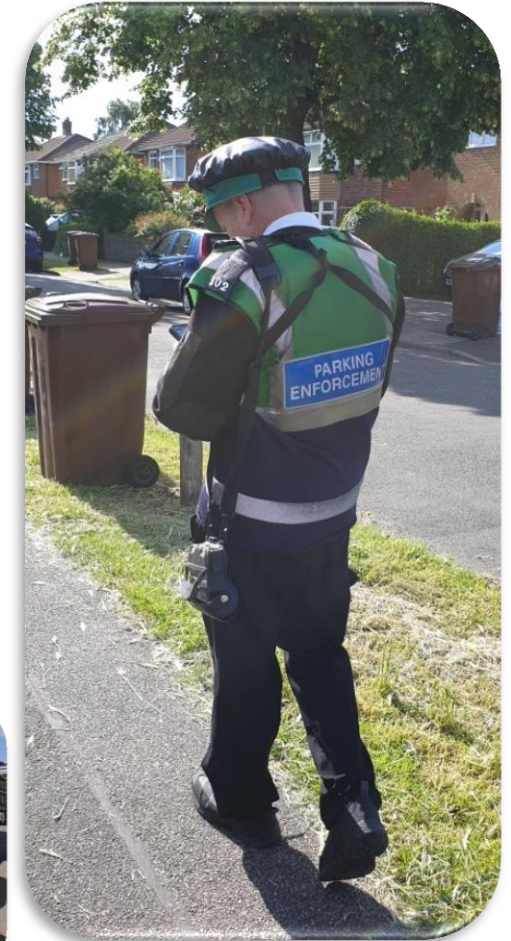


Lincolnshire County Council

Civil Parking Enforcement Annual Report

2018/19



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1. Setting the scene

I. Introduction from Councillor Richard Davies



The aim of this report is to highlight and demonstrate that we undertake enforcement duties efficiently and in a transparent style. We have provided more detail, statistics and information within this report than in previous years and we publish a wealth of data on the Council's website which allows a user to gather information in a more user friendly, beneficial manner.

We pride ourselves on taking a pro-active, logical and sensible approach when carrying out our enforcement duties throughout the County. Carrying out enforcement in a fair manner resonates through the parking services team, whether it be when undertaking on street enforcement duties or when handling correspondence received in relation to a Penalty Charge.

We carry out a well-structured and effective enforcement practice which helps to improve road safety whilst assisting in managing traffic flow throughout the County. Parking plays a key part in supporting events within the County. A vibrant and successful 1940's event was held in Woodhall Spa and the Lincoln Christmas Market proved yet again to be a popular and successful event for the City. We hope that residents and visitors to the County found these events and all others to be of interest and trust that parking solutions were identified to assist with the number of attendees on each occasion.

We continue to provide a service that is well respected. Working together with our partners and members of the public who utilise our parking service helps assist this. We hope that you find this annual report informative, detailed and useful.

II. About Lincolnshire



In November 2012 the contract for on-street enforcement was awarded to APCOA Parking Ltd. After a successful tendering process, the contract was extended in November 2016 for a further 5 years with the possibility of a 3 year extension. The structure of the enforcement workforce is 1 manager, 1 data analyst, 3 supervisors and approximately 20 Civil Enforcement Officers (CEO's).

Lincolnshire has 9000km of road network within an area of 5921km² making our enforcement area amongst the largest in the country. To cover this area with such a small team requires a proactive approach to patrol

requirements, customer requests and the efficient use of transport. For the purposes of enforcement, the County is split into 3 categories, A, B and C. Category A covers town and city centres, along with other high traffic density routes and locations – these locations are patrolled daily. Category B areas are for smaller towns and are patrolled approximately once a week. Category C areas are all other areas, subject to parking restrictions, not covered by category A or B and are patrolled depending on an ad hoc basis and when resources are available.

CEO's are allocated to a patrol location to meet the councils requirements, however category C areas are also patrolled using cars and scooters. These routes are planned so that the most efficient use of the CEO's time is made, along with lower transport and fuel costs.



Setting the scene

III. Partnership working



The Council's parking enforcement contractor APCOA continues to work in partnership with Lincolnshire County Council to supervise, manage and coordinate the deployment of CEO's throughout the County.

Providing a valuable service to the community is at the forefront of the Council's mind-set and this has been replicated when conducting a number of successful joint patrols involving Civil Enforcement Officers, Police Constables and Police Community Support Officers. Areas visited include Lincoln, Skegness, Horncastle and Louth.



The Council and APCOA work in conjunction with Chipside who provide the specialist back office system in regards to Penalty Charge Notice case management and progressions.

As part of the Council's enforcement contract with APCOA, a CCTV vehicle is utilised to monitor school keep clear markings. TES has provided the Council with a specialised mobile CCTV solution since 2017. Working in tandem with both APCOA and TES has enabled the Council to deliver this solution as part of an on-going trial monitoring parking outside of selected schools in the County.



IV. Comments and compliments

"Lincoln City centre as well as the Lincoln South, residential areas can be greatly affected by inconsiderate and illegal parking. Enforcing this area is not without its risks and can be extremely difficult in the face of one or groups of aggressors.

Many thanks to your employees who are out in all weathers encountering all things at all times to improve our neighbourhoods. Enforcement really does improve the lives of people living in the neighbourhoods that are negatively affected, thank you.

A note today to commend your employee CEO 344 a parking warden who works in the Lincoln City area and who provided reassurance and advice when approached on a no parking matter and in the absence of not being able to find a PCSO in Lincoln Centre, recently. CEO 344 was professional, helpful and reassuring. He is a credit to the LCC team, thank you."

"I thought it would be nice to highlight a traffic warden taking pro-active action outside of their normal role, especially as they frequently receive abuse from the public with regard to their enforcement work.

There were a couple of youths clinging onto the back of a bus yesterday on Silver Street. I was a couple of cars back. A traffic warden spotted them and challenged them (around 16:50 I think). When they declined to get off, the warden took advantage of the stationary traffic to alert the driver. The youths left the scene in once piece, they might not have been so lucky had they been left to ride the bus in that fashion."

"I thought I would pop by and tell you about the traffic enforcement officer outside our school this morning. I have never seen parents clap before in the playground whilst they watched the traffic enforcement officer go from car to car telling drivers not to park outside the school. The officer shot from car to car enforcing the time restrictions for parking 8 – 9 outside the school. He was really keen to get the message out there and at times he did receive abuse from drivers, but it did not faze him at all.

I am unsure of the chaps name but he is very keen to do his job, last week when he came he issued tickets to drivers for parking. The parents are pleased to see this chap when he comes because they know he will do his job and I think he should be commended for doing his job correctly.

I know at times we knock the traffic enforcement officers for not doing their jobs the way we think they should, but I think it would be nice to let this officers management know that this chap is doing a really good job, both parents and Headteacher were pleased with his work this morning. He is a local chap from Grantham and very keen to do his job right.

I know it made me feel really good this morning that the message is getting out there, talk soon."

V. How and why we issue PCNs

The enforcement of parking restrictions is a key component of effective traffic management and assists to improve traffic flow. Poor, dangerous, and obstructive parking can pose a danger to pedestrians by blocking pavements and forcing them onto the streets; it also reduces visibility for other motorists and impedes traffic flow. All residents, visitors and businesses benefit from better enforcement of parking regulations and the reduction of incorrectly parked vehicles.

The Councils approach to parking enforcement is to be fair but firm and our procedures manual outlines how we intend to deliver the best possible service to motorists. This document can be found via www.lincolnshire.gov.uk/parking

Fair

We will explain and communicate the parking rules.

Where possible we will photograph parking contraventions to support the issue of a Penalty Charge Notice.

We will regularly monitor traffic signs and road markings to help motorists parking throughout the County.

Firm

We will review the provision of parking services regularly to see how they can be improved.

We will take consistent enforcement action to deter inconsiderate parking.

We will pursue people who try and evade penalty charges to recover debt owed to the Council.

We will work with our partners and the police to help prevent crime and anti-social behaviour and to protect parking staff against abuse and violence. We intend to seek prosecution of any attempt to threaten or assault any employee involved with parking enforcement.



2. Parking as a service

1. Residential parking permits

There are four District areas within Lincolnshire that have resident permit schemes in operation – Lincoln, Sleaford, Stamford and Louth.

Lincoln

The largest resident permit zone in the County rests in the City of Lincoln. There are currently 19 residential zones within the City with parking restrictions in place. Enforcement Officers carry out patrolling duties in a proactive manner when enforcing residential areas and monitor bay usage on a daily basis. Additional information regarding each zone can be found via <https://www.lincoln.gov.uk/resident/parking-transport-and-travel/parking-permits/>

Stamford

A thriving resident permit zone was introduced to Stamford shortly after the introduction of Civil Parking Enforcement to Lincolnshire. South Kesteven District Council administer the resident permit scheme, whilst on street enforcement is carried out by Lincolnshire County Council. Information regarding the scheme itself can be found via <http://www.southkesteven.gov.uk/index.aspx?articleid=8369>.



Louth

There is currently one zone in the market town of Louth with restrictions in place on a Monday to Saturday. Information relating to this scheme can be obtained by contacting the County Council directly.

Sleaford

There is currently one resident parking scheme in operation in the North Kesteven District area which covers three roads in Sleaford. Further information is available via North Kesteven District Council who administers and manages the scheme with Lincolnshire County Council undertaking the on street patrolling of the bays themselves.

II. Suspensions

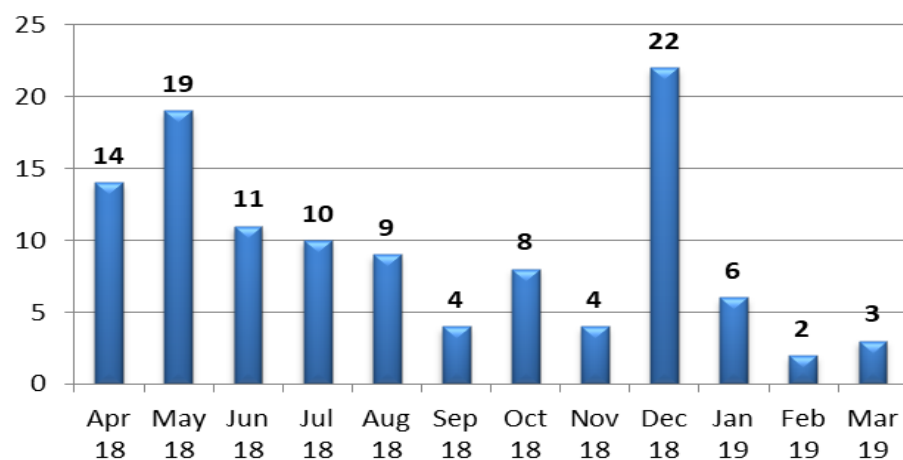
Lincolnshire County Council has the power to suspend parking within a designated parking bay to allow events to take place or access by a specific vehicle or highway/bay maintenance to be carried out. In such cases, advance notice is placed alongside the bay and is distributed to nearby properties giving the date, times and length of the suspension.

Essential maintenance is often difficult due to parked vehicles. The use of suspensions, whilst inconveniencing residents and displacing parking temporarily, is an effective way to ensure essential maintenance is undertaken. For instance, if the Council can improve access to service gullies and drains, the Council can help to minimise the risk of flooding.

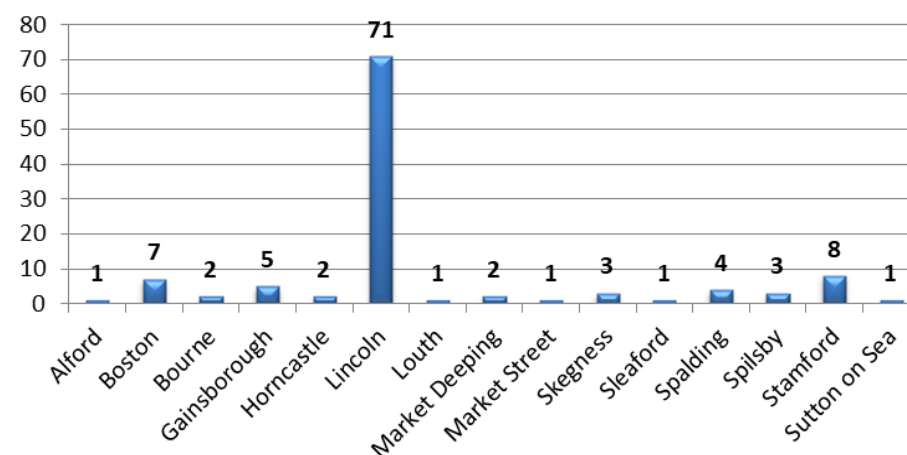
Temporary parking restrictions and parking bay suspensions have also been implemented to help accommodate special events such as the Lincoln Christmas Market, the Woodhall Spa 1940's festival, the Lincoln Grand Prix and many more. The below shows the number of parking suspensions implemented and whereabouts within the County they have occurred.



Suspended Bays by Month



Suspended Bays by Area



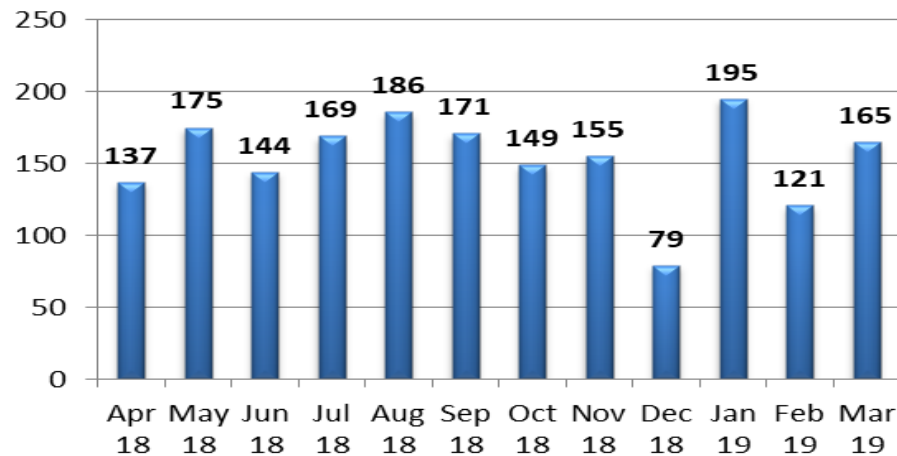
III. Waiver permits

Lincolnshire County Council understands that sometimes it is necessary for a vehicle to be parked in contravention of parking restrictions to undertake works at adjacent or nearby properties. A waiver permit will only be granted when it is essential that the vehicle is parked close to the property and the impact on other road users, businesses or pedestrians is kept to a minimum.

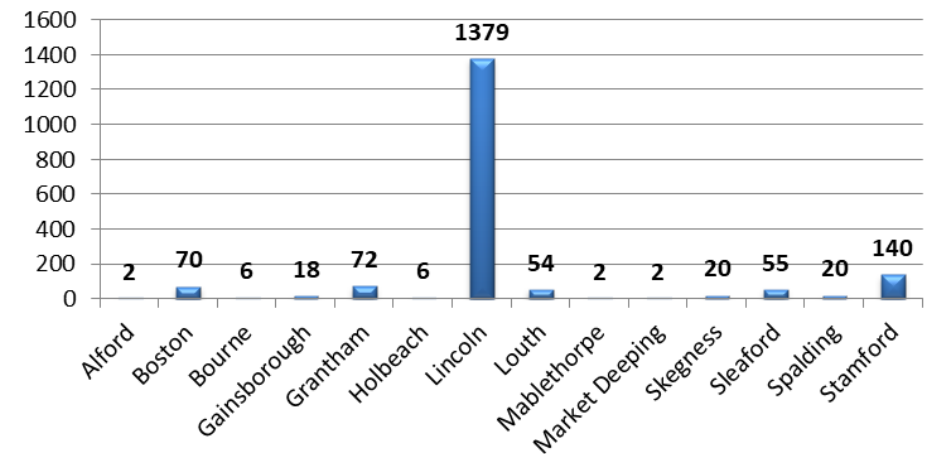
A permit will allow for extended parking in permit holder bays and limited waiting bays. In extenuating circumstances a permit may be granted to allow parking on single yellow lines, loading bays or in restricted zones such as pedestrianised areas but only if there are no other suitable parking alternatives.



Waivers Issued by Month



Waivers Issued by Area



IV. Disabled blue badge scheme

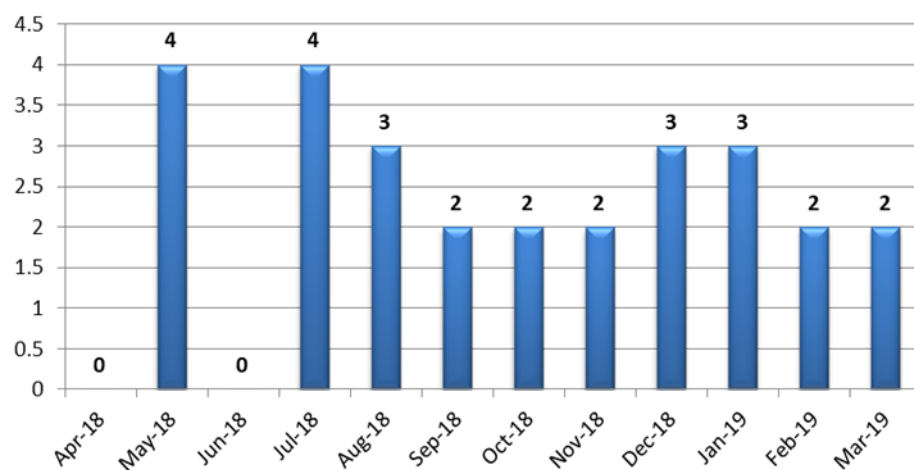
The Disabled Blue Badge scheme helps a badge holder park closer to their required destination. The Council provides a large number of allocated disabled bays at various locations within town centres and effective enforcement helps to ensure that the bays themselves are utilised in the correct manner. Any vehicles seen parked within a disabled bay without a valid blue badge on display could be issued with a Penalty Charge. Further information relating to the enforcement of these bays can be found in Section 4 below.

Blue badges can be applied for by visiting the webpage <https://www.gov.uk/apply-blue-badge> and if a member of the public wishes to report an incident of abuse or alleged misuse of a Blue Badge, this can be reported online via the following web link

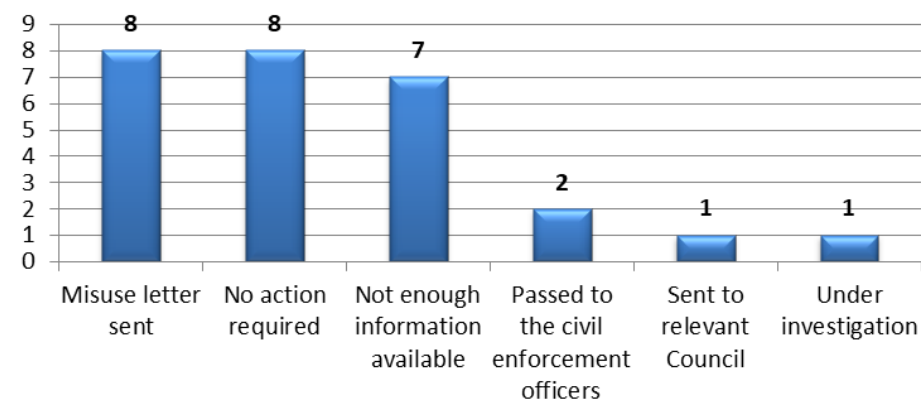
<https://snapsurveys.lincolnshire.gov.uk/snapwebhost/s.asp?k=151213957892>



Disabled Blue Badge Reported Misuse



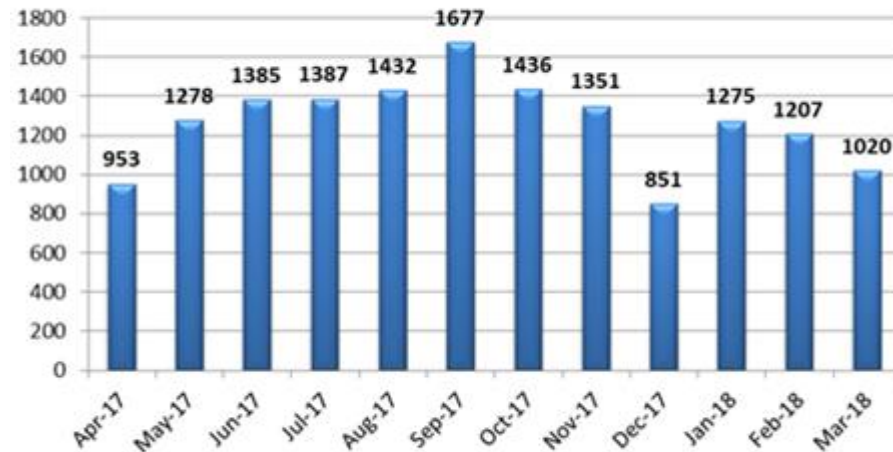
Disabled Blue Badge Reported Misuse Outcome



Disabled Blue Badge Application data:

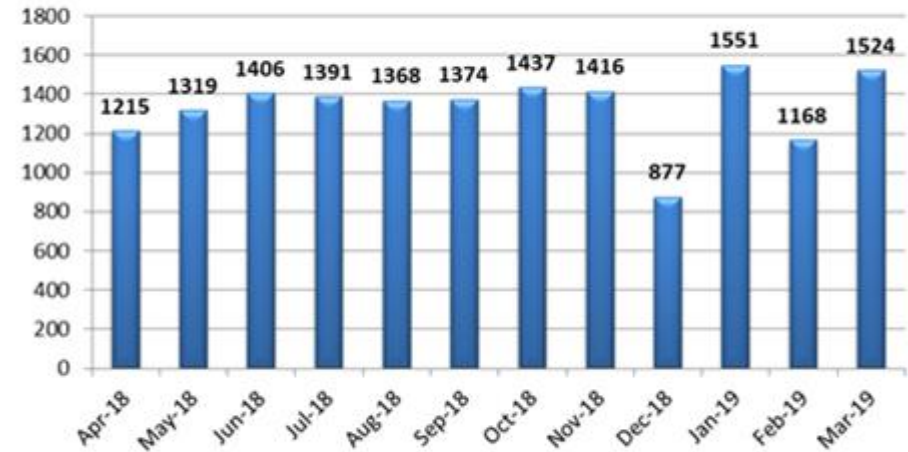
The tables below show the number of blue badges issued within Lincolnshire over the course of the past two financial years.

Disabled Blue Badges Issued in 2017/18



Total badges issued – 15,252

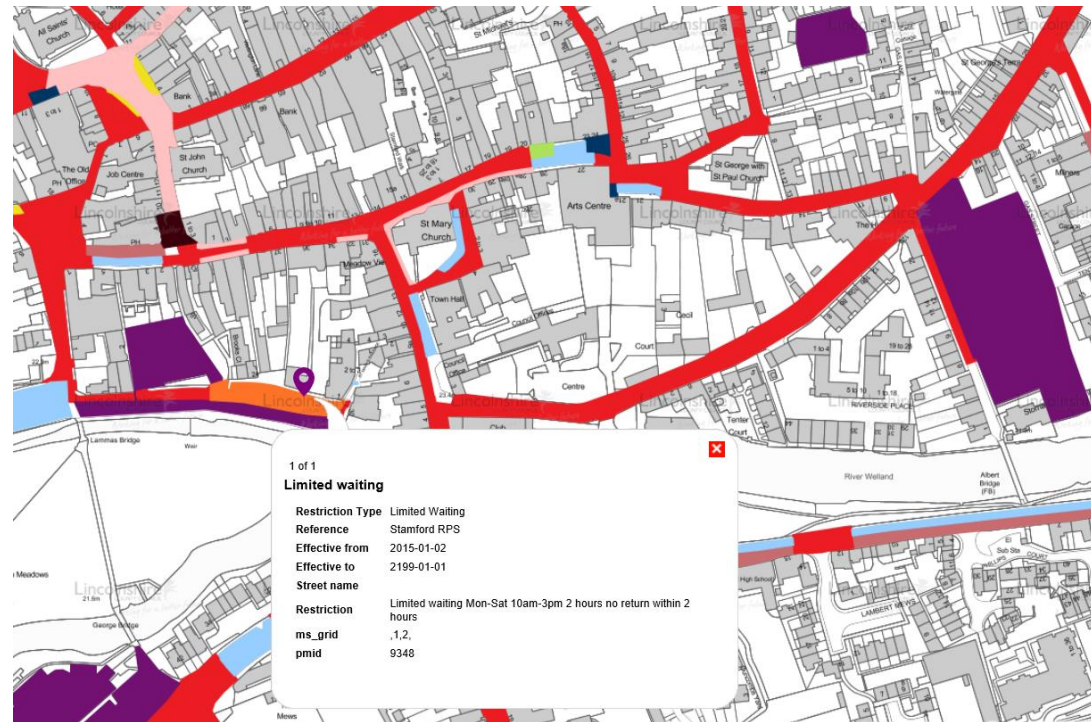
Disabled Blue Badges Issued in 2018/19



Total badges issued – 16,046

V. Where can people park / parking restrictions

All on street parking restrictions located within Lincolnshire are published on our online interactive mapping tool on the Councils website. This system is commonly used by residents and visitors to the County looking to investigate where parking availability is located. The map enables the user to search via a street location and manoeuvre around the map as and when required. We have also highlighted on the maps the locations of District Car Parks should a motorist wish to park for a long stay basis.



The mapping data can be located through the Councils website via the following link:

<https://lincs.locationcentre.co.uk/internet/internet.aspx?articleid=YfmDQ6wYrkU~&preview=true>



VI. Bike hire scheme

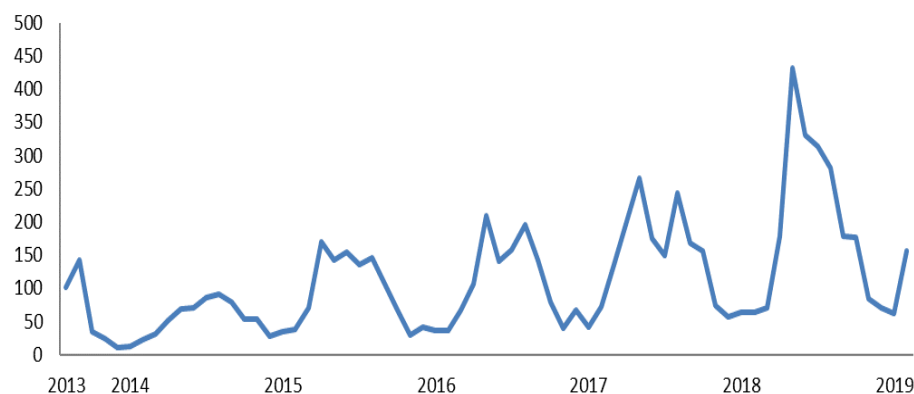


For tourists visiting Lincoln City for a short period, or residents who just want to use the scheme occasionally; cycling is a great way to get around. The distinctive orange bikes are available to hire 24 hours a day, 7 days a week from on-street docking stations. There are several membership options available and a range of e-bikes and regular bikes available to meet the needs of the customer.

Park and Bike (or "Last Leg") offers a staging post, providing convenient locations for people to break their journey, park their car and continue by bike, making the most of traffic-free routes. There are two official Park and Bike schemes available in Lincoln, encouraging commuters to park on the outskirts of Lincoln city centre and cycle to work. Commuters can park their cars for free at Skellingthorpe or Burton Waters before using their own bike, or rent a hire bike to cycle into the city centre in less than 20 minutes.



New subscriptions by Month



The park and bike site in Skellingthorpe is at Skellingthorpe Community Centre on Lincoln Road. Parking is free of charge. Further information is available by contacting Skellingthorpe Parish Council on 01522 683 061 or email skellingthorpe@north-kesteven.gov.uk.

The park and bike site at Burton Waters is located in the visitor car park. Parking is free, but drivers must obtain a permit from the security office on their first visit. Further information is available by contacting Burton Waters security office on 01522 589 111.

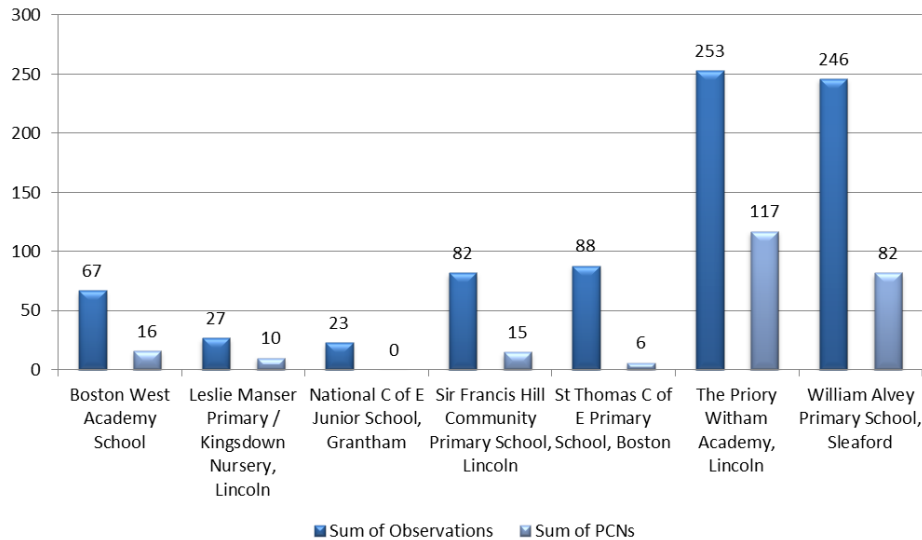
VII. CCTV

Lincolnshire County Council continues to conduct a trial scheme involving a CCTV enforcement vehicle. This trial was implemented to monitor motorists parking habits on school keep clear markings outside the following eight schools within the County.

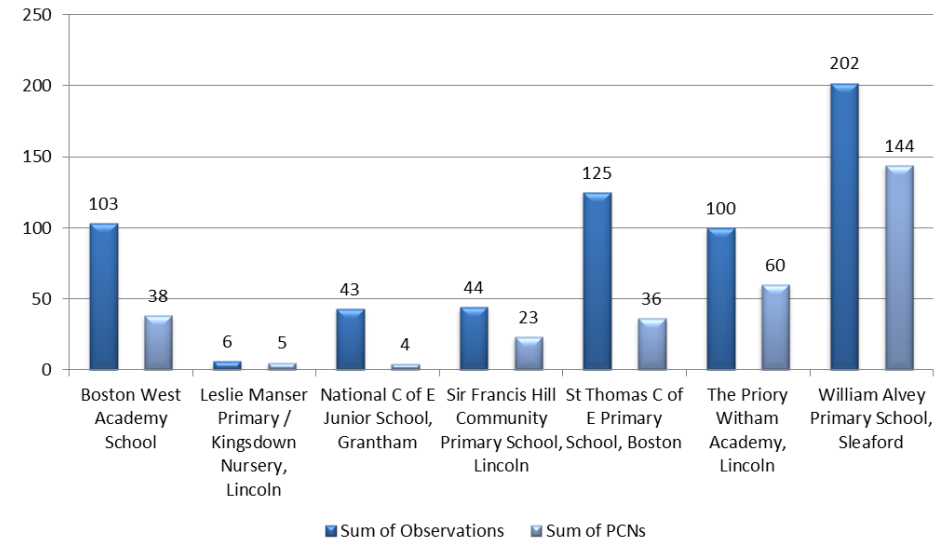
- William Alvey Primary School, Eastgate, Sleaford
- St Thomas' School, Wyberton Low Road, Boston
- Boston West Academy, Sussex Avenue, Boston
- National Junior School, Castlegate, Grantham
- Sir Francis Hill School, Bristol Drive, Lincoln
- The Priory Witham Academy, Shannon Avenue, Lincoln
- Leslie Manser Primary School, Kingsdown Road, Lincoln
- Kingsdown Nursery School, Kingsdown Road, Lincoln



PCNs issued by the CCTV car in 2017/18



PCNs issued by the CCTV car in 2018/19



A separate annual report is produced which provides a comprehensive outline as to what impact the scheme has had on motorists behaviour outside of each school both when the CCTV vehicle is present and when it is not. The report can be located on our website via the following link:

<https://www.lincolnshire.gov.uk/transport-and-roads/parking/parking-enforcement/104601.article>

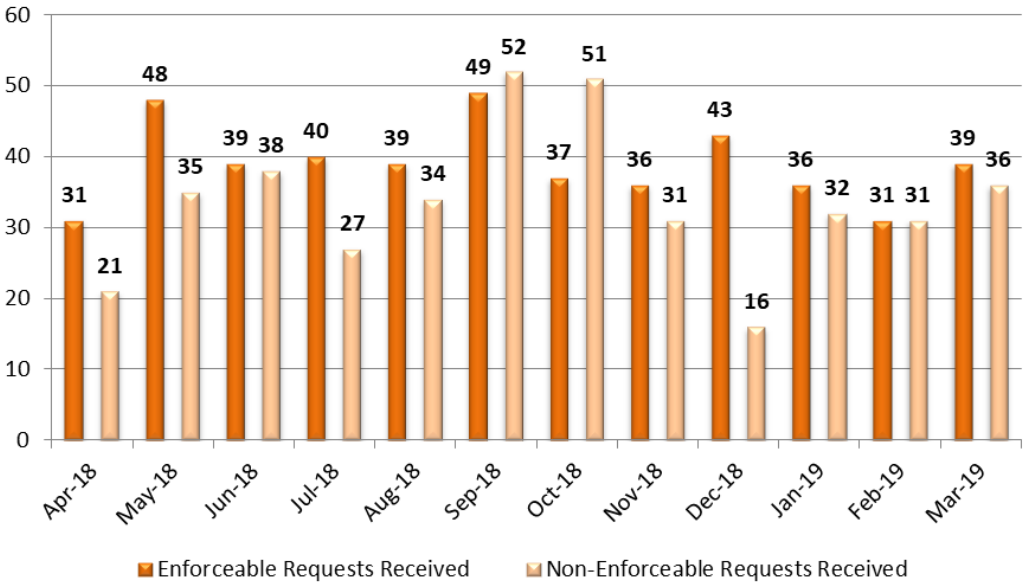


VIII. How to report nuisance parking

Any vehicles seen to be parked in breach of parking restrictions could be issued with a Penalty Charge Notice. A designated hotspot reporting line (01522 511142) and e-mail address (Parking.Serviceslincs@apcoa.com) has been set up for members of the public to utilise. These contact details are linked directly through to the Enforcement Team who will endeavour to action the request if possible.

Our Enforcement Officers provide us with detailed reviews of patrols and the information received from residents, business owners and visitors to the County allows us to learn and develop innovative and new methods of responding to customer requests. This can be dependent upon the resources available to us, however it has proved beneficial to act upon customer feedback in order to aid parking compliance within Lincolnshire.

Enforcement Requests Received 2018/19



IX. Events

There are a wide variety of events that take place across Lincolnshire that may require road closures and temporary parking restrictions. Where possible, the Civil Enforcement Officers will enforce these restrictions. Here are a few of the events we enforced in 2018 to enable the safety of participants and spectators:

➤ Woodhall Spa 40s Festival:



"The Woodhall Spa 40s Festival has a wide variety of 40s 'Home Front' themed events which take place at numerous venues across the village throughout the weekend. Entrance is free! We charge for Park & Ride and several of the concerts are ticket only; but, other than that all the entertainment and displays throughout the village are free! Do come along and enjoy the unique atmosphere of the Woodhall Spa 40s Festival as we turn back time to life on the home front in the 1940s.

The Festival is run by a volunteer team of Woodhall residents who give their time for free. Any profits are distributed to Woodhall Spa good causes."

➤ Lincoln Christmas Market:

"Lincoln Christmas Market is one of the oldest and most popular markets around, scooping award after award. Over 250 market stalls line the streets around the city's stunning gothic Cathedral, whilst twinkling lights lead you through Castle Square to Victorian themed traders selling a wide range of festive food and drinks alongside handmade crafts and stocking fillers; all of which is wrapped up in a friendly welcome.

The Christmas Market gives visitors and residents a truly festive experience, with a traditional, high quality event for all the family."



➤ Boston May Fair:



"Boston's May Fair has a wide selection of rides for different people from ranging tea-cups to giant arms! And if you don't care much for rides, you can enjoy the huge variety of food on offer; you can get a Yorkshire pudding wraps, pork and apple burgers, hot dogs, candyfloss, 1m long sweet cables and more!"

➤ Burghley Horse Trials, Stamford:

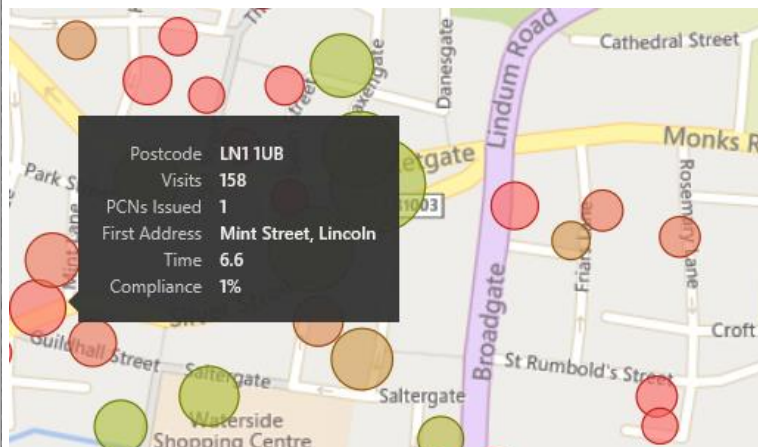
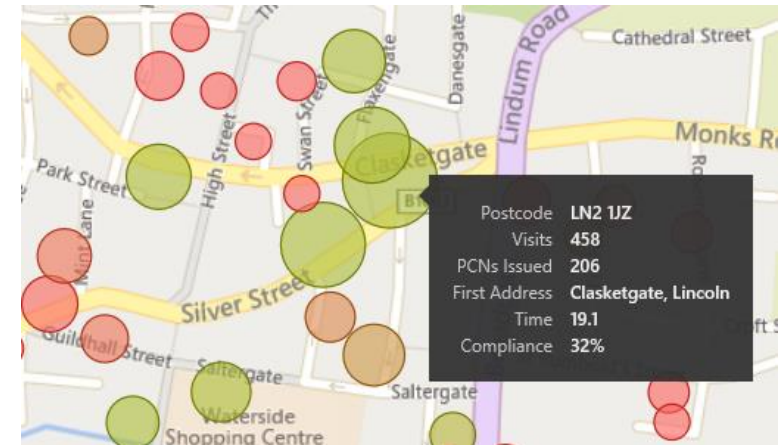
"Fantastic crowds from all over the world are drawn annually to this unique event in the sporting calendar at the end of the summer social season. In addition to breath-taking equestrian action featuring the world's leading riders, Land Rover Burghley is an unrivalled shopping destination with over 600 sought after shopping outlets and simply beautiful food in the fabulous Burghley Food Walk. It is no wonder that 95% of our visitors state that they will definitely be returning the following year. Come along and sample the delights for yourself, we look forward to welcoming you."



3. Innovation and new developments

1. Targeted approach to patrols

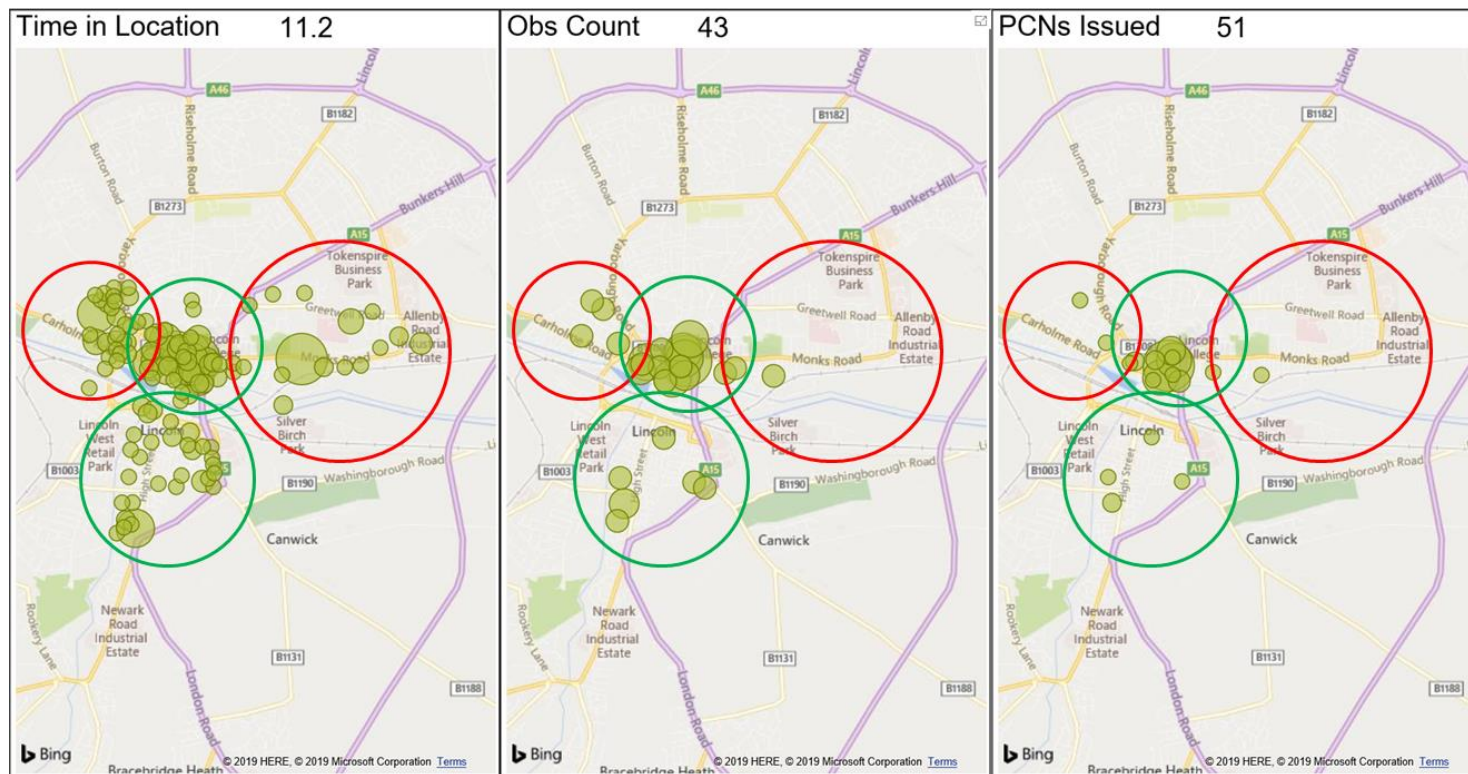
In July 2018 the Parking Services team identified a need for parking data to be interrogated in a more stringent and productive manner to aid a more efficient enforcement process. An in house designed system was created to take a detailed look at the patrol routes our CEOs followed, comparing historical observation and PCN issue data to ensure that their time was being used in the most efficient manner. The system has continued to be developed and patrols are frequently reviewed to ensure a more targeted approach is taken. The system currently takes advantage of 2 years of patrol data which enables the system to inform how compliant an area currently is, when the most non-compliant day of the week and times of the day are. This data enables us to work more efficiently, placing the CEOs in the known problematic areas at the times they are required most.



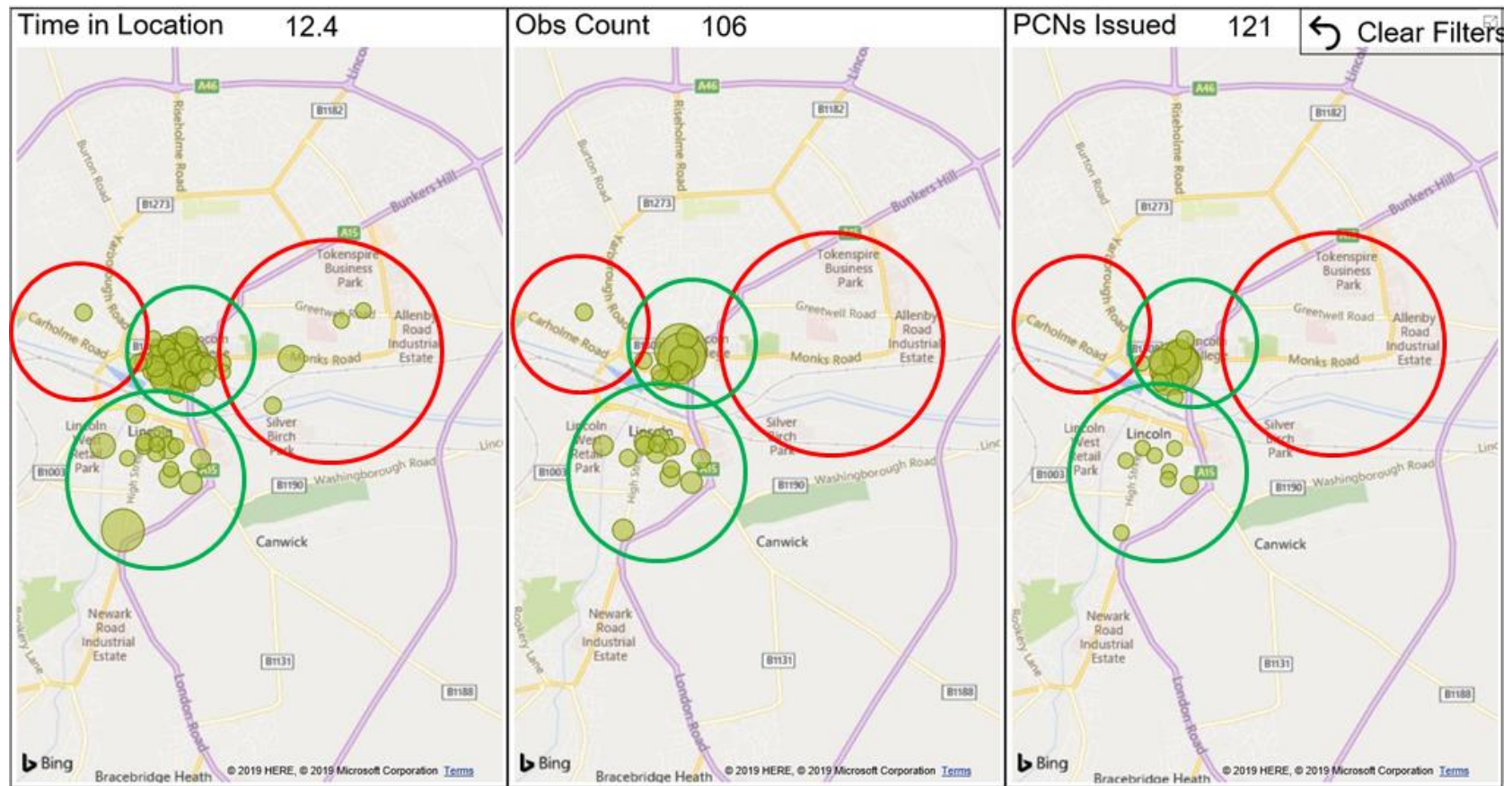
During the initial tests, the system quickly highlighted improvements that could be implemented to patrol routes; there was particularly a significant improvement applied to the evening patrols. Strategy meetings have been held between LCC Parking Services, APCOA contract managers and senior CEOs to review the data and investigate proposed test routes. This has resulted in CEOs being visibly present in the areas and at the times they are required most. This tool is updated on a weekly basis so we are able to regularly evaluate patrols and adapt them where necessary to ensure that we are focussing on where the CEOs are required most.

The below example shows one of the many reports this system can produce, it highlights the patrol routes in Lincoln during an evening patrol. It quickly identified that CEOs were spending large amounts of time in locations where no vehicles were parking in contravention, these areas are highlighted in the red circles. In the second screenshot you can see how we have adapted the patrol to account for these findings, you can see in the same red circles that we have removed the patrols from these areas. The most problematic area appeared to be in the centre of the city, we predicted that if the presence of CEOs were to increase in the area the problem parking would most likely move to the second most problematic area off the High Street. It can be seen below that we moved our patrols to focus on these two areas highlighted in green circles and the number of vehicles observed in the areas had increased which also resulted in the number of PCNs issued increased. We periodically patrol areas that are known as mostly compliant areas to ensure that the problem parking has not been pushed out to these areas.

July 2018



November 2018



II. TEC tracker

Once a Penalty Charge Notice has processed to the point that a Charge Certificate has been issued and no payment or further correspondence has been received, the Council can register the debt with the Traffic Enforcement Centre (TEC). A warrant for execution is then issued which enables the Council to recover the debt through the use of an enforcement agent (bailiff). This process costs the County Council £8 per case to register with TEC. In the event of a motorist receiving multiple PCN's against the same vehicle registration, it would not be prudent to register all cases with the TEC if it is known that a successful outcome via an enforcement agent is not always achieved.

We have developed an intelligent system to keep track of all cases sent to TEC. The system will only allow one case to progress per Vehicle Registration Mark (VRM – commonly known as a number plate). Once an enforcement agent has managed to make contact with an appellant and payment has been made, if a related cases exists; the next oldest case will be registered with TEC to enable a warrant of execution to be issued. This process has saved the Council and public a significant sum of money. The programme itself utilises the reports generated from the Chipside software and takes the interrogation of data to the next level.

This process also alerts the public that any related cases will be subject to additional costs from the enforcement agent, so are best paid directly to the Council before they are registered with TEC.

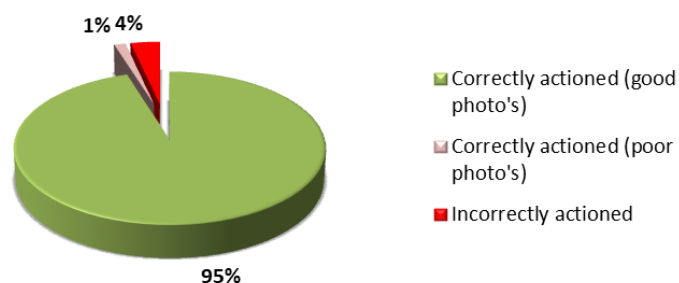
Case_Number	Post Code	VRM	Issue Date	Sent to TEC	Date Sent to Chipside	Sent to Bailiff
			16/12/2018	1	14/03/2019	JBW
			05/05/2019	1	01/08/2019	
			29/09/2018	1	02/01/2019	Bristow & Suitor
			18/03/2019	1	17/06/2019	
			15/07/2018	1	15/11/2018	Bristow & Suitor
			25/02/2019	1	28/05/2019	
			07/02/2019	1	07/05/2019	JBW
			13/03/2019			
			14/06/2018	1	15/11/2018	Bristow & Suitor
			25/04/2019	1	22/07/2019	
			08/04/2019	1	15/07/2019	
			14/03/2019	1	10/06/2019	
			10/11/2018	1	04/02/2019	Bristow & Suitor
			04/04/2019	1	02/07/2019	
			06/02/2019	1	07/05/2019	Bristow & Suitor
			15/09/2018	1	18/12/2018	Bristow & Suitor
			14/01/2019	1	15/04/2019	JBW
			05/12/2018	1	04/03/2019	JBW
			23/10/2018	1	21/01/2019	JBW

III. CEO quality checks

Lincolnshire County Council is committed to the training and development of our staff to the highest possible standards. A key part of this process involves the constant review of the Penalty Charge Notices our Civil Enforcement Officers issue on a daily basis. We have developed a system that collates all data from the checks carried out and produces a series of charts which is taken to the CEOs regular weekly and monthly review meetings. This enables the supervisors to spend their time on areas that need attention to develop the CEOs knowledge and understanding.

The information is automatically checked using an in-house designed database that populates a quality report. The database is designed to know what information is required for each penalty charge, for instance some cases do not require observation timings. Officers no longer need to examine each case for errors, the database spots mistakes and flags them in the quality report. This makes the process significantly faster and more efficient. Below is an example of one of the many checks carried out on all CEOs, this chart is adaptable to display the data for all CEOs or an individual.

**Actions Overview For All CEO's
Between 01/11/2018 and
31/03/2019**



IV. Annual Report

As you will see from this report, we have invested a great deal of time over the past financial year in to publishing as much data as possible for the general public to utilise. We have always made our income and Penalty Charge Notice issue data available via our open data website and downloadable PDFs via our main website.

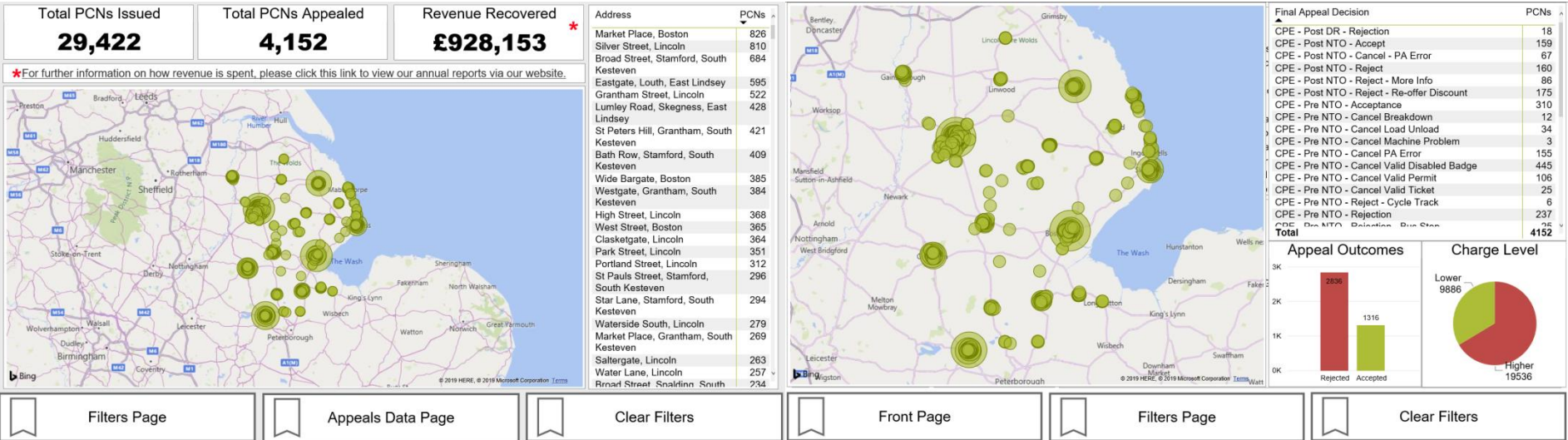
In late 2018 we decided to completely rethink about the way our data is publicised, as you can see below in the section titled "Interactive mapping tool" we have developed a system to support the general public to view data they find of interest. We have also reviewed the amount of information we make available in our annual report and modernised the layout.

V. Interactive mapping tool

Parking Services collaborated with the Councils Open Data team in January 2019 to discuss options to make parking data more accessible and interactive for the general public. It was recommended that the best option would be to utilise a new tool (Microsoft Power BI) to display this data.

Over the coming months, Excel Macros were written to extract the data consistently on a weekly basis and a number of versions of this new mapping tool were tested. The data which supports Power BI is stored as a .csv file on our Opendata website alongside this tool to ensure the data is accessible to all types of users. Once the system was fully developed and tested, approval was sought from the Executive Councillor for Highways, Transport and IT to publish this data on Open Data's website - <https://lincolnshire.ckan.io/pages/pcn>.

The system allows the user to manipulate the data to only display information they find beneficial. The data is displayed on Bing maps to show where Penalty Charge Notices have been issued. There are a series of other displays to show the user how many PCNs have been appealed, the outcome of these appeals, the number of PCNs issued by charge level, most issued to streets, the level of penalty charge income etc.



The tool has been laid out in an intuitive manner to allow for easy access to various layers of data. This allows individual complex reports to be designed without specialist spreadsheet knowledge.

* The screenshots displayed on this page accurately show the amount of revenue recovered and appeals received / responded to on the date the screenshot was taken. The revenue recovered displays the amount of revenue recovered against each of the Penalty Charge Notices issued in the date period selected (in this case the 06/06/2018 – 31/03/2019). If you were to check the system for the same period at a later date, the revenue recovered and appeals received / responded to will have increased to accurately display figures at the current point in time.

Revenue Recovered

£928,153

Total PCNs

29,422

Date

06/06/2018 31/03/2019

Day

☐ Select all
☐ 1 Monday
☐ 2 Tuesday
☐ 3 Wednesday
☐ 4 Thursday

Time of Day

☐ Select all
☐ 06:00 - 06:59
☐ 07:00 - 07:59
☐ 08:00 - 08:59
☐ 09:00 - 09:59
☐ 10:00 - 10:59
☐ 11:00 - 11:59
☐ 12:00 - 12:59

Case Status

☐ Closed (Cancelled)
☐ Closed (Paid)
☐ Open (With Bailiff)
☐ Open (With LCC)

Areas

☐ Select all
☐ Alford
☐ Anderby Creek
☐ Billingborough
☐ Boston
☐ Bourne
☐ Bracebridge Heath
☐ Burgh Le Marsh

Districts

☐ Select all
☐ Boston
☐ East Lindsey
☐ Lincoln
☐ North Kesteven

PCN Codes

☐ Select all
☐ 01 - Parked in a restricted street during prescribed hours (single and double yellow lines)
☐ 02 - Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in...
☐ 05 - Parked after the expiry of paid for time
☐ 06 - Parked without clearly displaying a valid pay & display ticket or voucher
☐ 11 - Parked without payment of the parking charge
☐ 12 - Parked in a residents' or shared use parking place or zone without either clearly displaying a valid permi...
☐ 16 - Parked in a permit space or zone without clearly displaying a valid permit
☐ 19 - Parked in a residents' or shared use parking place or zone either displaying an invalid permit, or vouch...
☐ 20 - Parked in a part of a parking place marked by a yellow line where waiting is prohibited
☐ 21 - Parked wholly or partly in a suspended bay or space
☐ 22 - Re-parked in the same parking place or zone within one hour after leaving (May be varied to prescribed...

Streets

☐ Select all
☐ A16
☐ Abbey Road
☐ Abbot Street
☐ Access Road To Lincoln Ford Garage (off Greetwell Road)
☐ Acland Street
☐ Admiralty Road
☐ Agnes Street
☐ Albany Street
☐ Albert Crescent
☐ Albert Road
☐ Albert Street

Front Page

Appeals Data Page

Clear Filters



4. Education, enforcement and appeals

I. A day in the life of a Civil Enforcement Officer (CEO)

Around 20 Civil Enforcement Officers work across Lincolnshire, taking a sensible approach to local parking problems. The CEOs have powers to place Penalty Charge Notices (PCNs) on vehicles that do not comply with parking regulations. Our CEOs are easily recognisable by their uniforms. You may often see them on patrol on their own, you may see trainee officers, or those receiving on-the-job assessment with another member of staff. Lincolnshire County Council is committed to training their staff to the highest standards and encourages the development of skills in customer relations.

Although CEOs are there primarily to enforce parking restrictions - they may give directions and often act as the 'eyes and ears' for the Council across a range of services including reporting defects to signs and lines. Our CEOs do not have targets to work towards and the number of PCNs issued is not linked in any way to their pay. Each CEO is equipped with a CCTV badge; we believe that this will help reduce instances of physical threat and abuse when they are carrying out their job. This will also support any prosecutions that may take place following instances of abuse. If an appellant feels that a PCN has been issued incorrectly, we can also review the video footage to support these claims. Our CEOs are out in all weathers and here's what a CEO has to say about his job:

"Respect is something that is earned and not given by a title and as a CEO we spend every day on the street working with the public to keep the regulations enforced and to some people it's not seen as a "real job" but to most that I speak to they respect us as people and civil enforcement officers and understand our job is there to keep traffic moving and people safe no matter the day or the weather, we are there with the miles we walk and the knowledge that what we do helps keep Lincolnshire moving and that is why I love my job as a CEO."



II. CEO contravention code of practice

Enforcement Officers (CEOs) work within a stringent set of guidelines governed by the Traffic Management Act. They have limited discretion, for example, they may offer advice about where to park if the situation allows such advice to be given. Further discretion will be allowed by the Notice Processing Officers who will consider representations against PCNs taking into account the evidence provided by the motorist as well as the guidance provided.

Before the issue of a PCN and depending on the circumstances, CEOs will usually observe vehicles to see if loading or unloading is taking place. However this observation time does not apply to streets with loading prohibitions, bays for specific users such as disabled drivers and doctors, or to suspended bays where instant PCNs will be issued.

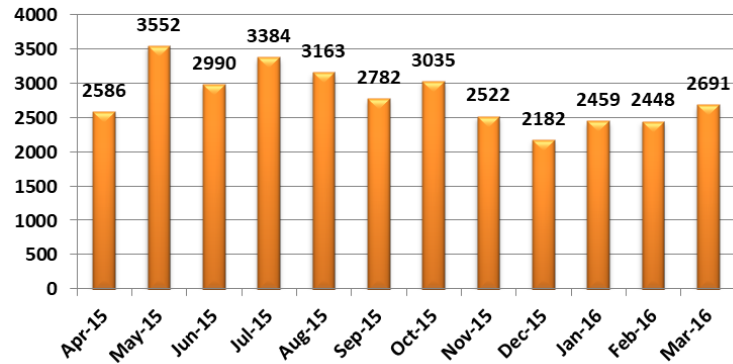
Prior to the issue of a PCN the CEOs will, for some contraventions, allow a period of time to elapse between first observing the vehicle parked in contravention of the regulations and the issue of the PCN. The details of the vehicle will be entered into the CEO's Hand Held Computer (HHC) when first seen and the computer will prevent issue of the PCN if an observation period is required. The CEOs will be able to continue with their patrols, as long as the contravening vehicle is kept in view, and then return to the contravening vehicle. The observation time and the PCN issue time will appear on the face of the PCN itself and will be recorded by the enforcement software system. Some Contraventions do not require an observation period and can be issued immediately. For a detailed list of which contraventions require an observation period, please refer to our Civil Parking Enforcement Procedures Manual which can be located on our website:

<https://www.lincolnshire.gov.uk/transport-and-roads/parking/parking-enforcement/104601.article>

III. Penalty Charge Notice (PCN) issue stats

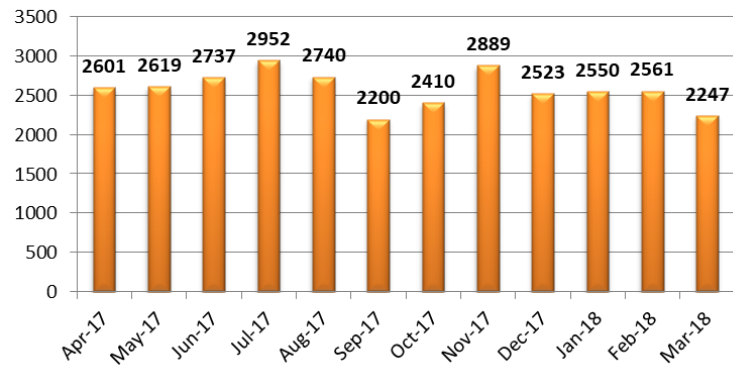
Below is an overview of the data to compare the last four financial years, for a more detailed breakdown of this data; please follow our Open Data website via the following link - <https://lincolnshire.ckan.io/pages/pcn>

PCNs Issued 2015/16



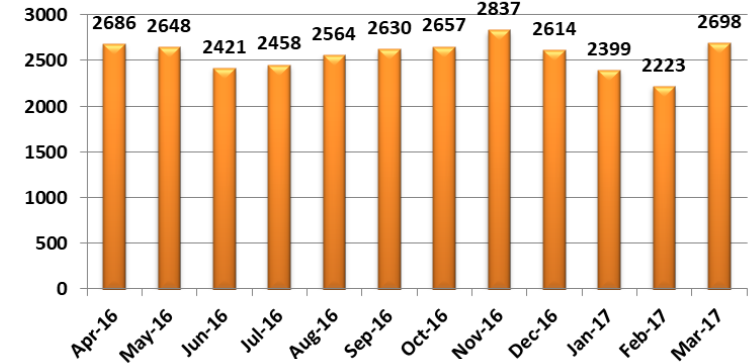
Total PCNs issued – 33,794

PCNs Issued 2017/18



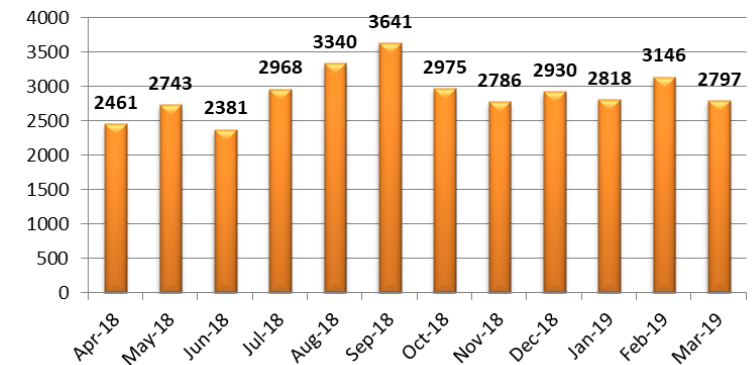
Total PCNs issued – 31,029

PCNs Issued 2016/17



Total PCNs issued – 30,835

PCNs Issued 2018/19



Total PCNs issued – 34,986

IV. Most issued contravention codes

Below is a list of the most commonly issued contraventions in Lincolnshire, we have provided the description of the contravention and included some examples of the road markings and signs you are likely to see.

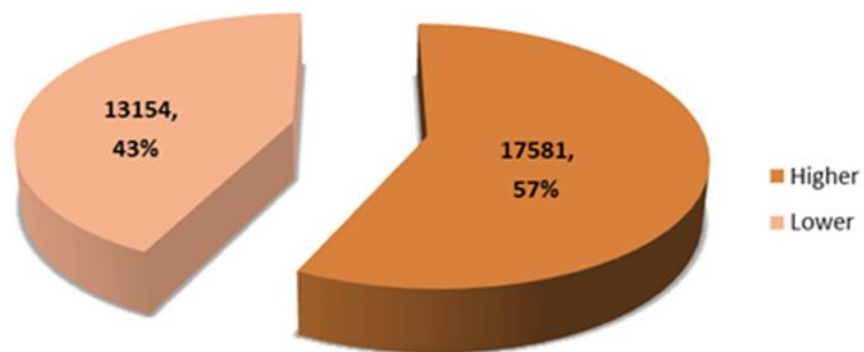




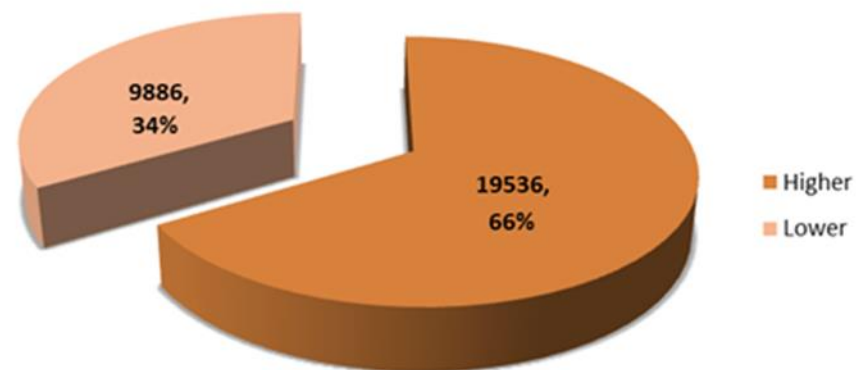
Code	Description	Issued in 2017/18	Issued in 2018/19	Difference
1	Parked in a restricted street	8843	10293	+1450
2	Loading in restricted street	1764	1347	-417
4	Parked in a meter bay	1	0	-1
5	Parked after payment expired	88	197	+109
6	Parked without ticket or voucher	0	1	+1
10	Parked without clear display	178	0	-178
11	Parked without payment	225	601	+376
12	Parked in a residents' place without permit	1827	2161	+334
16	Parked in a permit space	89	220	+131
19	Parked in a residents' place	592	680	+88
20	Parked in a restricted place	0	3	+3
21	Parked in a suspended bay	370	410	+40
22	Re-parked in the same place	339	240	-99
23	Wrong class of vehicle	1714	1985	+271
24	Not parked correctly	980	966	-14
25	Parked in a loading place	514	1089	+575
26	Double parking in a SEA	86	150	+64
27	Dropped footway in a SEA	223	233	+10
30	Parked longer than permitted	8919	9384	+465
35	Disc without clearly display	2	2	0
36	Disc longer than permitted	3	0	-3
40	Disabled person's parking	2476	2702	+226
42	Police vehicles	13	13	0
45	Taxi rank	1001	1291	+290
46	Clearway	78	139	+61
47	Restricted bus stop or stand	256	245	-11

48	Restricted school area	302	325	+23
49	Cycle track or lane	28	164	+136
62	Footpath parking	8	5	-3
99	Pedestrian crossing	110	140	+30
Grand Total		31029	34986	+3957

Charge Levels, 2017/18

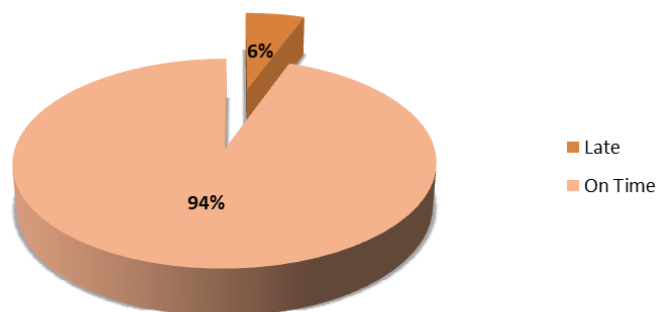


Charge Levels, 2018/19



V. Appeal response times

Appeals Response Times



A motorist has 28 days to challenge a Penalty Charge Notice (PCN) prior to a Notice to Owner being served to the registered keeper of the vehicle.

If this action is carried out within 14 days and the challenge is unsuccessful, it is likely that the discounted sum due will be extended for a further 14 days.

Type of PCN	How you usually challenge it
Local council PCN - received on the spot, for example on your windscreen	Make an informal challenge to the council
Local council PCN - received in the post, i.e. sent a 'Reg 10 PCN/Notice to Owner'	Make a formal challenge (called a 'representation') to the council

Lincolnshire County Council endeavours to respond to all challenges within 10 working days upon receipt of an appeal. Of the 6,146 challenges received in the financial year, 94% were responded to within 10 working days.

VI. Enforcement action taken

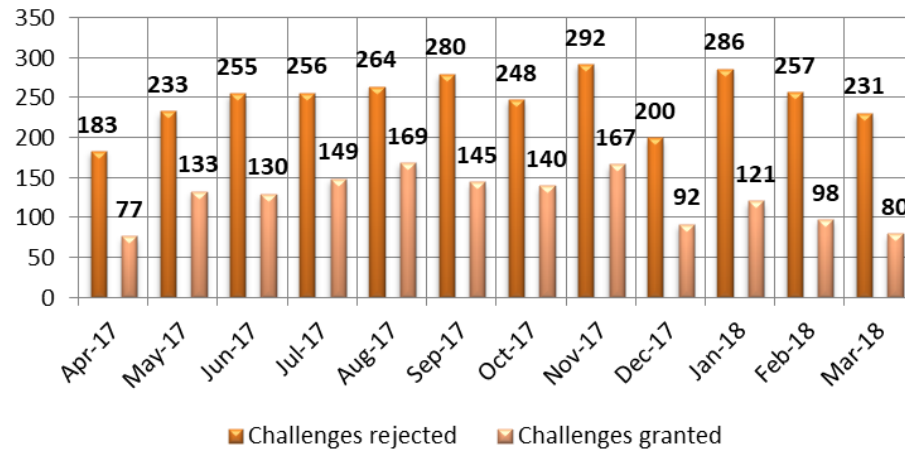
Currently Lincolnshire County Council do not actively immobilise or remove vehicles as per the statistics shown below.

	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Totals
Vehicles Immobilised	0	0	0	0	0	0	0	0	0	0	0	0	0
Vehicles Removed	0	0	0	0	0	0	0	0	0	0	0	0	0

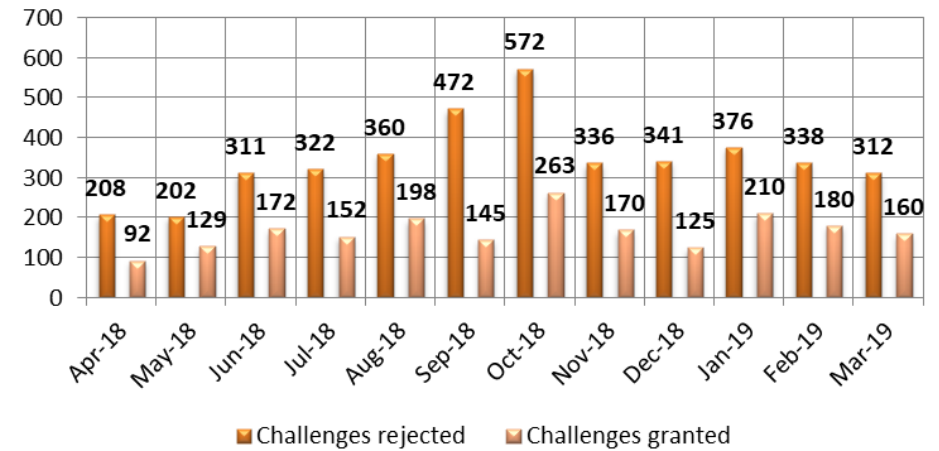
	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Totals
Vehicles Immobilised	0	0	0	0	0	0	0	0	0	0	0	0	0
Vehicles Removed	0	0	0	0	0	0	0	0	0	0	0	0	0

VII. Challenges, representations and appeals

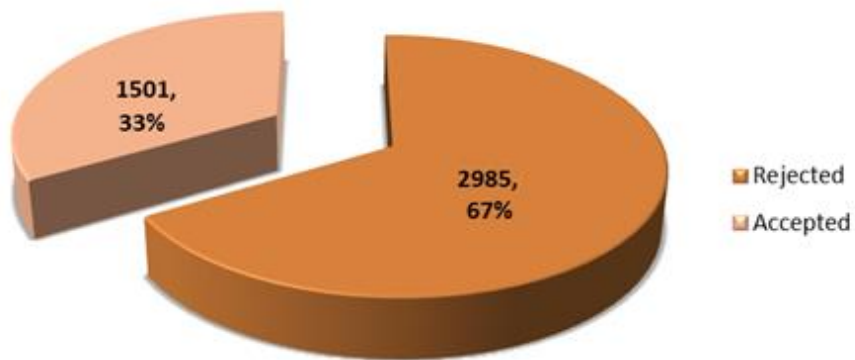
Appeals Challenged 2017/18



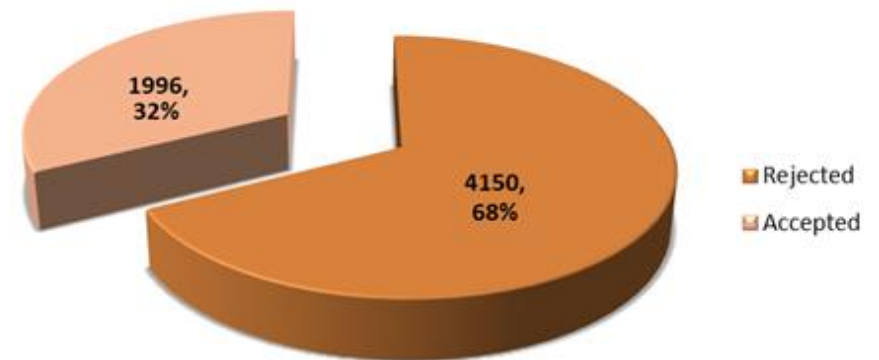
Appeals Challenged 2018/19



Appeals Outcome 2017/18



Appeals Outcome 2018/19

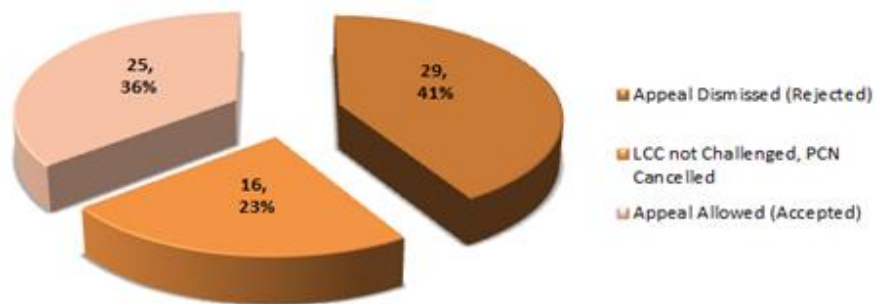


If an appellant is not happy with the decision made by the Council regarding their formal representation, they have the right to challenge the issue of the PCN to a parking adjudicator based within the Traffic Penalty Tribunal (TPT).

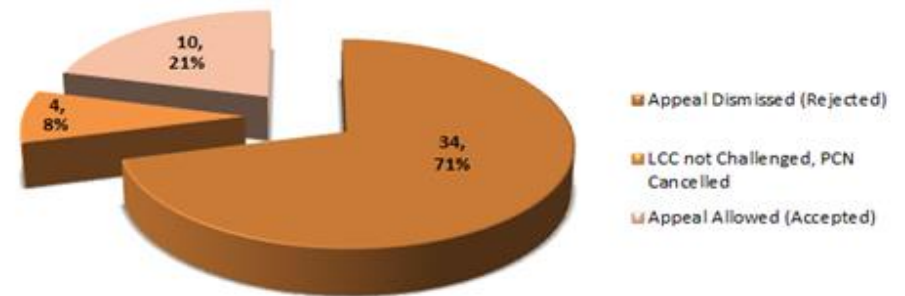
The TPT are a group of independent parking adjudicators and they conduct hearings relating to parking, bus lane, and moving traffic contraventions (outside of London). These hearings can be carried out in person, over the telephone or in writing.

The below charts show that of the cases submitted to the Tribunal, the Council has been successful 71% of the time which is an increase from the previous financial year. Additionally cases Not Contested by the Council has fallen significantly, highlighting the Council's desire to improve working methods and producing a higher quality of case handling.

Cases Appealed at TPT 2017/18



Cases Appealed at TPT 2018/19



5. Transparency in finance

I. Financial information

Paid PCNs - Value	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov17	Dec 17	Jan 18	Feb 18	Mar 18	Totals
Lower - Discounted - £25	£15,275	£16,150	£16,525	£14,325	£16,375	£13,900	£12,575	£17,400	£15,775	£15,950	£17,100	£13,625	£184,975
Higher - Discounted - £35	£35,700	£36,435	£39,550	£43,155	£41,370	£36,960	£36,575	£40,985	£36,750	£35,245	£36,505	£32,830	£452,060
Lower - Full - £50	£4,200	£4,150	£4,050	£5,100	£4,850	£4,850	£3,950	£3,350	£5,200	£5,800	£3,500	£4,000	£53,000
Higher - Full - £70	£10,710	£8,750	£9,030	£10,150	£9,800	£10,500	£8,960	£9,380	£8,260	£10,640	£7,560	£10,500	£114,240
Lower plus Charge Certificate £75	£2,175	£2,700	£1,875	£2,250	£2,475	£3,375	£2,700	£2,100	£2,025	£3,150	£3,075	£2,475	£30,375
Lower plus legal £82	£82	£164	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£246
Lower plus legal £83	£1,743	£2,490	£1,079	£1,743	£2,075	£1,577	£1,826	£1,328	£996	£1,577	£1,909	£1,494	£19,837
Higher plus Charge Certificate £105	£5,250	£5,460	£5,460	£6,090	£4,200	£5,670	£5,250	£7,455	£5,460	£5,460	£6,405	£6,720	£68,880
Higher Plus Legal £112	£448	£112	£0	£560	£224	£112	£112	£0	£0	£0	£0	£0	£1,568
Higher Plus Legal £113	£3,842	£6,102	£3,277	£3,277	£6,893	£2,712	£4,068	£3,842	£4,068	£3,955	£4,972	£1,695	£48,703
Additional Part Payments of PCNs	£2,076	£2,157	£1,365	£2,691	£2,027	£1,194	£1,100	£1,261	£1,139	£1,242	£722	£1,235	£18,210
Total	£81,501	£84,670	£82,211	£89,341	£90,289	£80,850	£77,116	£87,101	£79,673	£83,019	£81,748	£74,574	£992,094

Paid PCNs - Value	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar19	Total
Lower - Discounted - £25	£14,250	£14,700	£13,225	£14,200	£21,850	£22,175	£22,800	£15,100	£14,850	£15,375	£17,325	£17,925	£203,775
Higher - Discounted - £35	£40,670	£41,195	£37,765	£39,690	£47,215	£49,595	£49,210	£43,540	£44,485	£45,080	£47,740	£46,830	£533,015
Lower - Full - £50	£3,400	£4,250	£2,800	£3,050	£5,250	£5,850	£5,700	£5,450	£4,350	£4,950	£4,850	£4,550	£54,450
Higher - Full - £70	£8,330	£9,800	£10,220	£8,750	£11,130	£13,090	£14,140	£10,080	£9,380	£14,840	£10,150	£12,320	£132,230
Lower plus Charge Certificate £75	£2,850	£2,850	£2,850	£2,250	£1,650	£1,575	£1,950	£4,500	£2,850	£1,950	£1,650	£3,000	£29,925
Lower plus legal £83	£913	£1,992	£1,162	£1,826	£2,324	£1,577	£1,079	£498	£1,411	£3,735	£1,411	£7,387	£25,315

Higher plus Charge Certificate £105	£5,355	£4,515	£5,145	£5,565	£4,620	£4,305	£6,405	£9,555	£7,350	£4,935	£5,880	£5,985	£69,615
Higher plus Legal £113	£2,147	£5,198	£3,503	£5,989	£5,424	£3,390	£2,147	£2,260	£3,503	£5,876	£2,486	£18,645	£60,568
Part payments	£1,182	£1,629	£799	£1,339	£1,159	£2,779	£1,708	£2,220	£1,791	£1,282	£658	£7,130	£23,676
Grand Total	£79,097	£86,129	£77,469	£82,659	£100,622	£104,336	£105,139	£93,203	£89,970	£98,023	£92,150	£123,772	£1,132,569

Enforcement, Notice Processing and Council costs all increased this financial year and additionally Penalty Charge Notice income increased by a little over £100,000.00 in comparison to the 2017/18 financial year. Council costs also increased due to the purchase of specialised Traffic Regulation Order mapping software and a reallocation of senior management staffing costs. The table below shows a breakdown of the costs incurred by the Council and the surplus generated from Civil Parking Enforcement.

In line with the Traffic Management Act 2004, any surplus arising from on-street parking and enforcement is ring-fenced and can only be used for the provision of the enforcement service, supplying or making good parking facilities, transport projects, environmental projects or if the council feels that none of these are required, the funds can be set aside against potential losses for up to 5 years.

Lincolnshire County Council receives no income for on-street parking, preferring to provide free limited waiting parking in town centres, helping to support local businesses and services by encouraging more visitors. Surplus income has previously been spent to help finance the CCTV Pilot enforcement scheme currently being undertaken outside of selected schools in Lincolnshire and has also contributed towards remedial works to improve marking and signing of restrictions and parking bays.

		2017/18	2018/19
Income	Penalty Charges	£992,094.00	£1,132,569.00
	District Council Operational Costs	£39,153.32	£42,406.46
	Total	£1,031,247.32	£1,174,975.46
Costs	Enforcement Contract	£804,758.52	£802,251.40
	Notice Processing Contract	£203,050.20	£185,352.00
	Council costs	£97,743	£163,966.31
	Total	£1,105,551.72	£1,151,569.71
Deficit/Surplus	Total	-£74,304.40	+£23,405.75

Contact Us



ParkingServices@lincolnshire.gov.uk



01522 552222 (8am-6pm Monday to Friday, closed Bank Holidays)



Parking Services, Lincolnshire County Council, County Offices, Newland, Lincoln, LN1 1YL

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