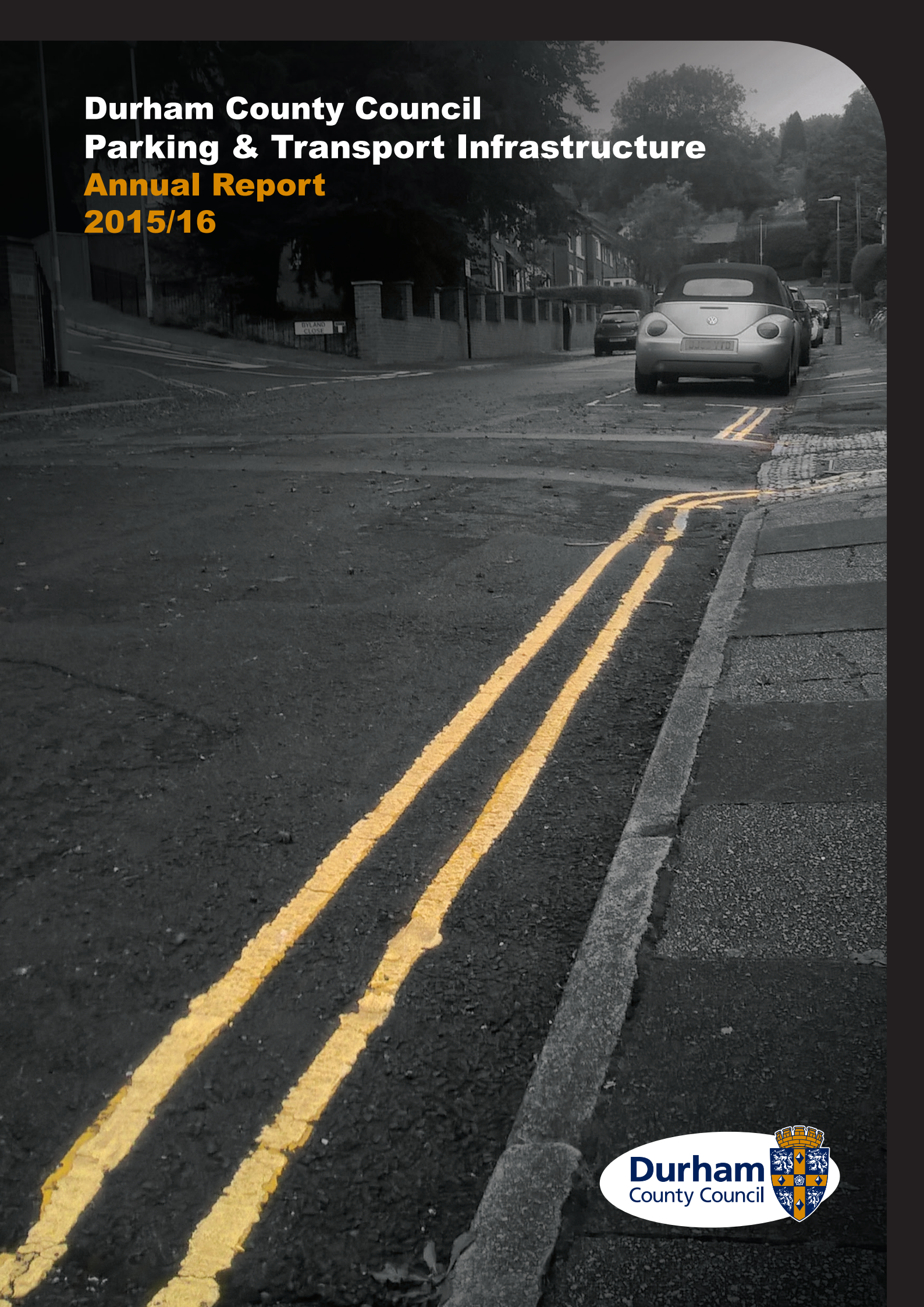


Durham County Council
Parking & Transport Infrastructure
Annual Report
2015/16



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Foreword



Welcome to the 8th Parking & Transport Infrastructure Annual Report which sets out our achievements during 2015/16.

This report demonstrates how the team and its partners continued to support the safe and expeditious movement of traffic despite extremely challenging financial times for local government and the public sector.

Once again we are able to demonstrate how our Civil Parking Enforcement regime fulfils its transport role in delivering and supporting a vibrant and efficient economy by managing traffic flow in our villages, towns and city centres.

In 2015/16 we continued to support local businesses through the implementation of the “free after three” parking scheme, where we offered free parking after 3pm throughout December in all Council owned on and off-street parking spaces.

We also improved the quality and accessibility of our Park & Ride service through the introduction of the Pop 'Pay As You Go' smart card. This new system allows customers to jump onto the bus and use the card reader without having to queue at ticket machines. They can also top up their card online at the Pop Shop.

The Parking & Transport Infrastructure team welcomes any feedback. If you have any queries or comments on this report or any aspect of the service, please telephone the team on 03000 263 985 or email parkingservices@durham.gov.uk.

Thank you for taking the time to read our Annual Report and I hope that you will find it of interest.

A handwritten signature in blue ink that reads "Neil Foster". The signature is written in a cursive style with a long horizontal stroke at the end.

Councillor Neil Foster

Portfolio Holder for Economic Regeneration

Executive summary

The Parking & Transport Infrastructure team is made up of 10 members of staff. The team is split into 'Parking Services' and 'Transport Infrastructure'.

'Parking Services' is primarily responsible for the management of:

- Civil Parking Enforcement (CPE)
- Durham City Controlled Parking Zone (CPZ) and County Durham Controlled Parking Areas (CPA)
- Durham City Road User Charge (RUC)
- Durham City Park and Ride (P&R)
- Blue Badge Enforcement

'Transport Infrastructure' is primarily responsible for the management of:

- Bus stations at Durham, Stanley, Consett, Bishop Auckland and Peterlee
- Off street pay & display (P&D) car parks in Durham City, Chester-le-Street, Bishop Auckland and Barnard Castle
- Maintenance of parking signs and lines

We work in partnership with our contractors, NSL Services and Scarlet Band.

NSL Services is responsible for:

- Employment and deployment of Civil Enforcement Officers (CEOs) for the issue of Penalty Charge Notices (PCNs)
- Processing of all PCNs up to Notice to Owner (NtO) stage
- Issue of parking permits for the CPZ and CPAs
- Operation of P&R sites

Scarlet Band is responsible for:

- Operation of the Durham City P&R bus service

In 2015/16 Parking Services:

- Generated income of £3,720,453 and expenditure of £3,055,718 leaving a total surplus of £664,735
- Issued over 22,000 PCNs making it the second largest issuing authority in the North East of England
- Issued almost 10,000 permits to residents of County Durham and their visitors
- Won 60% of appeals at the Traffic Penalty Tribunal (TPT)

In 2015/16 the Transport Infrastructure team:

- Generated income of £61,121 to offset the £467,257 of expenditure required to operate and maintain five bus stations
- Carried over 1.1 million P&R passengers
- Introduced the Pop 'Pay As You Go' card on the P&R service

Our purpose

Our mission

We have developed our mission statement to align with both the values and expectations of our stakeholders as expressed in the Council Plan, the overarching plan that directs the planning of all services in the Council and the Local Transport Plan 3 (LTP3), a comprehensive plan for the future of transport in County Durham. Our mission is:

To contribute to the development of the economic, social and environmental wellbeing of County Durham by working in partnership with stakeholders to provide a quality, cost effective parking service.

Our values

Our values define the way Parking & Transport Infrastructure operates. These are the principles that guide our actions. Our values are:

To believe in what we are doing and how we are doing it and to act with fairness and integrity at all times.

Our aims

Our aims align with those contained within the LTP3 as shown in the table below.

Our aims	LTP3
<i>Improve road safety</i>	Safer and healthier travel
<i>Improve the quality and accessibility of public transport</i>	A stronger economy through regeneration Better accessibility to services
<i>Fulfil the transport role in the delivery and support of a vibrant and efficient economy by managing traffic flow</i>	A stronger economy through regeneration
<i>Build liveable streets and neighbourhoods by managing and reconciling the competing demands for kerb space</i>	Improve quality of life and promote a healthy natural environment Better accessibility to services
<i>Improve the local environment</i>	Improve quality of life and promote a healthy natural environment Reduce carbon output
<i>Meet the needs of people with disabilities</i>	Improve quality of life and promote a healthy natural environment

Our objectives

We judge the success of our operation according to how far desired transport aims have been achieved, not the number of PCNs issued. To measure our performance we have developed a number of objectives that are SMART (specific, measurable, achievable, realistic and time bound) and are designed to motivate and encourage performance. Our objectives for 2015/16 were:

Aim: Improve road safety

Objectives:

Improve road safety by enforcing School Keep Clear restrictions and areas marked by zig zags

Improve road safety and the local environment by educating drivers about the implications of their actions

Aim: Improve the quality and accessibility of public transport

Objectives:

Increase passenger journeys on the Durham P&R service by continuing to provide a high quality accessible service

Improve quality and accessibility of public transport through the enforcement of bus stop clearway markings and taxi ranks

Improve the accessibility of public transport by delivering improvements to transport infrastructure

Aim: Fulfil the transport role in the delivery and support of a vibrant and efficient economy by managing traffic flow

Objectives:

Ensure expeditious movement of traffic through the enforcement of waiting and loading restrictions

Support economic growth by assisting in the organisation of festivals and special events

Support the local economy through the enforcement of limited waiting bays

Aim: Build liveable streets and neighbourhoods by managing and reconciling the competing demands for kerb space

Objectives:

Build liveable streets and neighbourhoods through the introduction and effective management of CPZs and CPAs

Assisting with the removal of obstructions on the highway, including caravans and trailers

Aim: Improve the local environment

Objectives:

Preserve the historic environment of Durham City through the enforcement of the Historic Core Zone (HCZ)

Aim: Meet the needs of people with disabilities

Objectives:

Meet the needs of people with disabilities by ensuring legitimate use of designated blue badge holder bays

Carry out blue badge enforcement, prosecuting those who abuse the blue badge scheme

Our performance against these objectives can be found in Chapter 16 Statistical Performance.

Our policy

Our policies in relation to CPE can be found in the Parking Strategy, available at www.durham.gov.uk

Operations profile

The Parking & Transport Infrastructure team is made up of 10 members of staff (see Appendix C for staff structure). The team is split into 'Parking Services' and 'Transport Infrastructure'.

'Parking Services' is primarily responsible for the management of:

- Civil Parking Enforcement (CPE)
- Durham City Controlled Parking Zone (CPZ) and County Durham Controlled Parking Areas (CPAs)
- Durham City Road User Charge (RUC)
- Durham City Park & Ride (P&R)
- Blue Badge Enforcement

'Transport Infrastructure' is primarily responsible for the management of:

- Bus stations at Durham, Stanley, Consett, Bishop Auckland and Peterlee
- Off-street pay & display (P&D) car parks in Durham City, Chester-le-Street, Bishop Auckland and Barnard Castle
- Maintenance of parking signs and lines

In total the team manages in excess of 60 on-street P&D streets, 100 permit holder only streets, 1,000 P&R spaces and 2,000 off-street P&D bays.

In 2015/16 we issued almost 10,000 permits to residents of County Durham and their visitors and generated over 1.1 million P&R passenger journeys.

We work in partnership with our contractors, NSL Services and Scarlet Band. Together we have created a partnership with the ability to deliver a first class customer-focused service.

NSL Services is responsible for:

- Employment and deployment of Civil Enforcement Officers (CEOs) for the issue of Penalty Charge Notices (PCNs)
- Processing of all PCNs up to Notice to Owner (NtO) stage
- Issue of parking permits for the CPZ and CPAs
- Operation of P&R sites
- Processing RUC payments
- P&D machine maintenance
- Cash collection and banking

Scarlet Band is responsible for:

- Operation of the Durham City P&R bus service

We are committed to ensuring that our operational processes and enforcement procedures are fair, efficient, effective and economical. Further information relating to our operation is available online at www.durham.gov.uk.

Civil Parking Enforcement

CPE powers were introduced by The Traffic Management Act 2004 (TMA), which imposes an explicit duty on local authorities to manage their network to reduce congestion and disruption. The legal framework for enforcement authorities in England comprises Part 6 of the TMA and the regulations to bring Part 6 into effect.

Authorities with CPE powers have taken over the responsibility for enforcing parking restrictions from the police. The police continue to enforce all moving traffic offences as well as obstruction offences.

On 3 November 2008, we commenced parking enforcement throughout Central Durham in accordance with CPE legislation set out in the TMA. This was rolled out to the north and east of the county on 7 November 2011, and the south and west of the County on 3 June 2013.

All of our enforcement procedures comply with appropriate primary legislation, regulations and traffic regulation orders (TROs). Our enforcement procedures can be found at www.durham.gov.uk.

Penalty Charge Notices (PCNs)

The primary purpose of a penalty charge is to encourage compliance with parking restrictions. The issue of a notice acts as a deterrent to those motorists who wilfully contravene regulations and also as a reminder that safe and considerate parking is a requirement for all road users.

The Secretary of State permits us to choose from one of two bands of penalty charges. We have chosen the higher banding of penalty charge to ensure we achieve a level of compliance in line with our aims and to ensure our parking operation is self-financing. This is in line with our neighbouring authorities.

We issue a £70 penalty charge for more serious parking contraventions such as parking in a place that is always prohibited and a £50 penalty charge for less serious contraventions such as overstaying where parking is permitted. All penalty charges are reduced by 50% if paid within 14 days.



A list of parking contravention codes and their associated penalty charges can be found in Appendix E and Appendix F.

Deployment

We are proactive in the planning and delivery of deployment solutions to ensure that we achieve our aims and deliver the authority's wider transport objectives.



CEOs are generally deployed 8.00am to 6.00pm Monday to Saturday. A reduced level of deployment is undertaken on evenings, Sundays and bank holidays. This reflects the general reduction in demand for parking during these times.

County Durham is enforced on a deployed hours basis. Streets receiving the highest level of deployed hours are those where contraventions would have the greatest impact upon the achievement of our aims and are typically in areas where the local community has expressed concern regarding parking practices.

Parking Services welcomes requests for enforcement in a particular location. In 2015/16 there were 411 requests for enforcement and all areas were subsequently visited by CEOs. Requests may be made by calling us on 03000 263985 or emailing us at parkingservices@durham.gov.uk.

Issuing the PCN and the role of the CEO

The main objective of a CEO is to ensure that parking controls are observed and enforced in a fair, accurate and consistent manner. CEOs are fully trained in the TMA 2004 (see Appendix D for NSL training plan).

When a CEO believes that a contravention has taken place, he or she will issue a PCN either by affixing it to the windscreen of the vehicle or by handing it to the driver. A PCN will be served by post if the CEO has been prevented (for example by force, threats of force, obstruction or violence) from serving the PCN either by affixing it to the vehicle or by giving it to the person who appears to be in charge of that vehicle.

CEOs need to observe a vehicle for a time to ascertain whether certain contraventions are taking place. How long depends on the type of contravention. Please see Appendix E and Appendix F for a list of contravention codes and their associated observation times.

The exercise of discretion rests with back office staff as part of considering challenges against PCNs and representations against an NtO. This is to protect CEOs from allegations of inconsistency, favouritism or suspicion of bribery. It also gives greater consistency in the enforcement of traffic regulations.

In addition to issuing PCNs, CEO duties include the following:

- First point of contact on minor parking enquiries and enforcement matters
- Inspecting parking equipment
- Checking and reporting defective traffic signs and road markings
- Issuing information leaflets and warning notices
- Reporting suspected Blue Badge abuse

Violence against CEOs

In 2015/16, there were four recorded 'code red' violent incidents compared to 11 incidents in 2014/15. Three incidents resulted in police cautions with one offender ordered to pay a fine of £450 by the Magistrates Court.

In order to deter such incidents CEOs wear body cameras with footage used as evidence to convict those who threaten or assault them.

Immobilisation/Removal

We have the power to immobilise and remove vehicles. The Secretary of State considers that these powers should only be used in limited circumstances such as where a vehicle repeatedly breaks parking restrictions and it has not been possible to collect payment for penalties, primarily because the keeper is not properly registered with the Driver & Vehicle Licensing Agency (DVLA).

Where a vehicle is causing a hazard or obstruction we remove rather than immobilise. Removal activity only takes place where it gives clear traffic management benefits and is deemed absolutely necessary. In 2015/16, no vehicles were removed.

Challenges, Representations and Appeals

In excess of 10,000 items of written correspondence is received throughout the year relating to challenges, representations and appeals.

All officers dealing with these aspects are well versed in the collection, interpretation and consideration of evidence; writing full, clear but concise responses and presenting our case to adjudicators when necessary. Officers will always give proper consideration to extenuating or mitigating circumstances and respond in a timely manner.



We are also aware of our duty to act fairly and proportionately and will exercise discretion sensibly and reasonably and with due regard to the public interest. We always approach the exercise of discretion objectively and without regard to any financial interest in the penalty or decisions that may have been taken at an earlier stage in proceedings.

We aim to respond to all correspondence in the time periods recommended by the Secretary of State, which are currently 14 days for challenges and 21 days for representations. We consider that this is necessary to resolve any dispute at the earliest stage and to foster good customer relations. Once we have come to a decision, the person making the challenge, representation or appeal will be advised promptly what we have decided to do and why.

Full statistical performance relating to challenges, representations and appeals can be found in Chapter 16 Statistical Performance.

Park & Ride

Durham City is served by three P&R sites on the key routes into the city. These are situated at Belmont, Sniperley and Howlands. A direct bus service runs every 10 minutes to the city centre from each site.

Durham P&R operates Monday to Saturday, 7.00am - 7.00pm (closed Sundays and Bank Holidays). The sites offer free parking for users of the P&R bus service and unlimited daily travel into the city centre and back for £2.00 per person.

Parking at P&R sites is only available to those people purchasing a P&R bus ticket and using the bus service, as the service is financed by passenger fare income. Car sharing, parking and walking or cycling from the sites is not permitted.

All of our P&R sites have achieved the 'Park Mark Safer Parking Award' in recognition of providing a safe and secure environment through the introduction of proven management processes, physical measures and site security systems. The P&R sites are manned during operational hours and have CCTV security cameras relayed to a central control office at the Belmont site.



Introduction of the Pop 'Pay As You Go' card sees the P&R service join a system already running across the region, developed under the North East Smart Ticketing Initiative (NESTI) which includes all of the north east's councils in partnership with bus operators. Pop 'Pay As You Go' allows a customer to travel for the discounted rate of £1.70 instead of the usual day ticket fare of £2. The cards are easy to use as customers can scan them on the P&R buses to purchase their day ticket and top them up with credit online.

Durham Road User Charge

Durham is home to the World Heritage Site of Durham Cathedral and Castle. The city attracts over 3.8 million visitors every year and is widely known for its historic charm.



The RUC aims to reduce traffic congestion, reduce pollution and improve air quality in the heavily pedestrianised historic streets of Durham peninsula. The charge encourages motorists to access the peninsula outside of the RUC's operational hours, when there are fewer pedestrians. This creates safer and more attractive streets for everyone including residents, businesses, shoppers and visitors.

The RUC operates from 10.00am to 4.00pm Monday to Saturday (excluding bank holidays). A £2 daily charge applies for using the road during these times. Payment is made by calling the Parking Shop on 0191 3846633.

In September 2013 new regulations came into force. The regulations allow for the fair and effective enforcement of RUC schemes in England, providing a challenge and appeal process in line with current civil parking legislation.

In 2014/15 we commenced enforcement of the RUC using the new regulations. Where motorists fail to pay the £2 daily charge, we issue a letter on the first occasion advising how the scheme works and how payment can be made in future. If motorists are identified using the road without paying the charge on a second occasion, a £50 PCN is issued. Motorists have the opportunity to make representations against the PCN to the Council and may appeal further at the TPT.

Blue Badge enforcement

The Blue Badge scheme provides a range of national on-street parking concessions for people with severe mobility problems, helping them park closer to their destination.

With the enactment of the Disabled Persons Parking Badges Act 2013, we have been given the power to inspect and retain blue badges, a power that was previously held by the police.

There are several ways in which a Blue Badge can be misused:

- Use of a badge that is no longer valid
- Use of a badge by a friend or relative, with or without the badge holder's knowledge or permission
- Use of a lost or stolen badge



Trained and authorised members of the Parking Services team identify and enforce Blue Badge misuse resulting in the prosecution of five members of the public to date. In all cases the Blue Badge was being used by the holder's family either with or without their knowledge or permission.

Members of the public may report suspected fraudulent misuse of Blue Badges by ringing our hotline on 0800 321663 or by texting Fraud, followed by the details, to 0778 602 7280, or by completing the online form on our website at www.durham.gov.uk/article/3082/Misuse-of-Blue-Badges

On & off-street parking

On-street pay and display and permit holder only areas



Controlled parking helps reduce and control the problems of long stay parking by commuters, creating space for short stay visitors such as shoppers, tourists, residents and their visitors.

There are in excess of 60 streets allocated to P&D and 100 permit holder only streets across the county.

P&D streets and permit holder only areas in Durham City are restricted 8.00am to 6.00pm Monday to Saturday. Parking is free outside of operational hours and on bank holidays.

Streets are allocated a zone and permit holders are able to park in any permit holder only areas and P&D bays within their zone (please see Appendix B for a list of on street P&D and permit holder only streets in Durham City).

Outside of Durham City the number of permit holder only streets continues to grow with permit holder only streets now in Framwellgate Moor, North End, Chester-le-Street and Bishop Auckland.

Permit holder only areas in Framwellgate Moor and North End are restricted 8.00am to 6.00pm Monday to Saturday with the majority of permit holder only streets in Chester-le-Street and Bishop Auckland restricted from 10:00am to 11:00am and 2:00pm to 3:00pm Monday to Saturday. Parking is free outside of operational hours and on bank holidays.

Further information regarding on-street P&D and permit holder only areas along with the type of permits we offer can be found at www.durham.gov.uk.

Requests for a permit holder only area

When considering requests for permit holder only areas our Strategic Traffic Section apply the qualifying criteria:

- Permit holder only areas will only be considered for residential streets within commercial areas which are subject to a high demand for commuter parking
- Requests for a permit holder only area must be supported by at least 25% of the households in the street and supported or raised by a local member on behalf of the residents
- More than 40% of kerbside space is occupied by non-residents for over six hours in the survey period and more than 85% of kerbside space is occupied by vehicles during the same six hours
- At least 75% of properties support the introduction of the proposed permit holder only area



Off-street parking

We are responsible for the enforcement of all Durham County Council owned off-street P&D car parks in County Durham.

Detailed information regarding off-street car parks can be found in Appendix A.

Every December, we offer 'free after three' parking with the aim of boosting local trade at Christmas. Shoppers are able to park for free after 3.00pm in all our P&D car parks across the county as well as in on-street parking bays in Durham City.



Free after three

Shop locally and don't pay for parking with free after three parking during December.

All Durham County Council car parks across the county and on-street parking in Durham City will be free after 3pm during December and from 10am on Small Business Saturday - 3 December.

The graphic features three blue location pin icons with a white 'P' inside a circle, each topped with a holly leaf and red berry. The text is in a clean, sans-serif font.

Miscellaneous parking queries

We are responsible for dealing with all first line correspondence relating to parking. The most common enquires and responses are as follows:

Parking obstructions

A motorist is legally entitled to park anywhere on the public highway provided there are no parking restrictions in place and their vehicle is taxed, tested and insured. Where a vehicle is parked causing an obstruction it should be reported to the police using their '101' contact number.

Driveway protection/keep clear markings

Driveway protection/keep clear markings will only be considered in residential areas where parking is generated as a result of nearby business, retail, leisure, educational or similar facilities.

The markings are advisory only and cannot be enforced by CEOs. If a vehicle is obstructing a driveway it should be reported to the police on '101'.

Disabled parking bays in residential areas

We only introduce disabled parking bays on street within commercial areas to assist Blue Badge holders to access services. To provide greater opportunities for Blue Badge holders to access services in areas where there is high demand, limits on the duration of stay may be introduced to achieve greater turnover of space.

Caravans & trailers on the highway

It is illegal to keep caravans or trailers on the highway. They must be kept within the curtilage of the owner's property or at a suitable storage facility.

Customers can report a caravan or trailer parked on the highway at www.durham.gov.uk

Bus stations

Bus stations play a vital role in providing access to and from town centres, as well as providing visitors and residents with access to local amenities, employment, education and services.

The quality of bus station infrastructure and the motivation and commitment of operational staff play an important role in enhancing the user experience of our customers. We have worked closely with colleagues in Sustainable Transport, bus service operators including Arriva and Go Northern and other partners to make the changes necessary to improve services and reduce costs. Transport Infrastructure will continue to manage and maintain the existing infrastructure at the county’s bus stations to facilitate access to services and wherever possible, enhance the quality of the waiting environment for bus passengers.

Durham Bus Station

Durham Bus Station, situated on North Road, is the principal bus station within the county with almost 70 services departing per hour. The bus station comprises of 11 bus stands plus an additional two set down stands on the approach to the main bus concourse. In previous years notable improvements were made to the bus station, however, due to constraints on the size of the site, capacity issues remain and a number of buses also use the on-street bus stops on North Road and Milburngate.

Works are currently underway to regenerate North Road and designs are being developed to provide a new and improved bus station on land adjacent to the A690 and North Road junction. Following initial consultations the design has been revised to accommodate community and wider views. The existing bus station land will then be redeveloped for alternative uses. With this in mind, Transport Infrastructure will continue to maintain the existing infrastructure, ensuring that the bus station remains operational until plans for its future are finalised.



Stanley Bus Station

Stanley Bus Station provides 10 bus stands, from which there are almost 30 departures per hour. To reduce the number of repair call outs to failing lights in the passenger waiting area, the council has invested in upgrading the lighting system to a more cost efficient LED system. This has improved the quality of light in the passenger waiting area, thus enhancing the passenger waiting experience.

Consett Bus Station

Currently over 20 buses depart from Consett Bus Station which comprises of nine bus stands and three additional layover stands. We have provided a system of emergency lighting in the passenger concourse to ensure the safety of intending passengers in the event of a power failure or evacuation.

Bishop Auckland Bus Station

Bishop Auckland Bus Station provides a transport hub for South Durham with over 40 departures per hour. The bus station has 11 bus stands and is primarily made up of bus shelters. Each of the bus stands benefits from electronic real time information displays, informing passengers of when their buses are due to arrive at the stop. Plans are currently underway to design a new bus station which will include improved waiting facilities for customers.

Peterlee Bus Station

Peterlee Bus Station comprises of eight bus stands which accommodates almost 40 bus departures per hour.

Following the council's purchase of the bus station in 2014 a programme of works to improve the passenger waiting facilities has now been completed. The works included painting/decoration, the installation of new litter bins and seating, and also the installation of CCTV to provide greater security.

Partnership working

The Parking & Transport Infrastructure team and its partners, NSL Services and Scarlet Band understand that collaborative working is essential in order to meet each organisation’s aims and objectives. Together our alliance has assisted us in our pursuit of excellence and innovation in service delivery.

Together we have worked throughout the year with other partners to deliver projects that have improved the economic and social wellbeing of County Durham and its stakeholders. Whilst not comprehensive, the following is a sample of some of our highlights during 2015/16.

The Miners Gala

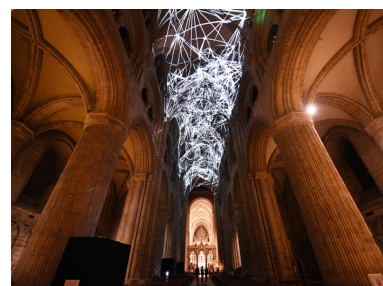
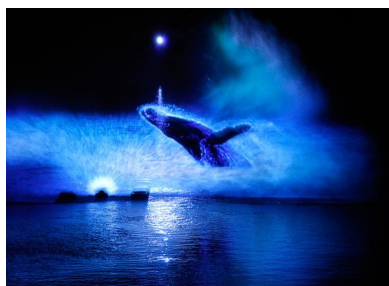
The Durham Miners Gala known locally as ‘The Big Meeting’ is held each July. The event is associated with the coal mining heritage of the Durham Coalfield, which stretched throughout our county. It consists of the parading of banners accompanied by brass bands to the old racecourse where political speeches are delivered. We were proud to support the event through the increased provision of P&R buses, improving the quality and accessibility of public transport for some of the many thousands of visitors to our city.



Lumiere

Lumiere returned to Durham in 2015 with a spectacular raft of installations and projections illuminating Durham’s buildings, streets and public spaces. Some of the 29 installations included a whale in the River Wear and 250 locals appearing to climb the 50m high viaduct.

200,000 people visited the light festival over four days. Extra buses operated from the P&R sites and extra staffing was arranged to assist with crowd control.



Durham Big Ride & Beast

Durham Big Ride is designed for old and young cyclists alike, and is the perfect way to see the Durham countryside and stay fit, riding along safe and closed roads.

The Beast is not for the faint-hearted. Starting at our Sniperley P&R site, the 52 mile round trip leads cyclists on a breath-taking ride across County Durham.

Durham Christmas Festival

The Durham Christmas Festival 2015 gave the city its busiest retail weekend of the year with over 300 local businesses holding stalls at the event. Visitors enjoyed the festive entertainment on offer, including carolling, children's lantern procession, brass bands, fire eating, seasonal storytelling and more. The P&R service operated on the Sunday of the event and this, along with our free Christmas Eve P&R, made a positive contribution to the economic vitality of the city.



Staff structure and training

We have worked in partnership with NSL Services since the introduction of our first Durham City CPZ in 2000, and our bus service operator Scarlet Band since 2014.

Our partnerships are overseen by the Parking & Transport Infrastructure team, contained within the council's Strategic Traffic Management Section.

Parking & Transport Infrastructure staff structure and training

The success of our services depends on the commitment and motivation of our staff.

As many of our systems and processes are complex, we recognise that it is essential that we give staff the skills and training to do their jobs effectively and professionally.

We also recognise the importance of aligning the aims and objectives at a wider strategic level to the individual jobs in the Parking & Transport Infrastructure team so that staff know what they should be doing, how they should be doing it and how this fits with the organisation's overall vision and agenda.

Managers have undertaken specialist training and can demonstrate an understanding of:

- Government transport policy and objectives
- The role of parking regulations and enforcement
- The legal framework for CPE
- Applying our published policies
- The values and expectations of our stakeholders as expressed in the Council Plan and LTP3
- Blue Badge abuse legislation

Each 'Parking Services' team member has undertaken specialist training and has an understanding of:

- The legal framework for CPE
- Applying our published policies
- Parking contravention codes and descriptions, and their use
- Challenges and representations
- Mitigation
- TROs
- Signs and lines

Appendix C details the staff structure within the Parking & Transport Infrastructure team.

NSL Services staff structure and training



NSL Services provide resource for enforcement and management of all prohibited, restricted and permitted parking within the CPE area. They also undertake processing of all PCNs up to NtO stage, operate the Durham P&R sites, take payments for the Durham RUC, maintain P&D machines, and undertake cash collection and banking.

NSL Services consider that having a stable, experienced and motivated workforce is one of the most important elements of running a successful parking operation. At the heart of this are the learning opportunities and the training and development support given to the front line operations teams, their team leaders and managers, and to the business teams and support functions that help them to fulfil their roles.

Appendix C details the staff structure for NSL Services.

Appendix D details the training plan set out by NSL Services for its employees.

Financial performance – Parking Services

The operation of our services generates significant income and expenditure. For our operations to remain self-financing it is necessary to ensure that our income is, and remains, in line with our expenditure.

We aim for a cost neutral package of services where all costs are met from revenue generated through on and off-street P&D, PCNs, and P&R fares.

Parking Services financial information

Income from on-street parking charges and PCN payments (whether for on-street or off-street enforcement) must only be used in accordance with section 55 of the Road Traffic Regulation Act 1984 (RTRA 1984). Any income remaining after enforcement costs have been met must be used for transport provision for the benefit of road users.

Parking Services account

The tables below show the income and expenditure for parking over the last three financial years.

	2013/14		2014/15		2015/16	
Administration	Income	Expenditure	Income	Expenditure	Income	Expenditure
Staffing	£0.00	£207,658	£0.00	£244,040	£0.00	£258,147.00
Operation of Parking Shop	£0.00	£245,575	£0.00	£305,282	£0.00	£354,000.00
Other administrative costs	£0.00	£15,239	£0.00	£20,963	£0.00	£8,649.00
Total	£0.00	£468,474	£0.00	£570,285	£0.00	£620,796.00

	2013/14		2014/15		2015/16	
Enforcement	Income	Expenditure	Income	Expenditure	Income	Expenditure
Penalty Charge Notices	£644,467	£103,266	£606,110	£63,476	£577,000.00	£17,149.00
Civil Enforcement Officers	£0.00	£739,543	£0.00	£614,867	£0.00	£561,226.00
Total	£644,467.58	£842,809.93	£606,110	£678,344	£577,000.00	£578,375.00

	2013/14		2014/15		2015/16	
On & Off Street Parking	Income	Expenditure	Income	Expenditure	Income	Expenditure
On-Street Parking	£980,487.00	£42,610.10	£998,790.45	£83,843.58	£1,117,108.83	£81,980.00
Off-Street – Durham	£399,691.21	£110,425.68	£408,493.40	£144,993.64	£415,323.21	£144,424.39
Off-Street – Ch-le-St	£304,082.00	£76,337.65	£318,387.49	£84,966.72	£309,699.90	£135,679.46
Off-Street – Bishop Auckland	£185,570.17	£64,480.72	£181,660.73	£56,630.60	£172,940.59	£68,342.92
Off-Street – Barnard Castle	£191,748.00	£65,155.88	£191,138.72	£54,090.44	£207,403.25	£60,971.29
Off-Street – Free car parks	£0.00	£79,142.38	£0.00	£82,088.17	£0.00	£80,793.21
Total	£2,061,578.38	£438,152.41	£2,098,470.79	£506,613.15	£2,222,475.78	£572,191.27

	2013/14		2014/15		2015/16	
Road User Charge & Access Management	Income	Expenditure	Income	Expenditure	Income	Expenditure
Durham RUC	£2,650.00	£36,687.40	£4,594.00	£18,136.88	£9,712.00	£29,013.00
Durham static bollards	£0.00	£2,729.74	£0.00	£1,572.73	£0.00	£0.00
Bishop Auckland bollard	£0.00	£13,299.84	£0.00	£7,658.68	£0.00	£4,013.00
Total	£2,650.00	£52,716.99	£4,594.00	£27,368.29	£9,712.00	£33,026.00

	2012/13		2014/15		2015/16	
Park & Ride	Income	Expenditure	Income	Expenditure	Income	Expenditure
Park & Ride service	£854,035.00	£1,332,267.99	£818,137	£1,242,549	£899,737.00	£1,251,130
Park & Ride advertising	£12,180.00	£0.00	£13,387	£495	£11,529.13	£200
Total	£866,215.00	£1,332,267.99	£831,524	£1,243,044	£911,266.13	£1,251,330

Surplus

Parking Services total income of £3,720,453.91, minus expenditure of £3,055,718.27, leaves a total surplus of £664,735.64.

This surplus has contributed to the operation of Durham City Shopmobility. Shopmobility loans scooters and wheelchairs to members with a mobility difficulty and offers a fully accessible minibus service that is used to transport registered members to and from their homes to the city centre.

The surplus has also been spent on the provision of public transport to Durham's Historic Peninsula through the Cathedral bus. The Cathedral bus offers easy access to the Cathedral and Castle as well as city centre shopping areas from the railway station and off-street car and coach parks. The service was introduced to support a reduction in vehicular traffic on the historic peninsula and World Heritage site.

Additionally, surplus has been spent on introducing/removing and refreshing signs and road markings within County Durham.

Forecast for Financial Year 2016/17

Financial year 2016/17 will see a full year of the new contracts awarded to NSL Services and Scarlet Band. It is envisaged that the costs associated with administration will show an increase on the previous years due to the impact of the new minimum wage and increases in contract prices in line with inflation.

Administration

It is expected that the operation of the Parking Shop will increase in line with the new parking enforcement contract.

Administration forecast 2016/17	Income	Expenditure
Parking & Transport Infrastructure Team	£0.00	£320,000
Operation of the Parking Shop	£0.00	£380,000
Other administrative costs	£0.00	£12,000
Total	£0.00	£732,000

Enforcement

In 2016/17 we expect that the number of PCNs issued will begin to stabilise.

It is also envisaged that the costs associated with enforcement will show an increase on the previous years due to the impact of the new minimum wage.

Enforcement forecast 2016/17	Income	Expenditure
Penalty Charge Notices	£610,000	£30,000
Civil Enforcement Officers	£0.00	£570,000
Total	£610,000	£600,000

On and off-street parking

We intend to maintain parking charges at their current level. However, the sale of North Bondgate car in Bishop Auckland is expected to lead to a reduction in income of approximately £60,000. There will be a small increase in expenditure due to inflation.

On & off-street parking forecast 2016/17	Income	Expenditure
On-street parking	£1,060,000	£155,000
Off-street parking	£1,000,000	£360,000
Total	£2,060,000	£515,000

Road User Charge & Access Management

The daily RUC will remain at £2. Consequently there is expected to be no change in income. There will continue to be no expenditure as the system remains under warranty.

There is expected to be a small amount of expenditure relating to the operation of Bishop Auckland

bollard for ad hoc repairs.

Road User Charge 2016/17	Income	Expenditure
Durham Road User Charge	£8,000	£0.00
Durham Static Bollards	£0.00	£0.00
Bishop Auckland Bollard	£0.00	£1,000
Total	£8,000	£1,000

Park & Ride

It is intended to maintain P&R fares at their current level and as such we expect income to remain broadly the same.

Expenditure will increase slightly as contract prices and bills rise in line with inflation.

Park & Ride Forecast 2016/17	Income	Expenditure
Park & Ride service	£825,000	£1,230,000
Park & Ride advertising	£10,000	£0
Total	£835,000	£1,230,000

Parking Services total expected income of £3,513,000, minus expected expenditure of £3,058,000, would leave a total surplus of £455,000.

The overall reduction in surplus is largely related to the increase in minimum wage, the sale of North Bondgate car park and general price increases in line with inflation.

We continue to maintain P&D, P&R fares and RUC prices at their existing level. Once again, they will not be increased in line with inflation.

Financial performance – Transport Infrastructure (Bus Stations)

Transport Infrastructure manages bus stations in Durham, Stanley, Consett, Bishop Auckland and Peterlee.

Income and expenditure is as follows:

Durham Bus Station	2013/14		2014/15		2015/16	
	Income	Expenditure	Income	Expenditure	Income	Expenditure
Rent	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
Premises	£0.00	£169,716.01	£0.00	£144,391.37	£0.00	£120,317
Supplies and Services	£5,769.34	£16,236.67	£3,256.72	£16,366.44	£4,444	£16,629
Advertising	£3,300.00	£0.00	£2,375.00	£0.00	£3,425	£0.00
Total	£9,069.34	£185,952.68	£5,631.72	£160,757.81	£7,869	£136,946

Stanley Bus Station	2013/14		2014/15		2015/16	
	Income	Expenditure	Income	Expenditure	Income	Expenditure
Rent	£32,550.00	£0.00	£32,549.50	£0.00	£32,550	£0.00
Premises	£4,569.98	£62,223.13	£2,802.69	£73,178.42	£3,650	£125,638
Supplies and Services	£7,392.80	£2,232.01	£6,702.45	£6,162.60	£5,742	£12,053
Advertising	£112.50	£0.00	£291.69	£880.60	£260	£0.00
Total	£44,625.28	£64,455.14	£42,346.33	£80,221.62	£42,202	£137,691

Consett Bus Station	2013/14		2014/15		2015/16	
	Income	Expenditure	Income	Expenditure	Income	Expenditure
Rent	£5,000.00	£0.00	£5,000.00	£0.00	£5,000	£0.00
Premises	£0.00	£38,047.85	£0.00	£0.00	£0.00	£78,107
Supplies and Services	£2,727.55	£0.00	£2,676.05	£38,160.53	£3,000	£0.00
Advertising	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
Total	£7,727.55	£38,047.85	£7,676.05	£38,160.53	£8,000	£78,107

	2013/14		2014/15		2015/16	
Bishop Auckland Bus Station	Income	Expenditure	Income	Expenditure	Income	Expenditure
Rent	£3,050.00	£0.00	£3,050.00	£0.00	£3,050	£0.00
Premises	£0.00	£29,390.35	£0.00	£30,821.27	£0.00	£43,917
Supplies and Services	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
Advertising	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
Total	£3,050.00	£29,390.35	£3,050.00	£30,821.27	£3,050	£43,917

	2013/14		2014/15		2015/16	
Peterlee Bus Station	Income	Expenditure	Income	Expenditure	Income	Expenditure
Rent	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
Premises	£0.00	£5,594.66	£0.00	£2,245.54	£0.00	£63,537
Supplies and Services	£0.00	£0.00	£0.00	£182.00	£0.00	£7,059
Advertising	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
Total	£0.00	£5,594.66	£0.00	£2,427.54	£0.00	£70,596

The total income of £61,121 minus expenditure of £467,257 left a total deficit of £406,136 in 2015/16. This shortfall is partially funded by bus station departure charges paid by bus operators to our Sustainable Transport section.

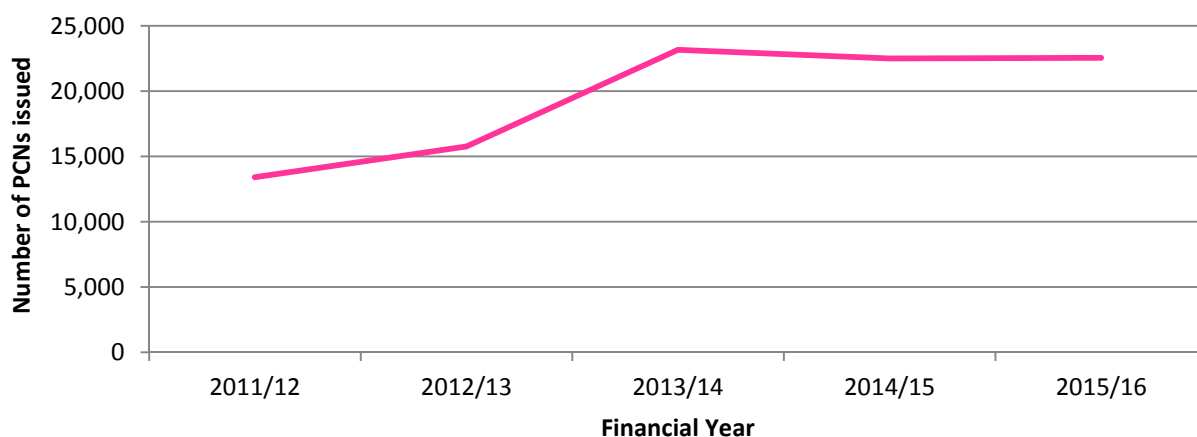
Statistical performance

Penalty Charge Notices (PCNs)

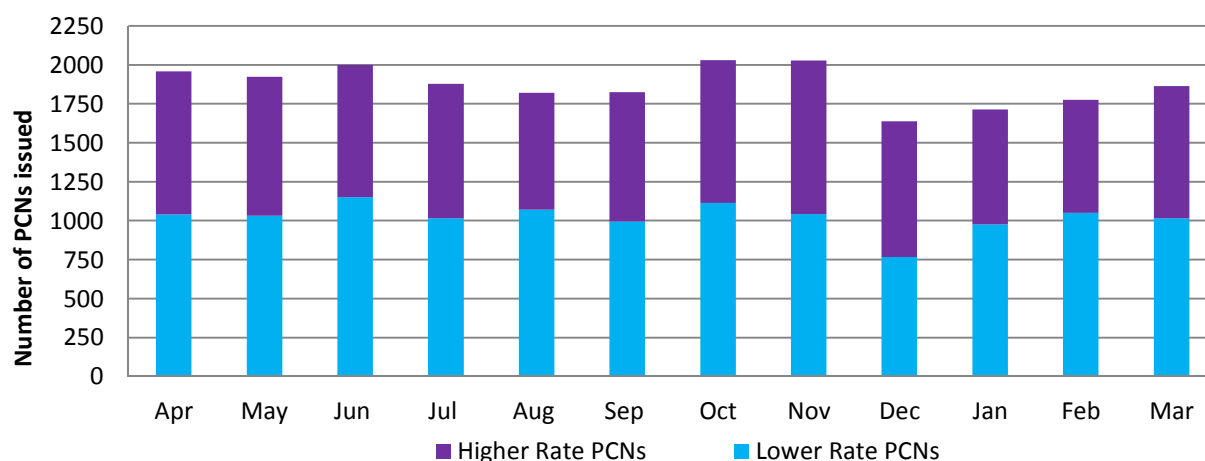
A total of 22,561 on and off-street PCNs were issued from 1 April 2015 - 31 March 2016. The total number of PCNs for each contravention can be found in Appendix E and Appendix F.

	2013/14	2014/15	2015/16
Number of on-street PCNs issued	18,023 (78%)	16,336 (73%)	15,236 (67%)
Number of off-street PCNs issued	5,148 (22%)	6,159 (27%)	7,325 (33%)
Total	23,171	22,495	22,561

The line graph below shows the total number of PCNs issued over the last five years. There was an increase in 2011/12 due to the implementation of CPE in the north of the county and a further increase in 2013/14 due to the implementation of CPE in the south of the county. The PCN issue rate has now stabilised.



Line graph showing the number of PCNs issued over the last five years



PCNs issued on a month by month basis, including those issued at higher and lower rates

Payment stage (PCNs)

When a PCN is issued, payment of the charge may be made at various stages of representation and appeal in accordance with relevant primary legislation and regulations. Early payment results in a discounted charge being accepted. Late payment generally results in higher charges being payable.

The figures below are correct as of 1 July 2016.

	2013/14	2014/15	2015/16
PCNs paid within 14 days (discounted)	14,315 (62%)	13,561 (60%)	13,953 (51%)
PCNs paid before Charge Certificate served (within 56 days)	1,564 (7%)	1,612 (7%)	1,648 (6%)
PCNs paid after Charge Certificate served	228 (1%)	398 (2%)	327 (1%)
PCNs with an amount outstanding	1,718 (7%)	1,581 (7%)	1,720 (6%)
Charge Certificates registered	1,166 (5%)	2,585 (12%)	973 (4%)
Warrants of Control issued	932 (4%)	1,729 (8%)	1,299 (5%)
PCNs written off (unrecoverable and foreign vehicles)	50 (0%)	111 (0%)	149 (0%)
PCNs cancelled	5,833 (25%)	5,448 (24%)	7,334 (27%)

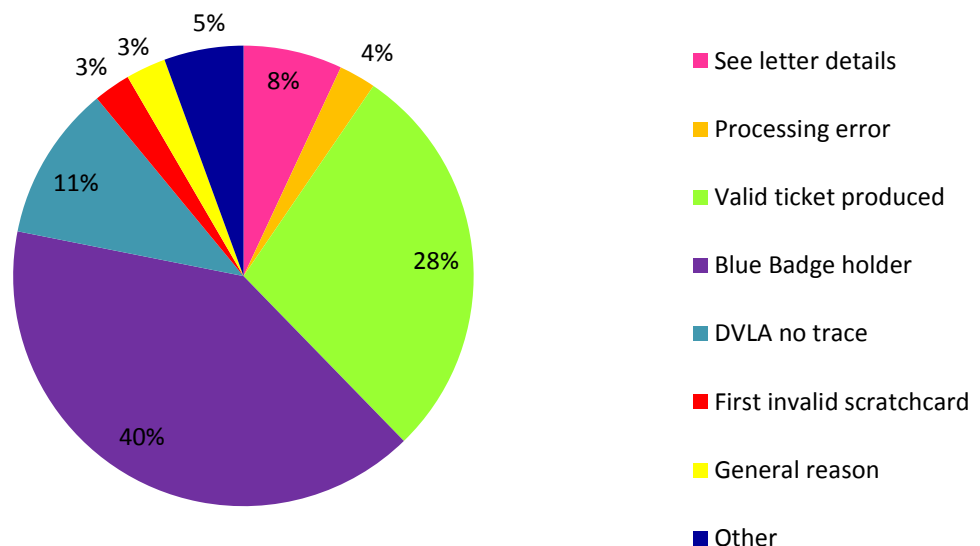
PCN challenges, representations and appeals

A PCN may be contested at various stages in accordance with relevant primary legislation and regulations.

- An informal challenge can be made before the issue of an NtO
- A formal representation can be made after the issue of the NtO but before the issue of a Charge Certificate
- An appeal to the TPT can be made following the service of a Notice of Rejection of representation.

Challenges	2013/14	2014/15	2015/16
PCNs resulting in informal challenge	6,939 (30% of all PCNs)	6,573 (29% of all PCNs)	7317 (32% of all PCNs)
PCNs resulting in cancellation	5,421 (78% of all challenges)	4,750 (72% of all challenges)	4,367 (60% of all challenges)
PCNs resulting in rejection of challenge	1,518 (22% of all challenges)	1,823 (28% of all challenges)	2,950 (40% of all challenges)

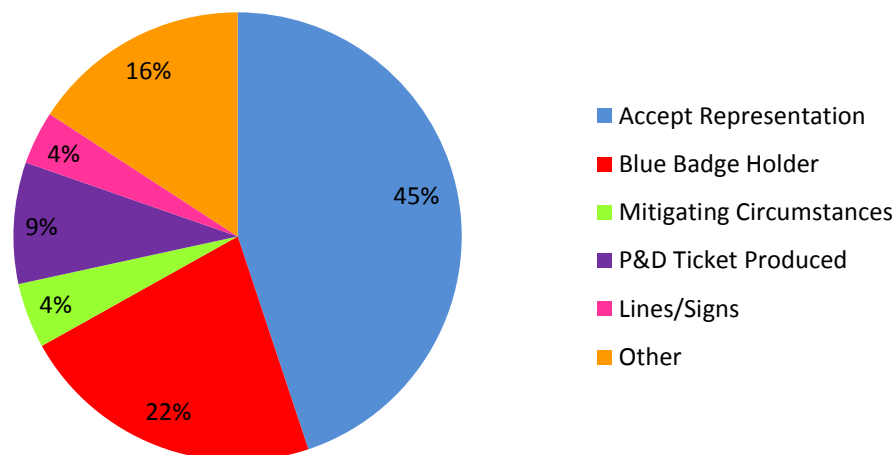
Reasons for cancellation of PCN at challenge stage	2013/14	2014/15	2015/16
See letter details	387 (7%)	330 (7%)	394 (8%)
Processing error	97 (2%)	124 (3%)	212 (4%)
CEO error	167 (3%)	71 (1%)	69 (1%)
Machine fault	7 (0%)	6 (0%)	4 (0%)
Vehicle broken down	18 (0%)	17 (0%)	13 (0%)
Valid ticket produced	1,110 (20%)	1,338 (28%)	1,536 (31%)
Signs/lines error	34 (1%)	17 (0%)	18 (0%)
Blue Badge holder	2,748 (51%)	1,918 (40%)	1,690 (34%)
DVLA no trace	554 (10%)	518 (11%)	474 (10%)
First invalid scratchcard	107 (2%)	123 (3%)	178 (4%)
General reason	56 (1%)	134 (3%)	78 (2%)
Mitigating circumstances	5 (0%)	11 (0%)	18 (0%)
Resident permit produced	37 (1%)	35 (1%)	74 (2%)
Spoiled before issue	94 (2%)	60 (1%)	3 (0%)
Address late (postal)	0 (0%)	47 (1%)	43 (1%)
Statutory exemption	0 (0%)	1 (0%)	108 (3%)



Reasons for cancellation at challenge stage

Representations	2013/14	2014/15	2015/16
PCNs resulting in a formal representation	1,044 (5% of all PCNs)	1,226 (5% of all PCNs)	1,112 (5% of all PCNs)
Representations resulting in cancelled PCN	412 (39% of representations)	567 (46% of representations)	468 (42% of representations)
Representations resulting in new NtO being issued (hire companies and changes in registered keepers)	373 (36% of representations)	365 (30% of representations)	370 (33% of representations)
Representations resulting in Notice of Rejection	259 (25% of representations)	294 (24% of representations)	274 (25% of representations)

Reasons for cancellation of PCN at representation stage	2013/14	2014/15	2015/16
1 st Invalid Scratchcard	2 (0%)	8 (1%)	4 (1%)
56+ Days Elapsed	4 (1%)	7 (1%)	15 (3%)
Accept Representation	110 (27%)	257 (45%)	210 (45%)
Blue Badge Holder	124 (30%)	114 (20%)	103 (22%)
Loading Exemption	45 (11%)	21 (4%)	26 (6%)
Machine Fault	4 (1%)	0 (0%)	1 (0%)
Mitigating Circumstances	19 (5%)	44 (8%)	22 (5%)
P&D Ticket Produced	31 (8%)	30 (5%)	41 (9%)
CEO Error	12 (3%)	6 (1%)	5 (1%)
Processing Error	7 (2%)	11 (2%)	4 (1%)
Resident Permit Produced	6 (1%)	0 (0%)	4 (1%)
Vehicle Broken Down	9 (2%)	4 (1%)	10 (2%)
Lines/Signs	36 (9%)	62 (11%)	18 (4%)
Statutory Exemption	3 (1%)	3 (1%)	5 (1%)



Reasons for cancellation at representation stage

Appeals	2013/14	2014/15	2015/16
Number of Appeals registered at the Traffic Penalty Tribunal	33 (0.14% of all PCNs)	31 (0.14% of all PCNs)	27 (0.12% of all PCNs)
Of which resulted in cancellation of PCN	12 (36% of all appeals)	7 (23% of all appeals)	11 (40% of all appeals)

Our objectives performance

Our objectives enable us to quantify our performance and confirm that the desired outcomes are being achieved. In addition, they help us to understand our customers' needs and identify ways of improving the quality of the services we deliver.

Detailed below are our objectives along with the appropriate performance measures. They clearly demonstrate how the day-to-day work of Parking & Transport Infrastructure and its partners, NSL Services and Scarlet Band, has once again successfully contributed to the achievement of our organisational aims.

Our objectives	Performance measure	2013/14	2014/15	2015/16
1 - Improve road safety through the enforcement of School Keep Clear restrictions and areas marked by zigzags	Number of PCNs issued on School Keep Clear restrictions and pedestrian crossing zig zags (contravention codes 48 & 99)	304	270	147
Comment	We consider road safety to be of paramount importance. Officers enforce restrictions outside of schools on a daily basis, and priority is given to those where we have received reports of dangerous parking.			
2 - Increase passenger journeys on the P&R service by continuing to provide a high quality accessible service	Number of passenger journeys on the P&R service	1,156,816	1,053,745	1,112,539
Comment	We continue to have over one million annual passenger journeys on our P&R buses.			
3 - Improve quality and accessibility of public transport through the enforcement of bus stop clearway markings and taxi ranks.	Number of PCNs issued on bus stop clearways and taxi rank restrictions (contravention codes 45 & 47)	575	813	291
Comment	We are committed to enforcing bus stop clearways and taxi ranks. The number of identified contraventions has declined following changes to legislation leading to the removal of camera enforcement powers.			
4 - Improve road safety and the local environment by educating drivers about the implications of their actions	Number of challenges and representations rescinded on the first occasion (includes Blue Badges, invalid scratch cards and valid P&D ticket produced only)	4,123	3,531	3,659
Comment	Parking Services and its partners are aware that the purpose of the penalty charge is to dissuade motorists from contravening parking restrictions, not to raise revenue. Therefore, where an undoubted contravention has occurred we may offer advice and guidance on the first occasion, but question the circumstances more closely if subsequent PCNs are issued.			

Our objectives	Performance measure	2013/14	2014/15	2015/16
5 – Support economic growth by assisting in the organisation of festivals and special events	Number of festivals and special events where the P&R service was used.	7 Miners Gala, Pearl Izumi Cycle Race, Lindisfarne Gospels, Lumiere, Big Ride, Food Festival, Christmas Festival	5 Miners Gala, Pearl Izumi Cycle Race, Durham Big Ride, Christmas Festival, Father's Day Bus Rally	5 Miners Gala, Pearl Izumi Cycle Race, Durham Big Ride, Lumiere, Christmas Festival
Comment	Once again we have worked throughout the year with other partners to deliver projects that have improved the economic and social wellbeing of County Durham and its stakeholders.			
6 - Meet the needs of people with disabilities by ensuring legitimate use of designated Blue Badge holder bays	Number of PCNs issued in Blue Badge holder bays (contravention codes 40 & 87)	3,996	3,181	2,656
Comment	Abuse of disabled bays continues to be a problem throughout County Durham; however drivers are becoming more educated and compliant with the restrictions.			
7 - Build liveable streets and neighbourhoods through the introduction and effective management of CPZs and CPAs.	Number of permits issued within CPZs and CPAs	9,621	9,383	9,869
Comment	Further permit zones have been introduced in 2015/16, resulting in an increase in the number of permits issued.			
8 - Ensure the expeditious movement of traffic through the enforcement of waiting and loading restrictions	Number of PCNs issued on waiting and loading restrictions (contravention codes 01 and 02)	4,666	3,942	3,227
Comment	Year on year we continue to address contraventions on waiting and loading restrictions. The issue of a PCN discourages motorists to contravene the restrictions in future, which in turn helps to keep traffic moving.			

Our objectives	Performance measure	2013/14	2014/15	2015/16
9 – Improve the accessibility of public transport by delivering improvements to transport infrastructure	Refurbishment of bus stations	Consett Bus Station refurbishment complete	Peterlee Bus Station was purchased	Peterlee Bus Station refurbishment underway
Comments	2015/16 saw the acquisition of Peterlee Bus Station. A programme of works has been underway to improve the waiting facilities for customers.			
10 – Support the local economy through the enforcement of limited waiting bays	Number of PCNs issued in limited waiting bays (contravention codes 22 & 30)	755	699	507
Comments	Limited waiting bays are introduced in commercial areas, providing convenient short stay parking for motorists to use the facilities on offer. Enforcement discourages motorists from parking in the bays all day, meaning that more space is available for customers.			
11 – Preserve the historic environment of Durham City through the enforcement of the 'Historic Core Zone'	Number of PCNs issued within the 'Historic Core Zone' (Market Place, Silver St, Framwellgate Bridge, Elvet Bridge, Saddler St, North Bailey, South Bailey, Owengate, Bow Lane, Dun Cow Lane)	404	434	543
Comments	Durham is home to the World Heritage site of Durham Cathedral and Castle. The RUC and the Historic Core Zone aim to reduce traffic congestion, reduce pollution and improve air quality in the heavily pedestrianised historic streets of Durham peninsula. Whilst the RUC discourages access between 10:00am and 4:00pm, the Historic Core Zone restriction means that parking is only permitted in designated loading and disabled bays and reduces the requirement for yellow lines in the historic area.			
12 – Meet the needs of people with disabilities by prosecuting those who misuse Blue Badges	Number of successful Blue Badge prosecutions	-	4	1
Comments	The Parking Services team undertake Blue Badge enforcement, where we interview drivers under caution at the roadside. The interview and other supporting evidence is then packaged up and passed to our legal department who prosecute the drivers for blue badge misuse.			

Glossary of terms

Cancellations

A Penalty Charge Notice is cancelled when we believe that it would be unjust to pursue the case or when there is an applicable exemption.

Challenge

An objection made against a Penalty Charge Notice before a Notice to Owner is issued.

Civil Enforcement Officer – CEO

This is the name given to officers employed by the council or through a specialist contractor. In County Durham they are employed through NSL Services.

Civil Parking Enforcement – CPE

This is the name given to the enforcement of parking regulations by Civil Enforcement Officers (CEOs) under the Traffic Management Act 2004.

Contravention

Failure of the motorist to comply with traffic or parking regulations as set by local Traffic Regulation Orders (TROs).

Controlled Parking Area – CPA

Areas outside of Durham City where parking is restricted to permit holders between specified hours.

Controlled Parking Zone - CPZ

An area where parking is restricted during specified times. This ensures that the needs of all motorists are catered for within the city. Signs are placed at entry points throughout the zone and where the restrictions differ to those on entry. There is no requirement to sign double yellow lines however single yellow lines will be signed.

Council Plan

The overarching plan that directs the planning of all services in the council. It sets out how we will deliver our corporate priorities for improvement and the key actions we will take in support of delivering the longer-term goals.

Department for Transport – DfT

This is the Government department responsible for the English transport network and transport matters in Scotland, Wales and Northern Ireland which are not devolved. The department is run by the Secretary of State for Transport.

Differential parking penalties

This is the name for the different levels of charges implemented by the Traffic Management Act 2004. Higher level contraventions are £70 and lower levels are set at £50. The different charges reflect the seriousness of the contravention.

Driver & Vehicle Licensing Agency - DVLA

The Driver and Vehicle Licensing Agency is an executive agency of the Department for Transport (DfT) who hold over 47 million driver records and over 39 million vehicle records and collect around £5.6 billion a year in Vehicle Excise Duty (VED).

Fixed Penalty Notice - FPN

These were introduced in Great Britain in the 1950s to deal with minor parking offences. These can only be issued by the police.

Historic Core Zone – HCZ

Located on Durham peninsula, the HCZ allows for a more flexible approach to the installation of traffic signs and lines to support traffic regulations. It allows us to reduce the visual intrusion created by signs and lines in this historically sensitive area. Signs and road markings are reduced to an absolute minimum, mainly at the entry to the HCZ and at designated loading and disabled bays. There is no parking or loading on the peninsula except in those areas indicated.

Local Transport Plan 3 – LTP3

A comprehensive plan for the future of transport in County Durham, prepared in accordance with the Department for Transport (DfT) guidance.

North East Smart Ticketing Initiative – NESTI

The NESTI programme will create a smart ticketing infrastructure that covers the public transport network in the North East. The Programme is funded by the 12 Local Authorities in the North East, the Tyne and Wear Integrated Transport Authority and Nexus.

Notice to Owner – NtO

This is a statutory notice that is served by the authority to the registered keeper of the vehicle that was issued with the Penalty Charge Notice (PCN). This will be served when a PCN is unpaid for 28 days. When the registered keeper, or the person the council believed to be the keeper of the vehicle, receives this they can either:

- make a payment of the full charge
- make a representation (an appeal)

NSL Services

NSL Services is Durham County Council's parking enforcement provider working under contract.

Off-street parking

These are car parking facilities provided on private land, i.e. not on the public highway.

On-street parking

These are facilities provided on the kerbside such as pay and display or permit parking.

Operational Guidance to Local Authorities: Parking Policy and Enforcement

Sets out the policy framework within which the Government believes that we should be setting our parking policies. It also advises us of the procedures that we must follow, must have regard to and recommends we follow, when enforcing parking restrictions.

Parking Strategy

Sets out our strategy and policies in relation to parking.

Park and Ride - P&R

There are three P&R sites located on the outskirts of Durham City that operate 7:00am – 7:00pm Monday to Saturday.

PATROL

The Joint Committee of England and Wales for the civil enforcement of Parking and Traffic Regulations Outside London.

Penalty Charge Notice – PCN

This is issued to a vehicle that is believed to be parked in contravention of the local Traffic Regulation Order.

Registered Keeper

The person who is deemed to be legally responsible for the payment of a PCN. These details are obtained from the Driver and Vehicle Licensing Agency (DVLA).

Representation

This is a challenge against the PCN after the Notice to Owner is served.

Road User Charge – RUC

A £2 Road User Charge operates in Durham City centre from 10:00am to 4:00pm Monday to Saturday, with the aim of reducing congestion to the historic peninsula area. Non payment of the charge may result in the issue of a PCN under the Transport Act 2000.

Scarlet Band

Scarlet Band is our current P&R bus service operator, working under contract since November 2014.

Special Parking Area - SPA

An area where on-street parking is subject to Civil Parking Enforcement (CPE). Local Authorities will enforce the regulations through Civil Enforcement Officers.

Traffic Enforcement Centre - TEC

The Traffic Enforcement Centre (TEC) at Northampton County Court processes requests to register Charge Certificates.

Traffic Management Act 2004 – TMA

This act was passed by UK Government in 2004. This law details street works and parking regulations. The act has been implemented since 31 March 2008.

Traffic Penalty Tribunal – TPT

The TPT decides appeals against parking penalties, bus lane penalties and congestion charging penalties in England (outside London) and Wales.

The TPT is the final stage of appeal for motorists or vehicle owners against a penalty issued by a council in England (outside London) and Wales.

Traffic Regulation Order – TRO

This is the statutory legal document necessary to support any enforceable traffic or highway measures.

References

Department for Transport (2015) *Operational Guidance to Local Authorities: Parking Policy and Enforcement*, London: The Stationary Office

Durham County Council (2012) *Council Plan 2012 – 2016*. Available from: www.durham.gov.uk

Durham County Council (2011) *Local Transport Plan*. Available from: www.durham.gov.uk

Durham County Council (2013) *County Durham Plan*. Available from: www.durham.gov.uk

Durham County Council (2008) *Parking Strategy*. Available from: www.durham.gov.uk

Appendices

Summary of permitted, prohibited and restricted parking in County Durham

Prohibited and restricted parking

No Waiting restrictions

There are approximately 265km of waiting restrictions

No Loading restrictions

There are approximately 35km of no loading restrictions

Blue Badge holder bays

There are approximately 60 blue badge holder bays

Loading bays

There are approximately 130 loading bays

Taxi bays

There are approximately 90 taxi bays

Police bays

There are approximately 8 police bays

Bus and coach bays

There are approximately 8 bus and coach bays

Bus Stop Clearway

There are approximately 1,880 Bus Stop Clearways

School Keep Clears

There are approximately 265 'School Keep Clears' covering a distance of 8 km

On Street Parking

Pay and Display parking bays

There are 1,713 on street pay and display bays

Permit parking areas

There in excess of 100 permit holder only streets

Limited waiting bays

There are approximately 135 limited waiting bays

Off-street parking

Pay and display car parks -

Durham City car parks	No. of spaces	Pay and Display	Charges apply	Blue Badge holder bays	M/cycle bays	Lorry bays	Coach bays	Motor Home bays	Blue Badge holders required to pay
Sands	130	✓	At all times	✓	✓	✗	✓	✗	✓
Sidegate	110	✓	At all times	✗	✗	✗	✗	✗	✓
Providence Row	20	✓	Mon - Sat	✗	✗	✗	✗	✗	✓

Durham Park & Ride	No. of spaces	Pay and Display	Charges apply	Blue Badge holder bays	M/cycle bays	Lorry bays	Coach bays	Motor Home bays	Blue Badge holders required to pay
Belmont	533	✗	-	✓	✗	✗	✗	✓	-
Sniperley	294	✗	-	✓	✗	✗	✗	✓	-
Howlands	330	✗	-	✓	✗	✗	✓	✓	-

Chester-le-Street car parks	No. of spaces	Pay and Display	Charges apply	Blue Badge holder bays	M/cycle bays	Lorry bays	Coach bays	Motor Home bays	Blue Badge holders required to pay
Burns Green	61	✓	Mon - Sat	✗	✗	✗	✗	✗	✓
Civic Centre	35	✓	Mon - Fri	✓	✗	✗	✗	✗	✓
Cone Terrace	68	✓	Mon - Sat	✓	✗	✗	✗	✗	✓
Cricket Club	6	✗	-	✗	✗	✗	✗	✗	-
Foundry Lane	51	✓	Mon - Sat	✓	✗	✗	✗	✗	✓
Leisure Centre	18	✓	Mon - Sat	✓	✗	✗	✗	✗	✓
Low Chare	49	✓	Mon - Sat	✓	✗	✗	✗	✗	✓
Lucy Street	26	✓	Mon - Sat	✗	✗	✗	✗	✗	✓
Middle Chare	80	✓	Mon - Sat	✓	✗	✗	✗	✗	✓
North Burns	50	✓	Mon - Sat	✗	✗	✓	✗	✗	✓

Osbourne Road	47	✓	Mon - Sat	✓	x	x	x	x	✓
St Mary's	32	✓	Mon - Sat	✓	x	x	x	x	✓
Wilfred Street	42	✓	Mon - Sat	✓	x	x	x	x	✓
Youth Centre	18	✓	Mon - Sat	x	x	x	x	x	✓
Riverside	472	✓	Mon - Sun	✓	x	x	✓	x	✓

Barnard Castle car parks	No. of spaces	Pay and Display	Charges apply	Blue Badge holder bays	M/cycle bays	Lorry bays	Coach bays	Motor home bays	Blue Badge holders required to pay
Queen Street	65	✓	Mon - Sun	✓	x	x	x	x	✓ (First 2 hours free)
Galgate	175	✓	Mon - Sun	✓	x	x	✓	x	✓ (First 2 hours free)

Bishop Auckland car parks	No. of spaces	Pay and Display	Charges apply	Blue Badge holder bays	M/cycle bays	Lorry bays	Coach bays	Motor Home bays	Blue Badge holders required to pay
Kingsway/Castle Chare	23	✓	Mon - Sat	x	x	x	x	x	✓
South Terrace	21	✓	Mon - Fri	✓	x	x	x	x	✓
Tenters Street	35	✓	Mon - Sat	x	x	x	x	x	✓
Kingsway/South Church Road	35	x	Mon - Sat	x	x	x	x	x	✓
Newgate Centre	300	✓	Mon - Sat	✓	x	x	x	x	✓
North Bondgate	172	✓	Mon - Sat	✓	x	x	x	x	✓
Victoria Avenue	20	✓	Mon - Sat	x	x	x	x	x	✓

Free off-street car parks

Area	Location	Postcode	No. of spaces	Managed by
Chester-le-Street	Waldridge Fell	DH2 3RY	60	Countryside
Sacrison	John Street	DH7 6HJ	18	Neighbourhoods
Sacrison	Front Street	DH7 6LE	20	Neighbourhoods
Sacrison	Depot, Lingey Close	DH7 6AN	110	Neighbourhoods
Pelton	Community Centre, Ivyway	DH2 1DE	30	Neighbourhoods
Consett	Albert Road	DH8 5QU	150	Regeneration & Economic Development
Consett	Allensford (east)	DH8 9BA	97	Neighbourhoods
Consett	Allensford (west)	DH8 9BA	50	Neighbourhoods
Consett	Civic Centre	DH8 1SF	112	Neighbourhoods
Leadgate	Community Centre	DH8 7PP	30	Neighbourhoods
Blackhill	Derwent Street	DH8 8LP	22	Neighbourhoods
Consett	Derwent Walk, Queens Rd	DH8 5XD	15	Neighbourhoods
Consett	Edith Street	DH8 5DN	12	Regeneration & Economic Development
Consett	Green St/Gibson St	DH8 5LB	66	Regeneration & Economic Development
Consett	Sherburn Terrace	DH8 6ND	61	Regeneration & Economic Development
Shotley Bridge	Shotley Grove Road	DH8 8SF	16	Neighbourhoods
Shotley Bridge	Snows Green Road	DH8 0HA	3	Neighbourhoods
Consett	Sports Centre	DH8 6LZ	170	Neighbourhoods
Consett	Swimming Baths	DH8 6LL	84	Neighbourhoods
Blackhill	Valley Gardens	DH8 8RQ	19	Neighbourhoods
Lanchester	Cricket Field, Kitswell Road	DH7 0JP	16	Neighbourhoods
Lanchester	Kitswell Road	DH7 0JP	17	Neighbourhoods
Lanchester	Rear of Front Street	DH7 0ER	40	Neighbourhoods
Lanchester	Malton	DH7 0TX	20	Countryside
Stanhope	Park Head, Waskerley Way	DL13 2ES		Countryside
Edmundbyers	Pow Hill (Country Park, Derwent Reservoir)	DH8 9NU	40	Countryside
Stanley	Adj to WMC, near Ritson Street	DH9 0AD	30	Regeneration & Economic Development
Stanley	Causey Arch	NE16 5EJ	25	Countryside

Stanley (South Moor)	Arch Club, near Geoffrey Terrace	DH9 7LW	20	Neighbourhoods
Stanley	Civic Hall, near Beamish Street	DH9 0NA	25	Neighbourhoods
Stanley (Dipton)	Front Street, near Collierly School	DH9 9DA	50	Neighbourhoods
Stanley (Annfield Plain)	Granville Avenue	DH9 8JF	40	Neighbourhoods
Stanley	Near Harperley Hotel	DH9 9TY	100	Neighbourhoods
Stanley (Craghead)	Holmside Terrace	DH9 6ET	25	Neighbourhoods
Stanley	Mountsett Crematorium	DH9 9JP	55	Neighbourhoods
Stanley	Old Bus Station Site	DH9 0HU	180	Regeneration & Economic Development
Stanley	Old Swimming Baths Site, High Street	DH9 0DF	140	Neighbourhoods
Stanley (South Moor)	Park Road (East)	DH9 7AW	12	Neighbourhoods
Stanley (South Moor)	Park Road (West)	DH9 7QF	15	Neighbourhoods
Stanley (Craghead)	Railway Street	DH9 6EP	10	Neighbourhoods
Stanley	Rear of Council Offices (out of working hours)	DH9 0SU	25	Neighbourhoods
Stanley	Rear of Front Street/Scott Street	DH9 8AD	256	Regeneration & Economic Development
Stanley	Rear of library, High Street	DH9 0DJ	8	Neighbourhoods
Stanley	Royal Road (rear of Royal Hotel)	DH9 0JQ	21	Regeneration & Economic Development
Stanley (Catchgate)	Swan Street	DH9 8LJ	15	Neighbourhoods
Stanley (South Moor)	William Street	DH9 7BJ	15	Neighbourhoods
Shotley Bridge	Derwent Valley Walk	DH8 0NG	25	Countryside
Consett	Waskerley, Waskerley Way	DH8 9DZ	25	Countryside
Consett	Whitehall, Waskerley Way	DH8 9AN	20	Countryside
Brandon	Bishop Walk (Brancepeth Station)	DH7 8EN	30	Countryside
Broompark	Broompark Picnic Area	DH7 7RJ	50	Countryside
Durham City	Wharton Park	DH1 4RS	35	Neighbourhoods
Durham City	Sixth Form Centre	DH1 1RS	50	Neighbourhoods
Ferryhill	Church Lane	DL17 8LT	70	Neighbourhoods
Ferryhill	Eamont Road	DL17 8HN	15	Neighbourhoods
Newton Aycliffe	Greenwell Road	DL5 4DH	55	Neighbourhoods
Newton Aycliffe	Walcher Road	DL5 4LX	25	Neighbourhoods

Sedgefield	Sedgefield Library	TS21 3AT	50	Neighbourhoods
Sildon	Association Street	DL4 1DX	3	Neighbourhoods
Sildon	Dean Street	DL4 1EZ	80	Neighbourhoods
Sildon	Railway Terrace (East)	DL4 2JB	50	Neighbourhoods
Sildon	Railway Terrace (West)	DL4 2JB	60	Neighbourhoods
Sildon	Robson Street (North East)	DL4 2HP	5	Neighbourhoods
Sildon	Robson Street (North West)	DL4 2HP	40	Neighbourhoods
Sildon	Robson Street (South East)	DL4 1EB	5	Neighbourhoods
Sildon	Robson Street (South West)	DL4 1EB	5	Neighbourhoods
Spennymoor	Clarence Street	DL16 7SE	20	Neighbourhoods
Spennymoor	Dickens Street	DL16 6AS	25	Neighbourhoods
Spennymoor	Rosa Street	DL16 7NB	90	Neighbourhoods
Spennymoor	Silver Street	DL16 6DF	130	Neighbourhoods
West Cornforth	Reading Street	DL17 9LH	45	Neighbourhoods
Barnard Castle	Mickelton Station (Tees Railway)	DL12 0JN	25	Countryside
Consett	Baybridge (Picnic Area near Blanchland)	DH8 9UB	10	Countryside
Bishop Auckland	Bracks Road (Auckland Walk)	DL14 7GF	20	Countryside
Consett	Blanchland (Carricks Picnic Area on Derwent Reservoir Near Blanchland)	DH8 9PE	130	Countryside
Bishop Auckland	Batts Terrace	DL14 7QE	10	Neighbourhoods
Bishop Auckland	Dam Head	DL14 7PA	15	Neighbourhoods
Bishop Auckland	Gibbon Street	DL14 7DL	15	Neighbourhoods
Bishop Auckland	West Mills	DL14 7PA	40	Neighbourhoods
Bishop Auckland	Coundon Station (Auckland Walk)	DL14 8QD	15	Countryside
Bishop Auckland	Cowshill	DL13 1JF	6	Neighbourhoods
Crook	Arthur Street	DL15 9DT	30	Neighbourhoods
Crook	Church Hill	DL15 9DL	12	Neighbourhoods
Crook	Addison Street	DL15 9ES	65	Neighbourhoods
Crook	Council Offices	DL15 9ES	35	Neighbourhoods
Crook	Glenholme Drive	DL15 8PU	60	Neighbourhoods
Crook	Hope/Wesley Street	DL15 9HU	75	Neighbourhoods
Crook	Market Place	DL15 8QH	120	Neighbourhoods
Crook	Mill Street	DL15 9BE	20	Neighbourhoods
Crook	West Road	DL15 9PY	60	Neighbourhoods
Crook	Wilson Street	DL15 9EA	15	Neighbourhoods

Frosterley	Front Street	DL13 2QW	25	Neighbourhoods
Howden Le Wear	School Street	DL15 8HJ	20	Neighbourhoods
Bishop Auckland	Leasingthorne	DL14 8EJ	20	Neighbourhoods
Stanhope	Dales Centre	DL13 2FJ	60	Countryside
Bishop Auckland	Market Place, St Johns Chapel	DL13 1QF	30	Neighbourhoods
West Auckland	East Green	DL14 9HJ	30	Neighbourhoods
Spennymoor	Whitworth Road (Auckland Walk)	DL16 7QW	10	Countryside
Willington	Cambridge Avenue	DL15 0PN	10	Neighbourhoods
Willington	Commercial Street	DL15 0PG	6	Neighbourhoods
Willington	High Street	DL15 0PF	10	Neighbourhoods
Willington	Lido	DL15 0EQ	35	Neighbourhoods
Willington	North Terrace	DL15 0QP	3	Neighbourhoods
Willington	Park Top	DL15 0BQ	25	Neighbourhoods
Blackhall	Blackhall Rocks Picnic Area	TS27 4AT	40	Countryside
Blackhall	Middle Street	TS27 4ED	5	Neighbourhoods
Crimdon	Crimdon Parks	TS27 4BL	30	Neighbourhoods
Easington	Seaside Lane	SR8 3FB	30	Neighbourhoods
Easington Colliery	Off Ashton Street	SR8 3QQ	70	Neighbourhoods
Easington	Townfield Hill	SR8 3PF	60	Neighbourhoods
Horden	Blackhills Road (former colliery)	SR8 4LG	200	Neighbourhoods
Horden	Sunderland Road	SR8 4PF	25	Neighbourhoods
Murton	Woods Terrace (East)	SR7 9BD	45	Neighbourhoods
Murton	Woods Terrace (West)	SR7 9BA	10	Neighbourhoods
Peterlee	Grampian Drive	SR8 2LR	60	Neighbourhoods
Peterlee	Hearts of Oak	SR8 1EX	15	Neighbourhoods
Peterlee	York Road	SR8 2DP	30	Neighbourhoods
Peterlee	St Cuthberts Way	SR8 1AF	100	Neighbourhoods
Seaham	Terrace Green (North Terrace)	SR7 7EU	51	Regeneration & Economic Development
Seaham	South Railway Street	SR7 7ES	25	Regeneration & Economic Development
Seaham	Princess Road (former theatre site)	SR7 7QT	12	Neighbourhoods
Seaham	Green Street	SR7 7ET	52	Regeneration & Economic Development
Seaham	Adj to Seaham Hall	SR7 7AG	55	Regeneration & Economic

				Development
Seaham	Adj to Seaham Hall	SR7 7AG	78	Regeneration & Economic Development
Seaham	Vane Tempest	SR7 7AF	65	Regeneration & Economic Development
Seaham	Marlbrough	SR7 7SA	24	Regeneration & Economic Development
Wheatley Hill	Ashmore Terrace/Front Street	DH6 3NP	8	Neighbourhoods
Wingate	Wingate Quarry	TS29 6NP	40	Countryside

Streets within the Durham City Controlled Parking Zone

Zone A

Pay & Display

Elvet Hill Road
Potters Bank
Quarryheads Lane

Elvet Waterside

Green Lane
New Elvet
Old Elvet
Prison Green

Permit Holder Area

Ferens Close
Ferens Park
Orchard Drive cul de sac
Wanless Terrace
Wearside Drive

Zone B

Pay & Display

Anchorage Terrace
Church Street
Church Street Villas
Gladstone Villas
Hallgarth Street
Hallgarth Street\Whinney Hill
Link Road
The Hallgarth
Oswald Court
Stockton Road
Whinney Hill

Permit Holder Area

Elvet Crescent

Zone D

Permit Holder Area

Leazes Court

Zone E

Pay & Display

Claypath
Ellis Leazes
Gilesgate
Leazes Lane
Renny Street

Zone G

Pay & Display

Framwellgate Waterside
Frankland Lane
Sidegate

Permit Holder Area

Sidegate Cul De Sac

Zone H

Pay & Display

Pelaw Leazes Lane
St Hild's Lane
Station Lane

Zone I

Pay & Display

Castle Chare
Crossgate
Grove Street
Pimlico
South Street

Permit Holder Area

Crossgate (North Side Cul De Sac)
Crossgate (South Side Cul De

Zone C

Pay & Display

Zone F

Pay & Display

Orchard Drive
The Sands

Sac)

Grape Lane

Highgate

Tenter Terrace

Zone J

Pay & Display

Margery Lane

Permit Holder Area

Alexandria Crescent (rear)

Back Nevilldale Tce

Beech Crest

Briardene

Brierville

Crossgate Peth (north west side)

Nevilldale Tce

Summerville

Zone K

Pay & Display

Flass Street

John Street

Mowbray Street

Sutton Street

Waddington Street

Permit Holder Area

Bridge Street Access

Lambton Street

Zone L

Pay & Display

Framwellgate Peth (Access Rd)

North Road

Permit Holder Area

Princes street

Zone M

Permit Holder Area

Back Western Hill

Millbank Court

Obelisk Lane

Valeside

Albert Street

West Terrace

Zone N

Pay & Display

Hawthorn Terrace

Holly Street

Laburnam Avenue

Lawson Tce

May Street

Mistletoe Street

The Avenue

Zone O

Pay & Display

Atherton Street

Allergate

Allergate Terrace

East Atherton Street

Mitchell Street

New Street

Neville Street

Zone P

Pay & Display

George Street

Percy Tce

St John's Road

Permit Holder Area

Farnley Hey Road

Farnley Mount

Farnley Ridge

Notes

Zone D resident permits can be used in Zone E

Zone E resident permits can be used in Zone D

Zone I resident permits can be used in Zone N

Zone J resident permits can be used in Zone N

Zone L resident permits can be used in Zone M

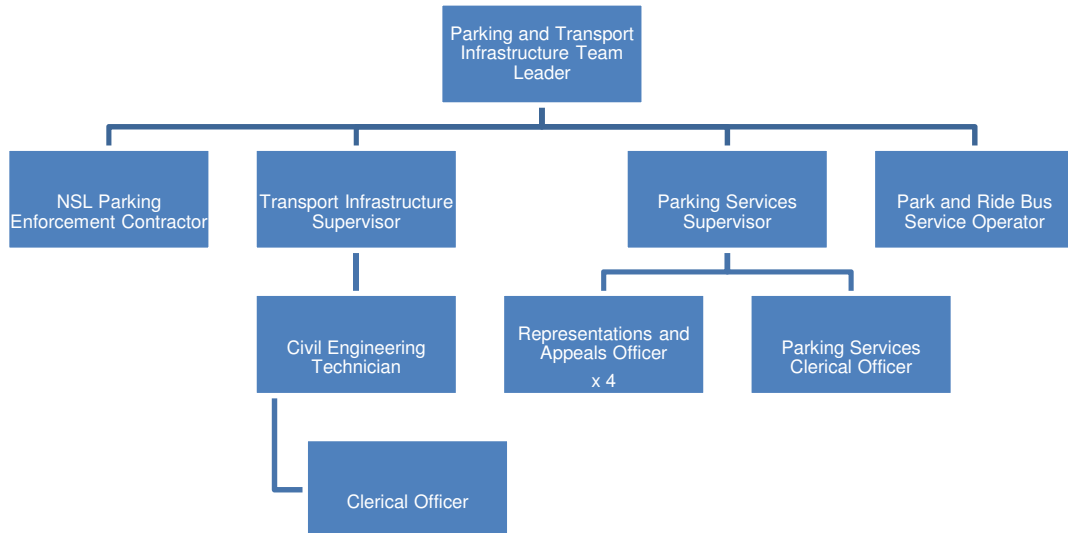
Zone M resident permits can be used in Zone L

Zone N resident permits can be used in Zone J

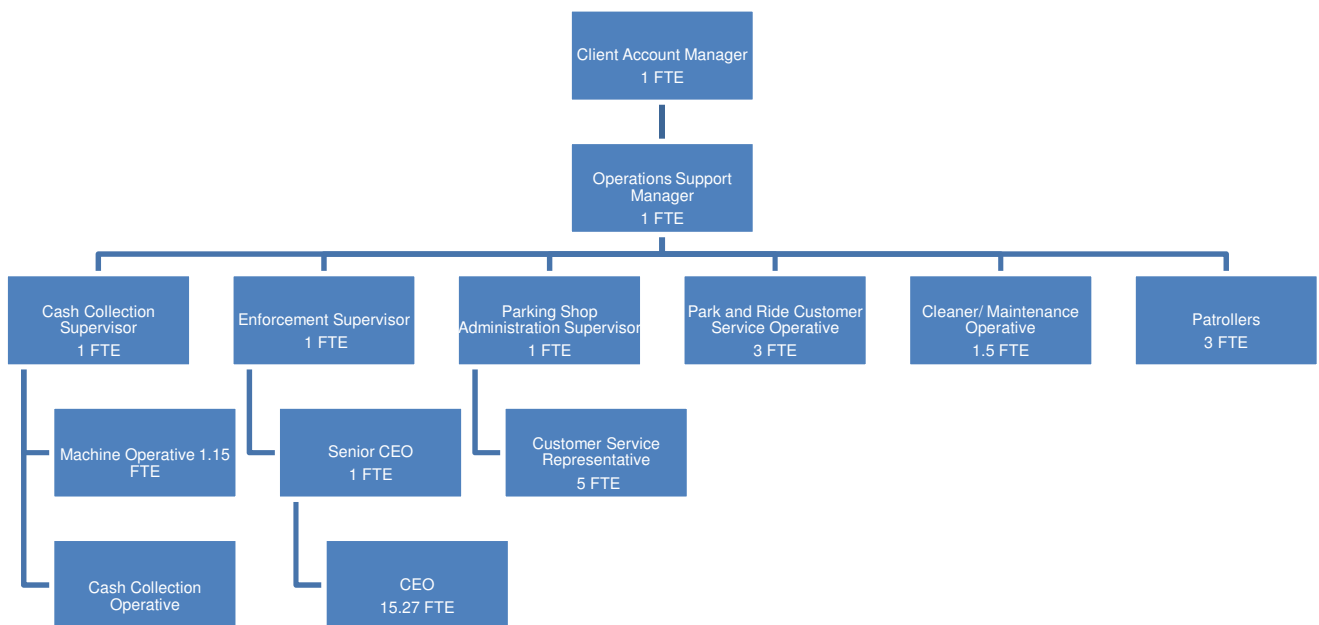
Zone O resident permits can be used in Zone N

Staff Structure within the Parking Services and Transport Infrastructure team

Parking & Transport Infrastructure Team



NSL Services



NSL Services training plan

Training requirement	NSL Services provision
Career growth and fulfilling potential	NSL SERVICES GROUP Academy with development, training and certified qualifications at each level
Planned approach	<p>L&D strategy with annual training plans</p> <p>Twice yearly L&D reviews</p> <p>Team Training Plans to meet individual and team needs delivered by managers and with L&D function delivery or support as required</p>
C&G PA qualification	Learning delivered as part of Streets Ahead induction prior to working on street with exam at end of course. Individual support and re-sit option where appropriate. Thereafter all staff undertake guided on job development and regular performance review during the first three months to ensure competency in the role
Customer focus, conflict and tourist training	<p>All employees undertake the Driving Customer Focus Certificated Programme as part of Induction Programme before undertaking their role. The programme covers customer service, conflict management and bespoke local and client requirement knowledge and practical activity</p> <p>Ongoing development within the first nine months includes all employees undertaking a further in depth certificated Conflict Management Course run by Maybo and an individually designed contract and local area/tourist 'Ambassador' Programme</p>
<p>Specific roles:</p> <ul style="list-style-type: none"> • Team leader/Manager • OBPA's • Radio Controller • Lines and Signs 	<p>NSL SERVICES GROUP has developed a series of job role specific training programmes, and deliver SIA licensed training courses where appropriate to meet the needs of specific roles and where PA and other staff have additional responsibilities</p> <p>Prior to commencement of induction a training and delivery plan is formulated to meet the job skills training needs for groups or individuals in addition to induction and Driving Customer training requirements and is delivered and monitored by the contract Training Officer and L&D Team.</p> <p>Further group and individual training needs are identified and built into the annual team plan to ensure all requirements are met</p>

Training Requirement	NSL SERVICES GROUP Provision
NVQ Level 2 Controlling Parking Areas or equivalent	<p>NSL SERVICES GROUP Stage 2 Academy Award – Driving Excellence provides all staff with the opportunity to undertake a programme of training and development, assessment, external verification, certification and achievement award after 3 months of employment. Usually achieved within 9 months employees undertake a programme that uses NVQ/NVQ Lv 2 CPA as the minimum standard but which additionally includes further learning and development with an additional Team Work module</p> <p>At 9-24 months employees are then able to progress to Stage 3 award by undertaking further development modules focused on multi skilling, advanced customer and client relations and team leader appreciation before being considered for promotion and progression through stage 4 and 5 team leader and manager development</p>
Refresher training / briefings	<p>Managers and Team Leaders are provided with trainer skills training, L&D coaching and resource support to enable them to fulfil their key responsibility of training the staff on a regular basis – in training sessions and at briefings. Activity is monitored regularly by the L&D Manager through performance reviews conducted by line managers and additional training delivery is provided by the contract Training Officer to ensure that all refresher and new skills/knowledge training is completed</p>
Training support, evidence and achievement	<p>All employees are provided with quality training materials, workbooks and personal / job skills development records. In addition NSL SERVICES GROUP operate a personnel and training record process where every training activity, development programme and certificated / accredited learning activity is recorded commencing at induction and updated throughout the individual's career. L&D Reviews and regular Training Officer & HR Manager visits ensure that all records are updated and maintained regularly. Copies of certificates are placed on the individual's files and can be provided as required</p>

Training Requirement	NSL SERVICES GROUP Provision
Provision of training information / client liaison	<p>NSL SERVICES GROUP Academy aim to build strong links and relationships with the client and to that end are able and happy to provide:</p> <ul style="list-style-type: none"> • Copies of training information and materials • Documentary evidence of training requirements met. Training and certification records • Opportunities for client personnel to attend any of the Academy training programmes including Streets Ahead Induction, technical skills courses, leadership and management programmes • Opportunities for client input into training courses or to identify further training and development requirements • Opportunities to meet and update to ensure client is fully briefed on the Academy learning and development provision and has opportunity to feedback on provision, content and results

Total number of PCNs for each on-street contravention

Code	Contravention (on-street)	Observation period	Penalty	PCNs issued 2013/14	PCNs issued 2014/15	PCNs issued 2015/16
01	Parked in a restricted street during prescribed hours	5 mins	£70	3,369	2,599	2119
02	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	0 mins	£70	1,297	1,343	1108
05	Parked after the expiry of paid for time	5 mins	£50	1,411	1,653	1769
06	Parked without clearly displaying a valid pay & display ticket or voucher	5 mins	£50	2,281	2,494	2734
14	Parked in an electric vehicle's charging place during restricted hours without charging	0 mins	£70	0	5	4
16	Parked in a permit space without displaying a valid permit	5 mins	£70	1,257	1,352	1776
18	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited	0 mins	£70	0	0	0
19	Parked in a residents' or shared use parking place or zone displaying an invalid permit, an invalid voucher or an invalid pay & display ticket	5 mins	£50	327	427	549
21	Parked in a suspended bay or space or part of bay or space	0 mins	£70	94	63	232
22	Re-parked in the same parking place or zone within one hour (or other specified time) of leaving	0 mins	£50	5	3	0
23	Parked in a parking place or area not designated for that class of vehicle	0 mins	£70	47	58	123
24	Not parked correctly within the markings of the bay or space	0 mins	£50	35	70	106

25	Parked in a loading place during restricted hours without loading	Private car - 5 mins Commercial - 20 mins	£70	2,712	1,766	1,577
26	Parked in a special enforcement area more than 50 cm from the edge of the carriageway and not within a designated parking place	0 mins	£70	18	1	3
27	Parked in a special enforcement area adjacent to a dropped footway	0 mins	£70	12	1	0
30	Parked for longer than permitted	5 mins	£50	750	696	507
40	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	0 mins	£70	3,514	2,701	2,176
42	Parked in a parking place designated for police vehicles	0 mins	£70	15	21	12
45	Parked on a taxi rank	0 mins	£70	296	316	106
47	Stopped on a restricted bus stop or stand	0 mins	£70	279	497	185
48	Stopped in a restricted area outside a school when prohibited	0 mins	£70	137	85	39
49	Parked wholly or partly on a cycle track or lane	0 mins	£70	0	0	3
99	Stopped on a pedestrian crossing or crossing area marked by zigzags	0 mins	£70	167	185	108
w01	Warning Notice - General on street	-	-	1,960	2,093	966
w40	Warning Notice - Blue Badge	-	-	123	140	73
TOTAL				20,106	18,569	16,275

Total number of PCNs for each off street contravention

Code	Contravention (off street)	Observation period	Penalty	PCNs issued 2013/14	PCNs issued 2014/15	PCNs issued 2015/16
70	Loading restriction	0	£70	13	13	13
71	Vehicle not charging	0	£70	5	20	17
73	Parked without payment of the parking charge	5 mins	£50	0	0	0
74	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited	0 mins	£70	0	4	0
80	Parked for longer than the maximum period permitted	5 mins	£50	10	21	6
81	Parked in a restricted area in a car park	0 mins	£70	26	25	50
82	Parked after the expiry of paid for time	5 mins	£50	936	1,109	1,208
83	Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock	5 mins	£50	3,125	3,983	4,856
86	Parked beyond the bay markings	0 mins	£50	96	176	274
87	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	0 mins	£70	482	480	480
89	Vehicle parked exceeds maximum weight or height or length permitted in the area	0 mins	£70	0	1	0
91	Parked in a car park or area not designated for that class of vehicle	0 mins	£70	91	89	134
92	Parked causing an obstruction	0 mins	£70	1	1	1
93	Parked in car park when closed	0 mins	£50	161	99	152
95	Parked in a parking place for a purpose other than the designated purpose for the parking place	5 mins	£50	202	138	134
w02	Warning Notice - General off street	-	-	627	498	389
w87	Warning Notice - Blue Badge off street	-	-	48	83	71
TOTAL				5,823	6,740	7,785

**Durham County Council
Parking Services
County Hall
Durham
DH1 5UQ**

**03000 263985
parkingservices@durham.gov.uk**

