

Parking Control's Annual Operational Report and Local Government Transparency Code Data 2021/22

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North Tyneside Council

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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 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 2025. It focuses on five themes aimed at creating a North Tyneside that is thriving, family-friendly, caring, secure and green. Each of the five themes has a clear set of policy priorities.

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 was originally adopted in 2017 and an updated version was approved by Cabinet on 18 October 2021. 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](#)

On average, 96% of the lifetime of a car is spent parked, and parking management is an ongoing challenge. 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.

Parking forms an integral part of the Authority’s transport strategy for the borough. It is essential that parking controls are transparent and consistently applied. This will become even more important as the regeneration of the borough brings new challenges and opportunities.

The strategy also sets out a transparent assessment procedure for considering requests for restrictions and permits: this aims to reduce the assessment time and allow prompt decisions to be taken, with clear next steps shared with an applicant.

This approach applies a “Solutions Tool” to any request, that identifies the source of the problem and seeks to resolve inconsiderate parking through engagement first before resorting to restriction measures. When inconsiderate parking is causing an acute road safety or access restriction for services these requests will be expedited. If engagement is unsuccessful at reducing the scale of the problem, then requests would still result in restrictions being considered.

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

3. Effects of Covid-19

The Covid-19 pandemic created a profound economic and social shock and the recovery from this is continuing. It reshaped travel patterns across the UK, with motor traffic volumes more evenly distributed throughout 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.

From April 2021 the Government gradually relaxed and removed the Covid-19 restrictions in force: restrictions on limitations for mixing outdoors were relaxed in May, and most legal limits on social contact were removed in July. Since then, more people have resumed making regular journeys, such as to offices and retail stores.

As of Spring 2021, overall traffic volumes had returned to at or above pre-Covid levels. However, travel patterns were substantially reshaped, 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.

3.1 The Authority's Covid-19 Response

The Authority has continued to deliver a number of measures during 2021-22 such as:

- Pavement licences to allow cafes, pubs and restaurants to place removable chairs and tables outside of their premises. The Authority currently has 37 active temporary pavement licences that are due to expire in September 2022. From October 2022 businesses will be able to apply for permanent licences.
- During the 2021/22 financial year the Authority was successful in obtaining external funding from the Department for Transport's Capability Fund, which includes the promotion of active travel with schools and businesses. The Authority also secured funding to purchase pedal-powered, electrically assisted e-cargo bikes, which have subsequently been loaned to local businesses to further promote sustainable travel.

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 (5no.);
- Dealing with appeals to penalty charge notices issued in relation to the above enforcement;
- Management and maintenance of public car parks (41no.)
- Management and maintenance of controlled on-street parking places;
- Cash Collection and banking service from P&D machines (150no.);
- 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](#)

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](#)

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 [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, the Council believes 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](#)

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

The Authority operates 42 residents' parking schemes in the borough generating around 10,000 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 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 41 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](#)

Annual permits are available in many of the car parks that provide an exemption to the parking charge or the restriction on any time limit that may be in operation. A 6 or 12 months

'Foreshore permit' is also available for that enables the motorist to park in any charged parking facility along the coastal strip.

Cashless Parking Services

The Council remains firmly committed to delivering the best value for money to our residents and visitors to the Borough. It is believed that cashless parking services provide an excellent option for our visitors and residents.

Whilst travel behaviours were obviously dramatically changed during the pandemic usage of cashless payment options for parking, and more widely over all areas of retail and hospitality, continued to grow.

The use of our cashless parking services continues to increase and has saw a significant growth over the previous the year.

As more and more customers are choosing to pay electronically over cash for all their purchases, we need to adapt and make sure we offer a convenient way to all of customers to buy their parking needs.

Along the Foreshore, or coastal strip, which experienced high volumes of vandalism and theft of machines prior to the pandemic, we have replaced many of the coin only machines with card payment only machines, which have proven extremely reliable. Due to the volumes of machines involved, this replacement programme will be undertaken over a number of years, with all the off-street and on-street machines converted to cashless machines by the end of 2022/23.

We have also offered a Mobile Phone Payment option at all our charged parking since 2012 and customer usage of this service has increased year on year as motorists become more comfortable with the security and convenience that the system offers.

Table 2 – Comparison of parking payments made via the Mobile Phone Payment option (RingGo)

Months	Number of parking sessions purchased			Parking Income		
	2019/20	2020/21	2021/22	2019/20	2020/21	2021/22
April	10,081	444	23,266	£19,870	£637	£41,572
May	9,628	6,925	26,033	£18,472	£13,697	£46,657
June	9,162	11,892	29,159	£17,783	£23,098	£54,373
July	10,625	17,167	33,632	£21,353	£35,163	£63,304
August	13,298	22,610	37,720	£28,026	£47,416	£72,384
September	9,520	17,081	29,624	£18,323	£33,154	£52,821
October	8,484	16,919	30,186	£15,499	£31,847	£52,316
November	7,979	16,334	24,986	£14,939	£29,830	£41,609
December	8,946	18,122	27,505	£17,688	£32,070	£45,731
January	9,876	13,985	32,183	£18,685	£24,476	£55,859
February	10,881	14,558	29,629	£20,412	£25,822	£49,677
March	8,577	19,183	34,420	£15,554	£33,984	£58,117
Total	117,057	175,220	358,343	£226,605	£331,194	£634,420

We will continue to offer coin payment only machines in our town centres due to the low tariff value offered compared to the corresponding card payment fee charged by the card payment provider to the Authority however where possible we will seek to rationalise the numbers of pay and display machines in our existing schemes in future, responding to the increasing uptake of cashless options by customers.

This has benefits for public realm (keeping the streetscape clear), and delivers a saving to the Authority, in reduced operating costs, which in turn can be used to support other key transport initiatives across the Borough.

6. New initiatives and innovation that impacted on Parking during 2021/22

- During 2021/22 the Authority produced its **Zero Emission Vehicles Strategy**, which supports the ambition of the Our North Tyneside Plan 2021-2025. The strategy aims to support the take-up of zero emission vehicles (ZEVs), such as electric or hydrogen fuel cell vehicles, in preference to petrol or diesel vehicles in the borough.

Many owners of electric vehicles (EVs) find it most convenient to charge their vehicles at home and overnight: charging overnight, when overall electricity demand is lower, also helps reduce carbon emissions further by maximising the use of renewable energy. Government grants were available for residents and businesses to install EV charging infrastructure at their premises. DfT are closing the plug-in car grant scheme in the 2022/23 financial year as the funding was temporary. However, any applications prior to the announcement will continue to be honoured

During 2021/22, the number of 'Rapid' chargepoints at Bournemouth Gardens car park in Whitley Bay was increased from two to four. To date, North Tyneside has 54 public charging devices installed in car parks across the borough, of which 18 are rapid charging. Publicly accessible EV chargepoints provided on a commercial basis, at destinations such as supermarkets, are also becoming more widespread.

As part of the aims of the ZEV Strategy the Authority will seek to upgrade and expand the existing network of EV chargepoints in its car parks and premises. The Authority has worked with partners in the region on a procurement process to identify a provider for a regional EV charging network, which will assist in delivering the provision of further chargepoints.

The Authority will continue to review the opportunities for EV charging infrastructure in line with the Our North Tyneside Plan and the ZEV Strategy.

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

- In July 2021 implemented a new parking permit software management system, that incorporates a number of features to improve the customer experience and speed up the processing of applications. Some of the new features are as follows:
 - Resident Permits that are specific to a vehicle registration are now 'Virtual Permits' when next renewed. Under this arrangement, the vehicle registration is held on a secure database rather than the Authority issuing a paper permit. Our enforcement officers can access this database via their handheld computers when on patrol to check whether the vehicle is eligible to park in the permit zone.

All permit types that are transferrable between various vehicles with different vehicle registrations, such as a Residents' Visitor Permit, will continue to be paper permits that need to be displayed on the vehicle, while we evaluate the effectiveness of the Virtual Resident Permit.

- The software system will automatically send a renewal letter to the permit holder around 28 days before the permit expires. The letter will contain the 'new' permit number and an activation code allowing online renewal.

If the permit is renewed before its expiry date, the permit will automatically start when it is due to expire – although it cannot be renewed more than 28 days in advance. If the permit is renewed after the current permit expires, its start date will be from when payment is received. Any paper permit will be posted out automatically by an external print bureau on the next working day after payment is made.

- When renewing a permit or applying for a new permit, secure payments can be made online using a debit or credit card. Payments can also continue to be made via postal cheques or postal order, or by debit or credit card, cheque or postal order at Customer First Centres.
 - Permit applications can be submitted online on any day and at any time using an e-form accessed from the council website. The e-form includes the ability to attach photographs or electronic images of the supporting documentation required to demonstrate eligibility.
- The Authority has offered a **Mobile Phone Payment Option** at all its charged parking facilities since 2012. Under the previous arrangement, there was a transactional charge of 20p paid by the customer on top of the normal parking fee to cover the cost of the service, although this portion of the charge went to the external system provider rather than the Authority. Additional nominal fees were also payable to the external system provider for complementary services, which the customer could opt out of via their online account. In November 2020, to ensure best value for the customer, the Authority went out to tender for the provision of Mobile Phone Payment services. The incumbent, who offer the RingGo service, were again successful in renewing the contract for a further 3 years, although the Authority were able to negotiate new contract conditions that included the removal of the 20p transactional fee for the customer to use the service. There are still however some nominal fees that the provider can charge the customer for complementary services and the Authority would again encourage users of the system to check their account to see if they wish to opt out of these additional services. This change is likely to have had a positive impact on the growth in use of this payment option as detailed in page 9 of this report.
 - As indicated in page 3 of this report, the Authority operates parking enforcement under civil parking arrangements authorised by the Traffic Management Act 2004 and there are statutory procedures laid down in the legislation for dealing with appeals against the issue of a penalty charge notice. These processes can appear bureaucratic and time consuming, but it is essential that the staff involved comply fully to demonstrate equality of treatment. Due to workload demands, it can take some time for officers within Parking Control to consider and respond to each representation and the Authority appreciate that this delay can be stressful. To reduce the frustration that a delay may cause and assist the motorist in ensuring that suitable evidence is submitted first time in support of an appeal, the Authority have implemented a new online feature called **Chatbox Max**. Motorists who feel

that a penalty charge notice has been issued unfairly and are considering making a representation, can now go online, live chat with Chatbot Max, and get expert advice.

Chatbot Max is a digital colleague who understands parking and the Authority's enforcement and appeals policies. Chatbot Max will explain the likelihood of a representation being successful and suggest specific evidence to upload that may support an appeal. This helps motorists make an informed decision about whether to subsequently challenge their penalty charge notice. You can access Chatbot Max by visiting **Check whether your PCN appeal might be successful** on the Parking pages of the Council website.

If Chatbot Max believes that your appeal is likely to be successful, then it also offers an additional complementary feature called **Challenge Writer**, that will compose a concise appeal letter on the motorist behalf for a small fee payable to the external software provider. This has obvious benefits for motorists who may have poor literacy skills that may otherwise have been reluctant to appeal the penalty charge notice with any confidence due to factors beyond their control.

- The Authority is continuing to support the attractiveness of the borough's town centres and district centres as places to spend time for residents and visitors, supporting accessibility, particularly by more sustainable modes of transport, and sense of place.

The Authority has commenced implementation of its masterplan for North Shields, which aims to transform the town centre and riverside to create an environment where people choose to live, work and spend their leisure time. Like many town centres across the country, North Shields has been under significant pressures due to changes in retailing habits with more on-line sales, the withdrawal of many national chains from the high street and more recently, the impact of the pandemic. Recognising the need to reverse this decline, the Authority's investment in North Shields seeks to diversify the visitor offer and create a more vibrant and connected town centre that attracts greater footfall and further investment by the private sector. It also seeks to provide new high quality family housing opportunities in the town centre which, in turn, will help support shops and services by providing additional footfall.

You can read about the various projects involved in the North Shields master plan and the initiatives that have been delivered to date on the council website [council website](#)

Due to the extent of the works involved, the Authority has had to temporarily suspend many of the parking facilities and parking restrictions in and around the project areas, whilst also utilising other parking areas on the periphery differently to accommodate residential and visitor demands. The Authority have also utilised the opportunities created by the projects to review established parking management arrangements.

For example, due to the conservation and heritage aspects of the area in and around Northumberland Square, the Authority will be introducing a Mobile Phone

Payment Only arrangement in this area, when the parking facilities re-open after the works are completed. This will initially be introduced on a trial basis but accords with the Authority's wider aspiration to encourage greater use of cashless systems, as outlined on page 10 of this report.

7. 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, 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 2 - Parking Account for Financial Year 01 April 2021 – 31 March 2022

<u>Expenditure</u>	2021/22
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	£377,536.00
Central Support Recharges (controllable and non-controllable)	£192,845.00
MRP (cost relating to spend of surplus / general h'way spend)	£298,059.00
Total	£1,836,388.00
<u>Income</u>	
Off-street Parking	£987,004.00
On-street Parking	£1,019,226.00
Penalty Charge Notices	£523,237.00*
Parking permits, temporary vouchers, suspensions and dispensations	£259,779.00**
Totals	£2,789,246.00
Surplus generated and ring-fenced under section 55 of the RTRA (i.e. exclusive of income from off-street charging)	£952,858.00

*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.

8. 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 2021 - 31 March 2022.

Table 3 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	24,684	83.38%
PCNs issued by the mobile CCTV vehicle	875	2.96%
PCNs issued by the static bus lane cameras	4,045	13.66%
Total number of PCNs issued	29,604	

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 two 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 4 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 people 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 5 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	15,121	79.64%
Lower Level Contraventions	3,865	20.36%
<u>Off-Street Parking Contraventions</u>		
Higher Level Contraventions	4,811	45.31%
Lower Level Contraventions	5,807	54.69%

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 BEN1 – Thornhill Road area, Benton. This is a permit holder only scheme.

Streets included - Carlton Road, East Avenue, Eastfield Road, Eastfield Terrace, Grange Avenue, Maddox Road, Parkland, Queens Gardens, Station Approach, The Grove, The Oval, Thornhill Road, Tynedale Terrace, West Avenue.

Zone Ben 2 – Linden Road, Benton. This is a permit holder only scheme.

Street included - Linden Road

Zone Ben 3 – Glebe Avenue, Benton. This is a permit holder only scheme.

Street Included - Glebe Avenue.

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 CA1 – Silverbirch Drive, Camperdown This is a permit holder only scheme.

Street included – Silverbirch Drive.

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, Morrith 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 MN2 – Drumoyne Gardens, Monkseaton This is a permit holder only scheme.

Street included – Drumoyne Gardens.

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.

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 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. 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.

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](#)

Appendix C – Parking Permit Types Now Available

Permit Classification	Eligibility	Restriction on number	Permit Type	Cost
Resident Permit (Permit Holder Only and Limited Waiting Schemes)	The application must satisfy the following criteria: 1.The applicant resides at a household which has a postal address within the defined boundary of the permit parking zone at the time that the zone is created; 2.The applicant is the registered keeper of the vehicle and the vehicle is registered at the address named on the application form (these permits will be specific to the vehicle listed on the application form); 3.The primary or dominant purpose of the property is residential and not commercial or business use. The permit is specific to the zone in which the property is located.	3 per household	Virtual	£25 per permit per year
Resident Permit (Pay & Display Schemes)	As above	3 per household	Virtual	First permit free. 2nd and 3rd permit is £25 per permit per year
Residents' Visitor Permit	The household must have a postal address within the defined boundary of a permit parking zone at the time that the zone is created. The permit is specific to the zone in which the property is located. The permit is transferrable and should be kept by the resident and handed out to their visitors, as and when needed.	1 per household	Paper	£25 per permit per year
Residents' Company Car Permit	The applicant resides at a household which has a postal address within the defined boundary of the permit parking zone at the time that the zone is created must live in a property that is within a parking permit area and be employed in a role that means that they regularly use a different vehicle e.g., a car salesroom. The permit is transferrable between different vehicles.	1 per household and counts towards maximum of 3 permits per household	Paper	£25 per permit per year

Business Permit	The businesses must be operating at an address within the permit parking zone and can demonstrate a genuine loading/unloading need for each permit. Permits are valid in multiple zones within an area and are transferable between vehicles that are being used for loading/unloading to the business or loading/unloading heavy stock and materials as part of normal business activities.	2 per business	Paper	£250 per permit per year
Care Home Resident Permit	The applicant must reside at a Residential or Care Home within a permit parking zone. The permit is transferrable and should be kept by the resident and handed out to their visitors, as and when needed.	1 per residential flat	Paper	£25 per permit per year
Community Workers Permit	Organisations that provide emergency or urgent health or social care cover to patients in the community and who are required to undertake 'on-call' duties may apply for a permit to use whilst they are visiting patients. The permit is specific to the vehicle registration on the application and is valid in all permit zones for a maximum of 3 hours.	1 per applicant	Paper (must be accompanied by time clock)	£25 per permit per year
Leisure Club Permit	The Leisure Club must be located within or has a primary access within a permit parking zone and has no dedicated off-street parking provision; only an official representative of the leisure club may apply for this permit type. The permit is transferrable but can only be used by a bona fide staff member or user of the Leisure Club and then only for purposes associated with the normal use of the Leisure Club.	6 per Club	Paper	£25 per permit per year
Residents' Temporary Voucher	As per the Resident Permits. The Vouchers have been introduced to accommodate situations when residents may receive more than one Visitor vehicle at a time. Each temporary voucher will enable the driver to park for a maximum stay of 3 hours. If they intend to stay longer than 3 hours, then they can display a second temporary voucher to commence when the other voucher expires. Temporary vouchers can only be purchased in sheets of five vouchers.	None	Paper	£5 for sheet of 5 vouchers
Tradesmen's Temporary Voucher	Tradesman Temporary Vouchers are allocated to those persons working at a property, land or on the highway within the boundaries of a permit parking scheme. Each temporary voucher will enable the driver to park for a maximum stay of 3 hours. If they intend to stay longer than 3 hours, then they can display a second temporary voucher to commence when the other voucher expires. Temporary vouchers can only be purchased in sheets of five vouchers.	None	Paper	£5 for sheet of 5 vouchers

Landlords' Temporary Voucher	Vouchers are available to those persons owning but not residing in a property within the boundaries of a permit parking scheme. These Vouchers have been introduced so that Landlords can visit their premises to carry out necessary repairs and undertake safety checks. Each temporary voucher will enable the driver to park for a maximum stay of 3 hours. If they intend to stay longer than 3 hours, then they can display a second temporary voucher to commence when the other voucher expires. Temporary vouchers can only be purchased in sheets of five vouchers.	None	Paper	£5 for sheet of 5 vouchers
B&B/Hotels' Temporary Voucher	Vouchers can be purchased by the owners of Bed and Breakfast/Hotels operating within permit zones to distribute to their guests to enable them to park within the permit parking zone to support the operation of these businesses. They are not however to be used by staff working within the establishment. Each temporary voucher will enable the driver to park for a maximum of one day. If the vehicle is parked after 11.59pm, then they will require an additional voucher for the next day.	None	Paper	£25 for sheet of 5 vouchers

Appendix D – Comparison of financial performance between 2019/20, 2020/21 and 2021/22

<u>Expenditure</u>	2019/20	2020/21	2021/22
Annual payment to Capita relating to the management of Parking Control	£840,368.00	£840,368.00	£840,368.00
Costs retained by the Council at the commencement of the contract with Capita and paid directly by the Council	£198,374.77	£127,580.00	£127,580.00
Costs for services implemented after the commencement of the contract with Capita and paid directly by the Council	£185,081.00	£310,233.00	£377,536.00
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	£269,621.00	£298,059.00
Total	£1,665,210.77	£1,740,647.00	£1,836,388.00
 <u>Income</u>			
Off-street Parking charges	£835,597.00	£783,045.00	£987,004.00
On-street Parking charges	£928,454.00	£602,923.00	£1,019,226.00
Penalty Charge Notices	£969,425.00	£439,369.00	£523,237.00
Parking permits, temporary vouchers, suspensions and dispensations	£148,051.00	£230,775.00	£259,779.00
Totals	£2,881,527.00	£2,056,112.00	£2,789,246.00

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

	Differential level	2019/20	2020/21	2021/22
		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	2,070	1,435	1,945
02 - Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	Higher	185	176	198
05 - Parked after the expiry of paid for time	Lower	499	190	232
06 - Parked without payment clearly displaying a valid pay & display ticket	Lower	59	50	62
11 - Parked without payment of the parking charge	Lower	632	986	1,220
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	3,575	2,686	4,173
16 - Parked in a permit space without displaying a valid permit	Higher	5,207	3,134	4,465
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	1,942	767	742
21 - Parked wholly or partly in a suspended bay or space	Higher	9	0	1
22 - Re-parked in the same parking place or zone within a restricted period	Lower	113	58	63
23 - Parked in a parking place or area not designated for that class of vehicle	Higher	1,257	665	1,186
24 - Not parked within the markings of the bay or space	Lower	313	194	358
25 - Parked in a loading place during restricted hours without loading	Higher	98	62	78
26 - Parked more than 50cm from the edge of the carriageway and not within a designated parking place	Higher	32	15	35
27 - Parked adjacent to a dropped kerb	Higher	979	510	728
30 - Parked for longer than permitted	Lower	1,573	976	1,188
34 - Being in a bus lane	Not applicable	4,911	2,350	4,045
40 - Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	Higher	446	448	559
42 - Parked in a parking place designated for police vehicles	Higher	38	23	86
45 - Parked in a parking place designated for taxis	Higher	201	146	347
47 - Stopped on a restricted bus stop or stand	Higher	430	438	619
48 - Stopped on a School Keep Clear	Higher	427	168	516
99 - Stopped on a pedestrian crossing or crossing area marked by zig-zags	Higher	118	86	185

	Differential level	2019/20	2020/21	2021/22
		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	10	5	7
71 - Parked in an electric vehicle charging place during restricted hours without charging	Higher	4	15	65
73 - Parked without payment of the parking charge	Lower	1,777	3,005	3,542
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	279	15	293
81 - Parked in a restricted area in a car park	Higher	0	2	0
82 - Parked after the expiry of paid for time	Lower	234	335	409
83 - Parked in a car park without clearly displaying a valid pay and display ticket	Lower	251	612	509
85 - Parked in a permit bay without clearly displaying a valid permit	Higher	29	30	38
86 - Parked beyond the bay markings	Lower	1,065	534	956
87 - Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	Higher	473	212	442
90 - Re-parked within a restricted period in a car park	Lower	17	0	16
91 - Parked in a space or area within a car park not designated for that class of vehicle	Higher	134	257	214
95 - Parked in a parking place for a purpose other than the designated purpose for the parking place	Lower	89	107	82
Total		31,737	29,476	29,604

Appendix F - Dispelling a few parking myths

Parking folklore can result in drivers receiving a Penalty Charge Notice (PCN), below are a number of the more common of these.

- Civil Enforcement Officers (CEO) have ticket targets to meet or get a bonus or commission based on their ticket issues.

CEOs are salaried and are encouraged to move vehicles on if the driver is present, of course if the CEO advice is not followed a PCN will be issued.

- CEOs hide so that they can issue PCNs

There is no reason for them to do so as their salary is not dependent in any way on the number of PCNs they issue, a letter or e-mail of thanks for helpful advice is regarded as accomplishment.

- You can park for 10 minutes anywhere before a ticket is issued.

This is a fallacy, please do not get caught out, some restrictions may have a period in which a vehicle is observed prior to a PCN being issued, however these are not all ten minutes, many restrictions are subject to an immediate PCN issue.

- You get 20 minutes for loading.

Although there are some restrictions where loading is allowed, there are many where they are not. In North Tyneside we allow a 5-minute observation time where loading is allowed, loading must be seen to be constant. Getting a sandwich or paper from a shop is not considered loading.

- Ignore the PCN, it will go away.

If a PCN is issued by the local authority it definitely will not go away. If you think that a PCN has been issued incorrectly, you should challenge it as soon as possible, follow the guidance on the reverse of the ticket. If you ignore a PCN it can ultimately lead to you being contacted by an Enforcement Agent (previously known as bailiff).

- It's OK to drop your child off at the school gate.

It is NEVER acceptable to park on school keep clear zigzags during the restriction times, it is a selfish act to put other children at risk for the convenience of you or your child.

- Yellow lines are OK on a Sunday.

*Double yellow lines apply 24/7 every day. Check time plates (or the entry signs in a zone) on single yellow lines, **the plates inform you when you cannot park.***

- I can park for free on Bank Holidays

*The majority of charged parking spaces in North Tyneside apply on Bank Holidays. Check the information on the pay and display machine, **the tariff information informs you when the charges apply.***

- I wasn't the driver, so the PCN is not my problem.

The registered keeper of the vehicle is responsible for dealing with PCNs. Take care who you allow to drive your vehicle.

- I have a right to park outside my house

There is no right to park outside your house or even anywhere near your house on the public highway, any taxed, insured vehicle with a valid MOT whether living in your street or not may park safely outside your house as long as there are not any restrictions in force or causing an obstruction

- I want resident permits to park on the yellow lines in my street

Waiting restrictions apply to all road users equally; we do not issue permits (other than temporary dispensations for works) to park on yellow line restrictions.

Further guidance on the **Authority's Enforcement Activities and Policies** is available to view on the [council website](#)

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