

# Parking Services Annual report 2016 – 2017



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## **FOREWORD**

As Portfolio holder for City Services I am pleased to present the eighth Annual Report published by Sunderland City Council's parking services operation covering the period from 1 April 2016 to 31 March 2017. The report provides an overview of council operated parking in the city in addition to highlighting achievements in 2016-2017 and service developments for 2017-2018.

The aim of this report is to demonstrate that the council is operating a civil parking enforcement scheme satisfactorily and transparently that is regularly reviewed.

Building on our success in the PATROL annual awards 2014-2015 (winning the best financial and statistical award) we have improved the information provided in the body of the report to include more detailed information including achievements in 2016-2017 and development plans for 2017-2018 to demonstrate appropriate schemes are being planned and implemented as a result of the service review and by listening to feedback and requests from residents, businesses and visitors to the City.

The provision of parking in Sunderland needs to be aligned with the council's focus on the economic regeneration of the city. As well as it being important to support economic growth and regeneration in the city, we also seek to address some existing operational parking issues.

It is recognised that the council is not the sole provider of publicly available parking in the city; however it is the organisation best placed to bring about required changes in parking provision and will work with other private sector providers to motivate and influence their decisions. This is particularly relevant when it comes to planning adequate parking provision to service retail and commercial need in the city.

The council continue to plan and maintain an adequate mixture of long and short-term parking in the city. New car parks, even though they may be temporary in nature, will be constructed to meet the needs of economic regeneration where a robust business case exists. The approach will be to provide the right amount of the right parking at the right location for the right price.

Our transport priorities are to improve safety, accessibility and air quality and to reduce congestion. Our parking facilities and the way we manage them contribute to achieving these priorities, and it is important therefore that they are appropriately controlled.

Our rules are fair but firm and our aim is to assist people to park, pick up, set down, load and unload conveniently and lawfully to make the City accessible to everyone.

Councillor Michael Mordey  
Cabinet Member for City Services

## Introduction

The regulations accompanying TMA 2004 urges greater communication by local authorities of their parking policies, guidelines and performances. It is important that our stakeholders appreciate what we do, why we do it and how these actions contribute to achieving improvements for our local communities, businesses and residents.

The rationale behind this report is that it helps to make clear that the council is operating the scheme satisfactorily and more openness enables the public to see that this is the case, which in turn helps to increase understanding of Civil Parking Enforcement at a local level.

The council is committed to improving road safety, reducing traffic congestion and pollution, and encouraging the use of public transport, as part of our Local Transport Strategy. Parking controls form an essential part of this traffic management, by helping to balance the conflicting requirements of providing sufficient parking to allow the economy to thrive, with managing parking to help reduce traffic congestion and air pollution. Kerbside space is at a premium, as the city was not designed to cope with today's traffic volumes. The use of this limited resource must be balanced between the needs of residents, businesses, visitors and the disabled.

The provision and management of council controlled parking in Sunderland is a very important function undertaken by the council. Parking can be the subject of intense public interest including attracting both local and national media. The council's primary aims related to parking management are to support the economic activity and viability of the city centre and other local shopping areas and to reduce congestion in the interests of all highway users.

Parking can be an issue of concern to local communities. Members of the public often express concerns about problems caused by parking whether these relate to indiscriminate parking, parking on grass verges, obstructions, illegal parking or other more locally specific parking related problems. It is therefore important that the approach to parking management is informed by an understanding of these concerns so that future issues can be avoided or mitigated.

The current economic climate and the impact of the Government's Public Spending cuts has had an effect on parking income which has made it all the more important for councils to review the services they provide to ensure they are achieving effective and efficient services in the best possible way.

To achieve this aim Sunderland City Council is about working together for a common purpose and about recognising everyone's unique contribution. The new operating model is a framework and standard to support the council's approach to become more efficient and flexible. It will allow the council to become more customer focused and responsive to changing circumstances by placing the right people in the right places doing the right things.

## Local Transport Plan

The City of Sunderland covers an area of 137 square kilometres with a population of 280,300, making it the largest and most heavily-populated of the five districts in Tyne and Wear. As well as Sunderland itself, other key centres are Washington, Houghton-le-Spring and Hetton-le-Hole, in the heart of the former Durham coalfield. Although traditionally an industrial area, it has a rich heritage and an environment which includes attractive features such as the River Wear valley and the North Sea coastline. There are ambitious plans for renewal along the banks of the Wear, including a major new bridge as part of the Sunderland Strategic Transport Corridor project.



The five local authorities in Tyne and Wear, and Nexus, have produced a statutory joint Local Transport Plan. This is the third Local Transport Plan, which covers the period between 2011 and 2021.

The third Local Transport Plan aims to show how transport can address some of the key challenges of the area, including economic regeneration; climate change; equality of opportunity; and safety, security, health and quality of life. Walking, cycling, public transport, freight, and car travel are all considered, and transport proposals for 2011 to 2021 are set out.

[HTTP://WWW.SUNDERLAND.GOV.UK/CHTTPHANDLER.ASHX?ID=11065&P=0](http://www.sunderland.gov.uk/CHTTPHANDLER.ASHX?ID=11065&P=0)

## Parking Plan 2014-2020

The Council have a Parking Plan which covers the period 2014 – 2020. The plan will be regularly reviewed and will seek to provide a framework for the effective management of parking provision in the city and, in doing so ensure that the city's approach to parking supports the council's strategic objectives particularly those relating to the vision for the city "for sunderland to be a smart, sustainable city, synonymous with the north east with a high performing and admired council."

Parking is not a standalone issue as the availability and location of parking provision can significantly influence the decisions that people make about how they travel and where they travel to and what time of day they decide to travel. As a result parking will impact on a wide range of people businesses, organisations and places and it is therefore important that we manage parking provision with an understanding of the key influences.

The people of Sunderland want the city to be a good place to live which offers all the amenities that are considered fundamental to a good quality of life and a vibrant economy that provides access to good quality employment. The council shares these ambitions and is committed to the delivery of policies and services that will support their realisation. Parking provision and management clearly has a role to play and it is important that parking policies are guided by the city's vision and the dynamic context within which it operates.

The strategy will cover the period 2014 to 2020 and will seek to balance the needs of all stakeholders, residents, businesses and visitors in the city whilst at the same time seeking to provide a safe and congestion free transportation network for all modes of transport. The strategy will ensure the service is focused on agreed priorities; this involves some policy development and a set of clear actions across a three year timeframe.

The council will continue to implement measures with the objective of encouraging travel by more sustainable modes, such as public transport, cycling and walking and reducing demand to travel as the sole occupant of a private motor vehicle. These measures will include:

- Bus priority improvements (to assist in reducing journey times)
- Developing school and workplace travel plans
- Measures to assist cyclists and pedestrians (such as cycle lanes and cycle parking facilities)
- Parking control schemes
- Improvements to address safety and security issues on walking routes



## **Parking Operations in Sunderland**

### **Infrastructure and Transportation Service**

Parking Services form part of the Infrastructure and Transportation Service. The roles and responsibilities of the Infrastructure and Transportation service are diverse and include Highways Operations, Infrastructure and Commercial Design, Asset and Network Management, Transportation Development as well as Parking Services. The principal aim of the service is to ensure that the transport system, highway network and associated assets in Sunderland positively contribute to increasing the city's economic competitiveness and meet the community's requirements for access in a way which seeks continuous improvement in sustainability and people's quality of life.

### **Parking Services**

The council operates Civil Parking Enforcement (CPE) under Part 6 of the Traffic Management Act 2004 (TMA). The council's in-house parking team enforce on and off street restrictions.

Sunderland's approach to parking enforcement is to be fair but firm and this approach is detailed in the City Council's parking charter which outlines how we intend to deliver the best possible service to motorists.

#### **Fair**

- We will explain and communicate the parking rules
- Where possible we will photograph parking contraventions to support the issue of a penalty charge notice
- We will regularly monitor traffic signs and road markings to help motorists parking throughout the city
- We will review parking services regularly to see how they can be improved

#### **Firm**

- We will take consistent enforcement action to deter inconsiderate parking
- We will pursue people who try and evade penalty charges to recover debt owed to the City Council
- We will work with the police to prevent crime and anti-social behaviour and to protect our Civil Enforcement Officers against abuse and violence

#### **Best possible service**

- We will reply quickly to representations against penalty charge notices whilst fully investigating motorists' comments
- We will aim to get penalty charge notices right first time using accurate "hand-held" technology
- We will develop online services to improve customer access to information
- We will develop the on-street parking service to include: Blue Badge enforcement, school patrols, advice and information and assistance at special events

Civil Enforcement Officers will adopt a helpful attitude and a consistent approach to enforcement in order to encourage lawful and considerate parking. Our customer promise is we will always:

- Be professional, fair and courteous
- Be polite, calm and understanding
- Be open and honest
- Offer advice on the appeals procedure if requested



## **Key Service Achievements in 2016-2017**

The Council continually review the service being provided and consider the introduction of new schemes and developments.

- Introduction of 81 new city centre pay and display bays the introduction of the bays gives visitors into the city centre a varied choice of location and tariffs available across the city centre – May 2016
- Introduction of Phase 1 of Ashbrooke Community Parking Management Scheme – August 2016
- Introduction of Ferryboat Lane Community Parking Management Scheme – August 2016
- Extension of the Stadium of Light Community Parking Management Scheme – August 2016
- Introduction of Barbury Drive area Community Parking Management Scheme – March 2017
- The introduction of pay and display facilities in the car parks located on the seafront at Roker – March/April 2017
- Refurbishments of lifts in Sunnyside car park – August 2016
- Replacement of the Fire Detection system in St Marys car park – September 2016
- Introduction of Automatic doors from St Marys car park to Green Street arcade to improve the ease of access/egress into the City Centre for customers of the car park – October 2016
- Upgrade of the pay on foot machines and associated equipment in Sunnyside car park – December 2016
- Upgrade of pay on foot machines in St Marys car park to accommodate the new legislation and technology in relation to debit/credit cards and the introduction by the Bank of England of new notes and coins – February 2017
- Upgrade of all pay and display machines to accommodate introduction of new £1 coins – March 2017
- Parking Services are always looking for ways to improve the service and encourage visitors into the City. In 2016/2017 they have been working with Businesses across the City to understand their parking requirements from a business perspective and working to agree schemes that can support business needs while balancing all other city centre requirements.

## Key Service Development Plans for 2017 – 2018

- Introduction of Phase 4 of the Hospital Community Parking Management Scheme – July 2017
- Introduction of Seaburn Metro/Newcastle Road Community Parking Management Scheme – April 2017
- Introduction of Pay and Display bays on Newcastle Road – April 2017
- Introduction of pay and display bays on Kayll Road – July/August 2017
- Introduction of pay and display facilities in Marine Walk and Harbour View car parks – April 2017
- Extend the pay and display facilities on Whitburn Road – July 2017
- Upgrade of St Marys Car Park Lifts – October 2017
- Upgrade of Pay on Foot machines, entry and exit barriers and associated equipment in St Marys Car Park – January 2018
- Replacement of Fire Detection system in Sunnyside car park – May 2017
- **Innovation Projects**

Parking Services are currently taking an active part in two Innovate UK projects that will benefit the businesses and visitors to achieve an attractive City Centre economy. The projects are as follows:

### **Parking Perx Feasibility Study**

The Council are working alongside Proxismart Ltd (the lead partner) Sunderland, BID and The Bridges Management on the Parking Perx feasibility project.

Parking Perx uses innovative Smart Beacon technology deployed across the city's car park infrastructure and in the stores of participating merchants. Proactive, wireless handshakes between those beacons and a Consumer Smartphone App supported by a cloud based content management system facilitates the creation of a currency and data exchange platform between Consumers, Merchants and Car Park Owners. The premise is that Merchants can offer @parking credits@ to Consumers in exchange for a given level of spend within their stores. This will benefit the city by driving footfall, increasing revenues, repeat custom and location loyalty and collecting powerful data about the city's consumers, their movement and merchant engagement activity.

## **DASH**

The DASH proposition offers a smart, interoperable and scalable end to end solution that enables 'just in time' crowd sourced deliveries with multiple transport mode options (including zero-carbon vehicles), integrated pricing, routing, scheduling and parcel tracking. DASH is addressing an industry sector that has often been overlooked as part of an integrated city solution and allows co-operation between private and public sector stakeholders to achieve mutually beneficial outcomes; aiming to provide a 'win-win' situation for logistic providers, retailers, local authorities and consumers alike.

### Projects Aims and Objectives

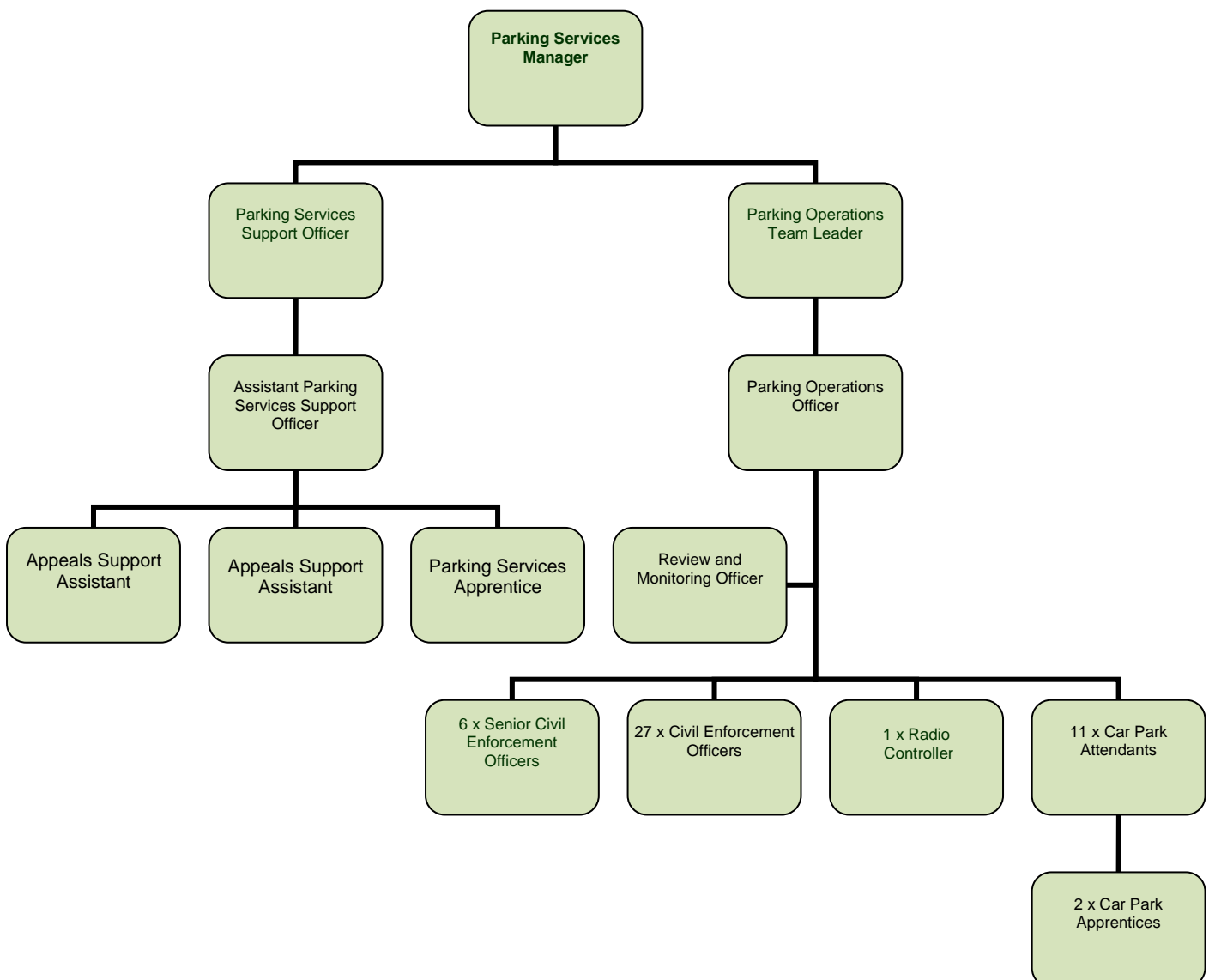
- Increase use of parking and loading spaces in the city
- Reduce delivery vehicles trips into the city centre
- Reduce operating costs for last mile delivery and deliveries.
- Reduce in carbon emissions from commercial delivery network
- Increase spend in local economies driven by the increase in independent retailer spend

## The Parking Services Team

The success of our parking operation depends largely on the commitment, training, professionalism, expertise, support and dedication of our staff. To this end it is vital that we have a fit for purpose service that can respond to the challenges it faces and deliver better services by becoming more customer-focused and responsive to local needs by having the “right people in the right places”.

Parking Enforcement and the processes and systems related to it can be extremely complicated and technical. However by putting the right people in the right places we hope to ensure the parking staff have the most up to date training, skills, experience, qualifications and technical knowledge to deliver the best possible service to our stakeholders, businesses, visitors and residents.

### The Parking Services Team



**Management and Back Office Staff** There are 4 members of back office staff and a modern apprentice who deal with all correspondence from the first challenge, to ultimately, a case being referred to a bailiff.

All staff have received full training in the Traffic Management Act 2004 in addition to training on all relevant legislation, guidelines and statutory processes in accordance with the legislation and council policies and procedures in relation to enforcement and appeals.

Staff also receive full training in order to assist them in providing accurate, fair and consistent information and to deal with all challenges/representations in a fair and consistent manner in accordance with the legislation and the councils parking charter. This ensures that the process for recovering outstanding penalties, the way challenges, representations and appeals to the Parking Adjudicator are dealt with are fair, efficient, effective and above all impartial.

Staff who deal with appeals have a framework that provides guidance on how to deal with the various contraventions to ensure fairness and consistency and all appeals are considered on their own merits. A list of mitigating circumstances is included in the council's Parking Charter which can be viewed at:

<http://www.sunderland.gov.uk/CHttpHandler.ashx?id=770&p=0>

Or is available by contacting the Parking Services team on 0191 5617832

The council aims to deal with appeals in a timely fashion whilst ensuring that the points raised are investigated and addressed accordingly.

### **Civil Enforcement Officers**

The council employ 6 Senior Civil Enforcement Officers, 1 x Radio Controller/Civil Enforcement Officer, 28 Civil Enforcement Officers who patrol both on and off street parking locations, 11 Car Park Attendants who work predominantly in St Marys, Sunnyside pay on foot car parks and Civic Centre car park and two Car Park Apprentices.

Civil Enforcement Officers (CEO) undergo induction training and then shadow a more experienced staff member until they are familiarised with their role and management is satisfied that an appropriate level of competency is established. All patrolling staff have received full training and have completed a Parking Enforcement qualification.

The council encourages all parking staff to be customer focussed and to act as ambassadors for the city. A CEO or Car Park Attendant may be the first person a visitor sees when arriving in the city and the aim is to make a good first impression even in what at times may be difficult circumstances.

CEO's and Car Park Attendants are suitably uniformed. CEO'S are equipped with a mobile radio, mobile telephones and whenever possible body cameras are worn this equipment allows them to have immediate contact with the control room that is based in Sunnyside Car Park and the Councils control room. They have electronic handheld equipment that can issue a PCN via a printer and also a camera to record photographic evidence.

## Uniforms

Civil Enforcement Officers must wear the correct uniform whilst on duty. The Department for Transport has published Operational Guidance which sets out various operational procedures that Local Authorities must follow. Chapter 8 of the Guidance covers Enforcement, Paragraph 8.4 sets out Uniform requirements.

## Photo Identity Cards

The Operational Guidance also recommends that CEOs carry a photo-identity card. Sunderland City Council CEO's comply with this recommendation and motorists can request sight of this to verify their identity.

## Our Customer Promise

In addition, Civil Enforcement Officer's in Sunderland also carry a "Parking Matters" card which they will give to any member of the public they come into contact with, when appropriate. This card outlines our Customer Promise and also details the appeals procedure in relation to the issue of a Penalty Charge Notice as shown below



## Enforcement

Sunderland City Council enforces approximately 110km of waiting restrictions across the whole of the city. Enforcement hours range between 8am – 10pm in all areas of the City Monday to Sunday inclusive.

The area is patrolled through 10 enforcement beats or rotas as follows:

- 4 are deployed in the city centre
- 1 in North Sunderland,
- 1 in West Sunderland,
- 1 in South Sunderland,
- 1 in Houghton, Hetton and Washington,
- 1 that sweeps around the outskirts of the city centre
- 1 mobile operator who deals with discrete issues such as school keep clear markings and acts on any incident reports.

In addition all of the city centre pay on foot and pay and display car parks are patrolled on a regular basis.

CPE operates using two differential parking penalties (higher and lower charges) depending on the seriousness of the contravention. For example, parking in a place where it is always prohibited, such as on double yellow lines, is considered to be more serious than overstaying where parking is permitted, such as in a parking place. Details of each contravention and the band which applies to each one are shown in Appendix 1 (page 48-50).

There are two band levels which local authorities can apply either. Band 2 comprises of £70 (higher) and £50 (lower) charges. Band 1 comprises of £60 (higher) £40 (lower) charges. During 2016-2017 the council operated under band 2 charges.

In due course it is intended that local authorities will also be given the power to enforce certain moving offences such as contravention of one way street contraventions, no entry restrictions, prohibited turns, yellow boxes, pedestrian zones and prohibition of certain vehicles. In the meantime the police will continue to be responsible for enforcement of these offences.

The police remain responsible for enforceable offences such as dangerous parking, obstruction, failure to comply with police “no parking” signs placed in emergencies, and any vehicle where security or other traffic policing issues are involved, including the need to close roads or set up diversions.

### **Frequency of Patrols**

The city centre is where most congestion occurs and we aim to make three visits to each location in the morning and the afternoon. Other areas such as primary routes into the city and local shopping centres are visited twice during a morning and afternoon with other areas on a lesser and “as and when” basis. Car parks are patrolled at regular intervals throughout the day. A mobile patrol is also employed to patrol locations such as school keep clear and bus stop clearway markings and to attend to reports of inconsiderate parking.

In addition, all surface car parks are patrolled regularly throughout the day. Sunnyside Multi Storey car park is manned 24 hours a day, 7 days a week except Christmas Day and St Marys Multi Storey car park is manned between 8am – 11.30pm Monday to Saturday and 10am – 6pm on a Sunday, except some Bank Holidays.

### **Observation Periods**

Sunderland City Council’s Civil Enforcement Officers are given guidance on what the minimum length of observation time vehicles must be given (when appropriate) before a PCN can be. The electronic handset is set up such that the minimum period of time must elapse before it will issue a PCN. The observation periods are also included in the council’s Parking Charter which can be viewed at:

<http://www.sunderland.gov.uk/CHttpHandler.ashx?id=770&p=0>

## CCTV Enforcement



The introduction of enforcement of traffic regulations by mobile CCTV cameras was introduced in Sunderland in April 2013 as part of a wide ranging programme of measures to improve the reliability and punctuality of public transport, reduce congestion and pollution.

The primary purpose of any CCTV camera enforcement system is to ensure the safe and efficient movement of traffic through the detection of contraventions of traffic regulations thereby reducing delays on the highway network.

Prior to the launch the Council distributed 45,000 leaflets to every school in the City to make everyone aware of the introduction of the vehicle in and around their school.

Sunderland City Council CCTV vehicle was launched on the 8<sup>th</sup> April 2013 by Cllr Paul Watson, Leader of the Council and Cllr James Blackburn, City Services Portfolio Holder at the time of the launch at Ryhope Junior and Infants School which was highlighted as a school that were encountering a large degree of indiscriminate parking.

The launch was the beginning of a weeklong publicity campaign that saw the vehicle publicised on North East News, Sunderland Echo, Washington Star and Radio Newcastle to name but a few. Thereafter the vehicle visited a number of schools in the City including the top 10 schools that were identified as having the biggest parking problem to allow the public to see the vehicle and to make people aware of the vehicle being in and around school sites, enforcement commenced on Monday 15<sup>th</sup> April 2013.

The vehicle visits approx. 125 schools in the City on a rotational basis. Parking Services have also utilised the vehicle to respond to numerous service requests from Head Teachers, school staff, residents and parents/carers reporting indiscriminate and dangerous parking in and around schools, which they try and respond to within 48 hours resources allowing.



## The Appeals Process

Our parking team are committed to being firm but fair, transparent and consistent in our approach to Penalty Charge Notice challenges, representations and appeals.

The council is legally obliged to consider and respond to correspondence at any stage in the process. The Traffic Management Act requires responses to be sent in a timely fashion. We aim to respond to all initial challenges in a timely fashion and all formal representations must, by law, be responded to within 56 days as laid out in the legislation.

## Penalty Charge Notices

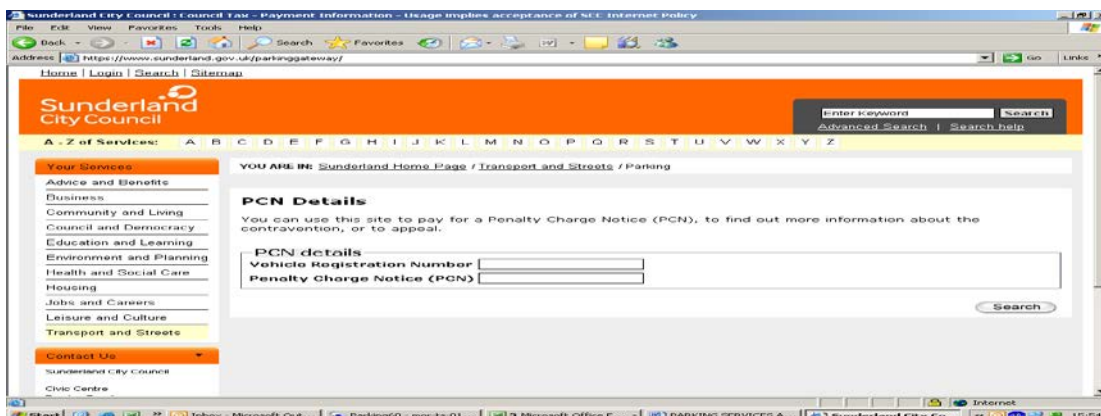
A Penalty Charge Notice may be issued to any vehicle parked in contravention of the parking and waiting restrictions. The TMA 2004 introduced differential sums of £70/£50 and £60/£40, a 50% discount amount is applied to both charge amounts if it is paid not later than the last day of the period of 14 days beginning with the date on which the PCN is served. The council adopted penalty charge levels of £70 and £50 respectively, again the 50% discount amount is applied to both charges within the 14 day discount period.

During the period 1 April 2016 to 31 March 2017 Sunderland City Council issued 19,085 Penalty Charge Notices and the income generated from PCN's for the same period was £511,937.

All Penalty Charge Notices issued contain details about how to pay or how to make an appeal and all appeals must be made in writing either by letter, email or on line in accordance with the legislation. Sunderland City Council Parking Services team deal with correspondence at all stages of the appeals process

The council publishes clear information in its Parking Charter about the appeals process and ensures that any correspondence is informative, whilst ensuring any correspondence meets the necessary legal requirements.

Any appeal against or payment for a PCN and any photographic evidence in relation to a PCN can be made at: [www.sunderland.gov.uk/parkinggateway/](http://www.sunderland.gov.uk/parkinggateway/)  
Please have the PCN number and the vehicle registration to hand. The log on screen is shown below:



## **Challenges, Representations and Appeals**

Anyone who feels that a penalty charge notice has been incorrectly served may challenge it in writing by letter, email, and fax or on line as detailed on the Penalty Charge Notice. Each stage of the appeals process is explained below:

### **Informal Written Challenge**

Anyone wishing to challenge a penalty charge notice may appeal. Such an appeal must be made in writing either by letter, email or on line to the City Council's Parking Services team within 28 days of the date of service of the penalty charge notice. The address is on the back of the penalty charge notice. If a challenge is made within 14 days of the ticket being served and the appeal is rejected the appellant will receive a letter explaining the reasons why the penalty charge notice is not being cancelled and will also be given another opportunity to pay the discounted amount. If the appeal letter is received outside of the 14 day discount period and the appeal is rejected the discounted rate will no longer apply.

### **Notice to Owner**

If after a period of 28 days beginning with the date the PCN was served and the amount owed remains outstanding the Council obtains the registered keeper's details from the DVLA and sends out a "Notice to Owner" (NtO) to the registered keeper. Regardless of who was driving at the time it is the registered keeper who is responsible. The notice requests the registered keeper to either pay the outstanding amount or make a formal written representation to challenge the issue of the PCN. At this stage the opportunity to pay the discounted sum is no longer available.

The Notice to Owner will advise that there are 28 days beginning with the date on which the Notice to Owner is served to either:

- pay the penalty charge notice in full; or
- make a formal written representation to the council based upon the grounds detailed in the Notice to Owner

### **Regulation 10 PCN and Notice to Owner**

A regulation 10 Penalty Charge Notice/Notice to Owner would be issued to the owner/keeper of a vehicle that has been recorded by an approved device (in the form of a CCTV vehicle) parked in contravention of the regulations.

As the recipient of a penalty charge notice served by post on the basis of a record produced by an approved device, the owner/keeper can either pay the outstanding amount which is reduced to a discounted rate for a period of 21 days from the date the above notice is served or can appeal against the issue of the notice. Full details of how to pay or appeal against the Notice are contained in the Regulation 10 Penalty Charge Notice/Notice to Owner document. The footage/evidence can also be viewed online at [www.sunderland.gov.uk/parkinggateway/](http://www.sunderland.gov.uk/parkinggateway/)

## **Formal Written Representation**

On receipt of the formal representation the council will carefully consider all the relevant facts and mitigating circumstances and all information relating to the contravention held on our computer records and in the Civil Enforcement Officer's pocket book.

If the representation is accepted the owner/keeper of the vehicle will be notified that the penalty charge notice has been cancelled and no further action will be taken.

Otherwise, a formal Notice of Rejection will be forwarded to the registered owner/keeper of the vehicle together with a Traffic Penalty Tribunal appeal form. The Notice of Rejection will advise the registered owner/keeper to either pay the penalty charge notice in full or to appeal to an independent adjudicator on the form supplied with the Notice of Rejection.

Late representations will normally not be accepted unless there are mitigating circumstances that the council may wish to take into consideration.

Anyone who requires advice on how to challenge a penalty charge notice or has any other queries should contact Parking Services on 0191 561 7833.

## **Appeal to an Independent Adjudicator – Traffic Penalty Tribunal**

You may only appeal to an independent adjudicator on receipt of the Notice of Rejection. Appeals at this stage should be forwarded to the Traffic Penalty Tribunal using the appeal form provided with the Notice of Rejection letter. The adjudicator may only consider appeals on the grounds listed in the Notice to Owner. The decision of the adjudicator is final and binding on both parties.

Appeals may be heard either in person, by telephone or by post, depending on the appellant's preference or arranged by the Traffic Penalty Tribunal. Appeals in person can take place in various locations throughout the UK depending on the motorist's preference. The current locations can be viewed on the Traffic Penalty Tribunal website:  
<http://www.parking-adjudication.gov.uk/olappeals/hearingvenues.asp>

The Traffic Penalty Tribunal introduced a new on line appeals process in December 2016 which has a facility for motorists to appeal to them on line, allows the Council and the appellant to submit an appeal and evidence and also allows all evidence to be viewed on the TPT portal.

<https://www.trafficpenaltytribunal.gov.uk/want-to-appeal/>

Please note: You will need to receive a Notice of Rejection from the Local Authority in order to appeal to the Traffic Penalty Tribunal.

An example extract from a Notice of Rejection letter is shown below which provides the details needed to appeal to the Traffic Penalty Tribunal.

If you disagree with the council's decision you can appeal to the independent adjudicator at the **Traffic Penalty Tribunal**. The adjudicators are independent of the council and their decision is final.

You can appeal now by visiting the tribunal's website: [www.trafficpenaltytribunal.gov.uk/appeal](http://www.trafficpenaltytribunal.gov.uk/appeal)

The website explains what the adjudicator can consider and how to appeal. There is no charge for appealing and costs are not normally awarded. The website gives full details. **You will need the information in the box below to hand when you begin your appeal.**

Notice of Rejection date: 01/03/2017

PCN Numbers(s): SX12345678

Vehicle Registration Mark: VV88 JUH

Online Code: **92F71A**

**You should appeal within 28 days of delivery of this Notice of Rejection (usually 2 working days after the 'Notice of Rejection' date above – our website explains this)**

If you are unable to appeal online you may request a paper form from the Traffic Penalty Tribunal by calling **01625 44 55 99** and leaving your name, address, telephone number, vehicle registration mark and penalty charge notice number.

All information in relation to the on line appeal process is contained in the Council Notice of Rejection correspondence including a personal identification number as shown in the example above. TPT also provide on-line assistance to motorists as they complete the appeal form.

The Traffic Penalty Tribunal (TPT) is an adjudication service made up of qualified solicitors with a minimum 5 years' experience in road traffic law. They are independent of the council and arrive at decisions based on evidence placed before them.

A summary of Sunderland's TPT statistics for 2016/2017 are shown below:

Cases heard by TPT	Cases Dismissed	Cases Allowed	No Contest	Pending
58	36	8	9	5

**Traffic Penalty Tribunal contact details are as follows:**

Traffic Penalty Tribunal  
Springfield House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5BG

**Telephone:** 01625 445 555

**Fax:** 01625 445 560

**Email:** [info@trafficpenaltytribunal.gov.uk](mailto:info@trafficpenaltytribunal.gov.uk)

**Website:** [www.trafficpenaltytribunal.gov.uk](http://www.trafficpenaltytribunal.gov.uk)

## Statistical and Financial Information

### Operational and Financial Statistics

The figures given below are the 2016-2017 accounts. The current operational and financial statistics are as follows:

	On Street	Off Street	Parking Services/ CPE	Total
	£	£	£	£
<b><u>Income</u></b>				
Pay on Foot & Pay and Display	278,187	1,419,715	0	<b>1,697,902</b>
PCN's	0	0	511,937	<b>511,937</b>
Permits	0	0	412,427	<b>412,427</b>
Other Income	0	0	10,232	<b>10,232</b>
	<b>278,187</b>	<b>1,419,715</b>	<b>934,596</b>	<b>2,632,498</b>
<b><u>Direct Costs</u></b>				
Employees	264,133	566,726	262,249	<b>1,093,108</b>
Premises	9,146	596,813	219	<b>606,178</b>
Transport	4,014	-33	3,919	<b>7,900</b>
Supplies and Services	547	111,059	66,604	<b>178,211</b>
	<b>277,840</b>	<b>1,274,565</b>	<b>332,991</b>	<b>1,885,397</b>
<b><u>(Deficit)/ Surplus</u></b>				<b>747,101</b>
In addition, indirect costs are incurred as follows;				
Support Services Charges				311,147

**Please note:** the surplus on the Parking account (after applying support costs) has been used to update, refurbish and modernise parking facilities and contribute to the delivery of transport schemes in the City.

#### Free After Three Parking

From Monday 12 Dec 2016 until Friday 30 December 2016, the Council offered free parking in Council's car parks after 3pm Monday to Friday in addition to Free after Three parking on a Thursday all year round in all council run car parks and on street pay and display bays in the City Centre.

## Off Street parking income 2016-2017

Name of Car Park	Type of Car Park	Total Number of Spaces	Income 2016 - 2017
St Marys Car Park	Multi	482	£738,349
Sunniside Car Park	Multi	653	£165,834
Civic Centre Car Park	Multi	580	£132,178
Boughton Street	Surface	56	£83,297
Charles Street	Surface	28	£8,244
Gorse Road	Surface	54	£18,162
Nile Street	Surface	49	£45,475
Tatham Street	Surface	93	£69,731
West Wear Street	Surface	40	£31,403
Livingstone Road	Surface	170	£155,848
High Street West Car Park	Surface	39	£49,116
Harbour View	Surface (opening April 2017)	128	£283
Marine Walk	Surface (opening April 2017)	50	£39



On Street Parking Places	Number Of Spaces	Income Received 2016-2017
Foyle Street	12	£25,113
Frederick Street	33	£49,178
Norfolk Street	5	£8,253
West Sunnyside	9	£20,489
Bridge Street	4	£11,704
Laura Street	10	£26,775
Charles Street	10	see off street
Villiers Street	8	£6,223
High Street West	12	£21,037
Toward Road	9	£12,521
Green Terrace	10	£8,892
Murton Street	9	£7,752
St Thomas Street	7	£10,195
John Street	5	£7,106
Derwent Street	6	£7,165
Olive Street	6	£8,699
Burdon Road	13	£11,184
Sea Front	33	£28,638
Tunstall Terrace West (Phone and Pay only)	11	£1,205
Tunstall Terrace (Phone and Pay only)	12	£3920

**Pay by Phone Income by Location (these figures are included in the overall income figures shown above).**

<b>Location</b>	<b>Location No.</b>	<b>Total</b>	<b>% of overall Income</b>
Civic Centre	2900	£5463.10	4%
Boughton Street	2906	£1995.20	2%
Nile Street	2907	£1907.20	4%
West Wear Street	2908	£2010.50	6%
Charles Street	2909	£155.80	2%
Tatham Street	2910	£2669.70	4%
Gorse Road	2912	£336.00	2%
Foyle Street	2913	£1942.70	8%
Frederick Street	2914	£2450.10	5%
Norfolk Street	2915	£651.50	8%
West Sunnyside	2916	£966.70	5%
Bridge Street	2917	£198.20	2%
Laura Street	2918	£263.90	1%
Villiers Street	2919	£987.80	16%
High Street West	2920	£1102.80	5%
Toward Road	2921	£445.90	4%
Green Terrace	2922	£497.50	6%
Livingstone Rd	2923	£5267.90	3%
High Street West car park	2924	£4853.80	10%
Marine Walk car park *	2925	£5.50	14%
Harbour View car park *	2926	£29.00	10%
Burdon Road	2927	£951.00	9%
Derwent Street	2928	£49.10	1%
John Street	2930	£520.00	7%
Murton Street	2931	£1103.40	14%
Olive Street	2932	£516.80	6%
Saint Thomas Street	2933	£1218.40	12%
Tunstall Terrace	2934	£3920.00	100%
Tunstall Terrace West	2935	£1205.00	100%
<b>TOTAL</b>		<b>£43,684.50</b>	

\* Charges applied from April 2017



## Payment of PCNs

To encourage prompt payment, the regulations provide discount if the penalty is paid within 14 days of the service of the PCN. This discount is currently 50%. In 2016-2017 13,388 payments were received totalling £511,937

The PCN amounts payable in Sunderland according to the time within which it is paid are shown in the table below:

Level of PCN	Paid within 14 days	Paid between 15 days and service of a Notice to Owner	Paid between issue of Notice to Owner and services of Charge Certificate	Paid after service of the Charge Certificate	Paid after outstanding amount is Registered as a debt
PCN £50	£25	£50	£50	£75	£82
PCN £70	£35	£70	£70	£105	£112

## Payments Received

Number Paid	Status	£s
1668	Paid at £25	£41,700
9820	Paid at £35	£343,700
294	Paid at £50	£14,700
916	Paid at £70	£64,120
274	Paid at £105	£28,770
37	Paid at £112	£4,144
379	Paid other amount	£14,803

## Method of Payment

13,388 PCN's were paid using the following methods:

Number Paid	% Paid	Method Of Payment
11,374	85%	Debit/Credit Card Payment
806	6%	Cheque Payment
979	7%	Cash Payment
41	1%	Postal Order
188	1%	Other Payment Method

## Types of Contraventions

There are over 70 contraventions that could be enforced (as can be seen in Appendix 1) depending on what is contained within relevant traffic regulation orders. These range from enforcing yellow lines on the street to vehicles being parked outside bay markings in a car park.

## Most Common Contraventions

The most repeated types of contraventions in Sunderland are shown below:

Contravention Code and Description	2016/2017
12 - parked in a residents' or shared use parking place without clearly displaying either a permit or voucher or pay and display ticket issued for that place	4459 (23%)
01 - Parked in a restricted street during prescribed hours	3521 (18%)
47J - Bus Stop/Stand/ Clearway	3356 (18%)
02 - parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	2191(11%)
83 – parked in a car park without clearly displaying a valid pay and display ticket or voucher	1389 (7%)

## CCTV Operation PCN's



From the 1<sup>st</sup> April 2016 to 31<sup>st</sup> March 2017 the following income has been received from the 2073 Penalty Charge Notices issued by the Road Safety vehicle for the following contraventions:

Contravention Code	PCN's Issued	Income Received
48J – School Keep Clear	395	£10,780
47J – Bus Stop/Clearway	1678	£50,530

## PCN's Issued in Area

The total number of PCN's issued in 2016-2017 in each zone is as follows:

Area	No of PCN's Issued	% of Total PCN's Issued
City Centre	8129	43%
South Sunderland	4153	22%
North Sunderland	2337	12%
West Sunderland	2994	16%
Houghton and Hetton	984	5%
Washington	308	2%

## **Cancellations**

### **Cancellations Due to Appeal**

All appeals must be made in writing detailing any mitigating circumstances. Because the council adopt a firm but fair approach, appeals are considered on their own merits and inevitably there are a number of cancellations for various reasons. It is important that the decisions which are made are consistent, supported by firm evidence, not only to assist the notice processing staff to arrive at the correct decision but also to confirm to the council's auditor that we are operating a fair, proportionate and consistent regime.

The council cancelled 3293 PCN's as a result of appeals being received.

The most frequent reason for cancellations are shown in the table below:

<b>Reasons for Cancellation</b>	<b>Number Cancelled</b>
Mitigating Circumstances	989
Valid Blue Badge	630
Valid Ticket/Permit Produced	466

### **Recovery of Debts**

If the registered keeper fails to pay the outstanding charge it will ultimately be referred to the Traffic Enforcement Centre at Northampton County Court and the outstanding charge is registered as a debt to the council and thereafter bailiffs may be employed to recover the debt. In 2016-2017 400 warrants were issued.

## Correspondence

In 2016-2017 the Parking Services team dealt with items of incoming and outgoing correspondence as detailed below:

No of items received and sent	Correspondence Type
4572	Informal Representations
2888	Accepted Informal Representations
1925	Dismissed Informal Representations
	DVLA Requests
4037	Notice To Owners
2007	Regulation 10/Notice to Owners
1042	Formal Representations
257	Notice of Rejections
405	Notice of Acceptance
51	TPT Correspondence
58	TPT Requests for evidence
58	TPT Appeals Submitted
9	TPT No Contest
8	TPT Allowed
36	TPT Dismissed
3319	Charge Certificates
1000	Statutory Declarations
400	Warrants
6930	Non-Statutory/Misc Correspondence
806	Payments received by post

## The facilities and services we provide

### Parking provision in Sunderland

The council currently manages 3,749 parking spaces across the city. They consist of 3 Multi Storey car parks, 10 chargeable off street car parks, 20 locations where there are chargeable on street bays and 22 free off street car parks. The table below shows the total number of parking spaces by type:

Car Parking Type	Total number of spaces	% of total spaces
Pay on foot Car Parks	1133	30%
Multi Storey Car Parks	585	16%
Off Street car park spaces	688	18%
On Street car park spaces	220	6%
Free on and off street spaces	1043	28%
Permit Holders only	80	2%
<b>Total</b>	<b>3,749</b>	

The car parking facilities are used every day by thousands of people coming into Sunderland to shop, work, and study or visit the city. The availability of car parking facilities is one of the main factors people consider in determining if they choose to travel by car.

There are four city centre pay on foot car parks. These are the St Mary's and Sunnyside multi-storey car parks which are council operated car parks and the privately operated Bridges multi-storey car park and Bridges Roof Top car park.

There is one other council operated multi storey car park in the city centre at the Civic Centre, which operates a pay and display method of parking.

The council's ten chargeable off street car parks are located in the city centre and Roker and operate a pay and display system.

There are also three city centre off street car parks that are reserved for permit holders only. Prince Street and South Street car parks are located immediately behind Jacky Whites Market and permit holders are allocated a specific bay number that is for their sole use. Central car park is located above Jack Whites Market and is a fob controlled car park.

The council presently has 190 chargeable on street parking bays located in the city centre and sea front areas which operate a pay and display system of parking.

The council's 22 free car parks are located across the city, 9 are in Sunderland, 5 are in Houghton le Spring, 6 are in Hetton and there are 4 in Washington.

## City centre car parks

A city centre map is shown in Appendix 2 which shows places of interest in the city centre in addition to the car parking facilities that are available. Each car park is numbered for ease of identification.

A breakdown of the Council car parks are shown below and overleaf. Please note the income figures for each individual car park (including permits) is included in the operational and financial statistics table shown on page 19 of this report.

## Pay on Foot Car Parks

There are four car parks within the city centre that operate a pay on foot system. These are the St Mary's and Sunnyside multi-storey car parks which are council operated car parks and the Bridges multi-storey car park and the Bridges Roof Top car park which are privately owned.

### St Mary's Car Park



Total No of Spaces	Disabled Bays	Electric Bays	Tariff
482	8	4	£1.30 - 8am – 6pm 70p - 6pm – 8am Sunday – Daily Flat Rate £2.00 Thursdays 3pm – Midnight - Free Lost Ticket £12

### Sunnyside Car Park



Total No of Spaces	No of Disabled Bays	No of Electric Bays	Tariff
653	18	4	£1.10 – 8am – 6pm 70p – 6pm – 8am Sunday – Daily Flat Rate £2.00 Thursday 3pm – Midnight - Free Lost Ticket £12

### Multi-Storey Car Parks Operating Pay and Display

There is one other multi storey car park in the city centre, which operates a pay and display method of parking, which is located adjacent to the Civic Centre.

### Civic Centre Car Park



Total No of Spaces	No of Disabled Bays	No Of Electric Bays	Tariff
585	17	6	£1.00 per hour or part thereof Thursdays 3pm – 6pm – Free



### City centre off street surface car parks

In 2016-2017 the council had ten chargeable off street surface car parks located in the city centre which operate a pay and display system.

Name of Car Park	No of Spaces	No of Disabled Bays	No of Electric Bays	Tariff Monday – Saturday 8am-6pm (unless stated otherwise)
Boughton Street	56	3	2	£1.10 per hour or part thereof Thursdays 3pm – 6pm - Free
Charles Street	28	3	0	80 pence per hour or part thereof Thursdays 3pm – 6pm - Free
Gorse Road	54	3	0	60 pence per hour or part thereof Thursdays 3pm – 6pm - Free
Nile Street	49	3	2	£1.00 pence per hour or part thereof Thursday 3pm – 6pm - Free
Tatham Street	93	3	2	80 pence per hour or part thereof Thursdays 3pm – 6pm - Free
West Wear Street	40	3	0	80 pence per hour or part thereof Thursdays 3pm – 6PM – Free
Livingstone Road	150 +7 Bus Bays	7	4	8am – 6pm = £1.10 per hour or part thereof 6pm – Midnight = £2.00 flat rate Thursdays 3pm – Midnight - Free Coach Bays = £7 per day
High Street West Car Park	39	3	0	70 pence per hour or part thereof Thursdays 3pm – 6pm - Free
Marine Walk Car Park (April 2017)	50	7 + 2 coach bays	0	All Days 8am – 10pm 50p per hour or part thereof Or £3 All Day
Harbour View Car Park (April 2017)	129	10	2	All Days 8am – 10pm 50p per hour or part thereof Or £3 All Day

## Chargeable on street city centre car parking

In 2016-2017 the council had 190 chargeable on street parking bays located in the city centre which operate a pay and display system of parking as shown in the tables below:

On Street Parking Places	No Of Spaces	No of Disabled Bays	Tariff Monday-Saturday 8am – 6pm (unless stated otherwise)
Foyle Street	12	0	90 pence per 30 minutes or part thereof Thursdays 3pm – 6pm - Free
Frederick Street	13	2	90 pence per 30 minutes or part thereof Thursdays 3pm – 6pm - Free
Norfolk Street	5	4	90 pence per 30 minutes or part thereof Thursdays 3pm – 6pm - Free
West Sunnyside	9	0	90 pence per 30 minutes or part thereof Thursdays 3pm – 6pm - Free
Bridge Street	4	2	90 pence per 30 minutes or part thereof Thursdays 3pm – 6pm - Free
Laura Street	10	0	£1.10 per hour or part thereof Thursdays 3pm – 6pm - Free
Charles Street	10	0	80p per hour or part thereof Thursday 3pm – 6pm - Free
Villiers Street	8	1	70p per hour or part thereof Thursdays 3pm – 6pm - Free
High Street West	5	0	90 pence per 30 minutes or part thereof Thursdays 3pm – 6pm - Free
Toward Road	4	0	60 pence per 30 minutes or part thereof Thursdays 3pm – 6pm - Free
Green Terrace	7	0	80p per hour or part thereof Thursdays 3pm – 6pm - Free
Whitburn Road	33	0	50p per hour or £3 all day
Derwent Street	6	0	80p per 30 minutes or part thereof Thursdays 3pm – 6pm - Free
Olive Street	6	0	80p per 30 minutes or part thereof Thursdays 3pm – 6pm - Free
Murton Street	9	0	90p per hour or part thereof Thursdays 3pm – 6pm - Free
John Street	5	0	80p per 30 minutes or part thereof Thursdays 3pm – 6pm - Free
St Thomas Street	7	0	80p per 30 minutes or part thereof

			Thursdays 3pm – 6pm - Free
Burdon Road	13	0	50p per 30 minutes or part thereof
Tunstall Terrace	13	0	Thursdays 3pm – 6pm - Free 60p per hour or part thereof or £4 all Day
Tunstall Terrace West	11	0	60p per hour or part thereof or £4 all Day

### Free Off Street Car Parks City Wide

The council also manages 22 free car parks that are located throughout the city.

Central Area	
Car Park Name	No of Spaces
Booth Street	15
Brookside Terrace	19
Commercial Road	64
Morgan Street	38
Ocean Road	21
Ocean Park	211
Silksworth Road	6
<b>Total</b>	<b>374</b>

Houghton Area	
Car Park Name	No of Spaces
Brinkburn Crescent	86
Fatherley Terrace	25
Eden Terrace	16
Station Road	90
Westbourne Terrace	30
<b>Total</b>	<b>247</b>

Hetton Area	
Car Park Name	No of Spaces
Barnes Street	38
Barnes Street Church	8
Market Street	31
Railway Street	8
Park View	5
Elemore Lane	5
<b>Total</b>	<b>95</b>

<b>Washington Area</b>	
<b>Car Park Name</b>	<b>No of Spaces</b>
Coach Road Estate	56
Manor Road	78
Speculation Place	151
Village Lane	42
<b>Total</b>	<b>327</b>

#### **Private Permit Holders Only Car Parks**

<b>Name of Car Park</b>	<b>No of Spaces</b>	<b>Tariff</b>
Prince Street	19	£360 per quarter
South Street	12	£360 per quarter
Central Area	56	<b>Business Permits</b> £290 per quarter £1090 per annum <b>Residents Permits</b> <b>(Astral,Solar,Planet Houses only)</b> £155 per quarter £545 per annum

## Occupancy figures in 2016-2017

In order to arrive at the occupancy figures for 2016-2017 surveys of the cars parked have been undertaken on a typical weekday and a Saturday. Occupancy figures include all different types of vehicles including pay on foot, pay and display, permit holders and blue badge parking. The occupancy figures for the above parking places are shown in the table below:

Car park type & location	Typical Weekday %age	Peak Time Weekday Between 11am - 2pm %age	Typical Saturday %age	Peak Time Saturday Between 11am - 2pm %age
Pay On Foot				
<b>St Mary's</b>				
Ground	17.89%	31.76%	25.67%	45.57%
Level 1	14.01%	33.59%	25.37%	56.38%
Level 2	34.57%	77.73%	40.53%	84.10%
Level 3	4.64%	11.75%	10.62%	29.03%
<b>Sunniside</b>				
Level 1	63.15%	69.95%	64.80%	74.42%
Level 2	52.32%	62.89%	50.37%	57.89%
Level 3	62.90%	74.75%	65.46%	84.28%
Level 4	38.06%	46.79%	39.17%	51.65%
Level 5	29.73%	28.55%	40.93%	48.95%
Level 6	24.04%	26.06%	31.12%	39.92%
Level 7	9.01%	2.86%	6.59%	8.81%
Level 8	7.54%	5.57%	5.69%	7.48%
Level 9	8.30%	14.80%	3.74%	6.16%
Level 10	2.85%	5.57%	2.56%	4.37%
Multi Storey				
<b>Civic Centre</b>				
Level 2	20.96%	27.16%	9.82%	1.86%
Level 3	37.55%	51.74%	4.56%	4.69%
Level 4	61.68%	76.23%	22.52%	32.28%
Level 5	67.44%	76.91%	4.09%	6.94%
Off street				
<b>Boughton Street</b>	50.25%	64.58%	55.00%	69.70%
<b>Charles Street</b>	8.36%	12.84%	7.99%	12.27%
<b>Gorse Road</b>	26.26%	32.92%	20.07%	27.44%

<b>Nile Street</b>	37.77%	50.50%	26.90%	37.22%
<b>Tatham Street</b>	44.07%	57.92%	17.20%	26.67%
<b>West Wear Street</b>	28.16%	38.52%	28.89%	39.22%
<b>Livingstone Road</b>	17.01%	22.90%	25.63%	38.08%
<b>High Street West</b>	61.98%	74.04%	59.70%	72.23%
<b>On Street</b>				
<b>Foyle Street</b>	56.54%	66.66%	37.75%	45.66%
<b>Frederick Street</b>	59.91%	75.30%	50.31%	59.28%
<b>Norfolk Street</b>	21.02%	27.08%	28.77%	35.88%
<b>West Sunnyside</b>	46.92%	55.43%	48.54%	52.31%
<b>Bridge Street</b>	79.84%	78.65%	79.86%	83.33%
<b>Laura Street</b>	57.99%	69.06%	50.99%	72.50%
<b>Villiers Street</b>	29.70%	44.79%	26.88%	33.33%
<b>High Street West</b>	54.94%	61.23%	51.33%	63.05%
<b>Toward Rd</b>	55.70%	75.13%	51.23%	74.57%
<b>Green Tce</b>	56.91%	72.61%	59.86%	77.07%
<b>Murton St</b>	20.30%	28.98%	19.96%	26.92%
<b>John St</b>	30.29%	43.67%	21.80%	36.65%
<b>Olive St</b>	51.96%	65.31%	52.79%	57.93%
<b>Derwent St</b>	74.48%	83.70%	75.13%	81.18%
<b>Burdon Rd</b>	44.16%	57.03%	60.21%	52.54%
<b>St Thomas Street</b>	60.06%	84.28%	57.71%	59.83%

## **City Centre Residents Parking Scheme**

The council currently operate a city centre residents parking scheme which allows residents who live in the City Centre to purchase a permit that will allow parking at any time (subject to availability) in any of the council controlled multi storey and off street car parks (except Prince/South Street car parks which are reserved for private permit holders).

The car parks involved in the scheme are as follows: St Mary's, Sunnyside, Civic Centre, Boughton Street, Nile Street, West Wear Street, Charles Street, Tatham Street and Gorse Road.

The residents of Astral, Solar and Planet Houses can also apply for a City Centre Residents permit to park in Central Car Park.

Currently the cost of a permit is £155 per quarter or £545 per annum. These figures are subject to review from time to time.

Applicants should be registered for council tax at a property within the city centre area and produce DVLA documentation of vehicle ownership. If the vehicle is leased or is a company vehicle letter headed correspondence to confirm identity and eligibility must be provided for verification purposes.

Anyone wishing to apply for a City Centre residents permit should contact Parking Services on 0191 561 7835 or email: [parking@sunderland.gov.uk](mailto:parking@sunderland.gov.uk)

## **Community Parking Management Schemes**

The Council have introduced community parking management schemes in the City however this is continually reviewed when requests are made by residents. The Council have worked with Ward Councillors, resident associations, and businesses to determine the needs and requirements involving as many people as possible in the consultation process. A scheme is only implemented if the majority of residents in the proposed area are in favour of the scheme.

Community parking management schemes are introduced to address parking problems, improve road safety for all highway users, improve access and parking for the disabled, give residents some priority in parking their cars as close as possible to their property and to discourage parking by commuters.

In general, requests usually fall within one of four categories:

- Residential amenity affected by commuter parking (all day)
- Residential amenity affected on a regular basis for short periods by an influx of traffic (e.g. traffic associated with schools, parks, football matches, events etc.)
- Insufficient kerbside space in a residential area
- Certain streets under more 'parking' pressure than neighbouring streets.

The council continue to consider the introduction of further community parking management schemes following a rigorous planning and consultation process.

## Hospital Community Parking Management Scheme

In 2011, the council introduced the first phase of a community parking management scheme in the area surrounding Sunderland Royal Hospital to address parking concerns associated with people working at and visiting the hospital. The scope of the scheme was agreed following consultation with residents, local traders and other stakeholders. The scheme has proved to be a success and further extensions to the Sunderland Royal Scheme were implemented in 2013 and 2014 and phase 4 is scheduled to be introduced in September 2017.

The restrictions which apply within the Hospital Area Parking Management Scheme are Monday to Friday 10am – 11am and 2pm – 3pm. Only vehicles displaying a valid permit, dispensation or voucher and park within the zone specified on the front of the permit. The permit, dispensation or voucher must be clearly displayed and the permit details should be clearly visible (i.e. Zone, expiry date) from the outside of the vehicle. Any vehicle observed parked without displaying a valid permit, voucher or blue badge may be issued with a penalty charge notice.

If a property falls within the limits of the parking management scheme area the resident is entitled to apply for a permit (s) or scratch cards if they meet the criteria outlined in the terms and conditions of the scheme.

The council have erected signs at each entry point to each zone of which the sign design and size, number and locations on site have all been previously agreed with the department for transport and is in accordance with their special authorisation dated 1<sup>st</sup> March 2011. An example of the signs is shown below:



## Stadium of Light Community Parking Management Scheme

In August 2014 the Council introduced an event only based community parking management scheme in the streets surrounding the Stadium of Light the home of Sunderland Association Football Club. The restriction which applies within the scheme is "Permit Holders only" on match and events days. The scheme has proved to be a great success and due to resident feedback a further extension was implemented in August 2016.



Phase 1 and Phase 2 of the Scheme were introduced after discussions with residents, stakeholders and traders to address parking problems, improve road safety for all highway users, improve access and parking for the disabled and give residents some priority in parking their cars as close to their property as possible on match and event days.

The Council have erected signs at each entry point into the zone which state **“Permit holders parking only past this point** and specifies the date of the event i.e. **9<sup>th</sup> November 2014**. The exit signs state **“Permit parking area ENDS”** you need to drive beyond these exit signs to leave the zone. In addition there are also repeater plates placed throughout the zone which state **“Permit Holders Only”**.

Vehicles are not permitted to park within the scheme during the dates specified on the signs unless they display a valid permit, dispensation or voucher. The permit, dispensation or voucher must be clearly displayed and the permit details should be clearly visible (i.e. zone, expiry date) from the outside of the vehicle.



## Phone and Pay

In May 2014 the Council introduced parking by mobile phone technology into Council pay and display car parks and on street parking places (with the exception of St Marys and Sunnyside car parks). A mobile phone payment system provides a simple and cost effective way of allowing motorists to pay for their parking and has resulted in significant customer service benefits. The locations the system is available are as follows:

Location	Location No.
Civic Centre	2900
Boughton Street	2906
Nile Street	2907
West Wear Street	2908
Charles Street	2909
Tatham Street	2910
Gorse Road	2912
Foyle Street	2913
Frederick Street	2914
Norfolk Street	2915
West Sunnyside	2916
Bridge Street	2917
Laura Street	2918
Villiers Street	2919
High Street West	2920
Toward Road	2921
Green Terrace	2922
Livingstone Rd	2923
High Street West car park	2924
Marine Walk car park	2925
Harbour View car park	2926
Burdon Road	2927
Derwent Street	2928
Toward Road (East)	2929
John Street	2930
Murton Street	2931
Olive Street	2932
Saint Thomas Street	2933
Tunstall Terrace	2934
Tunstall Terrace West	2935
High Street West (North)	2936

## Car parks with the Safer Parking Award



There are nine car parks in Sunderland city centre that have achieved the Safer Parking Award. These are St Mary's multi-storey, Sunnyside multi-storey, Central car park, Nile Street, Tatham Street, Charles Street, High Street West, Livingstone Road and West Wear Street surface car parks.

There are also two privately operated pay on foot car parks in the city centre which has attained the safer parking award namely the Bridges and the Roof Top car parks.

The Safer Parking Award aims to raise security standards within car parks and effectively reduce car related crime.

To be awarded the safer parking status a stringent set of standards has to be met, including patrolling security patrols, good levels of lighting and closed circuit television.

## Designated Parking for Blue Badge Holders



The Council have designated blue badge parking places located across the whole of the City in car parks and on street. The locations of designated disabled parking places in the city centre are shown on the parking map in Appendix 2.

It should be noted that since the closure, demolition and rebuilding of Central multi storey car park, the council have created 28 designated disabled parking spaces (representing an 86% increase on the number of disabled parking spaces previously provided at this location). These designated disabled parking spaces are located on the service areas directly fronting Astral, Solar and Planet houses and afford disabled occupants who are valid blue badge holders the opportunity to park in closer proximity to their homes. Under the regulations covering the blue badge scheme, this provision is free and hours of use are unlimited to all blue badge holders.

In addition, blue badge holders can park free of charge without time limit in any of the on-street and off street parking bays as long as they display a valid blue badge. The only exceptions are St Marys and Sunnyside car parks where normal charges apply.

## Electrical Charging Points



One of the five aims of the Economic Master plan was to position Sunderland as ‘a national hub of the low-carbon economy’ and this is a good opportunity to look at the many things that we do as a council to lead the way in this aim, all year round.

Nissan is building its electric vehicle, the Leaf, in Sunderland which is great news for the city. In addition, the council placed a successful bid for matched grant funding to install electric vehicle charging points.

As one of the city’s biggest employers, and an organisation that works closely with Nissan, it’s important that we embrace the use of Electric Vehicles and promote this to residents and businesses alike. To this end, employees in Parking Services now make use of an electric pool vehicle – with estimated savings of over £3,500 on running costs over a three year period.

The bays are located across the City of Sunderland as detailed in the table overleaf. Further information is also available on the council website at:

[www.sunderland.gov.uk/chargeyourcar](http://www.sunderland.gov.uk/chargeyourcar)

Location	Address	Post Code	Bays
<b>Council Controlled Car Parks</b>			
Civic Centre - (multi-storey)	Cowan Terrace, Sunderland	SR2 7DN	6
St. Mary's - (multi-storey)	St Marys Way, Sunderland,	SR1 2HN	4
Sunniside - (multi-storey)	William Street, Sunderland	SR1 1UL	4
Tatham Street - (surface)	Tatham Street, Sunderland	SR3 2QY	2
Station Rd, Houghton (surface)	Station Road, Houghton	DH4 5HB	2
Spout Lane/Speculation Place (surface)	Vermont, Washington	NE37 2AL	2
Boughton Street (surface)	Tunstall Road, Sunderland	SR1 3ZZ	2
Ocean Park, Seaburn (surface)	Lowry Road, Seaburn, Sunderland	SR6 8ZZ	3
Harbour View, Roker (surface)	Marine Walk, Roker, Sunderland	SR6 0ZZ	2
Nile Street (surface)	Nile Street, Sunderland	SR1 1ZZ	2
Barnes Street, Hetton (surface)	Barnes Street, Hetton	DH5 9ZZ	1
Corporation Road (surface)	Corporation Rd, Sunderland	SR2 8LZ	2
Morgan Street (surface)	Morgan Street, Southwick	SR5 2HR	2
Ocean Road (surface)	Ocean Road, Grangetown	SR2 9RS	2
Livingstone Road	St Marys Way, Sunderland		2
<b>Council Facilities</b>			
Evolve Centre	Cygnets Way, Rainton Bridge	DH4 5QY	3
Software Centre	Tavistock Place, Sunderland	SR1 1PB	2
Hetton Centre	Hetton Centre, Welfare Road	DH5 9NE	2
Biddick Arts Centre	Biddick Lane, Washington	NE38 8AB	2
Bunny Hill Customer Service Centre	Hylton Lane, Downhill	SR5 4BU	2
Puma Centre	Silksworth Lane, Sunderland	SR3 2AN	1
Herrington Country Park	Chester Road, Penshaw	DH4 7EL	2
Civic Suite, Civic Centre	Burdon Road, Sunderland	SR2 7DN	4
Parsons Depot	Parsons Road, Washington	NE37 1EQ	2
St Michael and All Angels Church	High Street, Easington Lane	DH5 0JN	1

## **Equality Impact Assessment (INRA)**

It is essential that the varying needs of all the people of Sunderland are taken into consideration when determining parking policies. What we do and provide can have a large impact on the community and will also have diverse effects on the different individuals, groups and communities within the city.

Equality analysis is required to assess the impact of policies, stimulate discussion and refine proposals that will best meet the needs of all of Sunderland's residents including car borne visitors to the city.

Parking policy is generally implemented through the introduction of parking places orders that is subject to a statutory process involving consultation with a range of organisations, groups and disabled agencies.

The previous impact needs risk assessment that was produced in October 2007 is currently being redrafted and it is proposed that the revised document will be considered by both the Sunderland council for the disabled and the disability independent advisory group and their views taken on board prior to the document being adopted as policy by the council. The document will continue to be regularly reviewed thereafter.

## **Partnership Working**

The Parking Services Team understands that collaborative working is vitally important to meeting our aims and objectives in addition to those of our partners to achieve excellent service delivery for all stakeholders.

During this year the Parking Services team have also worked closely with partners with an aim to deliver the best possible service and offer parking facilities to meet their business requirements and objectives.

## **North East Managers Forum**

Sunderland Parking Services are actively involved in the North East Managers forum which brings together Parking Managers from across the north east to discuss best practice schemes, local initiatives, discuss legislative changes and impacts, and all aspects of service delivery by information sharing and local networking.

This helps us to benchmark ourselves against other north east authorities, keeps us updated with projects and initiatives being carried out by The British Parking Association and other organisations.

## **Northumbria Police**



The Parking Services team work in partnership with Northumbria Police on a number of projects, events and areas across the City.

For example:

- Events Management
- Collaborative working
- Assisting in the easing of congestion in and around the City
- Crime assessments, reports and statistics
- Eyes and ears on the street (i.e. reporting goods left in view in vehicles)
- Indiscriminate parking issues in our Communities

## **Sunderland BID**

The Council work with Sunderland's Business Improvement District (BID) to promote our City and offer advice and promotions to encourage visitors into the City. Sunderland BID and the Council are currently working to produce information in the form of a leaflet that will be available to Businesses and visitors to the City called "Getting into Sunderland is EASY". This provides information on Transport options i.e. parking facilities, buses, Metro and Taxis in addition to information on different parts of the City centre i.e. Cultural and Retail Quarters etc.

Collaborative working is also essential to set up and deliver various events in the City for example the Christmas programme which has included an ice village, Christmas illuminations, restaurant week to name but a few.

## **Sunderland Association Football Club**



The Stadium of Light is the home of Sunderland Association football club. It was opened in July 1997 and currently has a capacity of 49,000. In addition to hosting Sunderland AFC games the stadium has also hosted international football games and has now become a very popular venue for some of the countries most famous bands to hold concerts and have recently seen Oasis, Take That, Pink and The Kings of Leon perform at the Stadium.

As a result it is vitally important that the Parking Services Team work in partnership with the club and provide staff to assist in marshalling and patrolling the area when events are taking place in order to reduce congestion and ease traffic movement around the Stadium both before, during and after events to ensure traffic flow is as smooth as possible and the area is as safe as possible for all highway users.

## **Sunderland International Air Show**



The Sunderland International Air Show was organised by Sunderland City Council in partnership with Sunderland Live and is the largest free, two-day air show in Europe. The Air show takes place in July each year and attracts in excess of 1 million visitors into Sunderland.

Due to the large numbers of people visiting the area during this event it is vital that the council ensure that there are effective traffic flow and parking control measures in place, that public transport links are well organised and park and ride facilities are available to the public in the interests of all residents, visitors, businesses and stakeholders. The Parking Services team work closely with event organisers and other agencies in order to meet these aims.

## **Sunderland Marathon**

The Council work with Events of the North the event organisers for the Sunderland marathon which is held every year.

In 2016/2017 the run took place on Sunday 7th May at Keel Square, a symbol of the city's renewal and regeneration, following a successful move into the City Centre in 2016.

There were 4000 who took part in the 10K or half marathon. The Council provided car parking facilities for the event, baggage services and coordinated the traffic management arrangements.

**If you require this document in an alternative format (i.e. Braille, large print, audio tape etc), or in another language, please contact**

**Parking Services**

**Tel: 0191 561 7833**

**Email: [parking@sunderland.gov.uk](mailto:parking@sunderland.gov.uk)**



## **APPENDICES**

**Appendix 1 - Standard PCN Codes**

**Appendix 2 - City centre map**

**Appendix 3 - Glossary of terms**

## Appendix 1 - Standard PCN Codes: On-Street

CODE	GENERAL SUFFIX(ES)	DESCRIPTION	DIFFERENTIAL LEVEL	NOTES
01	EOYZ	PARKED IN A RESTRICTED STREET DURING PRESCRIBED HOURS	HIGHER	SUFFIXES Y & Z FOR BBH ONLY
02	AEJO	PARKED OR LOADING/UNLOADING IN A RESTRICTED STREET WHERE WAITING AND LOADING/UNLOADING RESTRICTIONS ARE IN FORCE	HIGHER	
04	CS	PARKED IN A METER BAY WHEN PENALTY TIME IS INDICATED	LOWER	
05	CPSUV	PARKED AFTER THE EXPIRY OF PAID FOR TIME	LOWER	
06	CIPV	PARKED WITHOUT CLEARLY DISPLAYING A VALID PAY & DISPLAY TICKET OR VOUCHER	LOWER	
07	CMPRSV	PARKED WITH PAYMENT MADE TO EXTEND THE STAY BEYOND INITIAL TIME	LOWER	'METER FEEDING'
08	C	PARKED AT AN OUT-OF-ORDER METER DURING CONTROLLED HOURS	LOWER	ELECTRONIC METERS ONLY
09	PS	PARKED DISPLAYING MULTIPLE PAY & DISPLAY TICKETS WHERE PROHIBITED	LOWER	SOME BOROUGHES ONLY
10	P	PARKED WITHOUT CLEARLY DISPLAYING TWO**** VALID PAY AND DISPLAY TICKETS WHEN REQUIRED	LOWER	SOME BOROUGHES ONLY
11	U	PARKED WITHOUT PAYMENT OF THE PARKING CHARGE	LOWER	
12	RSTWXY	PARKED IN A RESIDENTS' OR SHARED USE PARKING PLACE OR ZONE WITHOUT CLEARLY DISPLAYING EITHER A PERMIT OR VOUCHER OR PAY AND DISPLAY TICKET ISSUED FOR THAT PLACE	HIGHER	
13		---- RESERVED FOR TFL USE (LOW EMISSION ZONE) ----	N/A	
14		PARKED IN AN ELECTRIC VEHICLES' CHARGING PLACE DURING RESTRICTED HOURS WITHOUT CHARGING	HIGHER	
16	BDHOSTWXYZ	PARKED IN A PERMIT SPACE WITHOUT DISPLAYING A VALID PERMIT	HIGHER	SUFFIX "S" ONLY FOR USE WHERE BAY IS COMPLETELY NON-RESIDENT
17		---- RESERVED FOR TFL USE (CONGESTION CHARGING) --- -	N/A	
18	BCDFHMPSRV	USING A VEHICLE IN A PARKING PLACE IN CONNECTION WITH THE SALE OR OFFERING OR EXPOSING FOR SALE OF GOODS WHEN PROHIBITED	HIGHER	
19	IRSWXYZ	PARKED IN A RESIDENTS' OR SHARED USE PARKING PLACE OR ZONE DISPLAYING AN INVALID PERMIT, AN INVALID VOUCHER OR AN INVALID PAY & DISPLAY TICKET	LOWER	
20		PARKED IN A LOADING GAP MARKED BY A YELLOW LINE	HIGHER	
21	BCDFHJLMQRSUV	PARKED IN A SUSPENDED BAY OR SPACE OR PART OF BAY OR SPACE	HIGHER	
22	CFLMNOPSV	RE-PARKED IN THE SAME PARKING PLACE OR ZONE WITHIN ONE HOUR* OF LEAVING	LOWER	
23	BCDFGHJKLPSRV	PARKED IN A PARKING PLACE OR AREA NOT DESIGNATED FOR THAT CLASS OF VEHICLE	HIGHER	
24	BCDFHMPQRSV	NOT PARKED CORRECTLY WITHIN THE MARKINGS OF THE BAY OR SPACE	LOWER	
25	JN	PARKED IN A LOADING PLACE DURING RESTRICTED HOURS WITHOUT LOADING	HIGHER	ON-STREET LOADING BAYS
26	E	PARKED IN A SPECIAL ENFORCEMENT AREA MORE THAN 50 CM <sup>+</sup> FROM THE EDGE OF THE CARRIAGEWAY AND NOT WITHIN A DESIGNATED PARKING PLACE	HIGHER	
27	JO	PARKED IN A SPECIAL ENFORCEMENT AREA ADJACENT TO A DROPPED FOOTWAY	HIGHER	
30	FNOU	PARKED FOR LONGER THAN PERMITTED	LOWER	

31	J	ENTERING AND STOPPING IN A BOX JUNCTION WHEN PROHIBITED	N/A	LONDON ONLY
32	JDTW	FAILING TO DRIVE IN THE DIRECTION SHOWN BY THE ARROW ON A BLUE SIGN	N/A	CODE SPECIFIC SUFFIXES APPLY. LONDON ONLY
33	JBCEFGHIKQRS	USING A ROUTE RESTRICTED TO CERTAIN VEHICLES	N/A	CODE SPECIFIC SUFFIXES APPLY. LONDON ONLY
34	J0	BEING IN A BUS LANE	N/A	
35		PARKED IN A DISC PARKING PLACE WITHOUT CLEARLY DISPLAYING A VALID DISC	LOWER	
36		PARKED IN A DISC PARKING PLACE FOR LONGER THAN PERMITTED	LOWER	
37	J	FAILING TO GIVE WAY TO ONCOMING VEHICLES	N/A	LONDON ONLY
38	JLR	FAILING TO COMPLY WITH A SIGN INDICATING THAT VEHICULAR TRAFFIC MUST PASS TO THE SPECIFIED SIDE OF THE SIGN	N/A	CODE-SPECIFIC SUFFIXES APPLY. LONDON ONLY.
40	N	PARKED IN A DESIGNATED DISABLED PERSON'S PARKING PLACE WITHOUT DISPLAYING A VALID DISABLED PERSON'S BADGE IN THE PRESCRIBED MANNER	HIGHER	
41	J	PARKED IN A PARKING PLACE DESIGNATED FOR DIPLOMATIC VEHICLES	HIGHER	
42	J	PARKED IN A PARKING PLACE DESIGNATED FOR POLICE VEHICLES	HIGHER	
45	N	PARKED ON A TAXI RANK	HIGHER	
46	JN	STOPPED WHERE PROHIBITED (ON A RED ROUTE OR CLEARWAY)	HIGHER	
47	JN	STOPPED ON A RESTRICTED BUS STOP OR STAND	HIGHER	
48	J	STOPPED IN A RESTRICTED AREA OUTSIDE A SCHOOL WHEN PROHIBITED	HIGHER	
49	J	PARKED WHOLLY OR PARTLY ON A CYCLE TRACK OR LANE	HIGHER	
50	JLRU	PERFORMING A PROHIBITED TURN	N/A	CODE SPECIFIC SUFFIXES APPLY. LONDON ONLY
51	J	FAILING TO COMPLY WITH A NO ENTRY SIGN	N/A	LONDON ONLY
52	JGMSVX	FAILING TO COMPLY WITH A PROHIBITION ON CERTAIN TYPES OF VEHICLE	N/A	CODE SPECIFIC SUFFIXES APPLY. LONDON ONLY
53	J	FAILING TO COMPLY WITH A RESTRICTION ON VEHICLES ENTERING A PEDESTRIAN ZONE	N/A	LONDON ONLY
54	J	FAILING TO COMPLY WITH A RESTRICTION ON VEHICLES ENTERING AND WAITING IN A PEDESTRIAN ZONE	N/A	LONDON ONLY
55		A COMMERCIAL VEHICLE PARKED IN A RESTRICTED STREET IN CONTRAVENTION OF THE OVERNIGHT WAITING BAN	HIGHER	
56		PARKED IN CONTRAVENTION OF A COMMERCIAL VEHICLE WAITING RESTRICTION	HIGHER	NON- OVERNIGHT WAITING RESTRICTION
57		PARKED IN CONTRAVENTION OF A COACH BAN	HIGHER	NON- OVERNIGHT WAITING RESTRICTION
58		USING A VEHICLE ON A RESTRICTED STREET DURING PRESCRIBED HOURS WITHOUT A VALID PERMIT	N/A	LONDON LORRY BAN ONLY
59		USING A VEHICLE ON A RESTRICTED STREET DURING PRESCRIBED HOURS IN BREACH OF PERMIT CONDITIONS	N/A	LONDON LORRY BAN ONLY
61	124CGJ	A HEAVY COMMERCIAL VEHICLE WHOLLY OR PARTLY PARKED ON A FOOTWAY, VERGE OR LAND BETWEEN TWO CARRIAGEWAYS	HIGHER	CODE SPECIFIC SUFFIXES APPLY.
62	124CGJ	PARKED WITH ONE OR MORE WHEELS ON OR OVER A FOOTPATH OR ANY PART OF A ROAD OTHER THAN A CARRIAGEWAY	HIGHER	CODE SPECIFIC SUFFIXES APPLY.
63	C	PARKED WITH ENGINE RUNNING WHERE PROHIBITED	LOWER	THIS CONTRAVENTION OCCURS IN CERTAIN COACH BAYS.
67		---- RESERVED FOR VEHICLE EMISSIONS ----	N/A	

68		---- RESERVED FOR VEHICLE EMISSIONS ----	N/A	
99	JO	STOPPED ON A PEDESTRIAN CROSSING OR CROSSING AREA MARKED BY ZIGZAGS	HIGHER	PEDESTRIAN CROSSINGS

\* = or other specified time

\*\*\*\* = or other number

† = or other specified distance

### **Off-Street**

70		PARKED IN A LOADING AREA DURING RESTRICTED HOURS WITHOUT REASONABLE EXCUSE	HIGHER	OFF-STREET LOADING AREAS
73	U	PARKED WITHOUT PAYMENT OF THE PARKING CHARGE	LOWER	OFF-STREET CAR PARKS
74	PRS	USING A VEHICLE IN A PARKING PLACE IN CONNECTION WITH THE SALE OR OFFERING OR EXPOSING FOR SALE OF GOODS WHEN PROHIBITED	HIGHER	OFF-STREET CAR PARKS
77		--- RESERVED FOR DVLA USE ---	N/A	
80		PARKED FOR LONGER THAN THE MAXIMUM PERIOD PERMITTED	LOWER	OFF-STREET CAR PARKS
81	O	PARKED IN A RESTRICTED AREA IN A CAR PARK	HIGHER	OFF-STREET CAR PARKS
82	PUV	PARKED AFTER THE EXPIRY OF PAID FOR TIME	LOWER	OFF-STREET CAR PARKS
83		PARKED IN A CAR PARK WITHOUT CLEARLY DISPLAYING A VALID PAY & DISPLAY TICKET OR VOUCHER OR PARKING CLOCK	LOWER	OFF-STREET CAR PARKS
84		PARKED WITH ADDITIONAL PAYMENT MADE TO EXTEND THE STAY BEYOND TIME FIRST PURCHASED	LOWER	OFF-STREET CAR PARKS
85	BTRW	PARKED IN A PERMIT BAY WITHOUT CLEARLY DISPLAYING A VALID PERMIT	HIGHER	OFF-STREET CAR PARKS
86	PRS	PARKED BEYOND THE BAY MARKINGS	LOWER	OFF-STREET CAR PARKS
87		PARKED IN A DESIGNATED DISABLED PERSON'S PARKING PLACE WITHOUT DISPLAYING A VALID DISABLED PERSON'S BADGE IN THE PRESCRIBED MANNER	HIGHER	OFF-STREET CAR PARKS
89		VEHICLE PARKED EXCEEDS MAXIMUM WEIGHT OR HEIGHT OR LENGTH PERMITTED IN THE AREA	HIGHER	OFF-STREET CAR PARKS
90	PSV	RE-PARKED WITHIN ONE HOUR* OF LEAVING A BAY OR SPACE IN A CAR PARK	LOWER	OFF-STREET CAR PARKS
91	CG	PARKED IN A CAR PARK OR AREA NOT DESIGNATED FOR THAT CLASS OF VEHICLE	HIGHER	OFF-STREET CAR PARKS
92	O	PARKED CAUSING AN OBSTRUCTION	HIGHER	OFF-STREET CAR PARKS
93		PARKED IN CAR PARK WHEN CLOSED	LOWER	OFF-STREET CAR PARKS
94	P	PARKED IN A PAY & DISPLAY CAR PARK WITHOUT CLEARLY DISPLAYING TWO**** VALID PAY AND DISPLAY TICKETS WHEN REQUIRED	LOWER	OFF-STREET CAR PARKS
95		PARKED IN A PARKING PLACE FOR A PURPOSE OTHER THAN THE DESIGNATED PURPOSE FOR THE PARKING PLACE	LOWER	OFF-STREET CAR PARKS
96	C	PARKED WITH ENGINE RUNNING WHERE PROHIBITED	LOWER	OFF-STREET CAR PARKS - THIS CONTRAVENTION MAY OCCUR IN CERTAIN COACH BAYS.

Please note that this list of Contravention Codes may be subject to change due to additional powers being applied.

## Appendix 2 - City centre map



No of Car Park	Name of Car Park	Post Code
1	St Marys	SR1 3AH
2	Bridges (Private Operator)	SR1 3DR
3	Bridges Roof Top (Private Operator)	SR1 3DR
4	Sunniside	SR1 1UL
5	Boughton Street	SR1 3NH
6	Nile Street	SR1 1EY
7	Prince Street and South Street (Permit only)	n/a
8	Civic Centre	SR2 7SN
9	West Wear Street	SR1 1XD
10	Charles Street	SR1 1UZ
11	Closed	n/a
12	Tatham Street	SR1 2QD
13	Gorse Road	SR2 7DE
14	Livingstone Road	SR1 3AX
15	High Street West	SR1 1UN

## Appendix 3 - Glossary of Terms

Term	Explanation
Adjudication	The process by which, at a personal, telephone or postal hearing, an Adjudicator from the Traffic Penalty Tribunal (TPT) decides the appeal either for the motorist – the appellant or the Council – the respondent. The decision of an Adjudicator is final and binding on both parties to an appeal.
Adjudicator	An independent lawyer, un connected with any council who has practised for at least five years. Their appointment is sanction by the Lord Chancellor.
Appeal to an Adjudicator	The act of referring a dispute concerning the issue of a Penalty Charge Notice to an independent Adjudicator at the Traffic Penalty Tribunal. A motorist may only after the Council have served a Notice of Rejection to the motorist as a result of a formal representation.
Bailiff	Any Penalty Charge Notice that remains unpaid and has been registered at the Traffic Enforcement Centre can be passed to a certified bailiff for recovery. The bailiff may add additional costs, incurred in recovering the debt, to the amount owed to the Council.
Charge Certificate	If a PCN is not paid in full within 28 days of receipt of a Notice to Owner, or an unsuccessful appeal, a Charge Certificate can be issued by the Council. The charge Certificate increases the original full penalty charge by 50%.
Civil Enforcement Officer (CEO)	The Councils parking enforcement officers, who were previously known as Parking Attendants. They are uniformed officers employed to issue Penalty Charge Notices for parking contraventions under a civil enforcement scheme.
Civil Parking Enforcement (CPE)	Parking Enforcement undertaken by Council's under the Traffic Management Act 2004 (TMA) which is civil (rather than criminal) law.
Contravention	A parking contravention is a failure by a motorist to comply with the parking regulations as set out by Traffic Regulation Orders. (TRO)
County Court	The court where a debt is registered following non-payment of a Penalty Charge Notice 14 days after the service of a Charge Certificate. Such debts are registered at the Traffic Enforcement Centre (TEC) at Northampton County Court.
Debt Registration	If payment is not received within 14 days of receipt of a Charge Certificate any outstanding charges owed can be registered as a debt with the Traffic Enforcement Centre. A fee of £7 is added at this stage and an Order for Recovery issued by the Council.
Department for Transport (DfT)	The government department, which is responsible for transport issues, including the issue of Statutory and Operational guidance for Civil Parking Enforcement.

Differential Parking Penalties	The name for the different levels of charges implemented by the Traffic Management Act 2004. High level contraventions are £70 and lower levels are set at £50. The different charges reflect the seriousness of the contravention.
Discount Period	The amount of time given to pay a Penalty Charge Notice at a reduced rate. The penalty charge is reduced by 50% it is paid not later than the last day of a period of 14 days beginning with the date on which the PCN was served.
Driver and Vehicle Licensing Agency (DVLA)	The agency responsible for maintaining records relating to vehicles and drivers in the UK. The DVLA provide the Council with the details of the registered keeper from their database, if the PCN is not paid within 28 days from the date of issue.
Economic Master Plan	Sets the direction for the city's economy over 15 years and the proposed vision for the City.
Local Transport Plan	The plan, which covers the council's proposals for dealing with transport issues.
Notice of Rejection of Representations (NOR)	A letter served by the Council to a motorist following their formal representation against a Notice to Owner, indicating that their representations have been rejected.
Notice to Owner (NtO)	A statutory notice served by the Council on the person believed by them to be the owner/hirer of a vehicle that has been issued with a PCN, in respect of a parking contravention, that remains unpaid after 28 days beginning with the date on which the Penalty Charge Notice was served.
Challenge	The first stage of the appeal process where a motorist can make an informal representation against the issue of a PCN. If the challenge is received during the discount period the 50% discount may be re-offered if unsuccessful.
Off-Street Parking	These are facilities provided through car parks.
On-Street Parking	These are facilities provided on the street (kerbside) for example, pay and display or permit parking places.
Order for Recovery	A statutory notice issued to the motorist informing them an unpaid penalty charge has been registered as a debt at the Traffic Enforcement Centre (TEC) at the County Court.
Park Mark	To be awarded the safer parking status a stringent set of standards has to be met, including patrolling security patrols, good levels of lighting and closed circuit television.  The Safer Parking Award aims to raise security standards within car parks and effectively reduce car related crime.
Penalty Charge Notice (PCN)	A penalty issued to a vehicle that appears to have contravened a parking restriction. A PCN can be affixed to the vehicle, handed to the driver, or on certain circumstances issued by post to the registered keeper/hirer of the vehicle.

Registered Keeper	The person or organisation recorded at the Driver and Vehicle Licensing Agency (DVLA) as being the keeper of a vehicle. Under the concept of “owner liability”, councils may assume that the registered keeper is also the owner of the vehicle for the purposes of enforcement, unless there is clear evidence to the contrary.
Representation	Following receipt of a Notice to Owner the registered keeper may make a formal representation against the issue of a PCN. There are various grounds on which a representation may be made.
Road Traffic Regulation Act 1984 (RTRA 1984)	The Act of Parliament which provided many of the powers for councils to control parking in their area
Road Traffic Act 1991 (RTA 1991)	The Act of Parliament that decriminalised certain parking offences, making them civil contraventions, enforceable by local authorities where a SPA or PPA Order is in force
Special Parking Area (SPA)	An area approved by the Secretary of State for Transport within which the enforcement of parking controls has been decriminalised and where enforcement may therefore be undertaken by the Council.
Traffic Enforcement Centre (TEC)	Any unpaid PCN's are registered at the Traffic Enforcement Centre
Traffic Management Act 2004 (TMA 2004)	An Act of Parliament which repealed the RTA 1991 and replaced it with new laws and regulations giving civil enforcement authority councils some additional powers to control parking. The associated Regulations came into force on 31st March 2008.
Traffic Penalty Tribunal (TPT)	An independent tribunal which was set up to decide appeals against parking appeals, when the appellant's representations to the council have been rejected.
Traffic Regulation Order (TRO)	An official order made by a council under the Road Traffic Act 1984 which details the nature and extent of parking controls within the council's area. It is a contravention of these controls as detailed in a TRO that may give rise to the issuing of a Penalty Charge Notice.
Warrant of Execution	Authority issued by the County Court to enforce an unpaid debt, following registration at TEC. Warrants must be in the possession of a certified bailiff when attempts are made to recover the debt.
Witness Statement	A witness statement is a legal statement from a motorist in response to a County Court Order for Recovery to the effect that in their opinion an earlier stage in the enforcement process has not been complied with. It is a criminal offence to make a false Witness Statement.
Write Off	A PCN is written-off when a Council are unable to pursue the penalty and have to close the case without payment.