



Durham County Council

Parking & Transport Infrastructure Annual Report

2014/15



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Welcome to the 7th Parking Services Annual Report which sets out our achievements during 2014/15.

This report demonstrates how the Parking and Transport Infrastructure team and its partners continued to support the safe and expeditious movement of traffic whilst also facilitating the organisation of festivals and special events.

This year saw the commencement of Blue Badge enforcement, with authorised parking officers prosecuting those who misuse blue badges in our County. Since being able to park closer to shops and amenities is vital for people with disabilities, anyone who abuses that right is making life much more difficult for those with genuine disabilities as well as committing a criminal offence. By targeting those who misuse disabled parking badges we are making sure that there will be plenty of parking spaces for people who really need them.

In 2014/15, we worked with local businesses to look at ways of encouraging more people into our town centres. This resulted in the trial of a “free after three” parking scheme, where we offered free parking after 3pm throughout December in all Council owned on and off street parking spaces. The trial provided a welcome boost to local businesses as well as cutting the cost of Christmas for residents across the County.

The Parking Services team welcomes any feedback on parking issues and 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.



Councillor Neil Foster

Cabinet Member for Regeneration and Economic Development



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 Services 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 LTP 3 as shown in the table below.

| Our Aims | LTP 3 |
|---|---|
| <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>Fulfill 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 a healthy natural environment Better accessibility to services |
| <i>Improve the local environment</i> | Improve quality of life and a healthy natural environment Reduce carbon output |
| <i>Meet the needs of people with disabilities</i> | Improve quality of life and 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 Penalty Charge Notices 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 2014/15 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 Park and Ride 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 controlled parking zones and areas

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

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 15 Statistical Performance.

Our Policy

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

The Parking and Transport Infrastructure team is made up of 10 members of staff (see Appendix B 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 (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 and display car parks in Durham City, Chester-le-Street, Bishop Auckland and Barnard Castle
- Maintenance of traffic signs and lines

In total the team manages 1,713 on-street pay and display bays, 88 permit holder only streets, 1,157 P&R spaces and 2,270 off street pay and display bays. In 2014/15 we issued 9,383 permits to residents of County Durham and their visitors and generated over 1 million P&R passenger journeys.

We work in partnership with our contractors to deliver a first class customer focused service. In November 2014, NSL Services were re-awarded the enforcement contract, and local bus service operators Scarlet Band were awarded the contract for the operation of the P&R bus service.

Scarlet Band is responsible for –

- Operation of the Durham City P&R bus service

NSL Services is responsible for –

- Employment and deployment of Civil Enforcement Officers 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
- Pay and display machine maintenance
- Cash collection and banking

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 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 Civil Parking Enforcement 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 & 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. Our enforcement procedures can be found at www.durham.gov.uk.

Penalty Charge Notices (PCN)

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.



Civil Enforcement Officers (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 2014/15 there were 364 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 Traffic Management Act 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 to the windscreen of the vehicle or 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, or if the CEO had started to issue the PCN but did not have enough time to finish or serve it before the vehicle was driven away and would otherwise have to write off or cancel the PCN.

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 a Notice to Owner (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

Violence against our officers is increasing year on year. In 2014/15, there were 11 recorded 'code red' violent incidents, which increased from 6 incidents recorded in 2013/14 and 2 incidents in 2012/13.

In order to deter such incidents our officers wear body cameras, which records footage whilst officers are on duty. This acts as a deterrent to would-be attackers, and the footage is used as evidence in the conviction of those who threaten or assault our officers.

Immobilisation/Removal

Enforcing authorities have the power to immobilise (clamp) and remove vehicles. The Secretary of State considers that it should only be used in limited circumstances such as where the same vehicle repeatedly breaks parking restrictions and it has not been possible to collect payment for penalties, primarily because the keeper is not registered, or is not properly registered, with the DVLA. Where a vehicle is causing a hazard or obstruction the enforcement authority should remove rather than immobilise. Immobilisation/removal activity should only take place where it gives clear traffic management benefits. For this reason, it is Durham County Council's policy to never immobilise vehicles. We will remove vehicles but only when it is deemed absolutely necessary.

In 2014/15, no vehicle removals took place.

Challenges, Representations and Appeals

We receive in excess of 10,000 items of written correspondence 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.

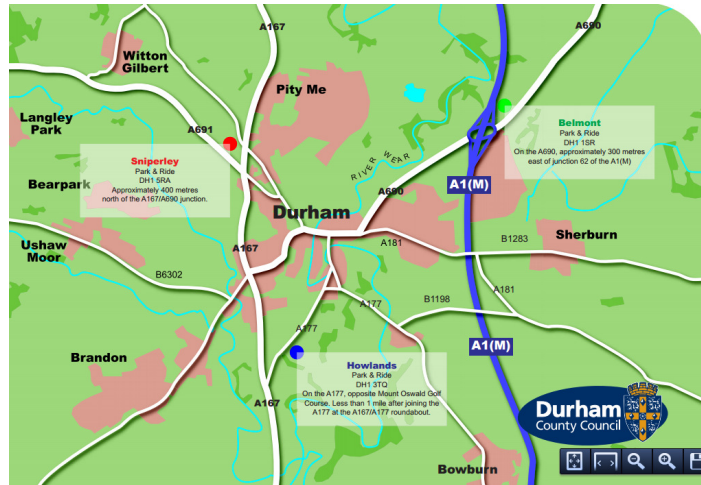


Full statistical performance relating to challenges, representations and appeals can be found in Chapter 15 Statistical Performance.

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

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



All of our Park and Ride 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 Park and Ride sites are manned and have CCTV security cameras relayed to a central control office at the Belmont site manned at all times of operation.

A recent customer satisfaction survey found that 100% of those surveyed rated the Park and Ride service as good or very good overall, and we have won the 'Best Car Park Operation Award' at the British Parking Awards 2014, highlighting the best in parking management, design and innovation.



In November 2014, Scarlet Band Ltd were awarded the contract for operating the Park and Ride bus service. We carried out a competition with a number of Durham New College students to design the new look of the buses. Over 2,600 votes were cast by members of the public, and Bliss Litliernhurst's design (left) was chosen. Bliss took inspiration for the design from road signs and markings, turning them into a brightly coloured, abstract look.

Durham is home to the World Heritage Site of Durham Cathedral and Castle, which was voted 2013's UK's Number One Landmark by Trip Advisor users. The city attracts over 3.8 million visitors every year, and is widely known for its historic charm.

The Durham Road User Charge (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 gain access to Durham peninsula outside of the Durham RUC hours of operation, 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) and a £2 charge applies for using the road during the hours of operation. Payment may be made by calling the Parking Shop on 01913846633.

In September 2013 new regulations came into force regarding the operation of road user charging schemes in England. The regulations allow for the fair and effective enforcement of road user charging schemes, 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 vehicles are found using the road without payment of the £2 charge, on the first occasion we issue an information letter explaining the scheme and how to pay the charge in future. If vehicles are found 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 Traffic Penalty Tribunal.

The Blue Badge scheme provides a range of national on street parking concessions for disabled people, with severe mobility problems, who have difficulty using public transport. The scheme is designed to help severely disabled people to travel independently, as either a driver or passenger, by allowing them to park close to their destination.

It is important to remember that the blue badge holder must be traveling in the vehicle for the badge to be valid, and must not be used by anyone doing business on behalf of the badge holder when the holder has not travelled in the vehicle.

There are several ways in which blue badges can be misused, including:

- Use of a badge that is no longer valid
- Misuse of a valid badge by a friend or relative, with or without the badge holder's knowledge or permission
- Use by the holder of a badge that has been reported lost or stolen, and
- Use of a stolen or copied badge by the thief, forger or someone who has acquired it from them.



With the enactment of the Disabled Persons Parking Badges Act 2013, designated local authority authorised officers have been given the power to inspect blue badges and retain blue badges (a power that was previously held by the police).

As such, in July 2014, trained and authorised members of the Parking Services team commenced identifying, enforcing, and prosecuting cases of blue badge misuse in County Durham. To date, we have successfully prosecuted 4 members of the public. In all cases, the form of abuse discovered was misuse of the badge by a member of the blue badge holder's family.

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

Durham City Controlled Parking Zone (CPZ)

Controlled parking helps reduce and control the problems of long stay parking by commuters and office workers, which then helps create space for short stay visitors, such as shoppers and tourists as well as residents and their visitors.

There are 52 permit holder only streets in Durham City, and a further 61 streets allocated to pay and display or permit holders. Residents are allocated to a zone and permit holders are able to park in any permit holder only areas and pay and display bays within their zone (please see Appendix B for a list of streets within the CPZ).



Pay and display bays and permit holder only areas are restricted 8.00am to 6.00pm Monday to Saturday. Parking is free outside of operational hours and on bank holidays.



Permits that are available include:

- Resident Permit
- Visitor Permit/Scratchcard
- Carer Permit
- Construction Permit
- Business Permit

Further information regarding the scheme and the permits on offer may be found at www.durham.gov.uk.

County Durham Controlled Parking Areas (CPA)

In 2014/15, we extended the Framwellgate Moor CPA to include 2 additional streets, and introduced the Bishop Auckland CPA.

There are now 18 permit holder streets in Framwellgate Moor, 13 permit holder streets in North End, 3 permit holder streets in Chester-le-Street and 4 permit holder streets in Bishop Auckland.

Permit holder only areas in Framwellgate Moor and North End are restricted 8.00am to 6.00pm Monday to Saturday. The majority of permit holder only areas in Chester-le-Street and Bishop Auckland are restricted 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.

Permits that are available include:

- Resident Permit
- Visitor Permit/Scratchcard
- Carer Permit
- Construction Permit
- Business Permit

Further information regarding the scheme and the permits on offer may be found at www.durham.gov.uk.



Requests for permit parking schemes

When considering requests for permit zones, Durham County Council's Major Projects team apply a number of qualifying criteria, as follows -

1. Permit parking areas will only be considered for residential streets within commercial areas which are subject to a high demand for commuter parking
2. Initial requests for a permit parking scheme must be accompanied by support from at least 25% of the households in the street and supported by a local member on behalf of the residents (or raised by the local member)
3. More than 40% of the 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 any vehicles during the same six hours
4. Where support has been gained from at least 75% or above the properties included within the proposed permit area.

Off Street Parking

The Parking and Transport Infrastructure team manages town centre off street car parks in Durham City, Chester-le-Street, Bishop Auckland and Barnard Castle.



Detailed information regarding the off street car parks within County Durham can be found in Appendix A.

In December 2014, the Council trialled a 'free after three' parking scheme for Christmas shoppers, with the aim of boosting trade for local businesses and make affording Christmas easier for the public. Shoppers were able to park for free after 3.00pm in all Durham County Council-run car parks across the county as well as on-street parking bays in Durham City. The scheme was hailed a success, and will be returning in December 2015.

In 2014/15, the Parking Services team became responsible for dealing with all first line correspondence relating to parking. The most common enquires and responses are as follows -

Caravans & trailers on the highway

It is illegal to keep a caravan or trailer on the highway. They should be kept within the curtilage of the owners property or elsewhere off the highway altogether at a suitable storage facility.

When reporting a caravan or trailer parked on the highway, please provide us with the address of the owner. We will write to the owner to inform them that the caravan or trailer must be moved within 14 days. If the caravan or trailer is not moved, the details will be passed onto the Strategic Highways team for enforcement action.

Parking Obstructions

Provided that there are no parking restrictions in place, and that a vehicle is taxed, tested and insured, it is legally entitled to park anywhere on the public highway. If, however, vehicles are parked causing obstruction offences then this should be reported directly to Durham Constabulary 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 Civil Enforcement Officers. If a vehicle is parked on a driveway protection/keep clear marking it should be reported to the Police on '101' who may enforce the offence of wilful or unnecessary obstruction.

In the event that a driveway is obstructed in a purely residential area, this should be reported to the Police using the '101' contact number.

Disabled bays in residential areas

We only provide strategic key disabled bays within commercial Town Centre environments due to problems associated with policing of residential bays and disputes amongst neighbours which are known to arise when disabled bays are provided in residential areas. As such, we no longer provide designated disabled parking bays in residential areas.

Bus stations play a vital role in providing access to and from the 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 Passenger 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 City Bus Station, situated on North Road, is the principal bus station within the County, with 70 services departing per hour*. The bus station comprises of 11 bus stands plus an additional 2 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.

As outlined in the previous annual report, any potential redevelopment of North Road would include the provision of a new and improved bus station. At the time of writing, designs are developing for a new bus station in Durham City to be located adjacent to the A690 and North Road junction, on the plot of land currently occupied by Hopper/Metcalf House and the A690 roundabout. The existing bus station site would then be redeveloped for alternative uses. Subject to public consultation, planning application and acquisition of land, the proposed timescale would envisage a new bus station to be built in 2018. With this in mind, Transport Infrastructure will continue to maintain the existing infrastructure to ensure the bus station remains operational until further plans for its future emerge.

Stanley Bus Station

Stanley Bus Station provides 10 bus stands, from which there are 28 bus 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 23 buses depart from Consett bus station which comprises of 9 bus stands and 3 additional layover stands. Durham County Council has 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 46 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.

Peterlee Bus Station

Peterlee bus station comprises of 8 bus stands which accommodates 31 bus departures per hour*.

Following the Councils purchase of the station in December a programme of improvement works has been underway to improve the waiting facilities. Painting and decoration works have been carried out as well as the installation of new litter bins and new seating throughout to provide respite for intending passengers. As well as improved maintenance of the facility, further improvements are planned for 2015/16 which will include the installation of CCTV to provide greater security.

The purchase of the station has meant that the council now owns all of the bus stations in County Durham which will allow for greater coordination countywide, as well as more control in managing and allocating bus services at the station.

** Bus departures are based on daytime departures per hour during Monday – Saturday*

The Parking and Transport Infrastructure team and its partners, NSL 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 2014/15.

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 Park and Ride buses, improving the quality and accessibility of public transport for some of the many thousands of visitors to our city.

Durham Big Ride & Beast

Durham Big Ride is designed for old and young 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 Park and Ride site, the 52 mile round trip leads riders on a breath-taking ride across County Durham.



Durham City Christmas Festival

The Durham Christmas Festival 2014 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 Park and Ride service opened on the Sunday for the event and this, along with our free Christmas Eve Park and Ride, made a positive contribution to the economic vitality of the city.

We have worked in partnership with NSL Services since the introduction of our first Durham City CPZ in 2000, and our bus service operators Arriva from 2009-14 and Scarlet Band from 2014.

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

Parking and Transport Infrastructure Staff Structure and Training

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

As many of our systems and processes are complex, we recognise that it is essential that we give personnel 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 and Transport Infrastructure team so that employees know what they should be doing, how they should be doing it and how this fits with the organisation's overall vision and agenda.

Management personnel 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 civil parking enforcement
- 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 civil parking enforcement
- applying our published policies
- parking contravention codes and descriptions, and their use
- challenges and representations
- mitigation
- traffic regulation orders
- signs and lines

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

NSL Services Staff Structure and Training

NSL Services provides resource for enforcement and management of all prohibited, restricted and permitted parking within the CPE areas. They also undertake processing of all PCNs up to 'NtO' stage, operate the Durham City P&R sites, take payments for the Durham City RUC, maintain pay and display 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, to 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 Group.

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

13 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 pay and display, PCNs, and P&R fares.

In November 2014, we commenced a new parking enforcement contract with NSL Services. The contract reduced the number of Civil Enforcement Officers required to undertake enforcement in the County, which has resulted in a significant saving from the previous year.

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.

| Administration | 2012/13 | | 2013/14 | | 2014/15 | |
|-------------------------------|--------------|--------------------|--------------|--------------------|--------------|--------------------|
| | Income | Expenditure | Income | Expenditure | Income | Expenditure |
| Staffing | £0.00 | £197,766.00 | £0.00 | £207,658.70 | £0.00 | £244,040.00 |
| Operation of the Parking Shop | £0.00 | £238,228.94 | £0.00 | £245,575.83 | £0.00 | £305,282.00 |
| Other administrative costs | £0.00 | £34,668.20 | £0.00 | £15,239.98 | £0.00 | £20,963.00 |
| Total | £0.00 | £470,663.14 | £0.00 | £468,474.51 | £0.00 | £570,285.00 |

| Enforcement | 2012/13 | | 2013/14 | | 2014/15 | |
|----------------------------|--------------------|--------------------|--------------------|--------------------|-----------------|-----------------|
| | Income | Expenditure | Income | Expenditure | Income | Expenditure |
| Penalty Charge Notices | £515,267.51 | £98,014.94 | £644,467.58 | £103,266.11 | £606,110 | £63,476.45 |
| Civil Enforcement Officers | £0.00 | £631,747.88 | £0.00 | £739,543.82 | £0.00 | £614,867.55 |
| Total | £515,267.51 | £729,762.82 | £644,467.58 | £842,809.93 | £606,110 | £678,344 |

| On & Off Street Parking | 2012/13 | | 2013/14 | | 2014/15 | |
|--------------------------------|----------------------|--------------------|----------------------|--------------------|----------------------|--------------------|
| | Income | Expenditure | Income | Expenditure | Income | Expenditure |
| On Street Parking | £929,201.25 | £51,876.44 | £980,487.00 | £42,610.10 | 998,790.45 | 83,843.58 |
| Off Street – Durham | £391,340.83 | £178,465.04 | £399,691.21 | £110,425.68 | £408,493.40 | £144,993.64 |
| Off Street – Chester-le-Street | £287,987.33 | £94,152.51 | £304,082.00 | £76,337.65 | £318,387.49 | £84,966.72 |
| Off Street – Bishop Auckland | £266,468.63 | £111,753.8 | £185,570.17 | £64,480.72 | £181,660.73 | £56,630.60 |
| Off Street – Barnard Castle | £173,578.83 | £64,334.31 | £191,748.00 | £65,155.88 | £191,138.72 | £54,090.44 |
| Off Street – Free car parks | £0.00 | £59,389.05 | £0.00 | £79,142.38 | £0.00 | £82,088.17 |
| Total | £2,048,576.87 | £559,971.15 | £2,061,578.38 | £438,152.41 | £2,098,470.79 | £506,613.15 |

| Road User Charge & Access Management | 2012/13 | | 2013/14 | | 2014/15 | |
|--------------------------------------|------------------|-------------------|------------------|-------------------|------------------|-------------------|
| | Income | Expenditure | Income | Expenditure | Income | Expenditure |
| Durham City Road User Charge | £5,377.80 | £32,045.91 | £2,650.00 | £36,687.40 | £4,594.00 | £18,136.88 |
| Durham City Static Bollards | £0.00 | £9,887.73 | £0.00 | £2,729.74 | £0.00 | £1,572.73 |
| Bishop Auckland Bollard | £0.00 | £12,932.46 | £0.00 | £13,299.84 | £0.00 | £7,658.68 |
| Total | £5,377.80 | £54,866.10 | £2,650.00 | £52,716.99 | £4,594.00 | £27,368.29 |

| Park and Ride | 2012/13 | | 2013/14 | | 2014/15 | |
|---------------------------|--------------------|----------------------|--------------------|----------------------|-----------------|-------------------|
| | Income | Expenditure | Income | Expenditure | Income | Expenditure |
| Park and Ride service | £779,648.37 | £1,268,731.06 | £854,035.00 | £1,332,267.99 | £818,137 | £1,242,549 |
| Park and Ride advertising | £9,575.00 | £0.00 | £12,180.00 | £0.00 | £13,387 | £495 |
| Total | £789,223.37 | £1,268,731.06 | £866,215.00 | £1,332,267.99 | £831,524 | £1,243,044 |

Surplus

Parking Services total income of £3,540,698.79, minus expenditure of £3,025,654.44, leaves a total surplus of £515,044.35.

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 2015/16

Financial year 2015/16 will see a full year of the new contracts awarded to NSL Services and Scarlet Band Ltd. It is envisaged that the costs associated with enforcement will show a decrease on the previous year, but administrative costs will increase.

Administration -

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

| Administration Forecast 2015/16 | Income | Expenditure |
|--|---------------|--------------------|
| Parking Services & Transport Infrastructure Team | £0.00 | £252,931.00 |
| Operation of the Parking Shop | £0.00 | £335,500.00 |
| Other administrative costs | £0.00 | £9,500.00 |
| Total | £0.00 | £597,931.00 |

Enforcement –

As compliance increases, in 2015/16 we expect that the number of Penalty Charge Notices issued will begin to stabilise.

Our new contract with NSL Services has reduced the number of deployed Civil Enforcement Officers. It is predicted that a full year of this new contract will result in a decrease in the cost of enforcement.

| Enforcement Forecast 2015/16 | Income | Expenditure |
|-------------------------------------|--------------------|--------------------|
| Penalty Charge Notices | £590,356.00 | £30,030.00 |
| Civil Enforcement Officers | £0.00 | £537,500.00 |
| Total | £590,356.00 | £567,530.00 |

On and off street parking -

We intend to maintain parking charges at their current level. Therefore we expect income to remain largely the same.

| On & Off Street Parking Forecast 2015/16 | Income | Expenditure |
|---|----------------------|--------------------|
| On Street Parking | £1,120,061.00 | £128,000.00 |
| Off Street Parking | £1,076,660.00 | £334,150.00 |
| Total | £2,196,721.00 | £462,150.00 |

Road User Charge & Access Management –

No road user charge increases are planned for 2015/16. However, it is expected that compliance in paying the £2 charge will increase as PCNs are now being issued for non-payment, and as such we expect our income to increase slightly.

As the new road user charge back office system has now been fully paid for, we do not forecast any expenditure in 2015/16.

In November 2014, the responsibility for the Bishop Auckland bollard was transferred to a different department within the Council. As such, there will be no expenditure for 2015/16.

| Road User Charge 2015/16 | Income | Expenditure |
|---------------------------------|------------------|--------------------|
| Durham City Road User Charge | £7,880.00 | £0.00 |
| Durham City Static Bollards | £0.00 | £0.00 |
| Bishop Auckland Bollard | £0.00 | £0.00 |
| Total | £7,880.00 | £0.00 |

Park and Ride –

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

| Park and Ride Forecast 2015/16 | Income | Expenditure |
|---------------------------------------|--------------------|----------------------|
| Park and Ride service | £823,450.00 | £1,197,439.00 |
| Park and Ride advertising | £15,575.00 | £0.00 |
| Total | £839,025.00 | £1,197,439.00 |

Parking Services total expected income of £3,633,982.00, minus expected expenditure of £2,825,050.00, would leave a total surplus of £808,932.00.

14 Financial Performance (Bus Stations)

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

Income and expenditure is as follows –

| Durham Bus Station | 2012/13 | | 2013/14 | | 2014/15 | |
|-----------------------|-------------------|--------------------|------------------|--------------------|------------------|--------------------|
| | Income | Expenditure | Income | Expenditure | Income | Expenditure |
| Rent | £0.00 | £0.00 | £0.00 | £0.00 | £0.00 | £0.00 |
| Premises | £0.00 | £178,302.99 | £0.00 | £169,716.01 | £0.00 | £144,391.37 |
| Supplies and Services | £16,899.95 | £15,300.00 | £5,769.34 | £16,236.67 | £3,256.72 | £16,366.44 |
| Advertising | £2,000 | £0.00 | £3,300.00 | £0.00 | £2,375.00 | £0.00 |
| Total | £18,899.95 | £193,602.99 | £9,069.34 | £185,952.68 | £5,631.72 | £160,757.81 |

| Stanley Bus Station | 2012/13 | | 2013/14 | | 2014/15 | |
|-----------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|
| | Income | Expenditure | Income | Expenditure | Income | Expenditure |
| Rent | £32,550.00 | £0.00 | £32,550.00 | £0.00 | £32,549.50 | £0.00 |
| Premises | £1,487.50 | £65,750.00 | £4,569.98 | £62,223.13 | £2,802.69 | £73,178.42 |
| Supplies and Services | £3,000.00 | £300.00 | £7,392.80 | £2,232.01 | £6,702.45 | £6,162.60 |
| Advertising | £0.00 | £0.00 | £112.50 | £0.00 | £291.69 | £880.60 |
| Total | £37,037.50 | £66,050.00 | £44,625.28 | £64,455.14 | £42,346.33 | £80,221.62 |

| Consett Bus Station | 2012/13 | | 2013/14 | | 2014/15 | |
|-----------------------|------------------|-------------------|------------------|-------------------|------------------|-------------------|
| | Income | Expenditure | Income | Expenditure | Income | Expenditure |
| Rent | £5,000.00 | £0.00 | £5,000.00 | £0.00 | £5,000.00 | £0.00 |
| Premises | £0.00 | £38,250.00 | £0.00 | £38,047.85 | £0.00 | £0.00 |
| Supplies and Services | £3,000.00 | £0.00 | £2,727.55 | £0.00 | £2,676.05 | £38,160.53 |
| Advertising | £0.00 | £0.00 | £0.00 | £0.00 | £0.00 | £0.00 |
| Total | £8,000.00 | £38,250.00 | £7,727.55 | £38,047.85 | £7,676.05 | £38,160.53 |

| Bishop Auckland Bus Station | 2012/13 | | 2013/14 | | 2014/15 | |
|-----------------------------|------------------|-------------------|------------------|-------------------|------------------|-------------------|
| | Income | Expenditure | Income | Expenditure | Income | Expenditure |
| Rent | £3,050.00 | £0.00 | £3,050.00 | £0.00 | £3,050.00 | £0.00 |
| Premises | £0.00 | £27,000.00 | £0.00 | £29,390.35 | £0.00 | £30,821.27 |
| 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 | £27,000.00 | £3,050.00 | £29,390.35 | £3,050.00 | £30,821.27 |

| Peterlee Bus Station | 2012/13 | | 2013/14 | | 2014/15 | |
|-----------------------|--------------|-------------------|--------------|------------------|--------------|------------------|
| | Income | Expenditure | Income | Expenditure | Income | Expenditure |
| Rent | £0.00 | £0.00 | £0.00 | £0.00 | £0.00 | £0.00 |
| Premises | £0.00 | £10,000.00 | £0.00 | £5,594.66 | £0.00 | £2,245.54 |
| Supplies and Services | £0.00 | £0.00 | £0.00 | £0.00 | £0.00 | £182.00 |
| Advertising | £0.00 | £0.00 | £0.00 | £0.00 | £0.00 | £0.00 |
| Total | £0.00 | £10,000.00 | £0.00 | £5,594.66 | £0.00 | £2,427.54 |

The total income of £58,704.10 minus the expenditure of £312,388.77 left a total deficit of £253,684.67 in 2014/15. This shortfall is partially funded by bus station departure charges paid by bus operators to Durham County Council Passenger Transport section.

Penalty Charge Notices (PCNs)

A total of 22,433 PCNs were issued from 1 April 2014 - 31 March 2015. The total number of PCNs for each contravention can be found in Appendix E and Appendix F.

| | 2012/13 | 2013/14 | 2014/15 |
|---|---------------|---------------|---------------|
| Number of on street PCNs issued | 12,368 (78%) | 18,023 (78%) | 16,331 (73%) |
| Number of off street PCNs issued | 3,408 (22%) | 5,148 (22%) | 6,159 (27%) |
| Total | 15,776 | 23,171 | 22,490 |

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 is now starting to decline, demonstrating that motorists are beginning to comply with the parking restrictions in place.

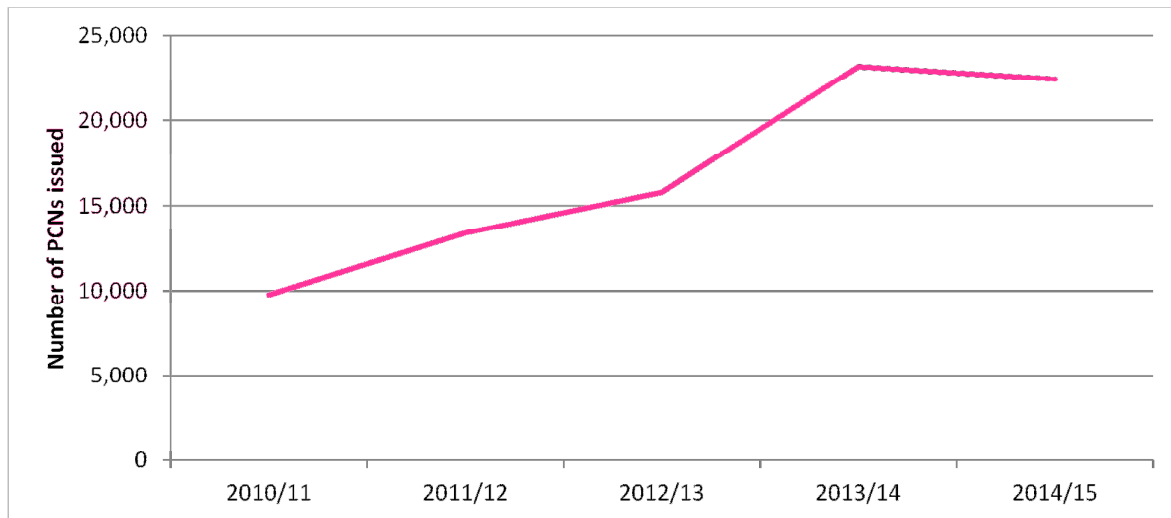


Fig. 1 Line graph showing the number of PCNs issued over the last five years

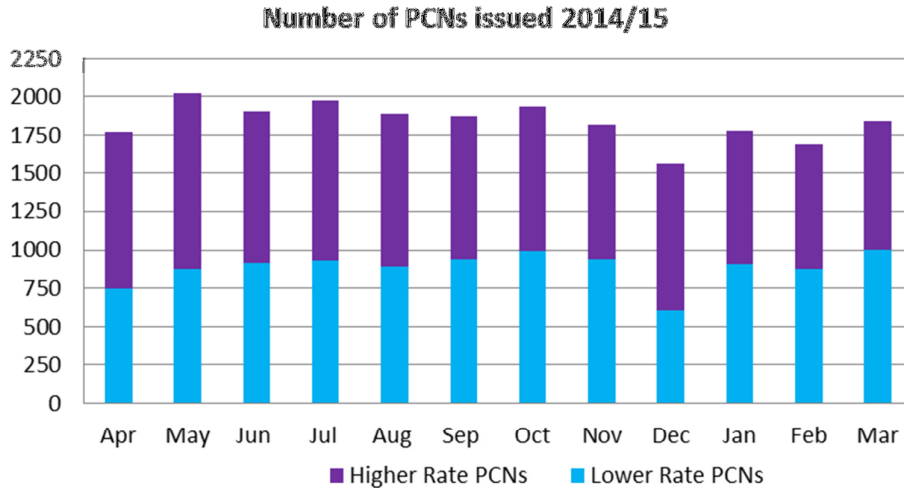


Fig. 2: PCNs issued on a month by month basis, including those issued at the higher and lower rates

Payment Stage (PCN's)

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 2015.

| | 2012/13 | 2013/14 | 2014/15 |
|---|----------------|-----------------|-----------------|
| Number of PCNs paid within 14 days (discounted) | 9,547 (61%) | 14,315 (62%) | 13,561 (60%) |
| Number of PCNs paid before Charge Certificate issued (within 56 days) | 1,060 (7%) | 1,564 (7%) | 1,612 (7%) |
| Number of PCNs paid after Charge Certificate served | 146 (0%) | 228 (1%) | 398 (2%) |
| Number of PCNs with an amount outstanding | 1,006 (6%) | 1,718 (7%) | 1,581 (7%) |
| Number of Charge Certificates registered | 1,530 (10%) | 1,166 (5%) | 2,585 (12%) |
| Number of Warrants of Control issued | 1,355 (9%) | 932 (4%) | 1,729 (8%) |
| Number of PCNs written off (bailiffs cannot recover and foreign vehicles) | 69 (0%) | 50 (0%) | 111 (0%) |
| Number of PCNs cancelled | 3,955 (25%) | 5,833 (25%) | 5,448 (24%) |

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 Traffic Penalty Tribunal (TPT) can be made following the service of a Notice of Rejection of representation.

| Challenges | 2012/13 | 2013/14 | 2014/15 |
|--|----------------------------------|-------------------------------|-------------------------------|
| Number of PCNs resulting in informal challenge | 5,284 (33% of all PCNs) | 6,939 (30% of all PCNs) | 6,573 (29% of all PCNs) |
| Of which resulted in cancellation of PCN | 3,637 (69% of all challenges) | 5,421 (78% of all challenges) | 4,750 (72% of all challenges) |
| Of which resulted in rejection of challenge | 1,647 (31% of all challenges) | 1,518 (22% of all challenges) | 1,823 (28% of all challenges) |

| Reasons for cancellation of PCN at challenge stage | 2012/13 | 2013/14 | 2014/15 |
|--|-------------|-------------|-------------|
| Cancelled see letter details | 522 (10%) | 387 (7%) | 330 (7%) |
| Cancelled Processing Error | 34 (1%) | 97 (2%) | 124 (3%) |
| Cancelled CEO Error | 149 (3%) | 167 (3%) | 71 (1%) |
| Cancelled Machine Fault | 32 (1%) | 7 (0%) | 6 (0%) |
| Cancelled Vehicle Broken Down | 27 (1%) | 18 (0%) | 17 (0%) |
| Cancelled Valid Ticket Produced | 824 (16%) | 1,110 (20%) | 1,338 (28%) |
| Cancelled Signs/Lines | 11 (0%) | 34 (1%) | 17 (0%) |
| Cancelled Blue Badge Holder | 1,551 (30%) | 2,748 (51%) | 1,918 (40%) |
| Cancelled DVLA No Trace | 247 (5%) | 554 (10%) | 518 (11%) |
| Cancelled First Invalid Scratchcard | 110 (2%) | 107 (2%) | 123 (3%) |
| Cancelled General Reason | 21 (0%) | 56 (1%) | 134 (3%) |
| Cancelled Mitigating Circumstances | 8 (0%) | 5 (0%) | 11 (0%) |
| Cancelled Resident Permit Produced | 49 (1%) | 37 (1%) | 35 (1%) |

| | | | |
|---------------------------------|---------|---------|---------|
| Cancelled Spoiled Before Issue | 53 (1%) | 94 (2%) | 60 (1%) |
| Cancelled Address Late (Postal) | 0 (0%) | 0 (0%) | 47 (1%) |
| Cancelled Statutory Exemption | 0 (0%) | 0 (0%) | 1 (0%) |

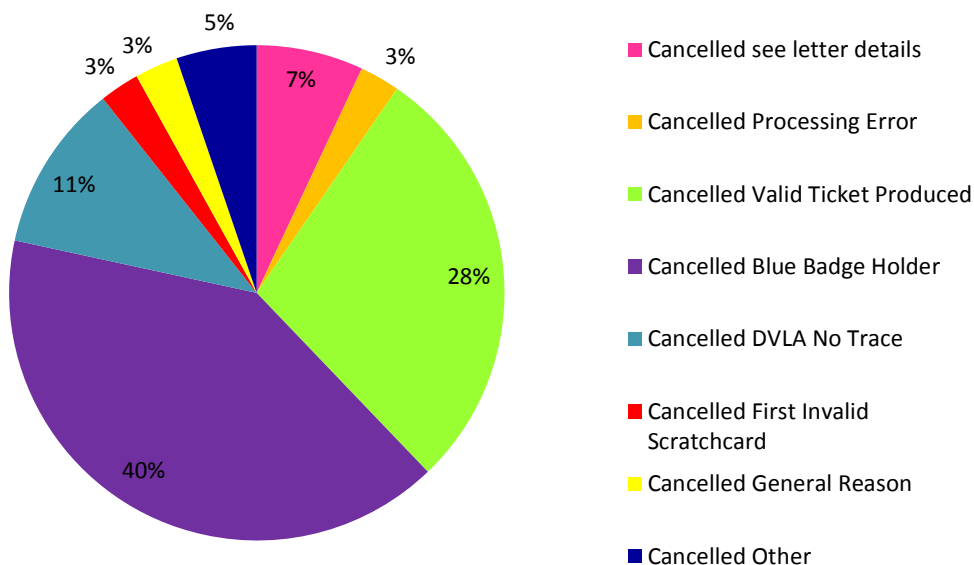


Fig. 3: Reasons for cancellation at challenge stage

| Representations | 2012/13 | 2013/14 | 2014/15 |
|--|-------------------------------------|-------------------------------------|-------------------------------------|
| Number of PCNs resulting in a formal representation | 818 (5% of all PCNs) | 1,044 (5% of all PCNs) | 1,226 (5% of all PCNs) |
| Of which resulted in cancellation of PCN | 318 (39% of all representations) | 412 (39% of all representations) | 567 (46% of all representations) |
| Of which resulted in new NtO being issued (hire companies and changes in registered keepers) | 283 (35% of all representations) | 373 (36% of all representations) | 365 (30% of all representations) |
| Of which resulted in Notice of Rejection | 217 (27% of all representations) | 259 (25% of all representations) | 294 (24% of all representations) |

| Reasons for cancellation of PCN at representation stage | 2012/13 | 2013/14 | 2014/15 |
|---|-----------|-----------|-----------|
| 1 st Invalid Scratchcard | 6 (2%) | 2 (0%) | 8 (1%) |
| 56+ Days Elapsed | 3 (1%) | 4 (1%) | 7 (1%) |
| Accept Representation | 164 (52%) | 110 (27%) | 257 (45%) |
| Blue Badge Holder | 69 (22%) | 124 (30%) | 114 (20%) |
| Loading Exemption | 1 (0%) | 45 (11%) | 21 (4%) |
| Machine Fault | 2 (1%) | 4 (1%) | 0 (0%) |
| Mitigating Circumstances | 1 (0%) | 19 (5%) | 44 (8%) |
| P&D Ticket Produced | 13 (4%) | 31 (8%) | 30 (5%) |
| CEO Error | 13 (4%) | 12 (3%) | 6 (1%) |
| Processing Error | 2 (1%) | 7 (2%) | 11 (2%) |
| Resident Permit Produced | 7 (2%) | 6 (1%) | 0 (0%) |
| Vehicle Broken Down | 4 (1%) | 9 (2%) | 4 (1%) |
| Lines/Signs | 33 (10%) | 36 (9%) | 62 (11%) |
| Statutory Exemption | 0 (0%) | 3 (1%) | 3 (1%) |

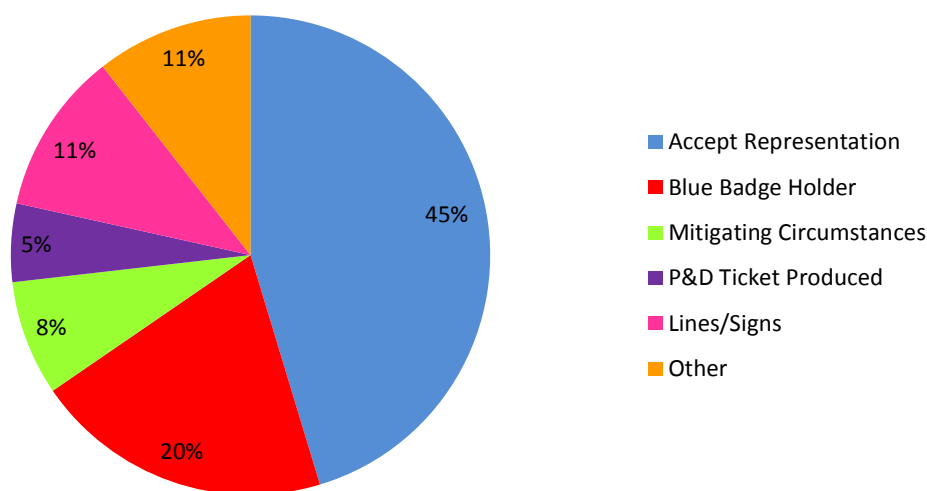


Fig. 4: Reasons for cancellation at representation stage

| Appeals | 2012/13 | 2013/14 | 2014/15 |
|--|---------------------------|----------------------------|---------------------------|
| Number of Appeals registered at the Traffic Penalty Tribunal | 37 (0.23% of all PCNs) | 33 (0.14% of all PCNs) | 31 (0.14% of all PCNs) |
| Of which resulted in cancellation of PCN | 8 (22% of all appeals) | 12 (36% of all appeals) | 7 (23% 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 Services and its partners, NSL Services and Scarlet Band, has once again successfully contributed to the achievement of our organisational aims.

| Our objectives | Performance Measure | 2012/13 | 2013/14 | 2014/15 |
|---|---|----------------|----------------|----------------|
| 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 and 99) | 333 | 304 | 270 |
| 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 Durham Park and Ride service by continuing to provide a high quality accessible service | Number of passenger journeys on the Durham Park and Ride service | 1,086,182 | 1,156,816 | 1,053,745 |
| Comment | We continue to have over one million annual passenger journeys on our Park and Ride 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 and 47) | 352 | 575 | 813 |
| Comment | We are committed to enforcing bus stop clearways and taxi ranks. Figures show that abuse of these restrictions continues to be a problem throughout the County. | | | |
| 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) | 2,573 | 4,123 | 3,531 |
| 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 | 2012/13 | 2013/14 | 2014/15 |
|--|---|---|---|--|
| 5 – Support economic growth by assisting in the organisation of festivals and special events | Number of festivals and special events where Durham Park and Ride service was used. | 8 Fathers Day bus rally, Miners Gala, Streets of Brass, Tour of Britain Cycling, Big Ride, Olympic Torch Relay, Food Festival, Christmas Festival | 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, Fathers Day Bus Rally |
| 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 code 40 & 87) | 1,768 | 3,996 | 3,181 |
| Comment | Abuse of disabled bays continues to be a problem throughout County Durham, however it appears that drivers are becoming more educated and compliant with the restrictions. | | | |
| 7 - Build liveable streets and neighbourhoods through the introduction and effective management of controlled parking zones and areas. | Number of permits issued within controlled parking zones and areas | 9,985 | 9,621 | 9,383 |
| Comment | Whilst further permit zones have been introduced in 2014/15, the number of permits issued continues to decline. This may be attributed to the additional documentation now required to acquire a permit, with the aim of reducing the number of fraudulent permit applications. | | | |
| 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) | 3,415 | 4,666 | 3,942 |
| 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 | 2012/13 | 2013/14 | 2014/15 |
|---|---|---|--|------------------------------------|
| 9 – Improve the accessibility of public transport by delivering improvements to transport infrastructure | Refurbishment of bus stations | Consett bus station refurbishment commenced | Consett bus station refurbishment complete | Peterlee Bus Station was purchased |
| Comments | 2014/15 saw the acquisition of Peterlee Bus Station, and a programme of improvement 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) | 416 | 755 | 699 |
| 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) | 362 | 404 | 434 |
| Comments | Durham is home to the World Heritage site of Durham Cathedral and Castle. The Durham Road User Charge (RUC) and the Historic Core Zone (HCZ) 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 10am and 4pm, the HCZ 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 |
| Comments | In 2014/15, the Parking Services team completed Police and Criminal Evidence Act training and commenced blue badge enforcement, where we interview drivers under caution at the road side. The interview and other supporting evidence is then packaged up and passed to our legal department who prosecute the drivers for blue badge misuse. | | | |

Arriva

Arriva were the Durham City Park and Ride bus service providers working under contract until October 2014.

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 who used to be known as Parking Attendants. They must be employed by the council or through a specialist contractor. In County Durham they are employed through NSL (formerly NCP).

Civil Parking Enforcement – CPE

This is the name given to the enforcement of parking regulations by Civil Enforcement Officers (CEO) 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 (TRO).

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.

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 Historic Core Zone and at designated loading and disabled bays. The concept being that there is to be 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.

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 Penalty Charge Notice (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

NSL is Durham County Council's parking enforcement service 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 and recommends we follow when enforcing parking restrictions.

Parking Strategy

Sets out our strategy for parking as well as our policies.

Park and Ride - P&R

There are three Park and Ride sites located on the outskirts of Durham City that operate 7am – 7pm 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 issued.

Road User Charge – RUC

A £2 Road User Charge operates in Durham City centre from 10am to 4pm 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 Park and Ride 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 Traffic Penalty Tribunal decides appeals against parking penalties, bus lane penalties and congestion charging penalties in England (outside London) and Wales.

The Traffic Penalty Tribunal 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.

Department for Transport (2010) *Operational Guidance to Local Authorities: Parking Policy and Enforcement*, London: The Stationary Office

Durham County Council (2009) *Council Plan 2012 – 2016*, Available from: www.durham.gov.uk

Durham County Council (2011) *Local Transport Plan 3*, Available from: www.durham.gov.uk

Durham County Council (2013) *County Durham Plan*. Available from: <http://www.durham.gov.uk/cdp>

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

Appendices



A - 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 are 88 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 and 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 | ✓ | x | x | x | x | ✓ |
| North Burns | 50 | ✓ | Mon - Sat | x | x | ✓ | x | x | ✓ |
| 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 | ✓ | ✗ | ✗ | ✗ | ✗ | ✓ (First 2 hours free) |
| Galgate | 175 | ✓ | Mon - Sun | ✓ | ✗ | ✗ | ✓ | ✗ | ✓ (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 | ✗ | ✗ | ✗ | ✗ | ✗ | ✓ |
| South Terrace | 21 | ✓ | Mon - Fri | ✓ | ✗ | ✗ | ✗ | ✗ | ✓ |
| Tenters Street | 35 | ✓ | Mon - Sat | ✗ | ✗ | ✗ | ✗ | ✗ | ✓ |
| Kingsway/South Church Road | 35 | ✗ | Mon - Sat | ✗ | ✗ | ✗ | ✗ | ✗ | ✓ |
| Newgate Centre | 300 | ✓ | Mon - Sat | ✓ | ✗ | ✗ | ✗ | ✗ | ✓ |
| North Bondgate | 172 | ✓ | Mon - Sat | ✓ | ✗ | ✗ | ✗ | ✗ | ✓ |
| Victoria Avenue | 20 | ✓ | Mon - Sat | ✗ | ✗ | ✗ | ✗ | ✗ | ✓ |

Free off street car parks

| Area | Location | Postcode | No. of spaces | Managed by |
|-------------------|--------------------------|----------|---------------|-------------------------------------|
| Chester-le-Street | Waldrige 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, | DH9 0DF | 140 | Neighbourhoods |

| | | | | |
|----------------------|--|----------|-----|-------------------------------------|
| | High Street | | | |
| 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 |

B – Streets within the Durham City Controlled Parking Zone

Zone A

Pay & Display

Elvet Hill Road
Potters Bank
Quarryheads Lane

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

Boyd Street
Hallgarth Cul de Sac
Hallgarth View
Highwood View
The Hallgarth
Mountjoy Crescent
Oswald Court cul de sac
Oswald Ct\Church Lane Flats
South Entrance to Durham
Johnstone School
Whinney Hill cul de sac

Zone C

Pay & Display

Elvet Waterside

Green Lane
New Elvet
Old Elvet
Prison Green

Permit Holder Area

Elvet Crescent

Zone D

Permit Holder Area

Leazes Court

Zone E

Pay & Display

Claypath
Ellis Leazes
Gilesgate
Leazes Lane
Renny Street

Permit Holder Area

Douglas Villas
Hillcrest
Kepier Terrace
Kepier Villas
Mayorswell Close
Mayorswell Field
Ravensworth Terrace
The Chains
Wear View

Zone F

Pay & Display

Orchard Drive
The Sands

Permit Holder Area

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

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 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

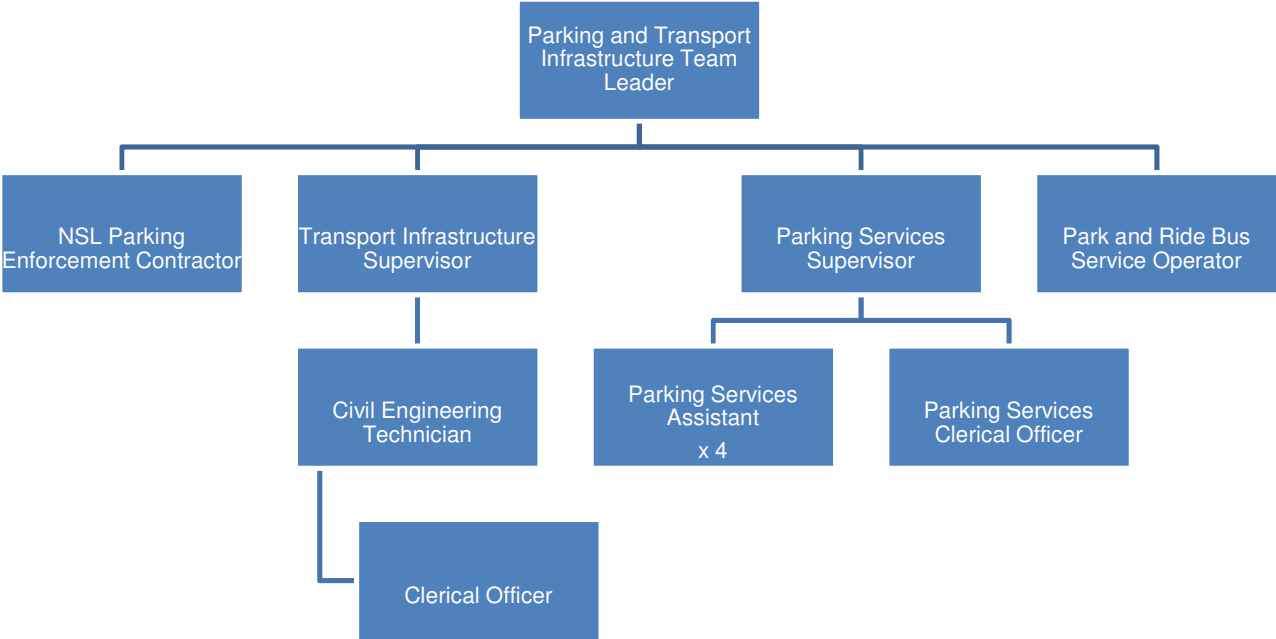
Pay & Display
George Street
Percy Tce
St John's Road
Permit Holder Area
Farnley Hey Road
Farnley Mount
Farnley Ridge

Notes

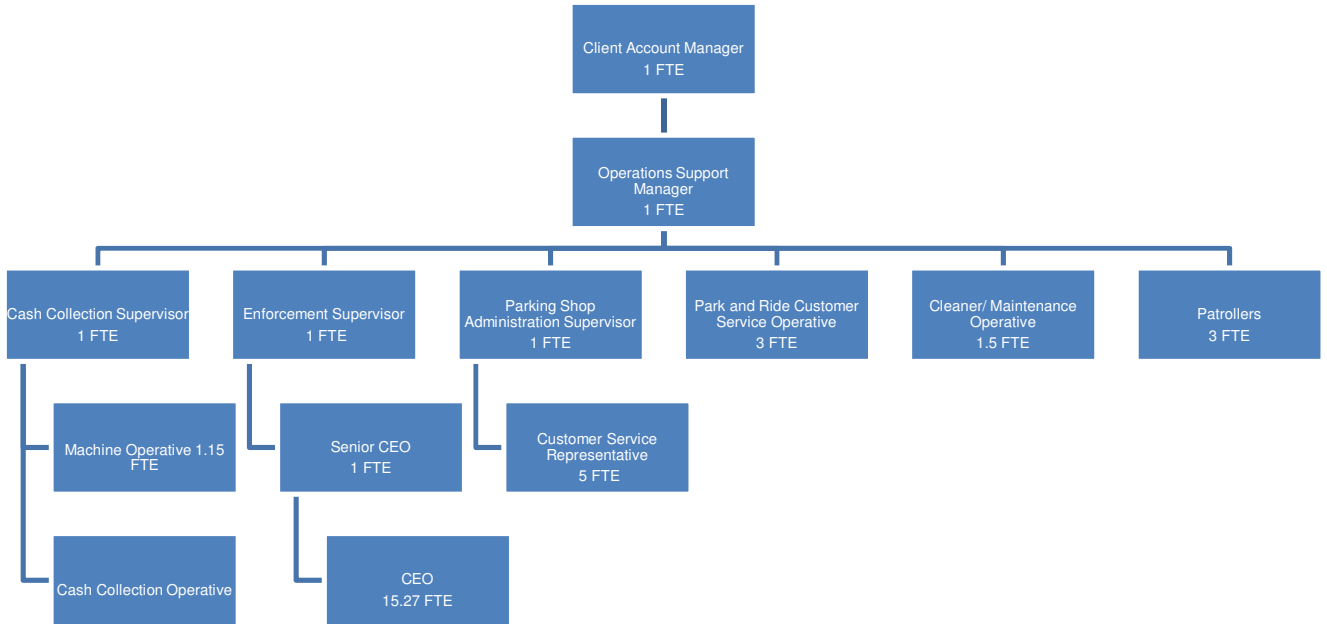
Zone D resident permits can be used in Zone E
Zone E resident permits can be used in Zone D
Zone I resident permits can be used in Zone N
Zone J resident permits can be used in Zone N
Zone L resident permits can be used in Zone M
Zone M resident permits can be used in Zone L
Zone N resident permits can be used in Zone J
Zone O resident permits can be used in Zone N

C – Staff Structures

Parking and Transport Infrastructure Team



NSL Services Group



D - NSL Services Group Training Plan

| Training Requirement | NSL SERVICES GROUP 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 |

E – Total number of PCNs for each on street contravention

| Code | Contravention (on street) | Observation Period | Penalty | PCNs issued 2012/13 | PCNs issued 2013/14 | PCNs issued 2014/15 |
|------|--|--|---------|---------------------|---------------------|---------------------|
| 01 | Parked in a restricted street during prescribed hours | 5 mins | £70 | 2,249 | 3,369 | 2,599 |
| 02 | Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force | 0 mins | £70 | 1,166 | 1,297 | 1,343 |
| 05 | Parked after the expiry of paid for time | 5 mins | £50 | 1,262 | 1,411 | 1,653 |
| 06 | Parked without clearly displaying a valid pay & display ticket or voucher | 5 mins | £50 | 2,298 | 2,281 | 2,494 |
| 16 | Parked in a permit space without displaying a valid permit | 5 mins | £70 | 1,103 | 1,257 | 1,352 |
| 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 | 2 | 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 | 248 | 327 | 427 |
| 21 | Parked in a suspended bay or space or part of bay or space | 0 mins | £70 | 17 | 94 | 63 |
| 22 | Re-parked in the same parking place or zone within one hour (or other specified time) of leaving | 0 mins | £50 | 7 | 5 | 3 |
| 23 | Parked in a parking place or area not designated for that class of vehicle | 0 mins | £70 | 25 | 47 | 58 |
| 24 | Not parked correctly within the markings of the bay or space | 0 mins | £50 | 50 | 35 | 70 |
| 25 | Parked in a loading place during restricted hours without loading | Private car - 5 mins Commercial - 20 mins | £70 | 1,274 | 2,712 | 1,766 |
| 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 | 3 | 18 | 1 |
| 27 | Parked in a special enforcement area adjacent to a dropped footway | 0 mins | £70 | 6 | 12 | 1 |

| | | | | | | |
|--------------|--|--------|-----|---------------|---------------|---------------|
| 30 | Parked for longer than permitted | 5 mins | £50 | 409 | 750 | 696 |
| 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 | 1,546 | 3,514 | 2,701 |
| 42 | Parked in a parking place designated for police vehicles | 0 mins | £70 | 18 | 15 | 21 |
| 45 | Parked on a taxi rank | 0 mins | £70 | 140 | 296 | 316 |
| 47 | Stopped on a restricted bus stop or stand | 0 mins | £70 | 212 | 279 | 497 |
| 48 | Stopped in a restricted area outside a school when prohibited | 0 mins | £70 | 206 | 137 | 85 |
| 49 | Parked wholly or partly on a cycle track or lane | 0 mins | £70 | 0 | 0 | 0 |
| 99 | Stopped on a pedestrian crossing or crossing area marked by zigzags | 0 mins | £70 | 127 | 167 | 185 |
| w01 | Warning Notice - General on street | - | - | 1,682 | 1,960 | 2,093 |
| w40 | Warning Notice - Blue Badge | - | - | 60 | 123 | 140 |
| TOTAL | | | | 14,110 | 20,106 | 18,564 |

F – Total number of PCNs for each off street contravention

| Code | Contravention (off street) | Observation period | Penalty | PCNs issued 2012/13 | PCNs issued 2013/14 | PCNs issued 2014/15 |
|--------------|--|--------------------|---------|---------------------|---------------------|---------------------|
| 70 | Loading restriction | 0 | £70 | 0 | 13 | 13 |
| 71 | Vehicle not charging | 0 | £70 | 0 | 5 | 20 |
| 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 | 0 | 4 |
| 80 | Parked for longer than the maximum period permitted | 5 mins | £50 | 0 | 10 | 21 |
| 81 | Parked in a restricted area in a car park | 0 mins | £70 | 37 | 26 | 25 |
| 82 | Parked after the expiry of paid for time | 5 mins | £50 | 755 | 936 | 1,109 |
| 83 | Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock | 5 mins | £50 | 1,870 | 3,125 | 3,983 |
| 86 | Parked beyond the bay markings | 0 mins | £50 | 113 | 96 | 176 |
| 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 | 222 | 482 | 480 |
| 89 | Vehicle parked exceeds maximum weight or height or length permitted in the area | 0 mins | £70 | 0 | 0 | 1 |
| 91 | Parked in a car park or area not designated for that class of vehicle | 0 mins | £70 | 52 | 91 | 89 |
| 92 | Parked causing an obstruction | 0 mins | £70 | 1 | 1 | 1 |
| 93 | Parked in car park when closed | 0 mins | £50 | 128 | 161 | 99 |
| 95 | Parked in a parking place for a purpose other than the designated purpose for the parking place | 5 mins | £50 | 230 | 202 | 138 |
| w02 | Warning Notice - General off street | - | - | 442 | 627 | 498 |
| w87 | Warning Notice - Blue Badge off street | - | - | 15 | 48 | 83 |
| TOTAL | | | | 3,865 | 5,823 | 6,740 |

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