

Parking Control's Annual Operational Report and Local Government Transparency Code Data 2023/24

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Author: Garry Hoyle (Parking & Regulation Manager)



**North
Tyneside
Council**

Working in partnership with
Capita

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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. 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](#)

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

Good quality well designed and properly maintained parking provision is vital to the success of the Authority's Parking Strategy. Through the setting and raising of standards, 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 46 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 month '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.

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 all but one of the coin only machines with card payment only machines, which have proven extremely reliable. To assist a small number of motorists who have suggested that they would like to continue to pay for parking with cash, we have installed a cash payment or card payment machine on Grand Parade, adjacent to the Tynemouth Boating Lake on a trial basis. It is worth noting that a ticket purchased at any charged parking facility along the Foreshore is valid at any other charged parking facility along the Foreshore.

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

Months	Number of parking sessions purchased			Parking Income		
	2021/22	2022/23	2023/24	2021/22	2022/23	2023/24
April	23,266	37,640	47,200	£41,572	£65,988	£80,681
May	26,033	34,572	46,794	£46,657	£58,734	£79,871
June	29,159	35,743	45,615	£54,373	£61,631	£77,625
July	33,632	39,868	47,173	£63,304	£70,510	£80,010
August	37,720	44,949	53,953	£72,384	£82,431	£95,313
September	29,624	34,436	44,750	£52,821	£56,796	£74,947
October	30,186	36,850	43,776	£52,316	£60,903	£71,661
November	24,986	31,836	39,487	£41,609	£51,363	£63,631
December	27,505	34,559	39,164	£45,731	£54,978	£62,562
January	32,183	39,604	43,157	£55,859	£65,569	£70,731
February	29,629	38,465	43,325	£49,677	£63,533	£70,747
March	34,420	41,558	47,621	£58,117	£66,825	£78,709
Total	358,343	450,080	542,015	£634,420	£759,260	£906,488

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.

5. New initiatives and innovation that impacted on Parking during 2023/24

- The new Transport Hub for North Shields opened on 2nd September 2023, bringing buses, the Metro, taxis and cycling infrastructure together in the same place. The £12.994 million Transport Hub and Town Square was funded through the Transforming Cities Fund via Transport North East, the North of Tyne Combined Authority, and North Tyneside Council.

The Hub is a major part of North Tyneside Council's ambitious plan to improve North Shields, transforming the town into an attractive, family-friendly destination, with a vibrant, high-quality town centre. There are modern facilities including Changing Places toilets, which provide extra equipment and space for people with a disability to allow them to use the toilets safely and comfortably. There are real-time information displays for all local bus, Metro and ferry services. The building is the Council's first to be fully carbon-neutral in its construction and its operation, as part of the Authority's wider aim to be carbon net-zero by 2030. It has sustainability at the forefront of its design through the use of materials, solar energy and the way surface water quality is managed.



- In last year's Annual Operational Report, we outlined some customer care initiatives that the Authority had implemented during the year to support the Parking Services, including the UK's first AI Penalty Charge Notice helpline – *Voice Master* from Barbour Logic.

Chatbot Max is a digital colleague who understands parking and council policies. Motorists unhappy about a Penalty Charge Notice can now go online, live chat with *Max*, and get expert advice. With *Max*, motorists get the help they desperately seek, 24/7. Motorists become informed, not frustrated. And this empowers them to make an educated decision about whether to challenge their Penalty Charge Notice.

During the financial year 2023/24, **1,261** people utilised and received advice from *Max* regarding penalty charge notices.

582 people met our cancellation policies and *Max* explained what evidence the driver should supply with their appeal to ensure it was successful.

391 people didn't meet our cancellation policies and *Max* explained why.

288 people had a non-challenge query (e.g. 'explain my contravention'). *Max* answered them.

49% of people contacted *Max* for advice outside the normal working hours of the Council's Parking Control back-office team i.e. evenings and weekends.

Voice Master complements the *Chatbox Max* system by providing a telephone option for motorists who are uncomfortable about using an online chatbot facility. 22% of adults are in digital poverty – they don't have the digital skills to get Penalty Charge Notice help online. Available 24/7 with no wait time, motorists simply call *Voice Master*, a digital agent who knows parking and our policies inside out. For the caller, it's like talking to a helpful human expert – and getting tailored penalty charge notice advice. Advice that enables each caller to decide what to do next.

During the financial year 2023/24, **611** people utilised and received advice from *Voice Master* regarding penalty charge notices.

326 people met our cancellation policies and *Voice Master* explained what evidence the driver should supply with their appeal to ensure it was successful.

219 people didn't meet our cancellation policies and *Voice Master* explained why.

66 people had a non-challenge query (e.g. 'explain my contravention'). *Voice Master* answered them.

32% of people contacted *Voice Master* for advice outside the normal working hours of the Council's Parking Control back-office team i.e. evenings and weekends.

The average call time to get advice from *Voice Master* was **2 mins 58 secs**.

Challenge Writer assists motorist who would otherwise struggle to write an appeal to a penalty charge notice by writing it for them, saving time and stress – especially for those with mental health issues (1 in 6) or inadequate literacy skills (also 1 in 6). Thanks to *Challenge Writer*, they can now exercise the same right to challenge as everyone else.

During the financial year 2023/24, **278** people had their challenge written for them.

299 people (out of 611 who used *Chatbot Max*) were offered the choice of having their challenge written for them.

278 people (**93%**) chose to have their challenge written for them.

29% of people completed the process outside the normal working hours of the Council's Parking Control back-office team i.e. evenings and weekends.

The average call time to receive advice and a tailor-made challenge was **3 mins 43 secs**.

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, 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 2023 – 31 March 2024

<u>Expenditure</u>	2023/24
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	£172,159.60
Costs for services implemented after the commencement of the contract with Capita and paid directly by the Council	£335,524.05
Central Support Recharges (controllable and non-controllable)	£192,845.00
MRP (cost relating to spend of surplus / general h'way spend)	£321,956.15
Total	£1,862,852.80
<u>Income</u>	
Off-street Parking	£732,334.00
On-street Parking	£973,635.00
Penalty Charge Notices	£805,987.00*
Parking permits, temporary vouchers, suspensions and dispensations	£273,189.00**
Totals	£2,785,145.00
Surplus generated and ring-fenced under section 55 of the RTRA (i.e. exclusive of income from off-street charging)	£922,292.20

*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 **26,859** on-street, off-street and bus lane PCNs were issued in North Tyneside in the financial year 1 April 2023 – 31 March 2024.

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	24,402	90.85%
PCNs issued by the mobile CCTV vehicle	229	0.85%
PCNs issued by the static bus lane cameras	2,228	8.3%
Total number of PCNs issued	26,859	

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:

<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 only** contraventions:

Classification of Contravention	No. of PCNs	% of parking PCNs issued
<u>On-Street Parking Contraventions</u>		
Higher-Level Contraventions	14,255	57.87%
Lower-Level Contraventions	3,855	15.65%
<u>Off-Street Parking Contraventions</u>		
Higher-Level Contraventions	918	3.73%
Lower-Level Contraventions	5,603	22.75%

The breakdown of PCNs per contravention code in **Appendix D** demonstrates that our CEOs enforce the full spectrum of restrictions across the borough and do not simply focus on the contraventions that carry the highest level of penalty charge. 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** – 2,081 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, Whitley Road.

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

Street included – Linden Road, Linden Terrace, Station Cottages.

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

Street Included – Glebe Avenue, Lyndhurst 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 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, Marden Avenue.

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: Aiden Court, Benton Road, Coach Lane, 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 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, Borough Road.

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, Irving Buildings, Riverside Quay, Waterfront Apartments.

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 NS12 – Ballast Hill Road, North Shields. This is a permit holder only scheme. Streets included: Ballast Hill Road.

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, Percy Gardens, 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 TM4 – 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 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

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 displayed with 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 2020/21, 2021/22 and 2022/23

<u>Expenditure</u>	2021/22	2022/23	2023/24	
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	£127,580.00	£172,159.60	£172,159.60	
Costs for services implemented after the commencement of the contract with Capita and paid directly by the Council	£377,536.00	£335,524.05	£335,524.05	
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)	£298,059.00	£321,956.15	£321,956.15	
	Total	£1,836,388.00	£1,862,852.80	£1,862,852.80
<u>Income</u>				
Off-street Parking charges	£987,004.00	£956,871.00	£732,334.00	
On-street Parking charges	£1,019,226.00	£624,233.00	£973,635.00	
Penalty Charge Notices	£523,237.00	£850,193.00	£805,987.00	
Parking permits, temporary vouchers, suspensions and dispensations	£259,779.00	£269,042.00	£273,189.00	
	Totals	£2,789,246.00	£2,700,388.00	£2,785,145.00

Appendix E – Comparison of PCNs issued by Contravention Code between financial years 2021/22, 2022/23 and 2023/24

	Differential level	2021/22	2022/23	2023/24
		No. of PCNs issued	No. of PCNs issued	No. of PCNs issued
On Street Contraventions				
01 - Parked in a restricted street during prescribed hours	Higher	1,945	1,980	1,544
02 - Parked or loading/unloading in a restricted street were waiting and loading/unloading restrictions are in force	Higher	198	224	152
05 - Parked after the expiry of paid for time	Lower	232	245	256
06 - Parked without payment clearly displaying a valid pay & display ticket	Lower	62	100	95
11 - Parked without payment of the parking charge	Lower	1,220	1,422	1,289
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	4,173	4,443	4,251
16 - Parked in a permit space without displaying a valid permit	Higher	4,465	4,092	5,346
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	742	813	655
21 - Parked wholly or partly in a suspended bay or space	Higher	1	0	6
22 - Re-parked in the same parking place or zone within a restricted period	Lower	63	70	42
23 - Parked in a parking place or area not designated for that class of vehicle	Higher	1,186	1,086	816
24 - Not parked within the markings of the bay or space	Lower	358	331	165
25 - Parked in a loading place during restricted hours without loading	Higher	78	73	31
26 - Parked more than 50cm from the edge of the carriageway and not within a designated parking place	Higher	35	37	51

27 - Parked adjacent to a dropped kerb	Higher	728	716	820
30 - Parked for longer than permitted	Lower	1,188	1,426	1,353
34 - Being in a bus lane	Not applicable	4,045	3,661	2,228
40 - Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	Higher	559	471	392
42 - Parked in a parking place designated for police vehicles	Higher	86	83	75
45 - Parked in a parking place designated for taxis	Higher	347	284	188
47 - Stopped on a restricted bus stop or stand	Higher	619	580	215
48 - Stopped on a School Keep Clear	Higher	516	342	242
99 - Stopped on a pedestrian crossing or crossing area marked by zig-zags	Higher	185	132	126

	Differential level	2021/22	2022/23	2023/24
		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	7	21	17
71 - Parked in an electric vehicle charging place during restricted hours without charging	Higher	65	48	5
73 - Parked without payment of the parking charge	Lower	3,542	3,729	3,318
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	293	545	519
81 - Parked in a restricted area in a car park	Higher	0	1	1
82 - Parked after the expiry of paid for time	Lower	409	406	308
83 - Parked in a car park without clearly displaying a valid pay and display ticket	Lower	509	411	320
85 - Parked in a permit bay without clearly displaying a valid permit	Higher	38	16	16
86 - Parked beyond the bay markings	Lower	956	989	1,049
87 - Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	Higher	442	706	574
90 - Re-parked within a restricted period in a car park	Lower	16	17	17
91 - Parked in a space or area within a car park not designated for that class of vehicle	Higher	214	181	299
95 - Parked in a parking place for a purpose other than the designated purpose for the parking place	Lower	82	44	6
Total		29,476	29,604	26,859

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.

- The Civil Enforcement Officers should expect abuse and threats from motorists due to the nature of their role.

All our Civil Enforcement Officers are provided with personal bodyworn CCTV devices. Any significant abuse or threats towards the officers that is captured on these devices will be forwarded onto the Police for consideration of further action. This has resulted in a number of criminal convictions since the technology was first utilised by our officers in 2010.

Further guidance on the Authority's **Enforcement Activities and Policies** and **Appeals Processes and Discretion 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