

**Parking Control's
Annual Operational Report
and
Local Government Transparency
Code Data
2019/20**



Contents

Item No.		Page No.
1	Introduction	3
2	Strategic context	4
3	Parking Control Team	5
4	Management of On- and Off-Street Parking facilities	6
5	Financial Performance	7
6	Statistical Performance	9
 <u>Tables</u>		
	Table 1 – Parking Account for Financial Year 2019/20	8
	Table 2 – Breakdown of the penalty charge notices issued by foot patrol, mobile CCTV enforcement vehicle and static bus lane camera	9
	Table 3 – Differential charges - Breakdown of the penalty charge level by stage	9
	Table 4 – Breakdown of the penalty charge notices issued for higher and lower level contraventions	10
 <u>Appendices</u>		
	Appendix A – Capacity of controlled On-Street Parking Places by type	11
	Appendix B – List of streets involved in each Permit Zone	12
	Appendix C – Comparison of Financial Performance between financial years 2017/18, 2018/19 and 2019/20	16
	Appendix D – Comparison of Penalty Charge Notices issued by Contravention Code between financial years 2017/18, 2018/19 and 2019/20	17

1. Introduction

The Traffic Management Act 2004 (TMA) imposes a statutory duty on all local traffic authorities to manage their highway network so as to achieve, as far as reasonably practicable and taking into account their other duties and responsibilities, the expeditious movement of traffic (both vehicular and pedestrian) on their highways. An efficient and effective enforcement regime to combat inconsiderate parking, particularly where it impacts on traffic flow, is seen as an essential element in fulfilling this duty.

The main advantages of local authority enforcement of regulations are as follows:

- More effective implementation of parking policies seeking improved traffic flow, better management of traffic levels, fewer accidents, greater turnover of parking spaces and more pleasant streets;
- Quicker response to complaints of parking offences from residents and key stakeholders;
- Better monitoring of the effectiveness and value of parking regulations;
- The ability for local authorities to use revenue from charges to fund parking enforcement with any surplus used for improving off-street parking or other transport related measures.

North Tyneside Council was designated a Decriminalised Parking Authority by Order made under the Road Traffic Act and has been undertaking civil enforcement of parking and waiting restrictions since July 2007.

The regulations accompanying the TMA support improved communication by local authorities of their parking policies, guidelines and performance. It is important that our stakeholders have the relevant information to appreciate what we do, why we do it and how these actions contribute to achieving improvements for our local communities, businesses and residents.

In addition to this, Part 2 of the Local Government Transparency Code 2004 (<http://tinyurl.com/14jpoef>) requires the Authority to publish data relating to its parking management operation that enables our stakeholders to measure performance against that of comparable authorities.

2. Strategic context

'Our North Tyneside Plan 2018 – 2021' sets out our bold ambitions for making North Tyneside and even greater place to live, work and visit by 2021. It focuses on our three key themes – people, place and economy – and has 16 priorities for delivering opportunities for everyone in the borough during this period. It is available to read in full on the Council website at: <https://my.northtyneside.gov.uk/page/19679/our-north-tyneside-plan-2018-2021>

Critical to delivering the ambitions of the Our North Tyneside Plan is transport.

The North Tyneside Transport Strategy covers the period 2017 – 2032 and sets out the overall vision for transport in North Tyneside, with a vision that: *“North Tyneside will have a safe, easy to use, healthy, affordable, accessible and integrated travel and transport infrastructure that works for residents, businesses and visitors effectively and efficiently.”* It sets out five principles which are key to achieving the vision, and a number of aims including to enable parking at the right time, right place and right price.

The full Transport Strategy document can be viewed on the Council website at <https://my.northtyneside.gov.uk/page/19348/transport-strategy-2017-32>

The North Tyneside Parking Strategy sets out our approach to managing parking in the borough. This includes how we will make parking work for our residents, businesses and visitors, to deliver a safe, consistent and transparent parking service. It sets out a number of aims, e.g. to continue to develop parking initiatives with respect to safety around schools; and to enable residents and visitors to make a more informed choice regarding their parking destination.

The full North Tyneside Parking Strategy document can be viewed on the Council website at <https://my.northtyneside.gov.uk/category/1421/parking-strategy-policies-and-operational-reports>

The North Tyneside Network Management Plan sets out how the Authority will manage the highway network efficiently for all road users. It notes that effectively managing parking provision and demand on the highway network is an important aspect of operating a safe and efficient network that serves the needs of all road users.

The full North Tyneside Network Management Plan document can be viewed on the Council website at <https://my.northtyneside.gov.uk/category/822/network-management-plan>

3. Parking Control Team

North Tyneside Council entered into a partnership arrangement with Capita on 1 November 2012 to deliver a number of its technical services, which included Parking Control. As part of this arrangement, all the staff that previously worked in Parking Control were TUPE transferred to Capita to maintain continuity of service. Under the contractual arrangement, strategic direction is set by the Authority while Capita are paid an annual payment for delivery of this service and all income generated from parking operation goes directly to the Authority.

The Parking Control team are responsible for:

- Enforcement of waiting, loading and permitted parking restrictions in on-street and off-street (Car Park) locations;
- Operation of CCTV Enforcement Vehicle;
- Operation of Bus Lane Enforcement Cameras;
- Dealing with appeals to penalty charge notices issued in relation to the above enforcement;
- Management and maintenance of public car parks (42no.)
- Management and maintenance of controlled on-street parking places;
- Cash Collection and banking service from P&D machines (162no.);
- First line response to P&D Faults and management of external maintenance contract
- Administration of Parking Permit Applications;
- Processing of applications for temporary dispensations and suspensions;
- Maintenance of all regulatory lines/signs associated with parking facilities and Waiting/Loading restrictions;
- Management of Traffic Regulation Consolidation Orders relating to Waiting/Loading, Permitted Parking, Off-Street Parking and Bus Lane restrictions in the borough.

In the interests of transparency, the Authority have produced an **Enforcement Activities and Policies** document that provides guidance in the way in which this Authority and its staff carry out parking and bus lane enforcement. This document is available to view on the Council website at <https://my.northtyneside.gov.uk/category/1421/parking-strategy-policies-and-operational-reports>

In conjunction with the above document, the Authority has also produced an **Appeals Processes and Discretion Policies** document that provides guidance on the various stages of Appeal in relation to a Penalty Charge Notice, and on the way in which this Authority and its staff process any such Appeal. This document is available to view on the Council website at <https://my.northtyneside.gov.uk/category/1421/parking-strategy-policies-and-operational-reports>

Requests for new parking restrictions, new permit restrictions, amendments to existing restrictions, white H-bars and advisory disabled bays are dealt with by the officers in the Traffic team. Requests for any of the above can be sent by e-mail to traffic@northtyneside.gov.uk or submitted via the Authority's website at www.northtyneside.gov.uk .

4. Management of On- and Off-Street (Car Park) Parking Facilities

Good quality well designed and properly maintained parking provision is vital to the success of the Authority's Parking Strategy. Through the setting and raising of standards, we believe that providing, managing and, where appropriate, charging for parking needs to be seen in the context of delivering a high standard of service to users.

On-Street Controlled Parking Facilities

The Authority operates a number of controlled on-street parking places, some of which are charged on a 'pay and display' basis. The general principle underpinning on-street pay and display parking is to support a turnover of spaces: this allows convenient access for motorists who wish to make short visits to shops or conduct business and therefore park near to their destination. Considering the limited availability of parking in some areas, it is essential to operate an efficient and effective parking management system.

Details of the current tariff data relating to charged on-street parking places is available on the Authority's website at:

<https://my.northtyneside.gov.uk/category/699/parking-facilities>

Details of the number of controlled On-Street Parking Places by type operating in the borough are available in **Appendix A**.

The Authority operates 40 residents' parking schemes in the borough generating in the region of 11,000 permits. Most of these are zonal restrictions which offering a mixture of areas with permit parking only and 'shared' areas which offer pay and display and permit parking, and the hours of operation reflect local circumstances.

In addition, the Authority offers temporary vouchers for visitors to premises in a residential parking zone.

Details of the type of permit schemes that currently operate in the borough and a guide to the streets involved are listed in **Appendix B**.

Off-Street (Car Parks) Parking Facilities

Off-street parking provision forms an important part of local transport strategies as it offers a key element in managing demand for car use and can reduce congestion on the road network from motorists circulating around streets looking for a parking place.

Whilst convenience to the location of destination may be the primary consideration for a motorist when choosing where to park, they need to be reassured that the vehicle will be safe whilst parked. Regular monitoring by our Civil Enforcement Officers (CEOs) helps to deter criminal activity and anti-social behaviour, reducing motorists' fear of crime.

The Parking Control team maintains and/or enforces 49 of the Authority's public car parks, which are a mixture of free and charged car parks. Details of the available capacity of the individual car park and the current tariff data is available on the Authority's website at:

<https://my.northtyneside.gov.uk/category/699/parking-facilities>

5. Financial Performance

The income from charging of on-street parking – which includes all on-street pay and display parking payments, on-street parking permits and temporary vouchers etc., and all on and off-street Penalty Charge Notices (PCNs) – is ring-fenced and must only be used in accordance with the provisions of section 55 of the Road Traffic Regulation Act 1984 (RTRA), as amended. This restricts the use of any surplus generated strictly to re-investment in the provision and maintenance of the local authority's parking management operations and facilities; or the purposes of highway and road improvements; or the provision or operation of public transport services; or the purposes of environmental improvements, which can include maintaining the appearance of amenity of a road or land in the vicinity of a road.

This does not include limitations on usage of income generated from off-street pay and display or permits arrangements operating within the local authority's car parks. However, in the interests of completeness and transparency, this income has been included in the financial data that has been published in this report.

For clarity purposes, the operational expenditure associated with the parking service is split into three categories:

- The annual costs that the Authority pays Capita for operating and managing the parking service, based on the contractual arrangements established at the commencement of the partnership (this includes salaries and other staffing costs, printing and postage, transport, notice processing management software support costs, maintenance costs of regulatory parking signs/markings, maintenance costs of public car parks, management of the external maintenance contract associated with pay and display machines);
- The costs for which the Authority chose to retain responsibility following the commencement of the partnership arrangement (this includes Electricity charges associated with the EV charging points, non-domestic rates/water and sewerage charges associated with the car parks, lease costs to private landowners associated with car parks operated by the Council for public usage, telephone/SIM charges, payments to external service suppliers i.e. Traffic Enforcement Centre, RingGo, Experian) and a contribution to the Authority's costs for advertisement of Traffic Regulation Orders;
- The costs associated with parking services/systems/improvements introduced after the partnership arrangement commenced (this includes additional staff salaries, annual static camera support costs and software improvements, new equipment e.g. cash counting machine).

In the interests of transparency, comparison data with the financial performance in the previous two financial years has been included in **Appendix C**.

A reduction in the income from Off-street Parking charges between 2018/19 and 2019/20 reflect changes to the tariff arrangements that operate along our Foreshore, or coastal strip. From the 01 April 2019, the Authority reduced the charging hours from 8pm to 6pm to support the evening economy and implemented a £3.00 daily ticket for motorists to complement the existing annual Foreshore Parking Permit. In addition, to support local tourism and encourage people to visit multiple locations along the coastal strip, a more flexible ticket arrangement was introduced whereby a ticket purchased at one charged parking location along the Foreshore is now valid in any other charged parking location along the Foreshore.

Table 1 - Parking Account for Financial Year 01 April 2019 – 31 March 2020

<u>Expenditure</u>	2019/20
Annual payment to Capita relating to the management of Parking Control	£840,368.00
Costs retained by the Council at the commencement of the contract with Capita and paid directly by the Council	£170,457.00
Costs for services implemented after the commencement of the contract with Capita and paid directly by the Council	£388,439.00
Central Support Recharges (controllable and non-controllable)	£192,845.00
MRP (cost relating to spend of surplus / general h'way spend)	£248,542.00
Total	£1,840,651.00
<u>Income</u>	
Off-street Parking	£574,764.00
On-street Parking	£1,105,059.00
Penalty Charge Notices	£955,400.00*
Parking permits, temporary vouchers, suspensions and dispensations	£208,630.00**
Totals	£2,843,853.00
Surplus generated and ring-fenced under section 55 of the RTRA (i.e. exclusive of income from off-street charging)	£428,438.00

*This is the income received from all PCNs (including parking and bus lane contraventions) actually paid in this financial year, some of which may have an issue date of a previous financial year.

**It is not possible to identify the income that has only been received in relation to permits for car parks only or suspension of car parks through our existing management systems. This income has therefore been included in the monies that this Council uses for services that are ring-fenced under section 55 of the RTRA.

6. Statistical Performance

A total of **29,476** on-street, off-street and bus lane PCNs were issued in North Tyneside in the financial year 1 April 2019 - 31 March 2020.

Table 2 provides a breakdown of the PCNs issued by foot patrol, mobile CCTV Enforcement vehicle and static bus lane cameras:

Method of issue	Number of PCNs issued	% of total PCNs issued
PCNs issued by the CEOs on foot patrols	23,873	81%
PCNs issued by the mobile CCTV vehicle	692	2%
PCNs issued by the static bus lane cameras	4,911	17%
Total number of PCNs issued	29,476	

Part 6 of the Traffic Management Act 2004 makes provision for differential charging for civil parking contraventions. The “Civil Enforcement of Parking Contraventions (Guidelines on Levels of Charges) (England) Order 2007 makes provision for:

- Higher/lower penalty charges depending on the type and seriousness of the contravention.

Local Authorities were given the choice of 2 bands. Each Council may only use one band within the local authority area and there is no scope to use a dual band system across areas of the Borough.

This Authority has adopted **Band 2** penalty charges (as below).

Table 3 Differential Charges - a breakdown of the penalty charge level by stage:

(2)	(3)	(4)	(5)	(6)	(7)
<i>Higher level penalty charge</i>	<i>Lower level penalty charge</i>	<i>Higher level penalty charge paid early</i>	<i>Lower level penalty charge paid early</i>	<i>Higher level penalty charge paid after service of charge certificate</i>	<i>Lower level penalty charge paid after service of charge certificate</i>
£70	£50	£35	£25	£105	£75

The Authority chose this Band as it felt it was more likely to:

- Discourage parking on yellow lines and thereby alleviate congestion, improve road safety and contribute towards the expeditious movement of traffic across the Borough;
- Protect parking for key road users such as blue badge holders and residential permit holders;

- Protect dropped kerbs for those persons with mobility problems and parents pushing prams etc.
- Be consistent with the majority of regional partners following consultation and discussion with Local Transport Plan partners and members of the North East Parking Forum.

Further details of which parking contravention code are higher and lower penalties are provided in **Appendix D**. Please note that the contravention codes and descriptions shown are only those contraventions which are applicable to Civil Parking Enforcement in North Tyneside.

Table 4 provides a breakdown of the PCNs issued for the higher and lower level parking contraventions:

Classification of Contravention	No. of PCNs	% of parking PCNs issued
<u>On-Street Parking Contraventions</u>		
Higher Level Contraventions	15,072	61.4%
Lower Level Contraventions	5,131	20.9%
<u>Off-Street Parking Contraventions</u>		
Higher Level Contraventions	650	2.6%
Lower Level Contraventions	3,712	15.1%

The breakdown of PCNs per contravention code in **Appendix D** demonstrates that our CEOs enforce the full spectrum of restrictions across the borough. In the interests of transparency, statistical data relating the previous two financial years has been included for comparison.

The Authority have changed its Notice Processing software system relatively recently. Whilst this has had no impact on the case progression within the new software, due to issues associated with the format/configuration of the case data that was migrated between the two software systems, it is not currently possible to generate reliable 'reports' relating to the number of informal challenges / formal representations / appeals received, the stages that the cases were dealt with by the Council and the percentage that resulted in the subsequent cancellation of the case. This type of information will be provided in future Annual Operational Reports once the cases that were migrated have completely progressed through the new software system i.e. have been closed or paid.

Appendix A – Capacity of Controlled On-street Parking Places by type

- **Charged parking spaces** – 2,094 vehicle spaces
- **Permit parking spaces** - It is not possible to provide the numbers of permit parking spaces available in the borough as the majority of schemes are zonal restrictions offering a mixture of restriction types, some permit holders only areas and some shared use areas. In many of the schemes the permit parking places are not marked into designated bays or the restriction applies to the extent of a narrow back lane or street, so the available capacity will depend on the size of the vehicle and how it parks to ensure that traffic flow is maintained. **Appendix B** lists the type of permit scheme in operation and the streets involved within each Permit Zone.
- **Free Limited Waiting spaces** – 1,274 vehicle spaces
- **Dedicated ‘mandatory’ Disabled spaces** – 140 vehicle spaces
- **Dedicated Police Vehicle spaces** – 9 vehicle spaces
- **Dedicated Ambulance spaces** – 2 vehicle spaces
- **Dedicated Motorcycle spaces** – 10 vehicle spaces (this is only an indication of the number of separate bays as the space is not marked into individual bays and the capacity will depend on how the motorcycles are parked)
- **Dedicated Coach spaces** – 2 bays (this is only an indication of the number of separate bays as the capacity will depend on the size of vehicle loading/unloading)
- **Dedicated Car Club spaces** – 2 vehicle spaces
- **Dedicated RNLI spaces** – 1 vehicle space
- **Dedicated Taxi Bay spaces** – 69 vehicle spaces
- **Standard Loading Bays** – 6 bays (this is only an indication of the number of separate bays as the capacity will depend on the size of vehicle loading/unloading)
- **Loading Bays for Goods Vehicles Only** – 19 bays (this is only an indication of the number of separate bays as the capacity will depend on the size of Goods Vehicle loading/unloading)

Appendix B - List of Streets involved within each Permit Zone

Zone A1 - Burradon Road, Annitsford. This is a permit holder only scheme.

Street included – Burradon Road.

Zone BEN5 – Clydesdale Avenue area, Benton. This is a permit holder only scheme.

Streets included: back lanes of Cambridge Avenue, Clifton Terrace, Clydesdale Avenue, Connaught Gardens, Weardale Avenue.

Zone CC1 – Bank Top Area, Cullercoats This is a permit holder only scheme.

Street included – Bank Top.

Zone CC2 – Beverley Terrace, Cullercoats. This is a permit holder only scheme.

Streets included – Beverley Terrace.

Zone FH1 – Nicholson Terrace area, Forest Hall. This is a permit holder only scheme.

Streets included: Errington Terrace, Nicholson Terrace.

Zone LB1 – Manorfields area, Longbenton. This is a permit holder only scheme.

Streets included: Fairways Avenue, Front Street, Gleneagles Close, Hoylake Avenue, Manor Avenue, Manor Drive, Manor Gardens, Manor Grove, Manor Place, Manor Road, Morrill Court, Muirfield Road, St, Andrews Court, Portrush Way.

Zone LB3 – Chester Avenue Area, Longbenton. This is a permit holder only scheme.

Streets included: Chesters Avenue, Clent Way, Kingsbury Court, Lansbury Court, Maybury Villas, Rosebury Drive, Westbury Court, West Farm Wynd.

Zone MN1 – Kenilworth Road, Monkseaton. This is a shared use restriction involving limited waiting with an exemption for permit holders.

Streets included – Kenilworth Road

Zone NS1- William Street area, North Shields. This is a mixture of shared use restrictions involving pay and display and limited waiting with an exemption for permit holders.

Streets included: Little Bedford Street, Railway Terrace, Rudyerd Street, Stanley Street, Waterville Terrace, Wellington Street West, William Street, William Street West.

Zone NS2 – Alma Place area, North Shields. This is a mixture of permit holder only areas and Pay & Display with an exemption for permit holders.

Streets included: Campville, Cleveland Terrace, Cromwell Terrace, South Preston Grove, Albion Road West, Brightman Road, The Chase, Rosella Place, Ashfield Grove, Springfield, Lovaine Terrace, Fenwick Terrace, Frank Place, Alma Place, Grosvenor Mews, Waterloo Place, Preston Road, Ayes Terrace. (Spring Terrace – Mon – Sat. 8.30am to 5.30pm)

Zone NS3 – Beaumont Street area, North Shields. This is a mixture of permit holder only areas and shared use restrictions, involving Pay & Display and Limited Waiting with an exemption for permit holders.

Streets included: Beaumont Street, Bedford Street, Cecil Street, Church Way, Lovaine Place, Newcastle Street, Nile Street, Northumberland Square, Upper Camden Street, West Percy Street, Widdrington Terrace.

Zone NS4 – Drummond Terrace area, North Shields. This is a permit holder only scheme.

Streets included: Drummond Terrace, Fontburn Terrace, Keilder Terrace, Military Road.

Zone NS5 – Upper Howard Street area, North Shields. This is a mixture of permit holder only areas and shared use restrictions, involving Pay & Display and Limited Waiting with an exemption for permit holders.

Streets included: back lane of Howard Street, George Street, Howard Street, Norfolk Street, Stephenson Street, Suez Street, Upper Pearson Street.

Zone NS6 – Rothbury Terrace, North Shields. This is a shared use scheme involving limited waiting with an exemption for permit holders.

Streets included: Rothbury Terrace

Zone NS7 - Lower Howard Street area, North Shields. This is a mixture of permit holder only areas and shared use restrictions, involving Pay & Display and Limited Waiting with an exemption for permit holders.

Streets included: Bedford Street, Borough Street, Borough Road, Camden Street, Howard Street, Little Bedford Street, Norfolk Street, Lower Rudyerd Street, Rudyerd Street, Union Street.

Zone NS8 – Dockwray Square area, North Shields. This is a mixture of permit holder only areas and shared use restrictions, involving Pay & Display with an exemption for permit holders.

Streets included: Beacon Street, Dockwray Close, Dockwray Square, Hudson Street, Linskill Street, Stephenson Street, Tyne Street.

Zone NS9 – Hawkeys Lane area, North Shields. This is a permit holder only scheme.

Streets included: Appleby Court, Hawkey's Lane

Zone NS10 – Bell Street area, North Shields. This is a shared use scheme involving P&D restrictions with an exemption for permit holders.

Streets included: Bell Street, Union Quay

Zone NS11 – Barnstaple Road, North Shields. This is a shared use scheme involving a limited waiting restriction with an exemption for permit holders.

Streets included: Barnstaple Road

Zone SPA1 – Spa Access Ramp, Tynemouth. This is a permit holder only scheme.

Streets included: Spa Access

Zone TM1 – Tynemouth Village streets adjacent to commercial core area, Tynemouth. This is a permit holder only scheme.

Streets included: Allendale Place, back Prudhoe Terrace, Bath Terrace, Colbeck Terrace, Hotspur Street, Huntingdon Place, Lovaine Row, Middle Street, Newcastle Street, Newcastle Terrace, Percy Street, Prudhoe Terrace, Silver Street, Stephenson Street.

Zone TM2 – Tynemouth Village streets on periphery of commercial core area, Tynemouth. This is a permit holder only scheme.

Streets included: Argyle Street, Albury Park Road, back Shipley Road, Beanley Crescent, Birtley Avenue, Brislee Avenue, Denwick Terrace, Horsley Terrace, Hotspur Street, Hulne Avenue, King Edwards Road, Latimer Street, Mariners Lane, Mariners Point, Northumberland Terrace, Oxford Street, back lane of Percy Gardens, Percy Park, Percy Park Road, Prior Terrace, Seafield View, Shipley Road, Station Villa, Stanwick Street, St Albans Place, Syon Street, The Mews, Tynemouth Place, Tynemouth Road, Tynemouth Terrace, Warkworth Terrace.

Zone TM3 – Front Street, Tynemouth. This is a shared use scheme involving P&D restrictions with an exemption for permit holders.

Streets included: Front Street

Zone WB1 – Whitley Road area, Whitley Bay. This is a mixture of permit holder only areas and shared use restrictions, involving Pay & Display and Limited Waiting with an exemption for permit holders.

Streets included: Algernon Place, Clifton Terrace, Egremont Place, Fern Avenue, Jesmond Terrace, Laburnum Avenue, Station Road, back lane of The Crescent.

Zone WB2 – Roxburgh Terrace area, Whitley Bay. This is a mixture of permit holder only areas and shared use restrictions, involving Pay & Display with an exemption for permit holders.

Streets included: Beach Avenue, Coquet Avenue, back lane of Elmwood Grove, Holly Avenue, Marine Gardens, Park Parade, Roxburgh Terrace.

Zone WB3 – Oxford Street area, Whitley Bay This is a mixture of permit holder only areas and shared use restrictions, involving Pay & Display with an exemption for permit holders.

Streets included: Brook Gardens, Brook Street, back lanes of Cambridge Avenue, back lanes of Charles Avenue, back lanes of Mason Avenue, North Parade, Ocean View, Oxford Street, back lanes of South Parade

Zone WB4 – Eastbourne Gardens area, Whitley Bay. This is a permit holder only scheme.

Streets included: Ashfield Grove, Bideford Gardens, Bournemouth Gardens, Cliftonville Gardens, Clovelly Gardens, Cromer Gardens, Davison Avenue, Eastbourne Gardens, Glendale Avenue, Ventnor Gardens.

Zone WB5 – Duchess Street/Duke Street area Whitley Bay. This is a mixture of permit holder only areas and shared use restrictions, involving Pay & Display and Limited Waiting with an exemption for permit holders.

Streets included: back lane of Alnwick Avenue, Beech Grove, back lane of Countess Avenue, Duchess Street, Duke Street, back lane of Percy Avenue, The Avenue, back lane of Warkworth Avenue.

Zone WB6 – Grosvenor Drive area, Whitley Bay. This is a mixture of permit holder only areas and shared use restrictions, involving Limited Waiting with an exemption for permit holders.

Streets included: Kings Drive, Queens Drive, Grosvenor Drive.

Zone WB7 – Esplanade area, Whitley Bay. This is a mixture of permit holder only areas and shared use restrictions, involving Limited Waiting with an exemption for permit holders.

Streets included: back lanes of Esplanade, Esplanade Place, back lanes of Percy Road, Styan Avenue.

Zone WB8 – Unnamed lane to the west side of the Whitley Bay Service Centre. This is a permit holder only scheme.

Streets included: Unnamed lane to the west side of the Whitley Bay Service Centre

Zone WD1 – North Road/Park Road area, Wallsend. This is a mixture of permit holder only areas and shared use restrictions, involving Pay & Display and Limited Waiting with an exemption for permit holders.

Streets included: Beech Grove, Hawthorn Grove, Laburnum Avenue, North Road, Park Road, Woodbine Avenue.

Zone WD2 – Park Avenue/Park View area, Wallsend. This is a permit holder only scheme.

Streets included: Park Avenue, Park Terrace, Park View.

Zone WD3 – Elton Street East area, Wallsend. This is a mixture of shared use schemes involving P&D and Limited Waiting with an exemption for permit holders.

Streets included: Elton Street East, Equitable Street.

Zone WD4 – Coronation Street area, Wallsend. This is a mixture of permit holder only areas and shared use restrictions, involving Pay & Display and Limited Waiting with an exemption for permit holders.

Streets included: Coronation Street, Ferndale Avenue, back lane of Park Road.

Zone WD6 – Holly Avenue/Laurel Street area, Wallsend. This is a mixture of permit holder only areas and shared use restrictions, involving Pay & Display and Limited Waiting with an exemption for permit holders.

Streets included: Chestnut Street, Holly Avenue, Laurel Street, Park Road, Vine Street.

Zone WD8 – Hugh Street area, Wallsend. This is a mixture of permit holder only areas and shared use restrictions, involving Limited Waiting with an exemption for permit holders.

Streets included: Atkinson Street, Carville Road, Hugh Street.

Zone WD9 - Embleton Avenue area, Wallsend. This is a shared use scheme involving Limited Waiting with an exemption for permit holders.

Streets included: Embleton Avenue.

Zone WD12 – Bath Close/Bingley Close, Wallsend. This is a shared use scheme involving Limited Waiting with an exemption for permit holders.

Streets included: Access road between Bath Close/Bingley Terrace.

Zone WD13 – Rae Avenue, Wallsend. This is a permit holder only scheme.

Streets included: Rae Avenue.

The above information is provided as a guide only and is not a definitive list of the streets or areas included in each individual scheme or the households that are eligible to apply for a permit for that specific zone. The permit parking arrangements may also only apply to part of the street listed.

Details of the properties that are eligible to apply for a permit for each zone by virtue of the relevant Traffic Regulation Order associated with that scheme can be obtained by contacting Parking Control by e-mail at Parkingcontrol@northtyneside.gov.uk

Application forms and Notes for Guidance relating to all Permit Types and Temporary Vouchers are available to download on the Council website at <https://my.northtyneside.gov.uk/category/161/parking-permits>

Appendix C – Comparison of financial performance between 2017/18, 2018/19 and 2019/20

<u>Expenditure</u>	2017/18	2018/19	2019/20
Annual payment to Capita relating to the management of Parking Control	£840,368.00	£840,368.00	£840,386.00
Costs retained by the Council at the commencement of the contract with Capita and paid directly by the Council	£233,440.51	£198,374.77	£170,457.00
Costs for services implemented after the commencement of the contract with Capita and paid directly by the Council	£185,054.00	£185,081.00	£388,439.00
Central Support recharges (Controllable and non-controllable)	£192,845.00	£192,845.00	£192,845.00
MRP (cost relating to spend of surplus/general highway spend)	£248,542.00	£248,542.00	£248,542.00
Total	£1,700,249.51	£1,665,210.77	£1,840,651.00
<u>Income</u>			
Off-street Parking charges	£602,682.00	£835,597.00	£574,764.00
On-street Parking charges	£1,069,347.00	£928,454.00	£1,105,059.00
Penalty Charge Notices	£651,607.00	£969,425.00	£955,400.00
Parking permits, temporary vouchers, suspensions and dispensations	£73,774.00	£148,051.00	£208,630.00
Totals	£2,397,190.00	£2,881,527.00	£2,843,853.00

Appendix D – Comparison of PCNs issued by Contravention Code between financial years 2017/18, 2018/19 and 2019/20

	Differential level	2017/18	2018/19	2019/20
		No. of PCNs issued	No. of PCNs issued	No. of PCNs issued
On Street Contraventions				
01 - Parked in a restricted street during prescribed hours	Higher	1,642	2,037	2,070
02 - Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	Higher	342	319	185
05 - Parked after the expiry of paid for time	Lower	480	1,140	499
06 - Parked without payment clearly displaying a valid pay & display ticket	Lower	49	92	59
11 - Parked without payment of the parking charge	Lower	799	1,409	632
12 - 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 parking place	Higher	6,175	4,786	3,575
16 - Parked in a permit space without displaying a valid permit	Higher	7	3,486	5,207
19 - Parked in a residents' or shared use parking place or zone displaying an invalid permit, an invalid voucher or an invalid pay and display ticket	Lower	1,077	1,299	1,942
21 - Parked wholly or partly in a suspended bay or space	Higher	1	2	9
22 - Re-parked in the same parking place or zone within a restricted period	Lower	31	66	113
23 - Parked in a parking place or area not designated for that class of vehicle	Higher	959	1,038	1,257
24 - Not parked within the markings of the bay or space	Lower	626	522	313
25 - Parked in a loading place during restricted hours without loading	Higher	135	103	98
26 - Parked more than 50cm from the edge of the carriageway and not within a designated parking place	Higher	64	48	32
27 - Parked adjacent to a dropped kerb	Higher	642	878	979
30 - Parked for longer than permitted	Lower	791	1,194	1,573
34 - Being in a bus lane	Not applicable	4,477	5,725	4,911
40 - Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	Higher	444	467	446
42 - Parked in a parking place designated for police vehicles	Higher	17	40	38
45 - Parked in a parking place designated for taxis	Higher	117	121	201
47 - Stopped on a restricted bus stop or stand	Higher	315	767	430
48 - Stopped on a School Keep Clear	Higher	301	422	427
99 - Stopped on a pedestrian crossing or crossing area marked by zig-zags	Higher	70	125	118

	Differential level	2017/18	2018/19	2019/20
		Number of PCNs issued	Number of PCNs issued	Number of PCNs issued
Off Street Contraventions				
70 - Parked in a loading area during restricted hours without a reasonable cause	Higher	9	28	10
71 - Parked in an electric vehicle charging place during restricted hours without charging	Higher	11	11	4
73 - Parked without payment of the parking charge	Lower	2,241	2,329	1,777
74 - Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited	Higher	2	0	0
80 - Parked for longer than the maximum period permitted	Lower	245	253	279
81 - Parked in a restricted area in a car park	Higher	17	4	0
82 - Parked after the expiry of paid for time	Lower	392	557	234
83 - Parked in a car park without clearly displaying a valid pay and display ticket	Lower	188	450	251
85 - Parked in a permit bay without clearly displaying a valid permit	Higher	39	25	29
86 - Parked beyond the bay markings	Lower	967	1,059	1,065
87 - Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	Higher	465	736	473
90 - Re-parked within a restricted period in a car park	Lower	23	16	17
91 - Parked in a space or area within a car park not designated for that class of vehicle	Higher	149	86	134
95 - Parked in a parking place for a purpose other than the designated purpose for the parking place	Lower	23	97	89
	Total	24,332	31,737	29,476

If you wish to provide any feedback on the content of this report then you can do so by e-mail to Parking Control at parkingcontrol@northtyneside.gov.uk