

**APPENDIX A**



**Parking Services  
Annual Report  
2017 – 2018**



*MAY 2018*

# Parking Services Annual Report 2017-2018

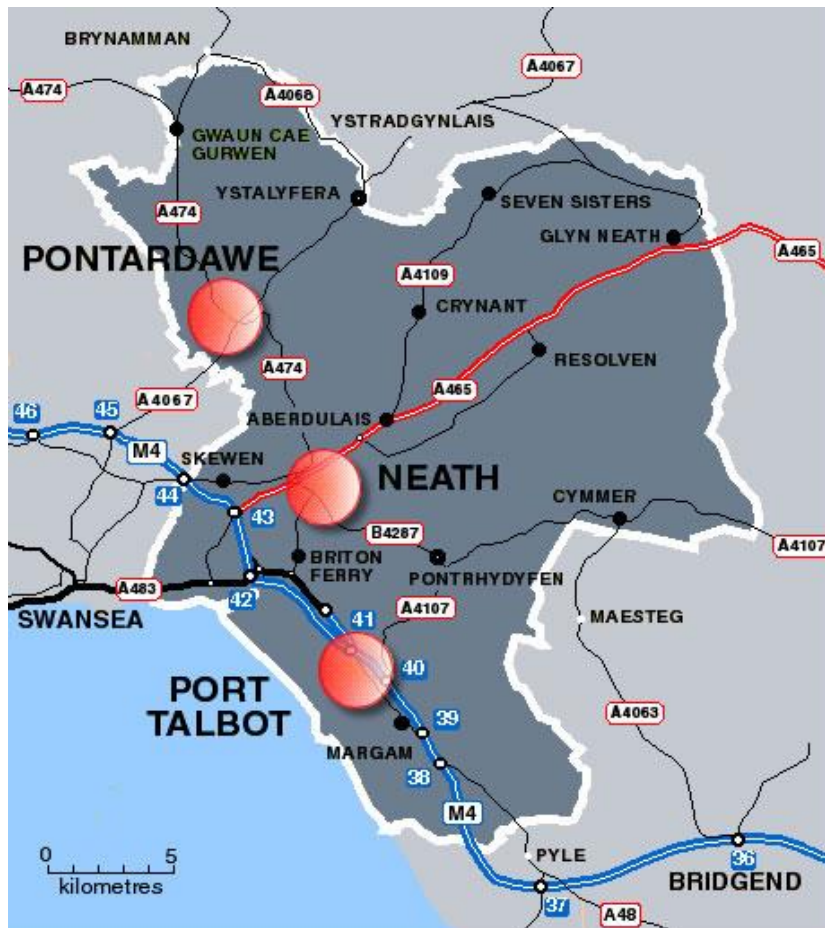
## I n d e x

	Page No.
1. Introduction	3-4
2. Aim and Objectives	5
3. History and Current Operations	5
4. Car Parks	6
5. Safer Parking	7
6. Statistics	7-9
7. Appeals and Challenges	10
8. Traffic Enforcement Centre	10
9. Income and Expenditure	11
10. Training	11
11. Acknowledgements	12

## 1 Introduction

Neath Port Talbot is a county borough and one of the unitary authority areas of Wales. Neath Port Talbot is the 8th most populous county in Wales and the third most populous county borough.

The county borough borders the other principal areas of Bridgend and Rhondda Cynon Taff to the east, Powys and Carmarthenshire to the north and Swansea to the west. Its principal towns are Neath, Port Talbot and Pontardawe.



Neath Port Talbot County Borough Council were the first to introduce Decriminalised Parking Enforcement under the Road traffic Act 1991 in Wales. The enforcement of road traffic regulation orders by the authority came in to effect on 1<sup>st</sup> June 1999.

On 31<sup>st</sup> March 2008 the Road Traffic Act 1991 was replaced by the Traffic Management Act 2004, and all authorities currently enforcing traffic orders under the 1991 Act automatically became Civil Enforcement Areas under the new Traffic Management Act.

Enforcement of the on and off street traffic regulation orders comes under the Traffic management Act 2004.

(Section 78 of the Traffic Management Act 2004 and Regulation 9 of the Civil Enforcement of Road Traffic Contraventions (General Provisions) (Wales) Regulations 2013).

Civil Enforcement of Parking Contraventions (Representations and Appeals) (Wales) Regulations 2008.

Civil Enforcement of Parking Contraventions (Penalty Charge Notices, Enforcement and Adjudication) (Wales) Regulations 2008.

There is a requirement set out in the Statutory Guidance provided pursuant to the Traffic Management Act 2004 is for Local Authorities to produce and publish an annual report on parking enforcement activities.

Neath Port Talbot is committed to providing a fair, consistent and transparent Parking Service. Publishing clear statistical and financial information will help achieve this. This report includes information about the level of parking enforcement activity for the period 2017/2018, as well as the income and expenditure recorded in our 'parking account'.

## 2 Aim and Objectives

The overall aim of the Authority is to provide a Parking Service that supports residents, visitors and businesses within Neath Port Talbot. We set out to achieve this through the following objectives:

- Improve road safety and access to services for all road users including pedestrians
- Support the local economy by ensuring a turnover of vehicles in short stay parking bays

## 3 History and Current Operation

In 1999 the authority tendered two contracts one for the enforcement of on and off street parking and the other for the notice processing. The two contracts were won by Sureway Parking Services, which changed its name during the contract period to Vinci Parking Services.

Following a Member review, when the contracts were due to expire the authority brought both contracts back in-house in April 2007, transferring the Vinci personnel over to the authority.

Parking Services were initially based in Port Talbot town centre up until August 2013. This allowed for a shop facility for the public to purchase permits and pay parking fines. New software was purchased in 2013 which allowed residents to purchase or renew parking permits online. This meant there was no longer the need for a parking shop. Members of the public are still able to contact parking services with any queries via e-mail, telephone or in writing.

Parking Services now operate from The Quays, in Baglan Energy Park and employs 16 members of staff. Enforcement is operational seven days a week. Seven beats cover the Borough, three in Neath, one in Port Talbot, one in Skewen, one in Pontardawe and one mobile patrol covering the rural areas.

Civil Enforcement Officers are paid a fixed salary independent of the number of tickets they issue.

Those people who have been issued with a Penalty Charge Notice are able to pay either over the telephone payment line, online, by post or in person at either Neath or Port Talbot One Stop Shop. All appeals have to be in writing to Parking Services.

#### 4 Car Parks

Neath Port Talbot Council operate most of the car parks in the Borough. Cashless payment is available in four car parks by means of card readers installed into the Pay and Display Machines.

The table below shows a list of car parks operated by Neath Port Talbot Council along with capacity levels.

<b>Car Park</b>	<b>Location</b>	<b>Capacity</b>
High Street Car Park	Neath	37
Milland Road Car Park	Neath	450
Neath Multi-Storey Car Park	Neath	600
Rosser Street Car Park	Neath	33
Herbert Street Lower Car Park	Pontardawe	19
Herbert Street Upper Car Park	Pontardawe	37
Pontardawe By-Pass Car Park	Pontardawe	44
Bay View	Port Talbot	68
Bethany Square Car Park	Port Talbot	166
Harbourside - Parkway	Port Talbot	111
Ocean Way	Port Talbot	282
Port Talbot Civic	Port Talbot	80
Port Talbot Multi-Storey Car Park	Port Talbot	705
Scarlet Avenue Car Park	Port Talbot	111
St Mary's Car Park	Port Talbot	41
Station Road Car Park	Port Talbot	107

## 5 Safer Parking

The Safer Parking Scheme is an initiative of the Association of Chief Police Officers aimed at reducing crime in parking facilities.

Thirteen of the car parks managed by Parking Services have achieved Safer Parking status. Park Mark® is awarded to car parks that have met the requirements of a risk assessment conducted by the police.

For customers using a Park Mark® car park, it reduces the fear of crime by showing that measures are in place to create a safer environment. More information and a list of accredited car parks can be found on the safer parking website - <http://www.saferparking.com>.

## 6 Statistics

In the financial year 2017/18, 11,734 Penalty Charge Notices were issued, 7,851 on street and 3,883 off street.

The table below shows the split of Penalty Charge Notices issued between 01<sup>st</sup> April 2017 and 31<sup>st</sup> March 2018.

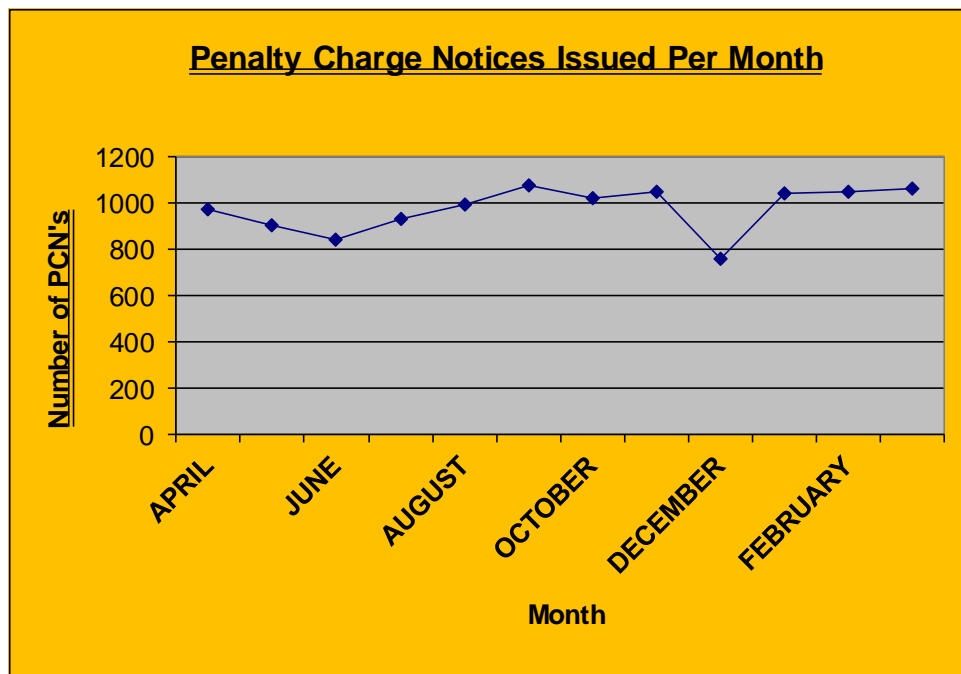
Number of Higher Level PCN's Issued	7247
Number of Lower Level PCN's Issued	4487
<b>Total Number of PCN's Issued</b>	<b>11734</b>
Number of PCN's Paid at Discount	7233
Number of PCN's Paid at Non - Discount	1305
<b>Total Number of PCN's Paid</b>	<b>8538</b>
Number of PCN's Appealed Against	7575
Percentage of PCN's Appealed Against	65%
<b>Number of PCN's Cancelled as a Result of an Appeal</b>	<b>2061</b>
Percentage of Successful Appeals	18%
Numbers of PCN's cancelled for other reasons	341
Number of Vehicles Immobilised	N/A
Number of Vehicles Removed	N/A

A total of 2,402 or 20% of all Penalty Charge Notices issued were cancelled for a variety of reasons. Each case is considered on merit with all mitigating circumstances taken into account.

At the time of reporting the remaining 1,135 Penalty Charge Notices are at various stages of recovery. Therefore the figures are subject to variation.

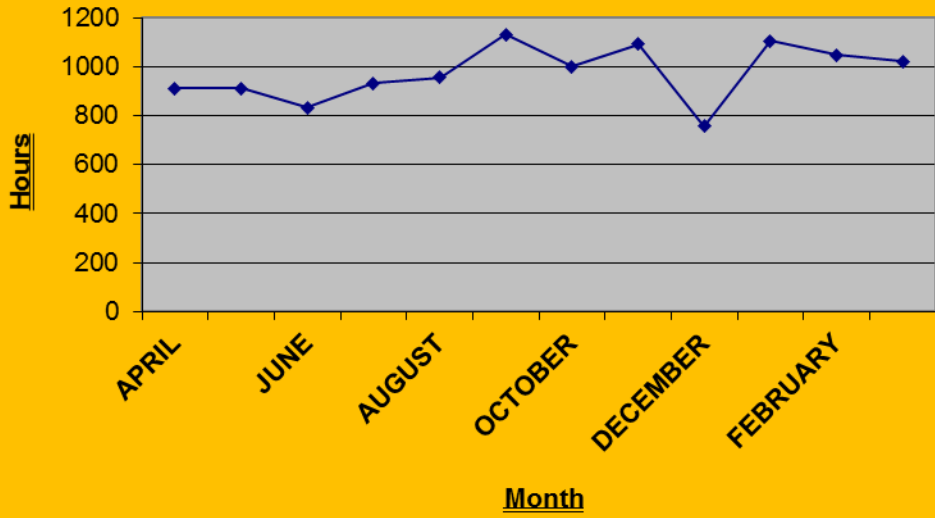
The table below shows the split of Penalty Charge Notices and the total of deployed hours on a monthly basis between 1<sup>st</sup> April 2017 and 31<sup>st</sup> March 2018.

MONTH	PCN ISSUED	HOURS DEPLOYED	PCN PER HOUR
APRIL	975	910	1.07
MAY	909	910	1.00
JUNE	844	833	1.01
JULY	935	933	1.00
AUGUST	998	955	1.05
SEPTEMBER	1076	1130	0.95
OCTOBER	1024	1000	1.02
NOVEMBER	1051	1091	0.94
DECEMBER	764	757	1.01
JANUARY	1041	1105	0.94
FEBRUARY	1054	1046	1.01
MARCH	1063	1021	1.04
<b>TOTALS</b>	<b>11734</b>	<b>11691</b>	<b>1.00</b>

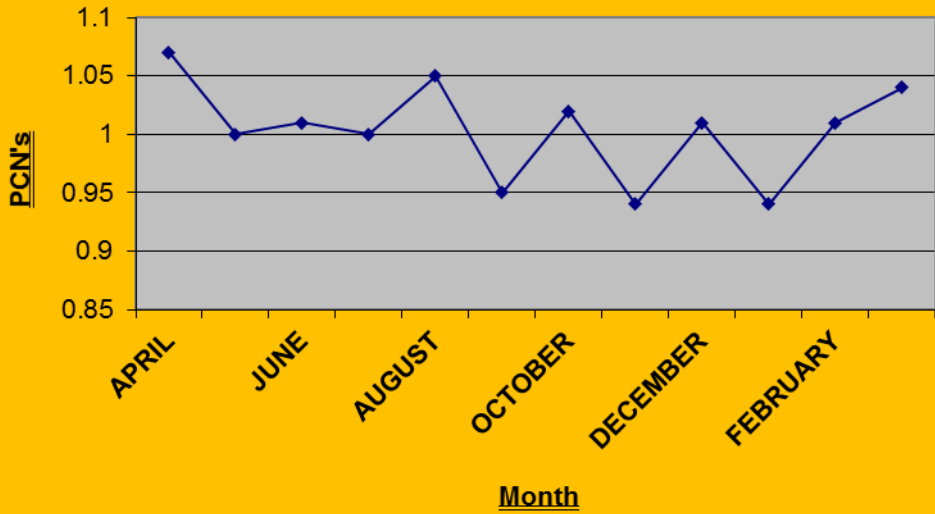




**Number of hours CEO's Deployed**



**Penalty Charge Notices Per Deployed Hour**



## 7 Appeals and Challenges

All members of the public have the right to challenge a Penalty Charge Notice.

This can be done informally by writing to NPTCBC within 28 days of the issue of the Penalty Charge Notice or formally by making representation to NPTCBC after a Notice to Owner has been served on the person or company registered with the DVLA as the owner of the vehicle.

There is also recourse to appeal to The Traffic Penalty Tribunal which is an independent adjudication service if they are not happy about a decision that has been reached by Neath Port Talbot Council in regard to the Penalty Charge Notice.

35 appeals were made to the Traffic Penalty Tribunal during 2017/18.

All the required forms that the public need to appeal to the Traffic Penalty Tribunal are sent out with the Notice of Rejection that the appellant receives from Neath Port Talbot Council Borough Council. Further information can be found at [www.trafficpenaltytribunal.gov.uk](http://www.trafficpenaltytribunal.gov.uk).

## 8 Traffic Enforcement Centre

When all attempts to recover outstanding charges have failed, Neath Port Talbot Council will apply to the Traffic Enforcement Centre (TEC) for a Warrant of Control. This enables the collection of the unpaid debt to the Authority. These warrants are then issued to Enforcement Companies to recover the outstanding debt at no cost to the Authority.

Further information about the Traffic Enforcement Centre can be found at:

<https://courtribunalfinder.service.gov.uk/courts/traffic-enforcement-centre-tec>

The Authority regrets that this action became necessary to collect outstanding charges; however it is only taken when all other attempts to collect outstanding Penalty Charge Notices have failed. During 2017/18, 1,026 Warrants of Control were issued.

## 9 Income and Expenditure

Car Park Income	£874,650
Car Park Expenditure	£720,730
Car Park Balance	£153,920
Enforcement Income	£422,479
Enforcement Expenditure	£608,624
Enforcement Balance	£186,145
Total Balance	£32,225

## 10 Training

Regular briefings are held with all Civil Enforcement Officers and Parking Assistants to ensure that the enforcement and administration of Parking Services throughout the Borough is fair, transparent and consistent.

In conjunction with the Authorities Training & Development Department we have developed a good working relationship with Alpha Parking and Talk Training, which has proven to be very successful. The following qualifications were either obtained or started in 2017/18.

One, Civil Enforcement Officer obtained a **City & Guilds Level 2 Award for Parking Enforcement Officers (1950)**.

Two members of staff completed a **Level 4 Higher Apprenticeship in Management**. This comprises two qualifications:

- **Level 4 NVQ Diploma in Management**
- **ILM Level 4 Diploma in Principles of Leadership and Management**

One member of staff completed a **Level 5 Higher Apprenticeship in Management**. This comprises two qualifications:

- **Level 5 NVQ Diploma in Management**
- **ILM Level 5 Diploma in Principles of Leadership and Management**

Five, Civil Enforcement Officer undertook Emergency First Aid training in October 2017.

## 11 Acknowledgements

Ian Rees (Parking Services)

Louise Parry (Accounts)

Please contact Steve Cook, Parking Manager on 01639 763968 or by e-mail at [s.cook@npt.gov.uk](mailto:s.cook@npt.gov.uk) if you have any questions in relation to this report.