

# **Parking Control's Annual Operational Report and Local Government Transparency Code Data 2020/21**



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## 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](#) 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** sets out our bold ambitions for making North Tyneside an even greater place to live, work and visit by 2024. It focuses on our three key themes – people, place and economy – and has 16 priorities for delivering positive opportunities for everyone in the borough over the next three years.

The plan is also focused on ensuring the council works better for residents by improving how we do things and offering residents opportunities to volunteer, be more independent and do more for their local communities.

You can read the Plan in full on the [council website](#)

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

The **North Tyneside Transport Strategy** covers the period 2017 – 2032. The strategy seeks to ensure *“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”* and sets out five principles which are key to achieving this, and a number of aims including *‘to enable parking at the right time, right place and right price’*.

You can read the Strategy in full on the [council website](#)

A key aim for both our Transport Strategy and the North Tyneside Local Plan is to develop a road network that meets the current and future needs of those travelling to, from, and through North Tyneside. The **Network Management Plan** sets out how the Authority intend to “manage the peaks” in highway operations through a combination of: investing in further network improvements at strategic locations, managing demand through supporting improved journey decision making, delivering behavioural change initiatives, and using technology to efficiently and equitably manage network demands

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.

You can read the Plan in full on the [council website](#)

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.

You can read the Parking Strategy in full on the council website at:

<https://my.northtyneside.gov.uk/category/1421/parking-strategy-policies-and-operational-reports>

### **3. Effects of Covid-19**

The Covid-19 pandemic created a profound economic and social shock that will not be straightforward or quick to recover from. During the past year, it has reshaped travel patterns, with motor traffic volumes distributed more to the middle of the day rather than the traditional peak hours; much reduced public transport patronage combined with reduced capacity on board public transport to support social distancing; increased participation in cycling and walking; increased home working and more vehicle movements associated with home delivery.

Following the start of the first Covid-19 lockdown motor traffic flows in North Tyneside decreased to 58% below previous levels (March 2019 baseline). As at May 2021 the total motor traffic flows in North Tyneside were 5% greater than previous levels (March 2019 baseline), although distributed differently throughout the day, with the return of a morning peak but less of an evening peak.

Bus patronage in April 2021 was 44% of pre Covid-19 expected levels (provisional figure) and Metro patronage was 43% of pre Covid-19 levels: these figures compare with 11% and 5% respectively in April 2020. Shields Ferry patronage in April 2021 was 54% of pre Covid-19 expected levels compared with 5% in April 2020 (previously the ferry service was suspended in February-March 2021 for repairs to the ferry landing; a reduced timetable with no Sunday service was introduced in part of 2020/21 when travel was limited by Covid-19 restrictions). For public transport services, the loss of revenue from ticket sales has been substantial, with most being sustained by temporary Covid-related grant funding: operators now face the challenge of attracting customers back to public transport.

Cycling is becoming even more important as a way of getting around North Tyneside, with cycling trips increasing by 59% in the last year, much higher growth than was seen in Tyne and Wear as a whole. This was enabled in part by temporary cycling schemes including the 4km pop-up cycleway along the coastal strip. To support the growth in everyday cycling in North Tyneside, the Authority continues to invest in cycling infrastructure and continues to seek opportunities to improve our cycling network. This is demonstrated through the upcoming investment in the 14km of new strategic cycle network to be delivered between 2021 and 2023.

#### **3.1 Covid-19 Response**

##### **3.1.1 Lockdown phase (March – May 2020)**

The Authority acted to support the immediate Covid-19 response. For example, public car parks were closed to traffic to support social distancing.

Parking enforcement, cash collection and permit management services were suspended, with staff reallocated to other activities to support the Authority's Covid-19 response, and enforcement agent (bailiff) services were also suspended. Other than immediate response services, other highway services were initially stood down until the appropriate Covid-secure working practices could be introduced.

### 3.1.2 Immediate “**restart**” phase (May – September 2020)

#### **Road safety and parking**

Public car parks were re-opened, with safety notices installed to highlight social distancing requirements, and a phased approach was taken to the re-introduction of parking enforcement, with priority given to the enforcement of yellow line restrictions. The 2-hour limit on length of stay in town centre car parks were suspended to support travel by key workers and the Authority supported the implementation of key worker parking permits for NHS staff. The cash collection service was reinstated with staff undertaking daily cleaning of the pay and display machines to reduce the potential for virus transmission. The Permit Management service was reinstated, albeit operating temporary arrangements until the new permit management software went live. The School Crossing Patrol (lollipop person) service was re-introduced, working with the schools and with Covid-secure working practices in place. The Authority also worked with schools and transport providers to promote walking and cycling to school, in order to manage the demand for increased car use and recognise that the capacity of school bus services was limited despite the provision of some additional vehicles.

#### **Emergency Active Travel Fund (EATF)**

The Authority introduced a number of temporary schemes in our town centres and along the coastal strip to support local businesses, provide space for outdoor queuing and seating, assist with social distancing and recognise the greater numbers of people cycling and walking. These included reserving a section of the Fish Quay mainly for walking and cycling with limited motor vehicle access, and reallocating road space along the coastal strip to create a protected cycle route suitable for family cycling until the end of the Summer-Autumn season in November 2020.

#### **Pavement licensing**

Following the introduction of new legislation in July 2020, the Business and Planning Act, in order to support the hospitality sector, a new fast-track procedure was brought into immediate effect. This allows cafés, pubs and restaurants to apply for a ‘pavement licence’ to place removable chairs and tables outside their premises up to September 2021 (details available on the Authority’s website). As of May 2021, 50 such applications have been approved.

### 3.1.3 Medium “**transition**” phase (October 2020 to March 2021)

During this period, the Authority continued to keep transport services under review, working with partners, and adjusting its working practices in response to local and national Covid-19 restrictions.

### 3.1.4 Long term “**rebuild and grow**” phase (April 2021 – July 2021 linked to Government guidance)

The focus on this period has been on opportunities to support ‘An Ambition for North Tyneside’, the Authority’s Regeneration Strategy; working with regional partners on the delivery of the objectives in the recently adopted North East Transport Plan; responding to develop and implement local transport schemes which provide bus, cycling and walking improvements; and working with bus operators and the public transport sector on the future development of services.

## 4. 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](mailto:traffic@northtyneside.gov.uk) or submitted via the [council website](#)

## 5. 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 council website at: <https://my.northtyneside.gov.uk/category/704/street-car-parks>

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 council website at: <https://my.northtyneside.gov.uk/category/704/street-car-parks>



## 6. 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**.

**Table 1 - Parking Account for Financial Year 01 April 2020 – 31 March 2021**

<b><u>Expenditure</u></b>	<b>2020/21</b>
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	£127,580.00
Costs for services implemented after the commencement of the contract with Capita and paid directly by the Council	£310,233.00
Central Support Recharges (controllable and non-controllable)	£192,845.00
MRP (cost relating to spend of surplus / general h'way spend)	£269,621.00
<b>Total</b>	<b>£1,740,647.00</b>
<b><u>Income</u></b>	
Off-street Parking	£783,045.00
On-street Parking	£602,923.00
Penalty Charge Notices	£439,369.00*
Parking permits, temporary vouchers, suspensions and dispensations	£230,775.00**
<b>Totals</b>	<b>£2,056,112.00</b>
Surplus generated and ring-fenced under section 55 of the RTRA (i.e. exclusive of income from off-street charging)	<b>£315,465.00</b>

\*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.

## 7. Statistical Performance

A total of **20,684** on-street, off-street and bus lane PCNs were issued in North Tyneside in the financial year 1 April 2020 - 31 March 2021.

**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	17,871	86.3%
PCNs issued by the mobile CCTV vehicle	471	2.3%
PCNs issued by the static bus lane cameras	2,350	11.4%
<b>Total number of PCNs issued</b>	<b>20,692</b>	

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:

<b>Classification of Contravention</b>	<b>No. of PCNs</b>	<b>% of parking PCNs issued</b>
<u>On-Street Parking Contraventions</u>		
Higher Level Contraventions	9,992	75.6%
Lower Level Contraventions	3,221	24.4%
<u>Off-Street Parking Contraventions</u>		
Higher Level Contraventions	521	10.2%
Lower Level Contraventions	4,608	89.8%

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.

## 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. Albany Avenue, Allandale Avenue, Station Road, 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. Oakfield terrace, Killingworth Road.*

**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, Manor Walk, Morritt 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 – Front Street, 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, Saville Street West, 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: Cleveland Road, Cleveland Terrace, Cromwell Terrace, Etal Court, South Preston Grove, Albion Road West, Brightman Road, The Chase, Rosella Place, Ashfield Grove, Springfield, Spring Gardens Court, Lovaine Terrace, Fenwick Terrace, Frank Place, Alma Place, Grosvenor Mews, Waterloo Place, Preston Road, Ayes Terrace. (and Spring Terrace on 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, Bedford Terrace, Cecil Street, Church Way, Lovaine Place, Newcastle Street, Nile Street, Northumberland Square, Upper Camden Street, West Percy Street, Widdrington Terrace, Sidney Street, South Preston Terrace.*

**Zone NS4 – Drummond Terrace area, North Shields.** This is a permit holder only scheme.  
*Streets included: Brandling Terrace, Drummond Terrace, Fontburn Terrace, Kielder 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, Saville 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 Road, Camden Street, Howard Street, Little Bedford Street, Norfolk Street, Lower Rudyerd Street, Rudyerd Street, Union Street, Gardner Place, Saville Street, Saville Street West.*

**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, Renaissance Point.*

**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 Business permit holder only scheme.  
*Streets included: Businesses operating on Spa Access (southern ramp) or from the beach*

**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 Terrace, Percy Street, Prudhoe Terrace, Silver Street, Stephenson Street, The Arcade, Back Front Street, Collingwood Terrace, Felton Terrace, Front Street, Latimer Street, Manor Road, Northumberland Terrace, Percy Park Road, Prior Terrace, St Albans Place, Tynemouth Place, Tynemouth Road, Tynemouth Terrace, King Edwards House and East Street (limited to 1 Visitor permit only).*

**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, Mariners Lane, Mariners Point, Oxford Street, back lane of Percy Gardens, Percy Park, Percy Park Road, Seafield View, Shipley Road, Station Villa, Stanwick Street, Syon Street, The Mews, 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, Albany Gardens, Albert Terrace, Alexandra Terrace, Clarence Crescent, Crescent Vale, Marden Road, Trewitt Road, Victoria Mews, Victoria Terrace, Waterford Crescent, Whitley Road.*

**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, Marine Avenue, Park Avenue, Park View.*

**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, East Parade, Park Avenue, South Parade, York Road.*

**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, Briar Avenue, Ilfracombe Gardens, Marine Avenue, The Links, Norham Road, Marine Avenue, Park View.*

**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 Alwick 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. Norham Road, Park View.*



**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 Avenue, Esplanade Place, Linden Terrace, Southleigh, Victoria Avenue, Whitley Road, back lanes of Percy Road, Styan Avenue.*

**Zone WB8 – Unnamed lane to the west side of the Whitley Bay Service Centre.** This is a Business 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, High Street East, Station Road.*

**Zone WD2 – Park Avenue/Park View area, Wallsend.** This is a permit holder only scheme.  
*Streets included: Park Avenue, Park Terrace, Park View, Station Road.*

**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. High Street East, Croft Avenue, Sunningdale Avenue.*

**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, Coach Road, High Street East, Oak Grove, Station Road, Sycamore 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, Atkinson Street, Boarder Road, Frank 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 Close.*

**Zone WD13 – Rae Avenue, Wallsend.** This is a permit holder only scheme.  
*Streets included: Rae Avenue, Mullen Road (No.20 only).*

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](mailto: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](#)

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

<u>Expenditure</u>	2018/19	2019/20	2020/21	
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	£198,374.77	£170,457.00	£170,457.00	
Costs for services implemented after the commencement of the contract with Capita and paid directly by the Council	£185,081.00	£388,439.00	£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	
	<b>Total</b>	<b>£1,665,210.77</b>	<b>£1,840,651.00</b>	<b>£1,840,651.00</b>
<u>Income</u>				
Off-street Parking charges	£835,597.00	£574,764.00	£515,605.00	
On-street Parking charges	£928,454.00	£1,105,059.00	£566,490.00	
Penalty Charge Notices	£969,425.00	£955,400.00	£498,113.00	
Parking permits, temporary vouchers, suspensions and dispensations	£148,051.00	£208,630.00	£230,775.00	
	<b>Totals</b>	<b>£2,881,527.00</b>	<b>£2,843,853.00</b>	<b>£1,810,933.00</b>

## Appendix D – Comparison of PCNs issued by Contravention Code between financial years 2018/19, 2019/20 and 2020/21

	Differential level	2018/19	2019/20	2020/21
		No. of PCNs issued	No. of PCNs issued	No. of PCNs issued
<b>On Street Contraventions</b>				
01 - Parked in a restricted street during prescribed hours	Higher	2,037	2,070	1,435
02 - Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	Higher	319	185	176
05 - Parked after the expiry of paid for time	Lower	1,140	499	190
06 - Parked without payment clearly displaying a valid pay & display ticket	Lower	92	59	50
11 - Parked without payment of the parking charge	Lower	1,409	632	986
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	4,786	3,575	2,686
16 - Parked in a permit space without displaying a valid permit	Higher	3,486	5,207	3,134
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	1,299	1,942	767
21 - Parked wholly or partly in a suspended bay or space	Higher	2	9	0
22 - Re-parked in the same parking place or zone within a restricted period	Lower	66	113	58
23 - Parked in a parking place or area not designated for that class of vehicle	Higher	1,038	1,257	665
24 - Not parked within the markings of the bay or space	Lower	522	313	194
25 - Parked in a loading place during restricted hours without loading	Higher	103	98	62
26 - Parked more than 50cm from the edge of the carriageway and not within a designated parking place	Higher	48	32	15
27 - Parked adjacent to a dropped kerb	Higher	878	979	510
30 - Parked for longer than permitted	Lower	1,194	1,573	976
34 - Being in a bus lane	Not applicable	5,725	4,911	2,350
40 - Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	Higher	467	446	448
42 - Parked in a parking place designated for police vehicles	Higher	40	38	23
45 - Parked in a parking place designated for taxis	Higher	121	201	146
47 - Stopped on a restricted bus stop or stand	Higher	767	430	438
48 - Stopped on a School Keep Clear	Higher	422	427	168
99 - Stopped on a pedestrian crossing or crossing area marked by zig-zags	Higher	125	118	86

	Differential level	2017/18	2018/19	2019/20
		Number of PCNs issued	Number of PCNs issued	Number of PCNs issued
<b>Off Street Contraventions</b>				
70 - Parked in a loading area during restricted hours without a reasonable cause	Higher	28	10	5
71 - Parked in an electric vehicle charging place during restricted hours without charging	Higher	11	4	15
73 - Parked without payment of the parking charge	Lower	2,329	1,777	3,005
74 - Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited	Higher	0	0	0
80 - Parked for longer than the maximum period permitted	Lower	253	279	15
81 - Parked in a restricted area in a car park	Higher	4	0	2
82 - Parked after the expiry of paid for time	Lower	557	234	335
83 - Parked in a car park without clearly displaying a valid pay and display ticket	Lower	450	251	612
85 - Parked in a permit bay without clearly displaying a valid permit	Higher	25	29	30
86 - Parked beyond the bay markings	Lower	1,059	1,065	534
87 - Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	Higher	736	473	212
90 - Re-parked within a restricted period in a car park	Lower	16	17	0
91 - Parked in a space or area within a car park not designated for that class of vehicle	Higher	86	134	257
95 - Parked in a parking place for a purpose other than the designated purpose for the parking place	Lower	97	89	107
	<b>Total</b>	<b>31,737</b>	<b>29,476</b>	<b>20,692</b>

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](mailto:parkingcontrol@northtyneside.gov.uk)