

Lincolnshire County Council

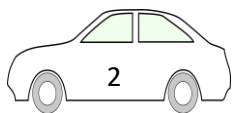


Lincolnshire
COUNTY COUNCIL
Working for a better future

Civil Parking Enforcement Annual Report 2022/2023

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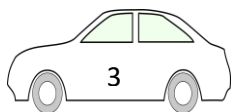
Introduction

Welcome to Lincolnshire County Council's annual parking report for the period 1st April 2022 – 31st March 2023. The aim of this report is to highlight and demonstrate that we undertake enforcement duties efficiently and in an open and transparent style. In addition to the detail, statistics and information within this report we also publish a wealth of data on the Council's website which allows a user to gather information in a more customer friendly and beneficial manner.

Parking is an everyday but crucial issue for road users, individuals, families and local communities. We carry out a well-structured and effective enforcement practice which helps to improve road safety whilst assisting in managing traffic flow. Parking also plays a key part in supporting events within the County and contributes significantly to the accessibility of our towns and villages.

Carrying out enforcement in a fair manner resonates through the parking services team, whether that is when undertaking on street enforcement duties or when handling correspondence received in relation to a Penalty Charge Notice.

We continue to strive to provide a service that is well respected and 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.



Enforcement – How and Where

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



For the purposes of enforcement, the County of Lincolnshire is split into 3 categories, A, B and C.

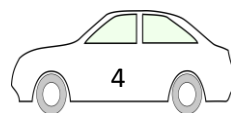
Category A features all of the main larger towns and city centres (eg Stamford, Boston, Lincoln, Skegness, Louth), along with other high traffic density routes and locations – these locations are patrolled daily.

Category B features all of the smaller towns (eg Horncastle, Bourne, Holbeach) 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 on an ad hoc basis and when resources are available.

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

In April 2022, the Council commenced the enforcement of The Lincolnshire Coastal Country Park (recently renamed The Queen Elizabeth Memorial Lincolnshire Coastal Country Park).



Why do we Enforce?

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/parking-enforcement.

What do we mean by a fair but firm approach?

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

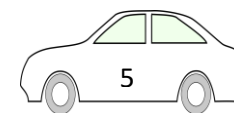
We will review the provision of parking services regularly to see how they can be improved.

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



Introducing The Lincolnshire Coastal Country Park

In April 2022, Lincolnshire County Council introduced charging in 5 of its car parks on the East Coast. The car parks are chargeable throughout Spring and Summer Season from Good Friday through to 31 October. These car parks are coastal access car parks.

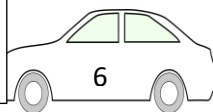


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Charges were introduced at:

- Anderby Creek
- Chapel Six Marshes
- Huttoft Car Terrace
- Marsh Yard
- Wolla Bank

The charges in place apply from 10am to 5pm however car parks are open from 6am to 10pm. After 10pm the car parks are closed. Restrictions have also been introduced to prevent any vehicles over 6m in length from parking within the car parks. Visitors can pay by phone or online and disabled badge holders are exempt from the charges.



Councillor Colin Davie, executive member for environment, and local member for Ingoldmells Rural, said: "As these sites have become more popular, increasingly they are frequented by motorhome users. The oversized nature of these vehicles has led to more incidences of obstructive parking, and greatly reduces the space available for other visitors to the beach.

"Also, with no facilities for these vehicles at the car parks, we often see grey water and waste left on site after unauthorised overnight stays.

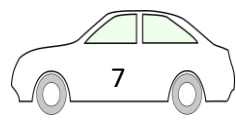
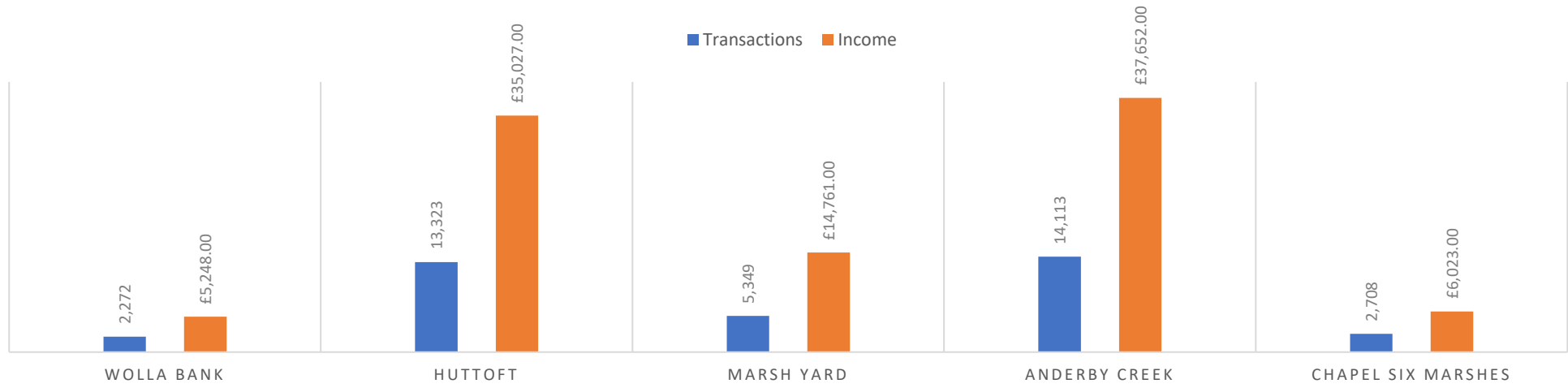
"Residents have expressed concerns that introducing parking charges could cause drivers to park dangerously on nearby roads. As such, we've introduced waiting restrictions on nearby roads to maintain clear visibility at junctions, keep access roads clear and protect private accesses.

"I'm pleased to see that these sites are popular, and by introducing this enforceable parking order, we can ensure there is space to welcome as many visitors as possible to our beautiful coast."

In 2022/23 there were 37,765 transactions made for the car parks, with an income from car park charges of £98,711.00.

TRANSCATIONS AND INCOME FROM CAR PARK CHARGES

■ Transactions ■ Income



Compliments, Praise and Good Deeds

Lincolnshire County Council and our enforcement contractor receive compliments and praise throughout the year for continuing to combat nuisance parking and tackling particular issues around schools which is paramount for the safety of the school children and their families.

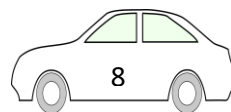
Some of the comments received:

“Thank you so much for organising someone to come so quickly, it certainly will have made the parents think if nothing else””your assistance today has definitely been a step in the right direction. Thank you again”. St Botolphs Primary School

“People parking on the new double yellow lines opposite the church during school drop-offs and pickups has been a common site recently, so it was good to see a parking enforcement officer there when I was picking up yesterday afternoon, I had a chat to him and he confirmed that he was there in response to a significant number of complaints that had been received about the problem”. Nettleham Parish Council

Good Deeds

- CEO found an elderly pedestrian walking in the road appearing to be disorientated. The CEO helped the pedestrian and stayed with them until the Police and Emergency Services could take over.
- Officers were alerted to a young child walking along the streets without supervision. The child was being looked after by a member of the public and the officer’s approached a nearby school where the child may have been from. The safeguarding officer from the school then looked after the child until the Police arrived. The Officer’s assisted the Police with any further enquiries.



Resident Parking

Lincolnshire County Council enforce 4 areas within Lincolnshire that fall under a resident parking scheme. More information on the County Council's Resident Parking Scheme can be found on our website: <https://www.lincolnshire.gov.uk/parking/resident-parking>

Lincolnshire County Council's resident permit scheme is managed by issuing Virtual Permits to residents in Louth and Stamford. Residents can apply for visitor permits virtually also with no requirement to display a physical voucher or scratch card.

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 and coming in August 2023, a new residential zone in the south of the City. The issuing of permits is under the responsibility of Lincoln City Council and the on street restrictions are enforced by Lincolnshire County Council. 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

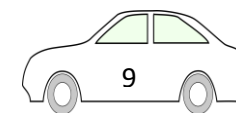
<https://www.lincoln.gov.uk/resident/parkingtransport-and-travel/parking-permits/>

Sleaford

There is currently one resident parking scheme in operation in the North Kesteven District area which covers three roads in Sleaford. The enforcement of the scheme is undertaken by Lincolnshire County Council. In February 2023, the administration of the permit scheme was handed over to Lincolnshire County Council and current resident permit holders were able to renew their permits with Lincolnshire County Council from August 2023 through the virtual permit system.

Louth

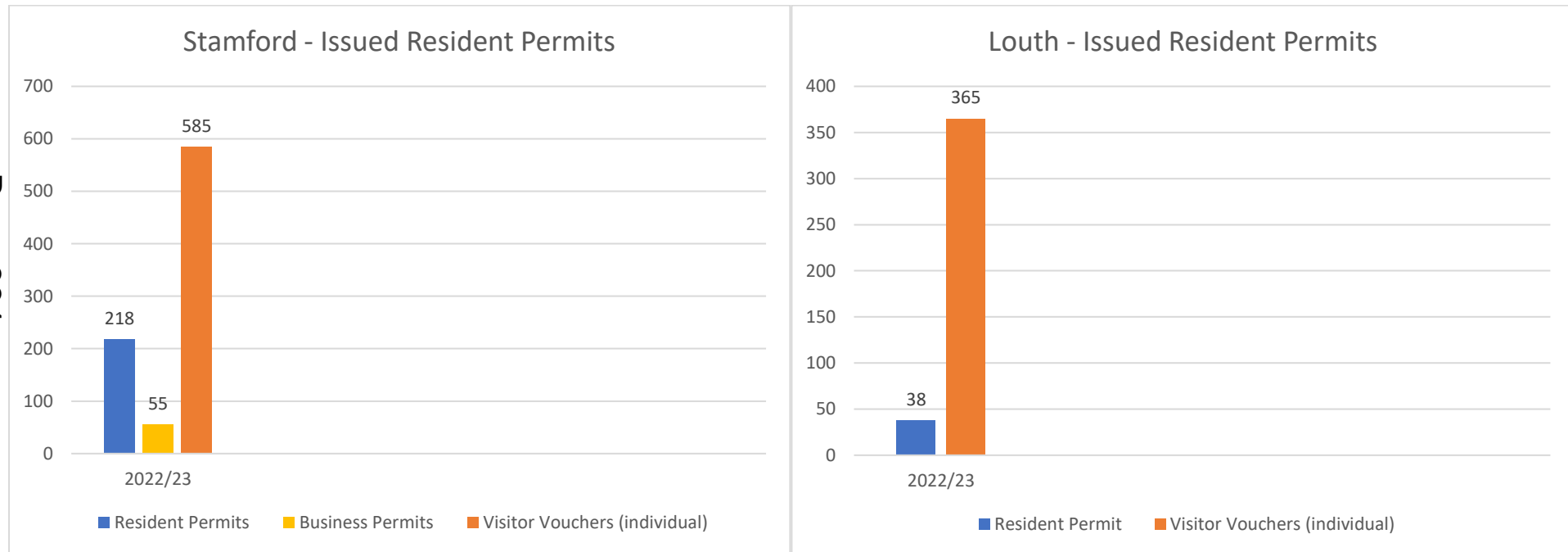
There is currently one zone in the market town of Louth which covers 3 roads. The permit scheme has always been managed by Lincolnshire County Council, both administration of and enforcement. As above, residents hold virtual permits where the residents apply and manage their permits through an online account. The officers handheld devices can read whether a vehicle is in possession of a permit and it negates the need to have to display a permit.



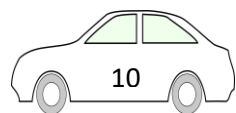
Stamford

A thriving resident permit zone was introduced to Stamford shortly after the introduction of Civil Parking Enforcement to Lincolnshire. Until January 2023, South Kesteven District Council administered the resident permit scheme however this is now the responsibility of Lincolnshire County Council. As Louth, Stamford became a virtual permit scheme where residents apply and manage their permits online. It is hoped by December 2023, all permits will be virtual and there will be no more paper copies in circulation.

Resident Permits issued 2022/23



In the summer of 2023, Lincolnshire County Council will be introducing a resident parking scheme in Grantham. The permit scheme will contain various roads within a zone and residents will be able to apply for their permits using the virtual permit system.



Events

Every year, the County Council's Parking Enforcement Team help manage the traffic around significant events throughout the County. They do this through effective parking enforcement where temporary restrictions are brought in to enable events to take place safely and with minimal traffic.

Some of the events that have taken place where extra enforcement has been provided have been

The Woodhall Spa 40s Weekend, the famous Lincoln Christmas Market and the Burleigh Horse Trials.

Other events include the Boston Mayfair and Boston Marathon, Lincoln 10k and the Lincoln Grand Prix Cycle.



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Suspensions

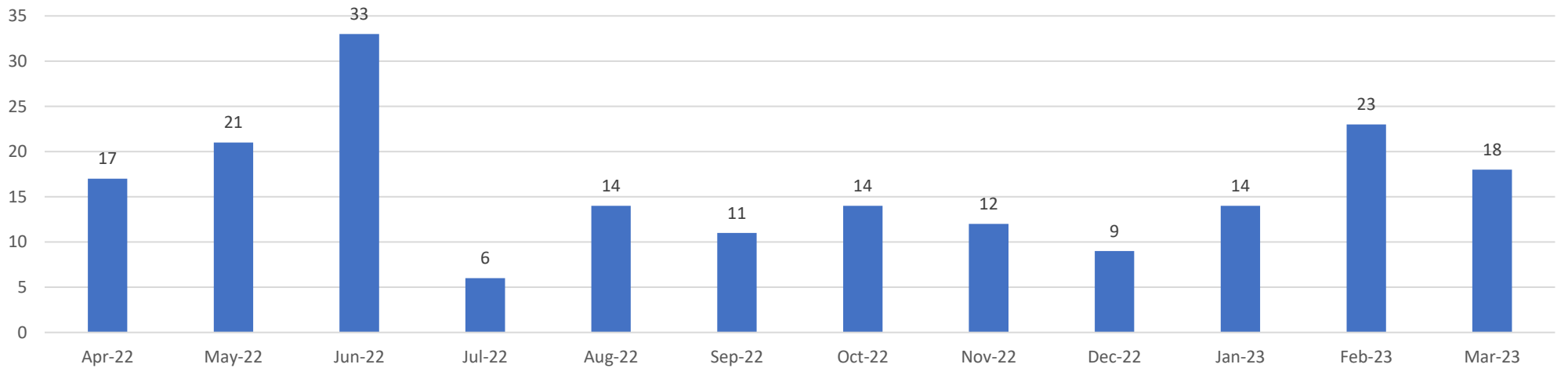


Lincolnshire County Council has the power to suspend parking within a designated parking bay to allow events to take place or access by a specific vehicle for highway/bay maintenance to be carried out. In such cases, advance notice is placed alongside the bay and is distributed to nearby properties giving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

Suspensions are also used so that events can take place safely and successfully. Some of the major events that have taken place this year include Lincoln Christmas Market, Boston Marathon, Lincoln 10k, Woodhall Spa 1940s weekend. All of these events require collaboration between the organisers, traffic management and the Council's parking services and events management team to ensure that the roads remain safe throughout.

Suspensions 2022/23



Parking Waivers

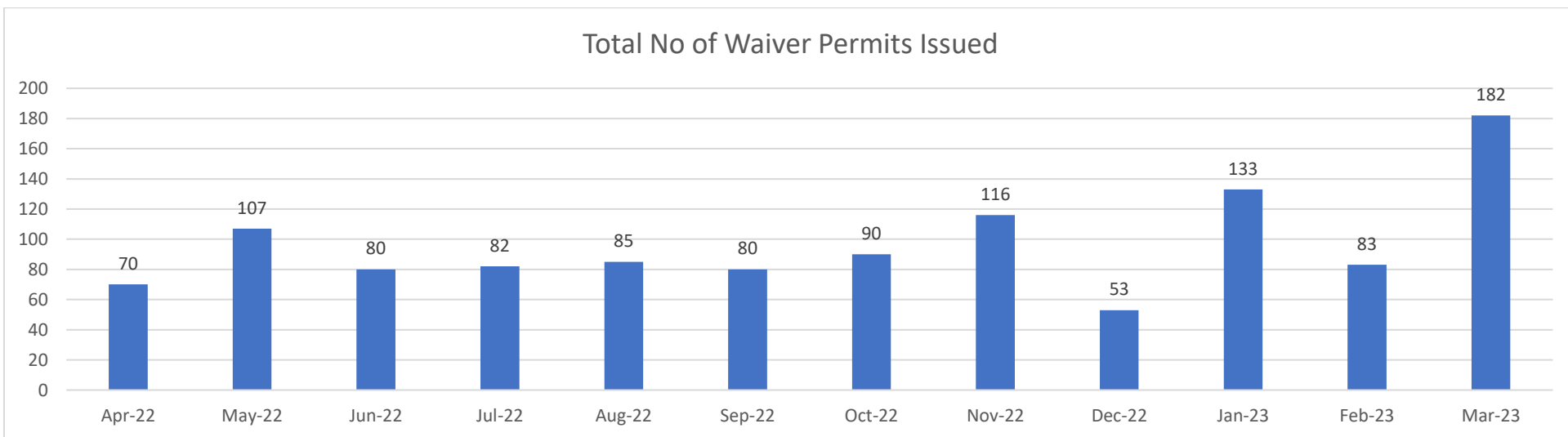


Lincolnshire County Council understands that sometimes it is necessary for a vehicle to be parked in contravention of parking restrictions to undertake works at adjacent or nearby properties. A waiver permit will only be granted when it is essential that the vehicle is parked close to the property and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

Cost of permit for 2022/23 was £20.00 per permit and these were for a maximum of 2 months per application.

Total No of Waiver Permits Issued



Nuisance Parking

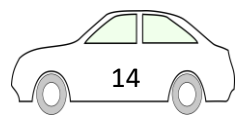
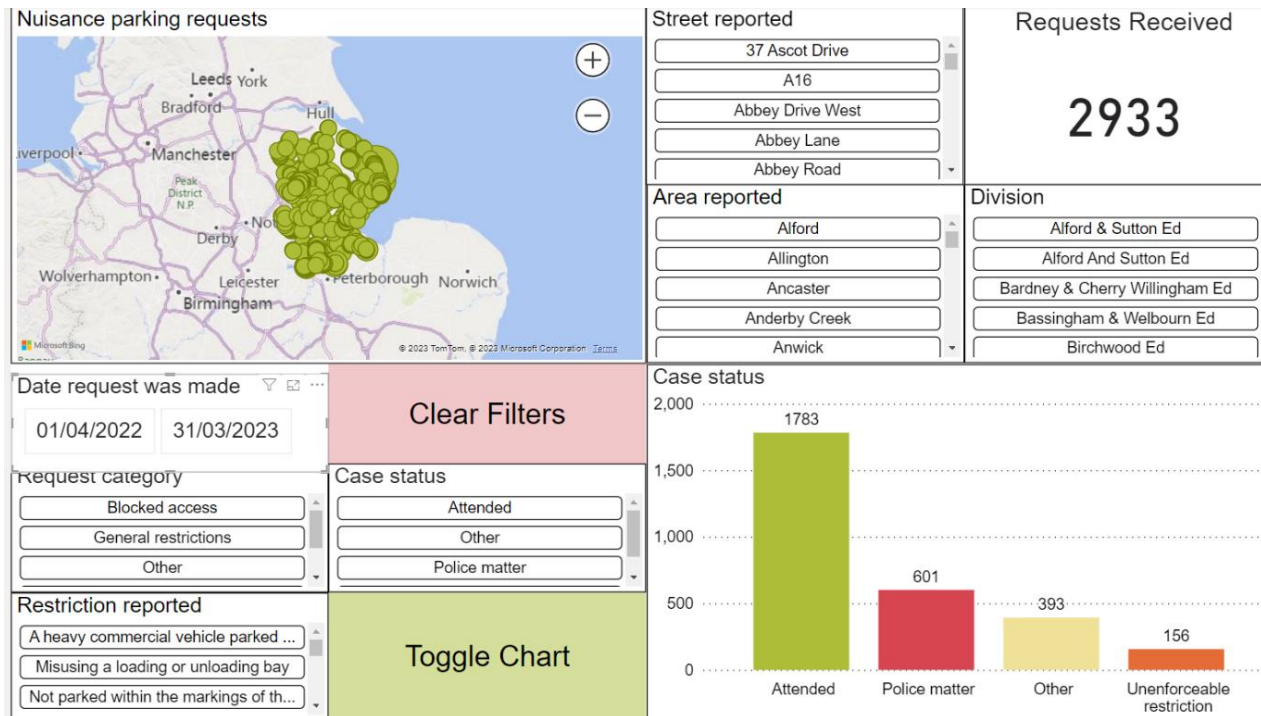
Any vehicles seen to be parked in breach of parking restrictions could be issued with a Penalty Charge Notice. Nuisance parking is an issue that impacts a lot of residents and visitors to Lincolnshire and something local Councillors are often approached about. An online reporting tool was developed in July 2020 and continues to remain extremely popular and has vastly improved the way in which we communicate and respond to nuisance parking requests.

From when the reporting tool was implemented in July 2020 there have been a total of 6,529 reports and requests for enforcement submitted.

In the year 2022/23 there were 2,933 which was an increase by 400 on the previous year's figure of 2,533.

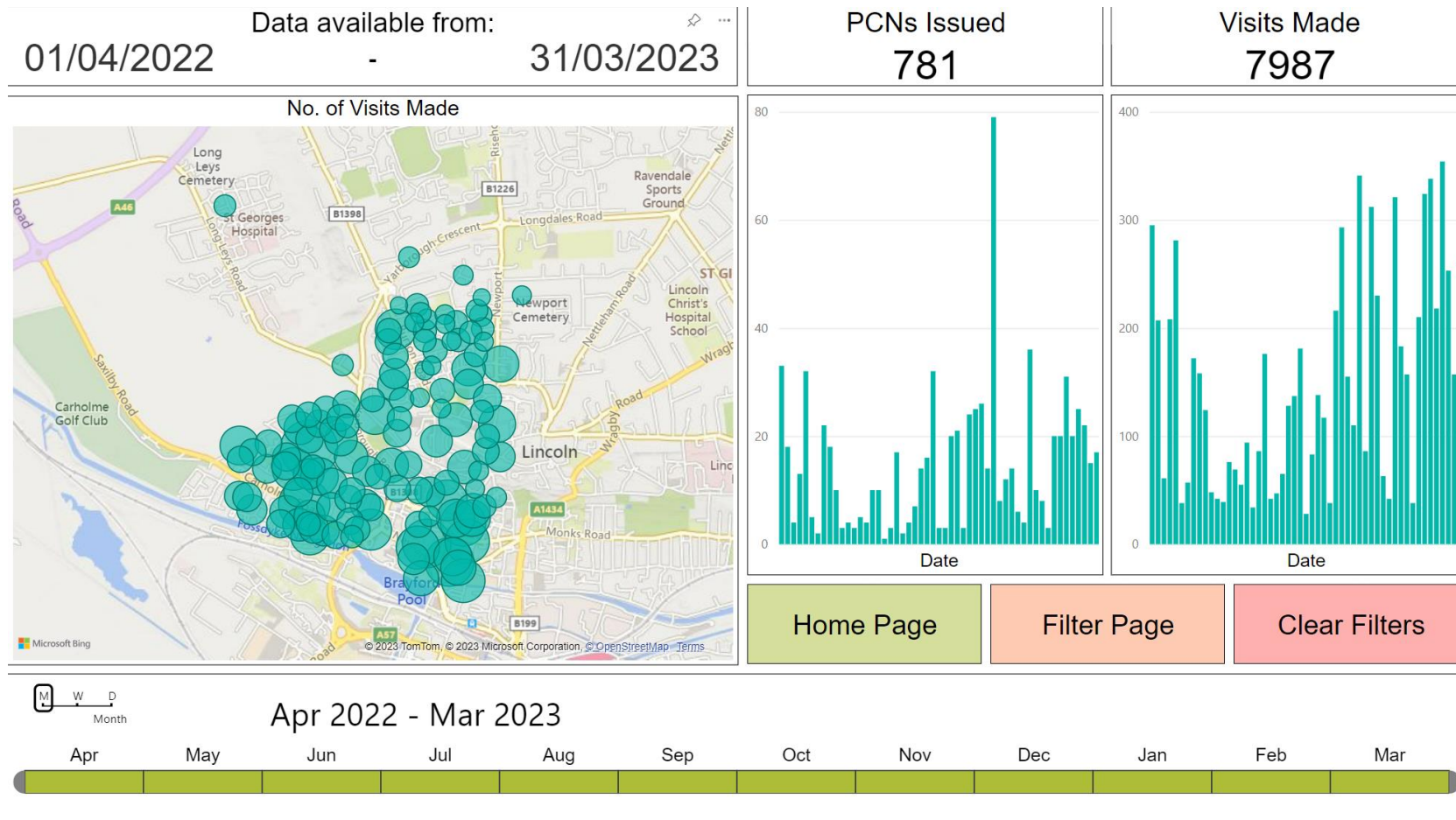
Of the 2,933, a total of 1,783 were recorded as attended or investigated by our enforcement team.

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Lincolnshire County Council continues to actively encourage members of the public to utilise our nuisance parking reporting tool as this enables us to shape patrols when required and react to non-compliant parking practices that we may not be aware of. To submit a nuisance parking report to LCC an online form can be accessed via <https://www.lincolnshire.gov.uk/xfp/form/351>

All data relating to this and parking patrol data is stored on our Open Data Power BI platform and is accessible to all Councillors. The data can be filtered to electoral division and provides extensive information relating to any given area within the County, an example of which is shown below.

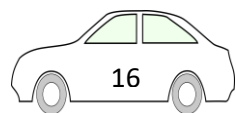
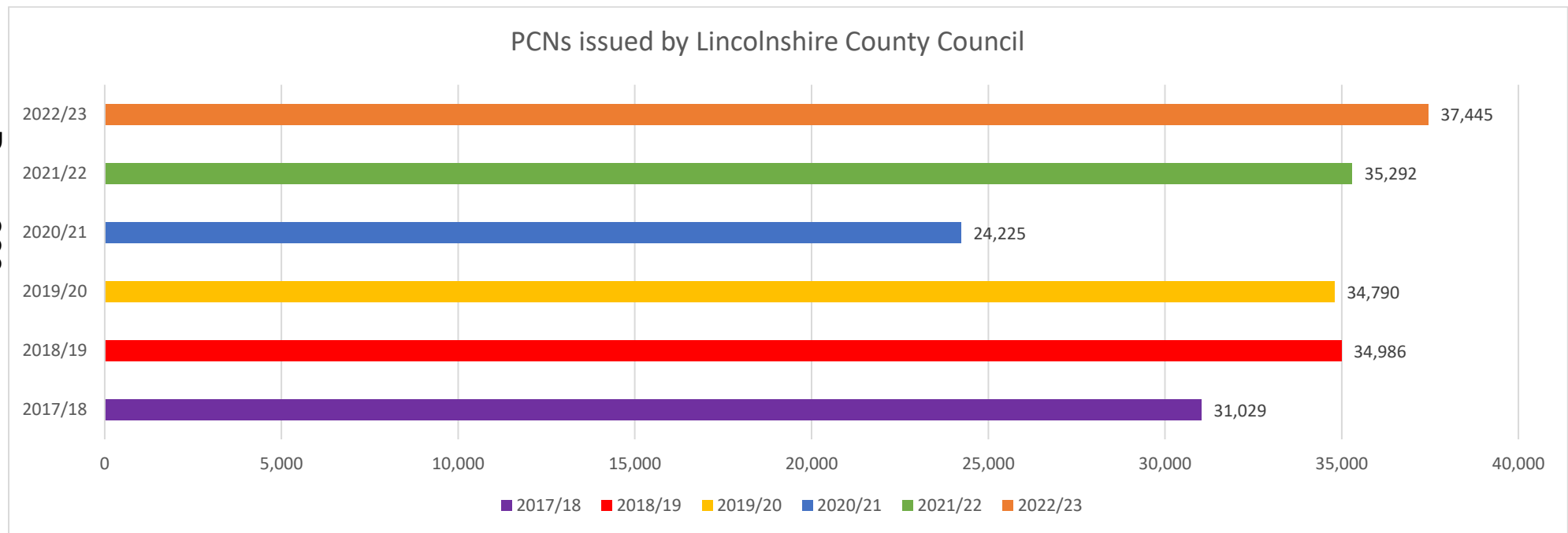


Penalty Charge Notice Issue Statistics

Lincolnshire County Council has always taken an open and transparent outlook when publishing PCN data and we update our statistics regularly on our website. All data can be broken down by District area, street name and even Electoral Division. The following weblink provides a member of the public with direct access to our interactive data.

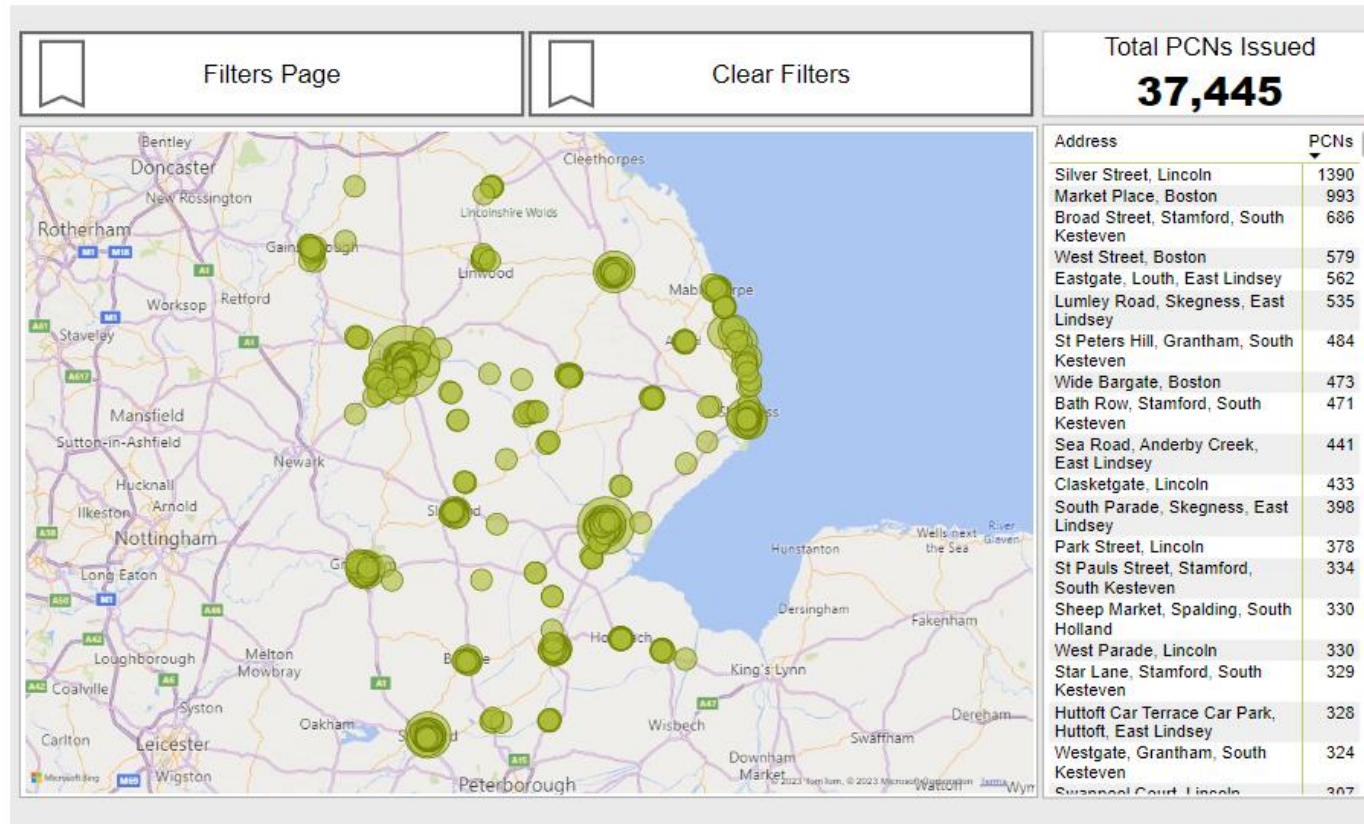
<https://lincolnshire.ckan.io/dataset/pcns>

Below illustrates the amount of PCNs that have been issued since 2017. During the year 2020/21 enforcement was temporarily halted due to the COVID 19 Pandemic. 2022/2023 saw the introduction of the enforcement of the Lincolnshire Coastal Country Park's Car Parks.



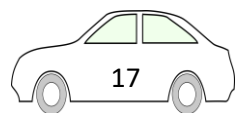
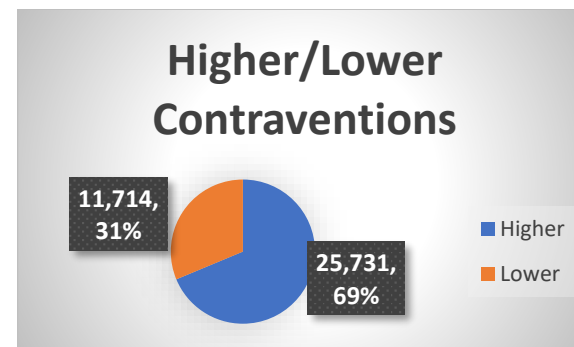
In the 2022/2023 financial year, a total of 37,445 Penalty Charge Notices were issued. The below highlights some of the streets across the County where the most parking contraventions occurred.

You can view the PCN data for 2022/23 by visiting <https://lincolnshire.ckan.io/pages/pcn2022-23>



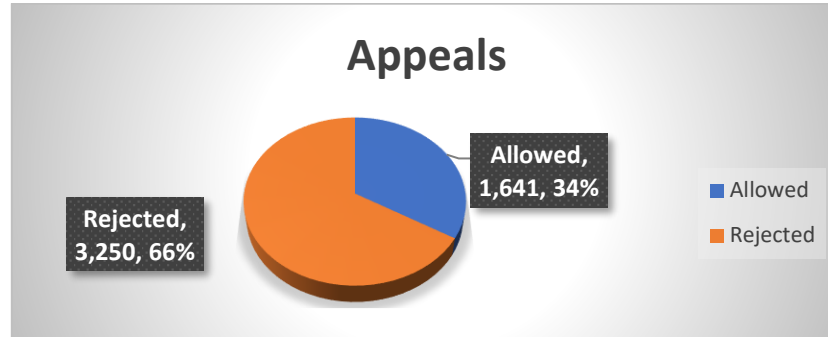
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PCNs issued in 2022/23 – Higher/Lower Contraventions

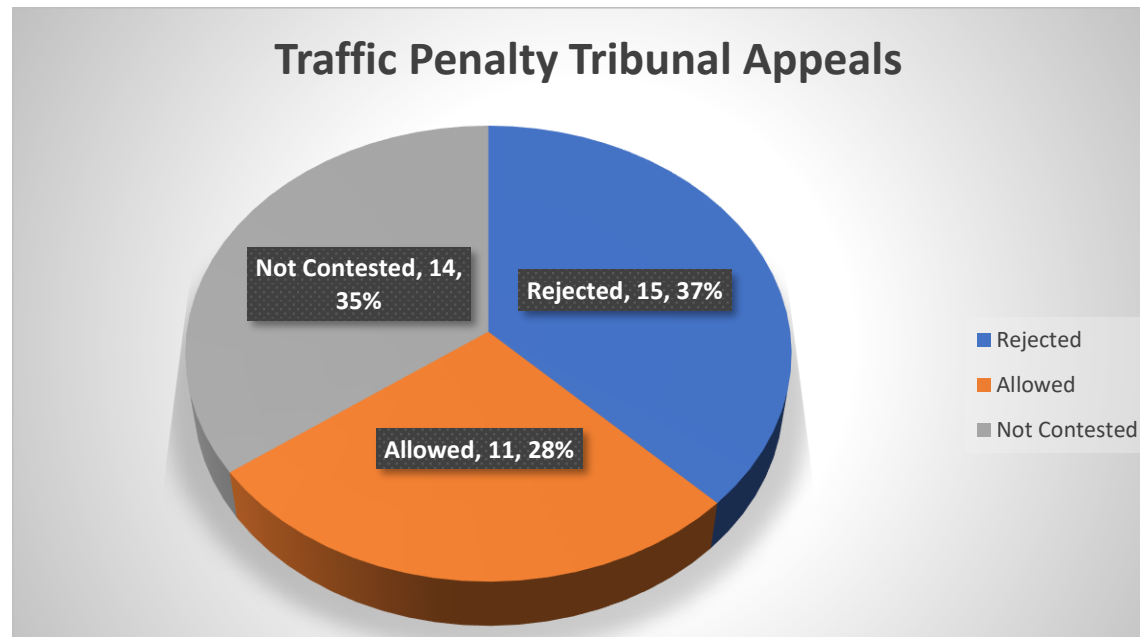


Challenges, Formal Representations and TPT

There were 4,891 appeals throughout the year.



In 2022/23 there were 40 appeals decided by the Traffic Penalty Tribunal.



Transparency in Finance

The table below shows a breakdown of the costs incurred by the Council and any surplus generated from Civil Parking Enforcement.

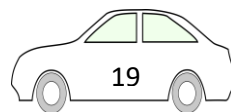
In line with the Traffic Management Act 2004, any surplus arising from on-street parking and enforcement is ring-fenced and can only be used for the provision of the enforcement service, supplying or making good parking facilities, transport projects, environmental projects or if the council feels that 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.

The 2022/2023 financial figures highlight that a small surplus of £16,194.91 was recorded and has been added to the CPE reserves. Prior to this year, recent annual deficits (excluding COVID implications) have primarily occurred due to the increase in National Living Wage requirements. Any increase directly impacts upon our Enforcement contract's monthly costs and these increases rise each year. It is projected that contract costs will rise further from April 2024. Any shortfall between income and costs can be covered from any surplus in the Parking Account or the Council's General Fund. Whilst costs are on the rise, the real time cost of a Penalty Charge Notice has remained the same for many years and long before CPE was introduced to Lincolnshire in 2012. The British Parking Association have been vocal in requesting a review from Central Government into a potential increase to Penalty Charge Notice monetary levels, and Local Authorities remain active in ascertaining what developments may occur in the future.

From an operational viewpoint, we ensure that our patrols are as efficient as possible and that areas which are known to suffer from non-compliant parking are frequented as often as resource allows. Taking proactive measures such as these increases customer satisfaction but also results in a more accessible highway with greater parking opportunities for visitors to local amenities.

		2022/23
Income	Penalty Charges	£1,401,252.50
	Other reimbursements / contributions	£98,064.82
	Total	£1,499,317.32
Costs	Enforcement Contract	£1,007,126.42
	Notice Processing Contract	£240,048.72
	Council costs	£235,947.27
	Total	£1,483,122.41
Surplus	Total	£16,194.91



The Future

The enforcement contract for parking is due for tender in 2024. Work continues to occur in order to finalise the specification of the new contract, focusing on service delivery and innovative enforcement processes creating efficiencies across the highway network.

The level of penalty charge has remained static for many years whilst costs, especially for staff and travel, continue to climb. This leads to an inevitable cross over where cost can exceed income. How to minimize or eliminate this financial burden whilst continuing to deliver the service in line with Council policy will continue to be the main priority going forward.

Contact us



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