR PERMIT SUPPLIED | 751 | 64.52% | 17.68% |
| GENERAL CANCELLATION | 179 | 15.38% | 4.21% |
| DISABLED DRIVER | 66 | 5.67% | 1.55% |
| TOO LATE TO SEND NTO | 55 | 4.73% | 1.30% |
| FOREIGN, STOLEN OR ABANDONED VEHICLE | 38 | 3.26% | 0.89% |

Adjudication and Appeals Process

A guide on how to deal with a PCN is available on the council's website at www.scarborough.gov.uk

All PCNs issued contain details about how to pay or how to make an appeal

We aim to provide clear information on our website about the appeals process. The Council is legally obliged to consider and respond to correspondence at any stage in the process. The Traffic Management Act requires responses to be sent in a timely fashion. We aim to respond to all initial challenges within 14 days and all representations must, by law, be responded to within 56 days. More information about the appeals process is given below

Adjudication and appeals process

Appeals can be made in writing, by e-mail to parking@scarborough.gov.uk or on the Scarborough Borough Council website at www.scarborough.gov.uk by following the links to parking.

Appeals are dealt with in the following way:-

The vehicle owner may dispute the issuing of a PCN at three stages:

Owners may make so-called 'informal challenges' or 'informal representations' (or 'pre Notice to Owner letters') against the PCNs before the Council has served a 'Notice to Owner'.

Once a 'Notice to Owner' has been served, an owner may make a formal representation against the Notice to Owner to the Council. If this is rejected by the Council an appeal can be made to the Adjudicator.

Appeals to the Adjudicator

If the Council rejects a Formal Representation at 'Notice to Owner' stage the registered keeper of the vehicle can appeal to the Adjudicator.

The Council has an Officer appointed to deal with all cases whereby a formal representation has been made to the Parking Adjudicator.

Once the Adjudicator receives an appeal the case is placed 'on hold' while the Council responds to the grounds of the appeal that have been put to the Adjudicator.

Once the Council has submitted its reasons the case is then given a hearing date and where appropriate a location.

There are a number of ways that the case can be decided, as follows

Telephone Hearings

Telephone Hearings are a popular means of holding a hearing. This option involves a conference call with the Adjudicator, the Appellant and the Council. There were 9 telephone hearings with Scarborough Council during 2012/13.

Postal Hearings

For postal hearings the appellant is sent a copy of all the Council's evidence in advance and the adjudicator decides the case based on written submissions only. In 2012/2013 there were 48 postal decisions. This remains, at the present time, the most popular form of hearing.

On-Line Appeals

Scarborough Council offers the online appeals facility. If we reject a case the 'notice of rejection' includes a PIN which allows access to the Traffic Penalty Tribunal website to register an appeal.

ADJUDICATION STATISTICS

The table below shows the appeal statistics for Scarborough Borough Council for 2012/2013

| Traffic Penalty Tribunal Appeals Statistics | | |
|---|--------|--------|
| PCNs Appealed | 63 | |
| PCN's issued | 18,066 | |
| Rate of appeal per PCN | 0.35% | |
| Not Contested by council | 16 | 25.40% |
| Allowed by Adjudicator | 18 | 28.57% |
| Total allowed including not contested by council | 34 | |
| Consent order Refused by Adjudicator incl. out of time and withdrawn by appellant | 20 | 31.75% |
| Consent order | 0 | |
| Witness Statement - no appeal | 9 | 14.29% |
| Awaiting decision | 0 | |

Given below are comparisons with a number of other local authorities that are within the closest proximity to Scarborough. The source of these statistics is from the Traffic Penalty Tribunal and is based on details of appeals from April 2012 – March 2013.

| | PCNs Appealed | PCN's issued | Rate of appeal per PCN |
|--------------------------|------------------|-----------------|------------------------------|
| Redcar & Cleveland | 63 | 8,255 | 0.76% |
| East Riding of Yorkshire | 131 | 18,937 | 0.69% |
| Middlesbrough | 52 | 7,931 | 0.66% |
| Kingston-upon-Hull | 119 | 21,697 | 0.55% |
| Sunderland | 57 | 12,157 | 0.47% |
| Newcastle upon Tyne | 261 | 61,937 | 0.42% |
| Stockton-on-Tees | 20 | 4,794 | 0.42% |
| Scarborough | 63 | 18,066 | 0.35% |
| Leeds | 252 | 106,715 | 0.24% |
| York | 20 | 14,010 | 0.14% |
| Harrogate | 23 | 19,022 | 0.12% |

| | % of appeals allowed by adjudicator |
|--------------------------|---|
| York | 45.00 |
| Stockton-on-Tees | 35.00 |
| East Riding of Yorkshire | 29.77 |
| Scarborough | 28.57 |
| Redcar & Cleveland | 26.98 |
| Leeds | 25.40 |
| Sunderland | 22.81 |
| Middlesbrough | 19.23 |
| Newcastle upon Tyne | 16.48 |
| Kingston-upon-Hull | 11.76 |
| Harrogate | 8.70 |

Useful Contact information

| | |
|--|--|
| For all parking (PCN) and Off Street enquiries | For all Resident Permit enquiries |
| Scarborough Borough Council Parking Services | Scarborough Borough Council |
| 01723 232323 | Customer First |
| parking@scarborough.gov.uk | 01723 232323 |
| | permits@scarborough.gov.uk |

For Signing and Lining Issues and for changes to Traffic Orders contact

North Yorkshire County Council
Area 3 Whitby Office
Cholmley Way
Whitby
YO22 4NQ

0845 8727374
Area3.whitby@northyorks.gov.uk

Other useful websites

| | | |
|----------------------------------|---|--|
| Scarborough Borough Council | - | www.scarborough.gov.uk |
| North Yorkshire County Council | - | www.northyorks.gov.uk |
| Patrol | - | www.patrol-uk.info/site/index.php |
| Traffic Penalty Tribunal | - | www.trafficpenaltytribunal.gov.uk |
| Traffic Enforcement Centre (TEC) | - | www.hmcourts-service.gov.uk |
| Department for Transport (DfT) | - | www.dft.gov.uk |
| DVLA | - | www.direct.gov.uk |