



**Worcester**  
CITY COUNCIL

# WORCESTER CITY COUNCIL PARKING AND ENFORCEMENT SERVICES



Annual Report  
2015-2016

[www.worcester.gov.uk/parking](http://www.worcester.gov.uk/parking)



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 Cabinet Member for Clean, Green and Leisure Services,  
 Worcester City Council

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 Parking and Enforcement Services Manager

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# Foreword by Councillor Jabba Riaz

Cabinet Member for Clean, Green and Leisure Services,  
Worcester City Council



**Worcester is a busy, bustling city attracting visitors from all over the country and overseas and there is a great vibrant feel about the place. Much is happening to enhance the experience for both residents and visitors, including the new retail market development in Angel Place, the Cornmarket square enhancement and the massive exciting Cathedral Square shopping, retail and leisure complex development that will bring new retailers and restaurants to the southern end of the High Street.**

This project is being delivered as a partnership between Worcester City Council, Worcestershire County Council and the retail developer Salmon Harvester in three phases: Highways re-alignment, retail and leisure, and the introduction of a new public square. The Square will be created with a first floor terrace so that restaurant diners can enjoy wonderful views of Worcester Cathedral.

This year the City has again hosted some amazing wonderful events, including the Christmas Victorian Fayre, Race For Life, the third Worcester 10K run and the Run-Cycle-Run.

The Parking and Enforcement Services team have again played a vital role in providing the parking facilities that our residents and visitors demand and in ensuring all of our car parks are clean, safe and represent value for money. They also have been directly involved in facilitating all major events and keeping the streets and roads clear of traffic, so that these events can flow without hindrance.

We are pleased to publish our Annual Parking Report, demonstrating that Worcester is open for business and The following documents the work of the Parking Team in what was another busy year, that has seen the development and introduction of new on-line services connected to parking matters.

**Councillor Jabba Riaz**  
Cabinet Member for Clean, Green and Leisure Services

# Section One

## General information

### 1.1 Introduction and Welcome

**Welcome to the sixth Annual Report of Worcester City Council's Parking and Enforcement Service. In this report we document our activities in the financial year 2015-2016, describing how we continued working to reduce congestion and unnecessary parking in Worcester and directly contributing to the overall well-being of the city.**

The Parking and Enforcement Services team is part of Worcester City Council's Greener and Cleaner City service. The City continues to thrive and our challenge was to keep Worcester moving while at the same time providing a first class, safe and user-friendly parking experience for both residents and visitors to our city.

We have continued to further develop our working relationships with our partners, including West Mercia Police, Worcestershire County Council and the Worcester BID (Business Improvement District). In the last year we have enhanced our links with the other district councils across Worcestershire, seeking to standardise enforcement procedures across our county, and we moved towards closer working in a number of areas of parking enforcement. We are pleased to report that our joint working with West Mercia Police has been very successful in addressing issues across the City and these joint patrols now take place on a very regular basis.

We patrol with both uniformed Police Officers and Police Community Safety Officers. We continue to deal with parking problems and, with the assistance of the Police, also address other quality of life issues that, for example anti-social behaviour resulting in litter, graffiti and fly-tipping.

Worcester City Council has joined in with other groups, including Worcester Police, The Worcester BID, The University of Worcester, St. Paul's Night Shelter, Worcestershire County Council, Worcestershire Regulatory Services, to contribute to the work of 'Team Worcester' to tackle issues collectively that affect the quality of life in the city. By bringing several agencies together a focused effort can bring results where previous single agency intervention has not.



*Civil Enforcement Officer Faye Allen-Carter with the 2015-2016 Mayor of Worcester Councillor Roger Knight*

## 1.2 Worcester City parking and traffic network

The Roads layout that originated in the medieval era and then altered in Victorian times remains busy and at times congested. Being a compact developed city, the option and space to introduce wider improved roads remains challenging and our role is to ensure that our narrow twisting roads remain free of unnecessary parking or obstructions. Traffic needs to flow around and through the city unhindered.

Worcester remains a beautiful, prosperous and vibrant cathedral and University city, with a population of around 99,600 and some 43,000 households . It remains an important route centre, situated on the M5 north-south corridor. The main A449 and A38 arterial routes pass through the heart of the city, the historic river Severn cuts the city in two and Worcester enjoys rail links to London, Birmingham and the rest of the country.

In 2015-2016, Worcester City Council provided and managed 14 car parks - 13 surface car parks and one 780-space multi-storey, St. Martin's Gate. A team of 16 Civil Enforcement Officers (CEOs) patrolled both the council car parks and the city streets, dealing with parking issues.

The seven variable message signs placed at locations across the city during 2012-2013 continue to be a bonus for people seeking parking in Worcester. These electronic display boards, situated along the main approaches into the city centre, give motorists information in real time about space availability in six of our busiest car parks. This was a joint project between Worcestershire County Council and Worcester City Council and has brought real benefits to drivers in Worcester by reducing unnecessary journeys.

The car parks covered by the variable message signs are:

- Cattle Market
- Copenhagen Street
- Cornmarket
- King Street
- Pitchcroft
- St Martin's Gate multi-storey.

Each sign displays current information on the four car parks nearest to it. Worcestershire County Council has completed a project to update information signs across the city, providing accurate car park location information.

*Variable message sign on Tybridge Street*



## 1.3 Civil Parking enforcement

### 1.3.1 The Traffic Management Act 2004 (Part 6/7) (TM04)

The Traffic Management Act 2004, Parts 6/7 (TMA04) remained the basis of most parking enforcement activity in Worcester in 2015-2016.

### 1.3.2 Decriminalised Parking Enforcement (DPE)

The enforcement of parking regulations in Worcester City was decriminalised in February 2003, when responsibility for dealing with most parking matters passed from West Mercia Police to Worcestershire County Council. The Police retain powers under the Highways Acts though to deal with issues of vehicles causing unnecessary obstructions of the Highways.

### 1.3.3 Contraventions, not offences

Drivers are dealt with by our Civil Enforcement Officers (CEOs). Parking events are considered to be 'Contraventions' and are administered under Civil Law. We issue vehicles with a Penalty Charge Notice (PCN) and a financial penalty if they commit a parking contravention, but they no longer receive a criminal record. The Traffic Management Act 2004, Parts 6/7 (TMA04) remains the bedrock on which the vast majority of enforcement in Worcester takes place.

### 1.3.4 Dual Function Enforcement Officers

The relevant legislation, (i.e. Section 76, The Traffic Management Act 2004 and Section 63A Road Traffic Regulation Act 1984) does not expressly prohibit Civil Enforcement Officers from carrying out functions other than those which are related to traffic management. As such, local authorities wishing to appoint officers to carry out traffic management duties in addition to, for example, environmental enforcement, must ensure that neither of their responsibilities are compromised as a result of the integration of duties. Income from any penalties under each regime should be kept separate.

Worcester City Council Civil Enforcement Officers have for the past three years been carrying out environmental enforcement and have been authorised as officers of the authority under Environmental Enforcement legislation, Worcester City Council is pleased that central government have now recognised formally the need for multi-tasking of Civil Enforcement Officers. Parking though has remained our primary function.



## 1.4 Aims and Objectives

The aims of our Parking and Enforcement Service are derived from TMA04 and are:

- 'securing the expeditious movement of traffic on the authority's road network and the avoidance, elimination or reduction of road congestion'; and to
- 'increase the standard of the parking service delivered and expand service delivery into other associated enforcement issues.'

Our Parking Team contribute directly to keeping the roads flowing and that unnecessary and inconsiderate parking is dealt with. These have been our objectives now for the past five years and they remain as important now as they ever did.

## 1.5 Our authority to enforce parking regulations

### 1.5.1 Agency agreement

Worcester City Council carries out parking enforcement on the public highway by authority of a formal agency agreement with the highways authority, Worcestershire County Council. This agency agreement is common to all six Worcestershire district councils.

### 1.5.2 Worcester City Council parking places orders

Our powers of enforcement in the City Council-owned car parks are enshrined in the Worcester City General Car Parks Order 2009 and the Croft Road Car Park Order 2009 (the latter dealing specifically with the parking of coaches and large goods vehicles).







### 1.5.3 The Traffic Regulation Order process

Worcester City Council's Parking and Enforcement Service team has authority to carry out parking enforcement under powers contained within the Traffic Management Act 2004. Supporting that act are a list of nationally recognised Parking Contraventions (see section 3.5). Each authority may draw from that list the contraventions that are relevant to enforce, as not all within the list will apply to every enforcing authority location. Differing towns and cities will have differing parking arrangements.

Before enforcement activity takes place the Highways Authority, in this case Worcestershire County Council, will decide what the parking restrictions will be at any particular location and create a Traffic Regulation Order (TRO). This will detail, for example, if a street will have double yellow lines, a taxi rank or disabled persons parking bays. The process involves a statutory consultation process where stakeholders are asked to comment, raise objections or suggest amendments. Once that has been agreed the relevant lines and signs will be placed on the highway.

Any lines or signs placed to inform drivers of the prevailing parking restrictions must comply to guidance contained within the Traffic Signs Regulations and General Directions 2011 (TSRGD2011) and must be placed in such a manner that drivers readily know if they can park or not.

The issue of worn or missing lines or road signs that inform drivers of the prevailing parking restrictions remains a priority for Worcester. Drivers need clear non ambiguous information in order that they know exactly where they can park lawfully. We are pleased to again report that improved on-line method of highlighting these problems to the Highways Authority is firmly in place and all six districts in Worcestershire continue to enjoy the support of the Highways Authority in addressing without delay problems involving lines and signs.

### 1.5.4 Enforcement and the issuing of Penalty Charge Notices

The vast majority of drivers park with care but there remains a minority who will park wherever they wish, with no thought for the needs of others. When our patrolling CEOs encounter a vehicle parked unlawfully, they have a legal authority to issue the vehicle with a Penalty Charge Notice (PCN) which the driver is then responsible for paying.

Our patrolling CEOs only issue a PCN when there is a genuine need to do so and where there is no doubt that a contravention has taken place. We are clear that our primary motivation for issuing a PCN is not to raise money. No targets are set and to do so is unlawful. We empower our CEOs to use their discretion when appropriate and allow a driver to move their vehicle to avoid a PCN being issued. On many occasions our CEOs will be faced with a vehicle and no driver present and in this circumstance the issuing of a PCN is the most appropriate course of action.

## 1.6 Improving our service delivery and increasing safety

We remain committed to continually improving our service, as we work to deliver a first class service for both residents and visitors to Worcester. To that end, our CEOs have continued to engage with members of the public and local groups to deal with areas of concern, for example continuing to play an active role in attending PACT (Police and Communities Together) meetings where we advise and give input on parking matters. These groups are made up of citizens, the Police and local City and County Councillors. Our involvement allows a direct input in addressing local issues.

### 1.6.1 The Annual Parking Report Award

Producing an annual parking report makes councils eligible to enter the Parking Annual Report by Councils Awards and we were one of seven shortlisted Councils. We were delighted to again receive recognition in the form of a Certificate of Excellence from PATROL (Parking and Traffic Regulation Outside London) for the standard of our Annual Parking Report for 2013-2014.



Representatives from shortlisted and winning councils receive awards and certificates of excellence from **Louise Ellman MP** and Chair of the Transport Select Committee. Also pictured are PATROL Chairman, **Councillor Jamie Macrae** and Chief Adjudicator, **Caroline Sheppard**.

## 1.6.2 The Park Mark Award

We have retained the prestigious Park Mark award for **all 14** of our car parks, including Croft Road Lorry and Coach Park.

The award is sponsored by A.C.P.O. (the Association of Chief Police Officers) and the B.P.A. (the British Parking association) and recognises high standards in car parking.

The award is based on:-

1	Quality Management
2	Good Lighting
3	Effective CCTV Surveillance
4	Clean Environment



## 1.6.3 'Body cams'

Our CEOs continue to wear state of the art 'body cams' to record real time evidence when they find themselves in a difficult or challenging situation. These have been used again on several occasions to good advantage in moderating the aggressive behaviour of some individuals, as well as addressing complaints about allegations of inappropriate actions by our officers. CCTV footage has exonerated Officers from complaints about their actions.



## 1.7 Enforcement guidance

For many drivers being served with a PCN is a first-time experience, and they need guidance on how to pay or make an appeal.

To help them, we publish general guidance at [www.worcester.gov.uk/parking](http://www.worcester.gov.uk/parking).

We are committed to managing parking in a fair and consistent manner.



## 1.8 Higher and lower rate PCNs, and the grounds for appeal

We enforce two different rates of penalty charge: £70 and £50. In simple terms, this means the more serious the contravention is considered to be, the greater the penalty charge. The Traffic Management Act 2004 (TMA04) lists what the parking contraventions are and the rates at which they are to be applied.

If a driver does not contest a PCN and pays it within 14 days, the penalty charge is reduced by half.

Every driver who receives a PCN has a right of appeal if they feel there is a real and genuine reason for not paying. The appeal is considered by Worcester City Council at the first informal stage. If the driver is not happy with our decision they can then take their case to the Independent Traffic Adjudicators at the Traffic Penalty Tribunal (TPT). This formal process is conducted according to national guidelines.

The decision of the Independent Traffic Adjudicators is final. Often the adjudicators will issue advice to local councils on how matters should be dealt with in the future and all authorities are obliged to consider that advice. This could be, for example, to relocate signs informing drivers of parking restrictions.

The grounds on which an informal appeal may be based are:

No:	Appeal Grounds
1	The vehicle was not in the locations described in the parking contravention.
2	Driver was not aware restrictions applied at that location.
3	The vehicle had broken down.
4	Passenger or driver was ill or some other emergency circumstances were involved which was beyond the control of the driver and prevented the vehicle being moved.
5	Unmarked vehicle being used by Emergency Services.
6	The vehicle was stolen at the time.
7	Driver over stayed time permitted, but can demonstrate clear mitigating circumstances.
8	Loading/un-loading taking place.





**Below are some of the grounds that will not be considered as a means of appeal.**

*"I was parked outside my own house."*

*"I went to get change for the Pay and Display machine and it took a long time."*

*"There was nowhere else to park"*

*"I got lost and could not find my car."*

*"I had lent the car to a friend and they will not pay the Penalty Charge."*

*"I did not see the lines or the signs"*

*"I only stopped for a minute"*

*"Other vehicles were parked illegally and I did not see them get a ticket."*

*"I was doing work at the property and there was nowhere else to park."*

*"This is the first time I have ever had a parking ticket and I won't do it again."*

*"I was delayed in an important meeting."*

*"I thought I was parked legally but made a genuine mistake."*

*"There was no need for a yellow line at that location."*



# Section Two

## Worcester City Council's car parks

### 2.1 Tariff Scales

Worcester City Council provided and operated 14 car parks in the heart of the city in 2014-2015. They are divided into three distinct zones, Red, Amber and Green and the tariffs are set according to how close to the city centre they are located.

Worcester City Council car parking charges from 1 February 2015

Zone	Car Park Location	No. of Spaces	Hours							
			Scale of Charges Monday - Sunday 7.00am - 9.00pm							
			Up to 30 mins	Between 7pm & 9pm	Up to 1 hour	Up to 2 hours	Up to 3 hours	Up to 4 hours	Up to 6 hours	Up to 24 hrs
RED	Copenhagen Street	161 cars + 3 disabled	£0.60	£1.00	£1.20	£2.40	£3.60	£5.00	£7.50	£10.00
	Cornmarket	80 cars + 5 disabled	£0.60	£1.00	£1.20	£2.40	£3.60	£5.00	-	£10.00
	Providence Street	58 cars + 3 disabled	£0.60	£1.00	£1.20	£2.40	£3.60	£5.00	£7.50	£10.00
AMBER	Cattle Market	186 cars + 24 disabled	£0.40	£1.00	£0.90	£1.80	£2.70	£3.60	£5.00	£6.00
	King Street	108 cars + 3 disabled	£0.40	£1.00	£0.90	£1.80	£2.70	£3.60	£5.00	£6.00
	Newport Street	138 cars + 3 disabled	£0.40	£1.00	£0.90	£1.80	£2.70	£3.60	£5.00	£6.00
	St Martin's Gate	780 cars + 16 disabled	£0.40	£1.00	£0.90	£1.80	£2.70	-	-	£3.60
	Clare Street	48 cars + 3 disabled	£0.40	£1.00	£0.90	£1.80	£2.70	£3.60	£5.00	£6.00
	Commandery Road	40 cars + 3 disabled	£0.40	£1.00	£0.90	£1.80	£2.70	£3.60	£5.00	£6.00
GREEN	Pitchcroft/ The Moors	435 cars + 6 disabled	N/A	N/A	£0.60	£1.20	£1.80	£2.40	£3.00	£3.50
	Tallow Hill	105 cars + 3 disabled	N/A	N/A	£0.60	£1.20	£1.80	£2.40	£3.00	£3.50
	Tybridge Street	70 cars + 3 disabled	N/A	N/A	£0.60	£1.20	£1.80	£2.40	£3.00	£3.50
	Croft Road	231 cars + 3 disabled	N/A	N/A	£0.60	£1.20	£1.80	£2.40	£3.00	£3.50
	Croft Road Coaches/Lorries	8 Coach/lorry spaces	N/A	N/A	£5.00 per 12 hours (no maximum stay)					

2480 regular spaces + 78 Blue Badge spaces + eight coach/lorry spaces

Below are the charges for the three on-street parking bays that Worcester City Council manages on behalf of Worcestershire County Council. The prices remained the same as previous years.

<b>Silver Street (on-street bays)</b>	Short stay only	30 mins <b>30p</b>	1 hour <b>70p</b>	1½ hours Maximum stay no return within 2 hours <b>£1.20</b>
<b>Severn Street (on-street bays)</b>	Short stay only	30 mins <b>20p</b>	1 hour <b>60p</b>	1½ hours Maximum stay no return within 2 hours <b>£1.00</b>
<b>College Precincts (on-street bays)</b>	Short stay only	30 mins <b>20p</b>	1 hour <b>60p</b>	1½ hours Maximum stay no return within 2 hours <b>£1.00</b>

## 2.2 Long stays in Amber and Green Zone car parks

Long stay tariffs are available in our Amber and Green zone car parks, to allow drivers to park for up to five days and only display a single ticket.

Long stay rates at St. Martin's Gate multi-storey are discounted more than other Amber zone car parks in order to attract shoppers and local residents. There are also additional discounts at Tallow Hill car park in the Green zone, for the benefit of drivers who use the nearby Shrub Hill railway station.

Zone	Car Park Location	Long Stay charges				
		24 hours (1 x day)	48 hours (2 x days)	72 hours (3 x days)	96 hours (4 x days)	120 hours (5 x days)
<b>AMBER</b>	<b>Cattle Market</b>	£6.00	£12.00	£18.00	£24.00	£30.00
	<b>King Street</b>	£6.00	£12.00	£18.00	£24.00	£30.00
	<b>Newport Street</b>	£6.00	£12.00	£18.00	£24.00	£30.00
	<b>St Martin's Gate*</b>	£3.60	£7.20	£10.80	£14.40	£18.00
	<b>Clare Street</b>	£6.00	£12.00	£18.00	£24.00	£30.00
	<b>Commandery Road</b>	£6.00	£12.00	£18.00	£24.00	£30.00
<b>GREEN</b>	<b>Pitchcroft/TheMoors</b>	£3.50	£7.00	£10.50	£14.00	£17.50
	<b>Tallow Hill**</b>	£3.50	£7.00	£10.00	£12.00	£14.00
	<b>Tybridge Street</b>	£3.50	£7.00	£10.50	£14.00	£17.50
	<b>Croft Road</b>	£3.50	£7.00	£10.50	£14.00	£17.50

\*St. Martin's Gate – Further reduced tariffs than rest of Amber Zone charges

\*\* Tallow Hill – Further reduced tariffs than rest of Green Zone.

## 2.3 Electric vehicle charging points at St Martin's Gate Multi-storey car park

The two electric vehicle charging points situated on the ground floor are being used on a regular basis by drivers of electric cars and a rapid charging point has also now been introduced on the ground floor, offering drivers a choice of charging methods, either regular or rapid. These electric vehicle charging points are part of a growing network across the country and Worcester City Council is committed to supporting sustainable transport systems.



## 2.4 Usage of our car parks

When a motorist parks in one of our car parks we require them to either buy a ticket from one of the many Pay and Display machines and then display it visibly in their vehicle, or pay via RingGo (see Section 3.8).

The vast majority of drivers park in our car parks and pay and display as required, but there is a very small minority of drivers - less than 1% - who either do not pay at all or do not correctly display valid tickets.

In these cases we may issue a PCN, based on the list of national contravention codes included in the Traffic Management Act 2004. Below is the list of contraventions drawn from the national list that apply in Worcester City Council car parks.

## 2.5 Contravention Codes (car parks)

Code No.	Description
80	Parked for longer than the maximum period permitted
81	Parked in a restricted area in a car park
82	Parked after the expiry of time paid for in a pay and display car park
83	Parked in a pay and display car park without clearly displaying a pay and display ticket (or voucher or parking clock)
85	Parked in a permit bay without clearly displaying a valid permit
86	Parked beyond the bay markings
87	Parked in a disabled persons' space without clearly displaying a valid disabled persons' badge
91	Parked in an area not designated for that class of vehicle
93	Parked in a closed car park



## 2.6 Worcester City Council car parks PCNs issued

The following table shows the total numbers of PCNs issued in our car parks over the past three years.

Zone	Car Park	2015/2016	2014/2015	2013/2014	Zone
RED	Copenhagen Street	902	1,212	1,202	RED
	Cornmarket	1,800	1,808	1,785	
	Providence Street	317	347	411	
AMBER	Cattle Market	902	936	1,019	AMBER
	King Street	592	633	586	
	Newport Street	706	716	720	
	St Martin's Gate	307	438	656	
	Clare Street	154	157	146	
	Commandery Road	123	160	192	
	Orchard House	-	10	57	
GREEN	Pitchcroft	330	586	454	GREEN
	The Moors	14	45	113	
	Tallow Hill	65	35	69	
	Tybridge Street	17	28	46	
	Croft Road	465	649	542	
<b>Total</b>		<b>6,911</b>	<b>7,760*</b>	<b>7,998</b>	

\*The figures in this column do not include test Penalty Charge Notices or 'spoiled' Penalty Charge Notices. 'Spoiled' notices are those where for example the issuing Officer finds that a vehicle did have a valid Pay and Display ticket but had commenced issuing the PCN. A PCN cannot be cancelled once data has been input into the hand held computer terminal, if it is found that the PCN was not required it is 'spoiled' and recorded on the Chipside Management system.

## 2.7 Penalty Charge Notices issued by Contravention

Below are figures that show which contraventions that Penalty Charge Notices are issued for in the public car parks of Worcester.

Contravention Code Number <sup>**</sup>	Description	2015/2016	2014/2015
80	Parked longer than permitted	46	60
81	Parked in a restricted area	16	15
82	Parked after payment expired	2,820	3,419
83	Parked without clear display	3,210	3,300
85	Parked in a permit bay	70	52
86	Parked beyond bay markings	442	518
87	Disabled persons parking	204	318
91	Wrong class of vehicle	103	77
93	Parked in a closed car park	0	1
<b>Total PCNs Issued</b>		<b>6,911*</b>	<b>7,760*</b>

\*These figures do not include test Penalty Charge Notices or 'spoiled' Penalty Charge Notices. 'Spoiled' notices are those where for example the issuing Officer finds that a vehicle did have a valid Pay and Display ticket but had commenced issuing the PCN. A PCN cannot be cancelled once data has been input into the hand held computer terminal, if it is found that the PCN was not required it is 'spoiled' and recorded on the Chipside Management system.

\*\* Worcester City Council does not enforce every contravention code from the National list.

## 2.8 Payment Methods

Drivers using our car parks can pay with coins at a Pay and Display machine or since November 2010, with cashless parking provider RingGo. This facility is available in all our car parks and was installed in a partnership with Worcester BID (Business Improvement District). It allows drivers to stay longer without having to return to the car park and buy another ticket in person, and also sends text reminders before a parking period expires.

The RingGo cashless parking system has seen further growth in 2015-2016, with an ever increasing number of drivers opting to pay for parking in our car parks by this convenient and simple method. The last year saw an additional £199,190 of parking paid for via RingGo and payments via RingGo now represent 17% of all car park income.



## 2.9 RingGo usage

Month	RingGo Parking Sessions 2015/16	RingGo Parking Sessions 2014/15	Extended Sessions 2015/16	Extended Sessions 2014/15	New Users 2015/16	New Users 2014/15	Repeat Users 2015/16	Repeat Users 2014/15	Parking Income 2015/16	Parking Income 2014/15
April	10,494	7,467	1,317	936	494	425	10,000	7,042	£38,108	£23,437
May	11,474	8,084	1,405	1,010	546	447	10,925	7,637	£39,801	£25,583
June	11,974	8,186	1,385	1,145	567	467	11,406	7,678	£41,934	£26,096
July	11,541	8,565	1,309	1,091	509	469	11,029	8,096	£39,694	£27,166
Aug	10,533	7,969	1,416	1,025	515	404	10,035	7,562	£37,269	£23,245
Sept	12,101	8,769	1,580	1,065	611	438	11,489	8,330	£43,710	£27,049
Oct	13,541	9,424	1,662	1,165	634	472	12,903	8,949	£47,170	£28,964
Nov	14,165	10,128	1,695	1,101	728	588	13,436	9,538	£51,919	£31,322
Dec	15,349	10,959	1,895	1,222	701	609	14,465	10,350	£50,854	£31,736
Jan	13,160	9,998	1,689	1,234	459	414	12,869	9,584	£46,008	£30,633
Feb	13,987	9,867	1,813	1,239	546	451	13,435	9,414	£50,137	£30,556
March	15,108	11,242	1,899	1,323	557	459	14,548	10,781	£52,186	£34,209
<b>Totals</b>	<b>153,427</b>	<b>110,658</b>	<b>19,065</b>	<b>13,554</b>	<b>6,867</b>	<b>5,643</b>	<b>146,360</b>	<b>104,961</b>	<b>£539,186</b>	<b>£339,996</b>
<b>Average</b>	<b>12,785</b>	<b>9,221</b>	<b>1,588</b>	<b>1,129</b>	<b>572</b>	<b>470</b>	<b>12,196</b>	<b>8,747</b>	<b>£44,932</b>	<b>£28,333</b>
<b>% +/-</b>	<b>+37%</b>		<b>+40%</b>		<b>+21%</b>		<b>+39%</b>		<b>+58%</b>	

This represents a 58 per cent increase in RingGo sales on the previous year. Feedback from the Worcester BID, the non-profit independent company which aims to boost trade in the City through projects such as street entertainment and other initiatives, is that shops report people now stay longer on a regular basis without the need to rush back to their cars when their parking time runs out.



## 2.10 Car park income

The following table shows the net income received from our 14 car parks over the last year. The previous two years' figures are included for comparison.

Zone	Car Park Location	Income 2015/16	Spaces	Rev per space	Income 2014/15	Spaces	Rev per space	Income 2013/14	Spaces*	Rev per space
RED	Copenhagen Street	£373,538	161	£2,320	£340,483	161	£2,115	£323,838	161	£2,011
	Cornmarket	£331,847	80	£4,148	£319,222	80	£3,990	£318,627	80	£3,983
	Providence Street	£125,389	58	£2,161	£109,589	58	£1,889	£101,806	58	£1,755
AMBER	Cattle Market	£400,314	186	£2,152	£364,750	186	£1,961	£358,505	186	£1,927
	King Street	£257,912	108	£2,388	£259,853	108	£2,406	£232,916	108	£2,157
	Newport Street	£210,000	138	£1,521	£193,156	138	£1,400	£180,559	138	£1,308
	St Martin's Gate	£693,524	780	£889	£561,500	780	£720	£478,274	780	£613
	Clare Street	£70,176	48	£1,462	£60,909	48	£1,269	£60,373	48	£1,258
	Commandery Road	£61,220	40	£1,530	£61,073	40	£1,527	£59,187	40	£1,480
GREEN	The Moors**	£1,107	103	£11	£12,801	103	£124	£33,165	103	£322
	Croft Road	£227,224	231	£983	£209,284	231	£906	£212,798	238	£894
	Pitchcroft	£207,850	332	£626	£221,049	332	£666	£210,470	332	£634
	Tallow Hill	£77,909	105	£741	£61,626	105	£587	£57,232	105	£545
	Tybridge Street	£49,500	70	£707	£48,966	70	£700	£42,598	70	£609
<b>Total</b>		<b>£3,086,756</b>	<b>2,480</b>	<b>£1,244</b>	<b>£2,826,532</b>	<b>2,480</b>	<b>£1,140</b>	<b>£2,682,275</b>	<b>2,487</b>	<b>£1,079</b>

\*Space numbers accurate at 31 March 2015

\*\* The Moors is now a public car park on Saturdays and Sundays only.



## 2.11 Season tickets

Our season parking tickets are as popular as ever, providing significantly discounted parking and eliminate the need for a Pay and Display ticket to be purchased each time a vehicle is parked in one of our car parks. We introduced in January 2015 Season tickets in Virtual format for all of our Amber and Green zone car parks. Permits can be used in any car park in either zone and can be used in any car. Season ticket applications are now available on-line via the 'MiPermit' portal.

More and more functions these days are carried out on-line, and we felt it was important to offer this up-to-date option for our patrons. Taking this approach, we also recognised that many drivers have access to more than one car and also that if a particular car park was full when a permit holder arrived, they would in the past have had to purchase a Pay and Display ticket to park elsewhere. Our season permit system allows them to move between car parks with no additional expense and offers flexibility to the driver. This option and the added on-line application process has improved our service delivery for the benefit of the motorist.

## 2.12 Season ticket prices

AMBER Zone car parks					GREEN Zone car parks				
Cattle Market, King Street, Newport Street, Clare Street and Commandery Road					Pitchcroft, The Moors, Tallow Hill, Tybridge Street, Croft Road and St. Martin's Gate*				
Months	x 3	x 6	x 9	x 12	Months	x 3	x 6	x 9	x 12
7 days a week/ 24 hours a day	£225	£390	£600	£720	7 days a week/ 24 hours a day	£180	£330	£480	£600

\* for the purposes of Season Tickets, St Martin's Gate is included in the Green Zone.

## 2.13 Season ticket income

Car Park Zone	Income 2015-16	Income 2014-15	Income 2013-14
Green Zone	£28,118	£24,790	£15,259
Amber Zone	£14,706	£11,551	£20,617
<b>Total Income</b>	<b>£42,824</b>	<b>£36,341</b>	<b>£35,876</b>

# Section Three

## On-street enforcement

We carry out enforcement on behalf of Worcestershire County Council on the public highways and also at three on-street bays in the city centre. These bays are short-stay and priced accordingly. The bays fall within the public highway and are the responsibility of Worcestershire County Council. Our enforcement work takes place under the remit of the Agency Agreement we have with the County Council. (see section 1.5.1).

### 3.1 On-street bays income

On-street Pay & Display Parking Bay	Income 2015-16	Income 2014-15	Income 2013-14
College Precincts	£10,050	£10,850	£9,196
Severn Street	£25,473	£26,089	£24,090
Silver Street	£50,177	£52,832	£39,450
<b>Total Income</b>	<b>£85,700</b>	<b>£89,771</b>	<b>£72,736</b>

### 3.2 On-street bays Penalty Charge Notices issued

On-street Pay & Display Parking Bay	2015-16	2014-15	2013-14
College Precincts	101	144	169
Severn Street	271	343	289
Silver Street	493	620	534
<b>Total Income</b>	<b>865</b>	<b>1,107</b>	<b>992</b>

We carry out enforcement activity in the on-street bays, in the same way as we do in our car parks. The above table shows the level of that enforcement work.





### 3.3 On-street parking dispensation scheme

Parking is restricted on many Worcester streets, for example by double yellow lines or limited time waiting bays. However, people and businesses can park in these areas in exceptional circumstances if they obtain a dispensation from us.

Two types of dispensation are available, and we provide clear and unambiguous guidance for both.

A one-day dispensation allows a vehicle to remain (if a risk assessment permits) in areas where parking is normally either restricted or prohibited, up until midnight on the day of issue. These dispensations are issued on request at no charge.

A seven-day dispensation allows a vehicle to remain for a maximum of seven days, where there is a clear and genuine need to do so. These are normally issued for vehicles involved in construction or renovation work. They can be extended on application. We charge a £35 administration fee.

The numbers continue to grow and this year saw an increase of nine additional seven day dispensations issued. This is testimony to the excellent working relationships that we have built with local traders, residents and commercial premises, when there is a genuine need to park in restricted areas.

### 3.4 Parking dispensation income (7 days a week)

Year	Income from dispensations	Dispensations issued
2015-2016	£5,309	154
2014-2015	£5,075	145
2013-2014	£4,435	127

During 2015-2016 we also issued 382 one-day dispensations, up 17 from the previous year's 365. No charge is made for one-day dispensations.

### 3.5 On-street parking enforcement

Our Parking and Enforcement Services carry out enforcement work throughout Worcester, often in response to calls for assistance from local residents and businesses. The issuing of a PCN is always a last resort. Our CEOs will always first encourage a driver to move their vehicle to a location which is not covered by parking restrictions.

The Traffic Management Act provides an approved list of nationally recognised parking contraventions for unlawful parking on the public highway. These are the basis on which our CEOs may issue a PCN if, and when the need arises.

Code	Contravention
01	Parked in a restricted street during restricted hours
02	Parked or loading/unloading in a restricted street while waiting and loading/unloading restrictions are in force
04	Parked in a meter bay when penalty time is indicated
05	Parked after the expiry of paid for time
06	Parked without clearly displaying a valid pay and display ticket
07	Parked with payment made to extend the stay beyond the initial time, when extension is forbidden
08	Parked at an out-of-order meter during controlled hours
11	Parked without payment of the payment charge
12	Parked in a residents' or shared use parking place without clearly displaying either a permit or voucher or pay and display ticket issued for that place
15	Parked in a residents' parking space or zone without displaying a valid residents' parking permit
16	Parked in a permit space without displaying a valid permit
18	Using a vehicle in a parking space in connection with the sale or offering or exposing for sale of goods when prohibited
19	Parked in a residents' or shared use place displaying an invalid permit or vouchers or pay and display ticket
20	Parked in a loading gap marked by a yellow line
21	Parked in a suspended bay/space or part of a bay/space
22	Re-parked in the same parking space/zone within one hour (or other specified time) of leaving
23	Parked in a parking space or area not designated for that class of vehicle
24	Not parked correctly within the markings of the bay or space
25	Parked in a loading space during restricted hours without loading
26	Vehicle parked more than 50cms from the edge of the carriageway and not within a designated parking space
30	Parked for longer than permitted
34	Being in a bus lane
36	Parked in a disc parking space for longer than permitted
40	Parking in a designated disabled persons' bay without clearly displaying a valid disabled persons' badge
45	Parked on a taxi rank
47	Parked in a restricted bus stop/stand
49	Parked wholly or partly on a cycle track
56	Parked in contravention of a commercial vehicle waiting restriction



### 3.6 Penalty Charge Notices issued by location

The table below shows how our CEOs work across the entire city to carry out their work. They mainly travel by foot, but also undertake cycle patrols, combining other responsibilities such as litter enforcement, dealing with fly-tipping, abandoned vehicles and graffiti.

We have as always, provided the previous two years' figures for comparison. The number of PCNs issued in any one street will always vary. New parking restrictions may be introduced or others amended (meaning some streets may be subject to enforcement for the first time), residents arrive and others move on and parking patterns can change. It is our team's role to deal with the issues on the day. There were a total of 9,565 PCNs issued on the public highway, being 440 more than in the last financial year.

No.	Location	PCNs issued 2015/16	PCNs issued 2014/15	PCNs issued 2013/14	No.	Location	PCNs issued 2015/16	PCNs issued 2014/15	PCNs issued 2013/14
1	Abbey Road	0	0	1	29	Blanquettes Avenue	2	0	1
2	Albany Road	7	2	9	30	Blenheim Road	23	21	20
3	Albany Terrace	40	34	20	31	Blockhouse Close	4	7	4
4	Albert Road	0	5	1	32	Bolston Road	1	2	9
5	Alexander Road	0	1	2	33	Boughton Avenue	1	0	0
6	All Saints Road	1	0	1	34	Boughton Close	5	4	1
7	Alma Street	0	0	1	35	Bransford Road	30	27	54
8	Andrew Close	0	0	1	36	Braymoor Road	19	12	10
9	Angel Place	48	57	138	37	Brewery Walk	134	172	5
10	Angel Row	3	6	13	38	Brickfields Road	0	1	0
11	Angel Street	35	37	70	39	Bridgewater Road	4	24	23
12	Arboretum Road	47	33	22	40	Britannia Road	23	26	44
13	Arrowsmith Avenue	1	0	1	41	Britannia Square	102	72	45
14	Ashcroft Road	28	23	0	42	Broad Street	180	153	188
15	Astwood Road	2	6	10	43	Bromwich Lane	19	13	24
16	Back Lane North	6	0	8	44	Bromwich Parade	0	0	2
17	Back Lane South	183	144	161	45	Bromyard Road	12	2	4
18	Back Walk	3	6	13	46	Bromyard Terrace	0	0	7
19	Bank Street	0	10	12	47	Buckholt Drive	0	1	0
20	Barbourne Lane	1	3	6	48	Bull Ring	4	0	0
21	Barbourne Road	16	20	35	49	Bush Walk	23	21	69
22	Barbourne Terrace	20	15	16	50	Byefield Rise	0	0	7
23	Barry Street	16	22	40	51	Cambridge Terrace	3	1	0
24	Bath Road	149	217	176	52	Canterbury Road	2	1	3
25	Belmont Street	1	0	11	53	Carden Close	11	5	13
26	Bilford Road	1	1	2	54	Carden Street	38	42	30
27	Blakefield Gardens	6	11	15	55	Carriage Close	3	0	1
28	Blakefield Road	0	0	2	56	Castle Street	1	3	5



No.	Location	PCNs issued 2015/16	PCNs issued 2014/15	PCNs issued 2013/14	No.	Location	PCNs issued 2015/16	PCNs issued 2014/15	PCNs issued 2013/14
57	Cecil Road	7	3	3	95	Farley Street	1	0	0
58	Charles Street	205	216	219	96	Farrier Street	400	390	398
59	Cherry Street	3	1	6	97	Fels Avenue	0	1	1
60	Cherry Tree Walk	13	10	13	98	Fern Road	0	1	0
61	Chestnut Street	49	60	51	99	Ferry Close	8	1	0
62	Chestnut Walk	13	6	11	100	Fish Street	10	12	3
63	Church Road	5	4	2	101	Flag Meadow Walk	4	5	6
64	Church Street	3	8	5	102	Foregate Street	498	525	585
65	Church Terrace	2	0	2	103	Fort Royal Hill	2	0	2
66	City Walls Road	16	8	9	104	Foundry Street	6	1	3
67	Clare Street	3	1	0	105	Foxwell Street	0	1	1
68	Cole Hill	4	4	3	106	Friar Street	373	396	466
69	College Street	25	50	55	107	George Street	1	1	1
70	Comer Avenue	6	5	4	108	Glebe Close	13	14	7
71	Comer Gardens	3	4	3	109	Graham Road	0	0	1
72	Comer Road	27	9	17	110	Grandstand Road	44	88	80
73	Commandery Road	2	0	0	111	Green Hill Bath Road	0	2	1
74	Compton Road	1	0	0	112	Green Hill London Road	0	1	1
75	Coombs Road	0	1	0	113	Gregory's Mill Street	3	1	0
76	Copenhagen Street	19	30	6	114	Hamilton Road	12	19	25
77	Copsewood Avenue	0	2	3	115	Hampton Close	4	2	5
78	Cornmarket	37	140	137	116	Happy Land West	0	0	1
79	Cosgrove Close	8	1	1	117	Hardwicke Close	5	7	13
80	Croft Road	0	2	0	118	Hebb Street	307	239	41
81	Cromwell Street	1	0	2	119	Henwick Avenue	1	0	2
82	Crown Street	1	1	0	120	Henwick Road	92	85	82
83	Cumberland Street	7	11	7	121	High Street	31	41	52
84	Deansway	16	19	26	122	Hill Street	5	5	9
85	Dent Close	18	16	18	123	Himbleton Road	14	15	29
86	Derby Road	26	16	15	124	Hood Street	47	40	49
87	Diglis Road	84	87	104	125	Hoskyns Avenue	0	0	1
88	Dolday	0	0	1	126	Humber Road	0	2	0
89	Droitwich Road	4	2	7	127	Hylton Road	12	13	32
90	Dugdale Drive	8	2	1	128	Infirmery Walk	136	93	118
91	East Street	17	35	41	129	Ingles Drive	4	13	5
92	Easy Row	29	6	21	130	James Close	75	66	91
93	Ebrington Drive	0	4	4	131	King Arthur's Close	0	0	1
94	Edgar Street	24	11	32	132	King Street	0	4	3

No.	Location	PCNs issued 2015/16	PCNs issued 2014/15	PCNs issued 2013/14	No.	Location	PCNs issued 2015/16	PCNs issued 2014/15	PCNs issued 2013/14
133	Lambert Road	12	2	16	171	Newtown Road	7	2	2
134	Lansdowne Crescent	2	0	1	172	Nightingale Avenue	0	1	2
135	Lansdowne Road	13	5	10	173	Northfield Street	88	68	70
136	Lansdowne Street	12	2	3	174	Northwick Road	0	0	1
137	Lapal Close	0	0	1	175	Nuffield Close	0	1	0
138	Larkhill Road	6	5	6	176	Oldbury Road	86	52	61
139	Laugherne Road	6	4	17	177	Omersley Road	2	4	6
140	Leicester Street	14	10	0	178	Orchard Street	1	1	4
141	Leopard Rise	2	0	3	179	Packhorse Close	1	0	1
142	Lion Court	11	10	1	180	Padmore Street	6	5	2
143	Little Chestnut Street	22	11	14	181	Park Avenue	3	0	1
144	Little London	6	4	3	182	Park Street	15	8	27
145	Little Southfield Street	66	59	66	183	Perdiswell Street	1	4	13
146	Lock Street	0	0	1	184	Perrywood Walk	3	5	4
147	Lodge Close	0	1	1	185	Pheasant Street	10	11	9
148	London Road	11	8	9	186	Pierpoint Street	71	51	81
149	Loves Grove	14	10	12	187	Pinkett Street	0	0	2
150	Lowell Street	61	27	36	188	Portland Street	57	74	53
151	Lower Chestnut Street	59	43	43	189	Portland Walk	10	1	5
152	Lower Field Terrace	3	3	15	190	Prescott Drive	0	1	0
153	Lowesmoor	130	111	96	191	Powells Row	1	0	0
154	Lowesmoor Place	0	0	1	192	Prince Rupert Road	10	5	9
155	Malthouse Place	2	3	1	193	Providence Street	11	7	7
156	Malvern Road	2	1	0	194	Pump Street	43	23	40
157	Marlborough Street	1	0	1	195	Quay Street	21	32	28
158	Mayfield Road	10	3	18	196	Queen Street	102	214	213
159	Mealcheapen Street	5	7	2	197	Rainbow Hill	2	0	1
160	Medway Road	8	1	0	198	Red Hill Lane	0	2	0
161	Melrose Close	7	3	6	199	Richmond Hill	0	0	4
162	Middle Street	43	54	41	200	Royal Albert Close	3	1	4
163	Midland Road	7	6	5	201	Sabrina Terrace	7	10	0
164	Mill Street	37	66	67	202	Sandys Road	0	0	4
165	Moor Street	64	53	88	203	Sansome Place	41	30	66
166	Moreton Place	112	38	41	204	Sansome Street	6	6	1
167	Nelson Road	4	0	1	205	Sansome Walk	267	279	385
168	New Road	2	0	1	206	Saunders Street	1	0	0
169	New Street	33	48	47	207	Sawmill Close	2	4	2
170	Newport Street	49	36	3	208	Sebright Avenue	7	4	3

No.	Location	PCNs issued 2015/16	PCNs issued 2014/15	PCNs issued 2013/14	No.	Location	PCNs issued 2015/16	PCNs issued 2014/15	PCNs issued 2013/14
209	Severn Street	271	343	289	247	Tennis Walk	25	24	36
210	Severn Terrace	50	42	55	248	The Butts	16	33	40
211	Sharman Road	2	2	2	249	The Cross	140	101	108
212	Shaw Street	6	6	2	250	The Foregate	74	68	51
213	Shrub Hill	0	0	1	251	The Heights	1	2	0
214	Shrub Hill Road	14	8	14	252	The Mead	3	2	0
215	Shrubbery Avenue	47	45	54	253	The Moors	25	28	7
216	Sidbury	3	6	7	254	The Shambles	29	36	43
217	Smiths Avenue	3	5	0	255	The Trinity	82	56	72
218	Solitaire Avenue	3	1	4	256	The Tything	234	145	146
219	Somers Road	0	0	3	257	Thorneloe Road	6	0	0
220	South Parade	0	1	0	258	Timberdine Avenue	3	4	1
221	South Street	0	0	1	259	Tollhouse Drive	9	3	3
222	Southfield Street	59	60	68	260	Trinity Street	333	337	446
223	Spetchley Road	0	2	3	261	Tunnel Hill	3	3	6
224	Spring Gardens	54	64	78	262	Turnpike Close	57	20	41
225	Spring Hill	6	11	6	263	Union Street	74	53	81
226	Spring Lane	3	0	1	264	Upper Tything	215	108	85
227	St. Catherines Vale	1	1	0	265	Vauxhall Street	11	7	8
228	St. Clements Close	0	3	14	266	Vicar Street	1	1	6
229	St. Clements Gardens	0	1	2	267	Victoria Avenue	5	5	1
230	St. Georges Lane North	24	16	6	268	Victoria Place	1	1	2
231	St. Georges Square	15	15	68	269	Vincent Road	7	4	3
232	St. George's Walk	1	0	0	270	Wainwright Road	1	15	13
233	St. Johns	97	50	4	271	Washington Street	44	33	63
234	St. Martin's Gate	0	0	2	272	Watery Lane	2	2	3
235	St. Mary's Street	68	64	14	273	Weir Lane	1	0	0
236	St. Nicholas Street	24	12	16	274	Wellington Close	21	13	18
237	St. Oswalds Road	1	0	1	275	Westbury Street	10	7	14
238	St. Pauls Street	90	100	52	276	Wheeler Close	0	0	1
239	St. Peter's Street	2	4	0	277	White Ladies Close	25	15	26
240	St Swithin's Street	525	379	425	278	Wildwood Drive	0	7	16
241	Stanier Road	0	0	1	279	Willow Street	1	3	5
242	Stanley Road	18	13	16	280	Winchester Avenue	2	0	0
243	Swinton Lane	0	0	1	281	Windsor Avenue	6	5	4
244	Tallow Hill	0	0	10	282	Withers Road	1	0	2
245	Taylor's Lane	1	1	6	283	Wolverton Road	1	3	3
246	Temperance Street	5	12	6	284	Wood Terrace	8	3	15

No.	Location	PCNs issued 2015/16	PCNs issued 2014/15	PCNs issued 2013/14	No.	Location	PCNs issued 2015/16	PCNs issued 2014/15	PCNs issued 2013/14
285	Woodstock Road	41	29	44	289	Yew Tree Close	0	1	3
286	Woolhope Road	1	1	0	290	York Place Lane	1	0	1
287	Wych Elm Close	0	0	1	291	York Place	118	105	186
288	Wylds Lane	161	147	157					

### 3.7 Penalty Charge Notices issued by Contravention

Below are figures that show which contraventions that Penalty Charge Notices are issued for on the public highways of Worcester.

Contravention Code Number**	Description	2015/2016	2014/2015
01	Parked in a restricted street	2,835	2,587
02	Loading in a restricted street	570	634
05	Parked after payment expired	401	571
06	Parked without clear display	396	495
12	Parked in a residents space	720	681
16	Parked in a permit space	79	29
21	Parked in a suspended bay	0	1
22	Re-parked in the same place	201	160
23	Wrong class of vehicle	555	438
24	Not parked correctly	64	36
25	Parked in a loading space	213	302
30	Parked longer than permitted	2,614	2,276
40	Disabled persons parking	678	688
45	Parked on a taxi rank	129	127
47	Restricted bus stop or stand	63	63
62	Footpath parking	1	6
99	Parked on a pedestrian crossing	46	31
<b>Total PCNs Issued</b>		<b>9,565*</b>	<b>9,125*</b>
<b>Total in car parks and on the highway</b>		<b>16,476*</b>	<b>16,885*</b>

\*These figures do not include test Penalty Charge Notices or 'spoiled' Penalty Charge Notices. 'Spoiled' notices are those where for example the Issuing Officer finds that a vehicle did have a valid Pay and Display ticket but had commenced issuing the PCN. A PCN cannot be cancelled once data has been input into the hand held computer terminal, if it is found that the PCN was not required it is 'spoiled' and recorded on the Chipside Management system.

# Section Four

## Operational Summary

### 2015-2016

#### 4.1 Summary of parking income

Income by year	2015-2016	2014-2015	2013-2014
City Council car parks income	£3,086,756	£2,826,532	£2,682,275
City Council season tickets income	£42,824	£36,341	£35,876
County Council parking income	£85,700	£89,771	£72,736
Seven day parking dispensations	£5,309	£5,075	£4,435
<b>Total parking revenue</b>	<b>£3,220,589</b>	<b>£2,957,719</b>	<b>£2,795,322</b>

#### 4.2 Summary of Penalty Charge Notices issued

PCN Issue/Activity	Total PCNs 2015/16	% of Total Issue 2015/16	Total PCNs 2014/15	% of Total Issue 2014/15	Total PCNs 2013/14	% of Total Issue 2013/14
Total PCN issue for period	16,476	100	16,886	100	17,005	100
Number of Higher Level PCNs issued £70/£35	6,282	38	6,049	36	9,695	58
Number of Lower Level PCNs issued £50/£25	10,194	62	10,837	64	7,310	42
Number of PCNs paid	12,309	75	12,575	74	12,303	72
Number of PCNs paid at discounted rate	9,835	60	10,345	61	9,795	58
Number of PCNs against which an informal or formal representation was made	5,326 (4,542 informal 784 formal to adjudicator)	32	5,394	31	5,073	33
Total PCNs cancelled for all reasons	2,765	17	3,070	18	3,401	20
PCNs written off due to debt uncollectible	677	4	605	3.5	847	4.9
PCNs cancelled due to incorrect issue e.g. TRO* invalid	345	2	238	1.4	201	1.1
PCNs cancelled due to Worcester City Council Policy e.g. 1st Contravention - valid pay and display ticket not correctly displayed	1,531	9.2	1,693	10	1,539	9.0
PCNs cancelled due to genuine mitigating circumstances e.g. medical emergency - circumstances beyond driver's control	351	2.1	248	1.4	456	2.6
Total PCNs taken forward to independent Adjudicators for outcome decision	48	0.2	37	0.2	38	0.2
Adjudicators finds in favour of council	23	0.1	11	0.06	22	0.1
Adjudicators finds in favour of appellant	15	0.09	18	0.1	14	0.08
Cases not contested by Worcester City Council	10	0.06	6	0.03	2	0.01
Cases awaiting outcome decision	0	0.01	2	0.01	0	0

\*Traffic Regulation Order



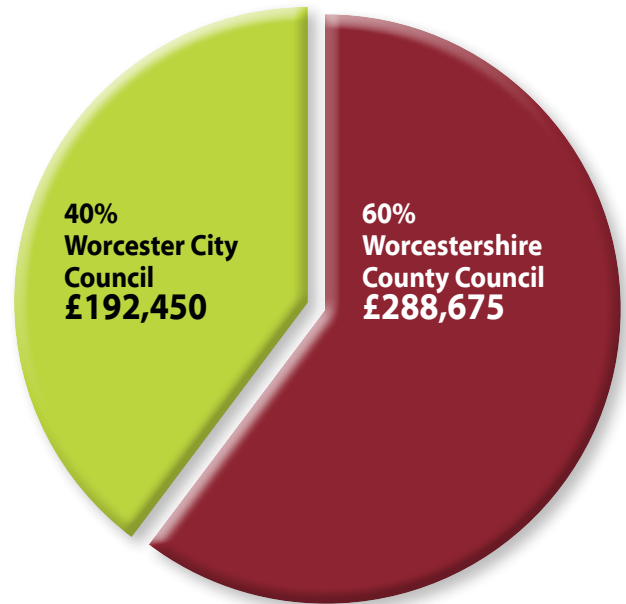
### 4.3 Online Appeals

In 2015 Worcester City Council introduced the Penalty Charge Notice On-Line Appeals portal on the Worcester City Council web-site, allowing drivers to lodge their appeals against the issue of their parking ticket. The system also allows the driver to see any photographs taken by the issuing officer and is designed to make the process, simpler, quicker and accessible. Since its introduction in 2015-2016, a total of 1,793 informal appeals have been made to Worcester City Council and 93 formal appeals have been lodged with the Independent Parking Adjudicators. This represents a total of 1,876 appeals lodged on-line, which is 35% of all appeals received from the issue of Penalty Charge Notices. The remaining 65% were received in the traditional manner, via letter/e-mail etc.

### 4.4 Summary of Penalty Charge Notice income

The total income collected for 2015-2016 from Penalty Charge Notices issued was £481,125. This income is, in accordance with the formal agency agreement, split between Worcester City Council and Worcestershire County Council on a 60%/40% ratio basis, as below. This is subject to regular review.

<b>2015-2016</b>	
Total PCN Income	<b>£481,125</b>
<b>2014-2015</b>	
Total PCN Income	<b>£490,080</b>
40% Worcester City Council	<b>£196,032</b>
60% Worcestershire County Council	<b>£294,048</b>
<b>2013-2014</b>	
Total PCN Income	<b>£492,489</b>
40% Worcester City Council	<b>£196,996</b>
60% Worcestershire County Council	<b>£295,494</b>



### 4.5 Financial year end surplus: Decriminalised Parking Enforcement (DPE)

At the financial year's end, following the settlement of accounts, there was a net surplus of £77,626. In accordance with Section 55 of the Road Traffic Regulation Act 1984, as amended by Regulation 25 Civil Enforcement Of Parking Contraventions (England) General Regulations 2007, that surplus will be used to fund improvements in the service delivery of parking and highways in Worcester, in agreement with Worcestershire County Council.

# Section Five

## Commentary and additional information

### 5.1 Targets for service delivery improvement

#### Team performance in 2015-2016

**Performance targets that are intended to improve our service delivery are important. The previous four years targets remained our focus in two distinct areas relating directly to the better management of PCN issuing.**

The first was to reduce the number of PCNs issued that subsequently had to be cancelled because of officer or system error, such as the CEO inputting the wrong vehicle registration number or location into the system or the supporting Traffic Regulation Order not reflecting the lines or signs on the road at the location. This combined error rate has increased slightly to 2% from the previous 1.4%. This still represents a very small percentage of the overall number of PCNs issued during the year.

The second target was to reduce the number of PCNs which Worcester City Council did not contest if a driver formally appealed against the issue of the Notice. In practice, this target was about ensuring our CEOs issued quality PCNs, only when necessary, following procedures correctly, and gathering appropriate evidence to support the issuing of the PCN. The number rose from the previous six to ten - 0.06% of all PCNs issued.

The number of drivers appealing against the issue of a PCN dropped by a margin of 68 (down from 5,394 in the previous year), to 5,326. This is pleasing and we attribute this to drivers being able to access on-line photographs and information readily relating to the PCN issued to their vehicle. Drivers are now able to see exactly why a PCN was issued and the supporting reasons for its issue. This decrease confirms that we are carrying out our parking enforcement in a way that demonstrates to the motorist that the PCN was issued for a genuine reason, that the contravention was proven and that the issuing of the PCN was fair and proportionate.





## 5.2 Blue Badge enforcement

Disabled persons' bays are placed at strategic locations across the commercial centre of Worcester. Demand for this kerb-side space is high, with all bays constantly busy. Blue Badge holders can park for up to three hours on the public highway (as long as the Blue Badge is displayed), but there is no time restriction in the dedicated bays.

Our CEOs monitor the use of Blue Badges as part of their normal work, and take enforcement action in cases of misuse. Worcester does not have a pronounced problem with Blue Badge misuse, but we note carefully the use of them. This year we had cause to seize seven Blue Badges that were being used unlawfully.

In our car parks we issued a total of 204 PCNs (down by 114 from the previous year's figure of 318) and on-street we issued a total of 678 (down by 21 from the previous year's figure of 699) for misuse of Blue Badges. The reasons for these varied from something as simple as no time clock being displayed, to the badge having expired or having been altered, or for being used by someone not entitled to do so. We seized a total of seven badges during the year and details were passed to Worcestershire County Council (the issuing agency for any further appropriate action). Several Blue Badge holders have subsequently been issued with warning notices about future use of their Blue Badges.



## 5.3 Wild Flower Meadows

Following on from the numerous positive comments we received from both residents and visitors to Worcester, we again planted large areas of otherwise unused and unloved land in one of our busiest car parks in Croft Road. This is the car park in Worcester used by coach and tour operators and the blush of wild colours has been a colourful welcome to our city. In 2017, we will be planting similar wild flower meadows in Cattlemarket and Copenhagen Street car parks as well.



## 5.4 Road closures and street parties

The Parking and Enforcement Services co-ordinate and issue Temporary Road Closure Orders in Worcester, except on primary routes, which are administered by Worcestershire County Council. The closure of a road or street allows a wide variety of events to take place without the fear of traffic coming into conflict with large numbers of pedestrians.

These orders are issued under the authority of Section 21, The Town Police Clauses Act 1847. In 2015-2016 a total of 32 road closures were granted for a variety of events from summer fetes to civil ceremonies. This was an increase of one on the previous year's total of 31. Requests for temporary road closures came from private individuals, from community groups, and from organisations such as Worcester BID and Herefordshire and Worcestershire Chamber of Commerce, which organised events supporting local commerce, including street markets and fireworks displays.

Application forms for street closures can be downloaded from [www.worcester.gov.uk](http://www.worcester.gov.uk)

Before we grant an order, the site is visited and assessed to see if it is suitable. We also consult West Mercia Police. Once granted, the order is circulated to all emergency services for their information. All orders are published at [www.worcester.gov.uk](http://www.worcester.gov.uk).



## 5.5 Residents' parking schemes

Our Parking and Enforcement Service manages and monitors the existing residents-only parking schemes in Worcester, enabling local residents in areas with particular congestion problems to have parking facilities, near or adjacent to their properties. A total of 720 PCNs were issued to vehicles contravening the parking restrictions in residents' parking places in 2015-2016, an increase of 39 on the previous year's 681.

The majority of schemes have been in place now for several years and work very well, serving the needs of local residents as well as visitors. During 2015-2016, two new schemes were successfully introduced into Barbourne Terrace and Henwick Road. Worcester now has a network of resident's parking schemes and more are under consideration.

## 5.6 Current residents' only parking schemes in Worcester

Zone	Zone T	Zone P	Zone B	Zone E
<b>For the residents of:</b>	Spring Lane/ Spring Hill	Severn Terrace	The Moors Moor Street Back Lane South Albany Terrace Britannia Square Braymoor Road	College Precincts Edgar Street King Street Castle Place Severn Street
<b>To park in:</b>	Any bay on Tallow Hill Car Park	Any bay on The Moors/Pitchcroft Car Park	In marked residents bays - Britannia Square Back Lane South Albany Terrace Back Lane North	In marked residents and pay and display bays on Severn Street and Edgar Street
<b>Number of permits allowed</b>	One permit per household	Two permits per household	No limit	Three permits per household
<b>Price of permits</b>	£30 per permit	£30 per permit	£30 per permit	£30 for first permit; £40 for second permit; £50 for third permit
<b>Visitor scratch cards allowed</b>	None	None	None	Can purchase 80 books of scratch cards per year

Zone	Zone D	Barbourne Road	Hebb Street	Sabrina Terrace
<b>For the residents of:</b>	York Place and Windmill Close	St. Georges Square	Hebb Street Leicester Street Brewery Walk Ashcroft Road	Sabrina Terrace
<b>To park in:</b>	York Place and Windmill Close	St. Georges Square	Hebb Street Leicester Street Brewery Walk Ashcroft Road	Sabrina Terrace
<b>Number of permits allowed</b>	Three permits per household	Three permits per household	Three permits per household	Three permits per household
<b>Price of permits</b>	£30 for first permit; £40 for second permit; £60 for third permit	£30 for first permit; £40 for second permit; £60 for third permit	£30 for first permit; £40 for second permit; £60 for third permit	£30 for first permit; £40 for second permit; £60 for third permit
<b>Visitor scratch cards allowed</b>	Can purchase 80 books of scratch cards per year	Can purchase 80 books of scratch cards per year	Can purchase 80 books of scratch cards per year	Can purchase 80 books of scratch cards per year

Zone	Henwick Road	Barbourne Terrace
For the residents of:	Henwick Road	Barbourne Terrace
To park in:	Marked bays in Henwick Road	Marked bays in Barbourne Terrace
Number of permits allowed	One permit per household	One permit per household
Price of permits	£30 per permit	£30 per permit
Visitor scratch cards allowed	None	None

Where visitor's scratch cards are issued, residents can purchase books of four scratch cards at £5 for ten books, £15 for 30 books or £25 for £50 books.

## 5.7 Assaults/incidents of threatening behaviour

We are again pleased to report that during 2015-16 none of our CEOs were subject to a physical assault. This is testimony to the self-awareness training that all our CEOs continue to receive. That prepares them to deal with and defuse the small number of incidents when members of the public vent their anger, or use threatening, abusive or insulting words or behaviour towards our CEOs.

We take such incidents very seriously, and in accordance with our Violence in the Workplace Policy, all incidents are recorded and reviewed monthly within the service. We also assess them at our quarterly Health and Safety meetings.

If appropriate, we will report serious incidents of verbal threats or intimidation to West Mercia Police for criminal investigation. In 2015-2016 there were a total of 12 recorded incidents, up four from eight the previous year.

Our patrolling CEOs carry body-cams and are able to capture real-time evidence of being threatened or abused. Several other service providers have sought advice from the Worcester City Council parking team on the value of using body-cams before introducing them to their own teams. The presentation of video evidence can assist on the rare occasions that we do have to take matters to court, as well as resolving complaints about a CEO's alleged behaviour. Worcester City Council has a duty of care to its employees and incidents of abuse or threats will not be tolerated.



## 5.8 Complaints against Parking and Enforcement Services

Our CEOs have issued an average of 17,750 PCNs over the past two years, coming into contact with a huge number of people who are often upset or aggrieved about receiving a parking ticket. Some of those people then choose to complain about the actions of the issuing CEO, often in an effort to have the PCN cancelled or because they genuinely feel they have been unfairly treated.

We are very pleased that the number of complaints lodged against the Enforcement Team in 2015-2016 was 51, down by 18 from 69 the previous year, representing less than 0.3% of all PCNs issued. This substantial decrease is welcome and a pleasing trend. Changes and improvements to the City Council's complaints recording procedures are being used to good effect to demonstrate our greater transparency.

We investigate all complaints following clear and transparent procedures. We then take any actions needed to address the outcome of that complaint investigation and we inform the complainant of the outcome. Parking and Enforcement Services aims to learn from mistakes and, where possible, put in measures to prevent a reoccurrence. Of the 51 complaints made, 33 (or 64%) were not upheld, 9 (18%) were upheld and a further nine (representing 18%) were upheld in part.

It is important to note that our CEOs have many other forms of interaction with the public away from the issuing of PCNs (and potential complaints), including offering advice, providing directions and assisting motorists whose vehicles have broken down, acting as ambassadors for the City. We will aim to reduce the number of complaints made about how our patrolling officers interact with members of the public in 2016-2017 from 7 to 0. We are especially keen to present an open, honest enforcement service at user level and we take all complaints about our Civil Enforcement Officers seriously.



Nature of Complaint	2015/2016				2014/2015				2013/2014			
	Upheld	Part Upheld	Not Upheld	Total by Category	Upheld	Part Upheld	Not Upheld	Total by Category	Upheld	Part Upheld	Not Upheld	Total by Category
Unreasonable decision or policy	0	0	10	10	2	4	20	26	1	5	21	27
Employee conduct - rude, unhelpful or aggressive employee behaviour	2	2	3	7	3	1	5	9	4	3	2	9
Quality of service - service not provided to standard expected	0	2	4	6	3	3	2	8	3	2	3	8
Health and Safety issue	1	1	2	4	0	2	1	3	0	2	1	3
Poor information - information not provided, unavailable/ inaccurate or misleading	2	0	1	3	1	1	1	3	1	1	1	3
Service failure - service not provided or appropriate action not taken	0	1	7	8	4	2	7	13	5	1	8	14
Cost of service - cost of service considered unreasonable	1	2	1	4	1	0	2	3	1	0	2	3
Undue intrusion, disruption or inconvenience	1	0	1	2	1	0	0	1	1	0	0	1
Poor communication - failure to respond to letters/e-mails	2	1	4	7	0	1	0	1	0	1	0	1
<b>Total</b>	<b>9</b>	<b>9</b>	<b>33</b>	<b>51</b>	<b>15</b>	<b>14</b>	<b>38</b>	<b>67</b>	<b>16</b>	<b>15</b>	<b>38</b>	<b>69</b>

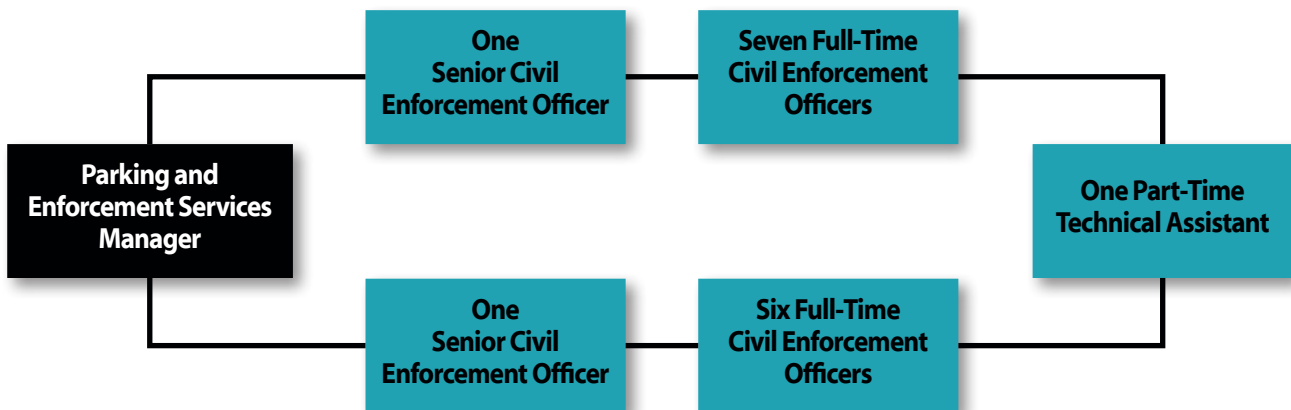


## 5.9 Parking and Enforcement Services' wider role and team structure

2015-2016 saw the Parking and Enforcement Services Team commence enforcing the numbers of 'A' Boards permitted on the public pavements outside commercial premises and to date we have received excellent support from retailers on this aspect of making the City safe and accessible to all. We have continued to address issues of littering, fly-tipping, dog fouling and abandoned vehicles. Our officers have carried out plain clothes patrols across Worcester in an effort to build up intelligence in these areas of our duties, and we work in close partnership with other teams across the City Council, including Parks and Open Spaces, Refuse and Street Cleansing and Community Engagement.

We continue to respond to complaints or requests for assistance from members of the public, groups, organisations and elected Council members in line with our Environmental Enforcement Policy.

The current structure of the Parking and Enforcement team is outlined in the diagram below.



## 5.10 Joint patrols with the Police

Throughout the year, our CEOs have again joined forces with local Police, both uniformed officers and Community Support Officers, to tackle problems associated with parking and environmental issues, as well as quality of life issues that can be associated with parking problems.

We regularly visit areas in and around schools at times when parents are dropping off or fetching children, so that we can offer advice on both parking and environmental enforcement issues with particular attention to the issues surrounding dog fouling in and around schools and playing fields.

Our partnership approach has been successful in further reducing congestion outside a number of targeted schools. Work continues across the city to tackle this problem, as many schools are located in tightly congested areas. We have directly engaged with a number of schools and have had to issue some PCNs again to a very small proportion of drivers parking unlawfully in areas around them.



## 5.11 Other partnerships

We continue to build on the strong relationships with organisations that are particularly important for Worcester's economy and culture. Worcester BID (Business Improvement District) focuses on supporting local businesses and enterprise in the heart of the city, and we also have strong ties with the city's tourism services provider, Herefordshire and Worcestershire Chamber of Commerce. We work very closely with the current organiser of the Worcester Victorian Fayre, LSD Promotions. Our role is to keep the streets free of unnecessary obstruction so that pedestrians are not inconvenienced. Working with 'Team Worcester' has also been the birth of a new and focused multi-agency approach to problem solving in the city.



## 5.12 Major events

The Civil Enforcement team were involved in the planning and delivery of three significant events in Worcester sitting on the Safety Advisory Groups that took place during 2015. We have worked very closely with the Police, Worcestershire County Council, the Military and Worcester BID (Business Improvement District). Our role on these days was to keep the streets completely clear of traffic or parked vehicles. We are pleased to report all three events were a complete success.

The events were:-

- The Race For Life (Cancer research)
- The Worcester 10k Run on Sunday 20 September 2015.
- The Christmas Victorian Fayre.



## 5.13 Environmental enforcement

The team continues to have responsibility for the investigation of environmental issues across Worcester and has further developed expertise and experience in this challenging area of enforcement. We work closely with local councillors, parish councils and neighbourhood wardens to make Worcester a clean and safe place to live.

The following table illustrates the numbers of incidents reported and the number of fixed penalties that were subsequently issued as a result of our investigations.

Incident Type	Number of Incidents 2015-2016	Fixed Penalties Issued 2015 - 2016	Number of Incidents 2014-2015	Fixed Penalties Issued 2014 - 2015	Number of Incidents 2013-2014	Fixed Penalties Issued 2013 - 2014
Fly-tipping	67	4	51	5	12	1
Littering	10	1	9	1	9	4
Rubbish left out in open	41	0	39	0	19	3
Fly-posting	15	0	3	0	1	0
Dog fouling	17	0	29	0	60	1





### **5.14 Abandoned vehicles**

The team responded to 186 reports of vehicles being abandoned, a rise of 69 on the previous year. On arrival 85 had already been removed or no trace was found. 70 were removed by the driver on request, 16 seven-day notices requiring removal were served and nine vehicles were lifted, of which six were destroyed (up two from the previous year).

### **5.15 Freedom of Information requests**

We received a total of 17 requests for information relating to parking and Environmental Enforcement matters, one less than the 18 requests received the previous year. In all cases, we provided responses within the statutory 20 working days.

# Conclusion

**Andy Chinn**  
**Parking and Enforcement**  
**Services Manager**



**Worcester has come a long way since the days of trams and carts. Without exception the roads and streets are busy every day of the week and our Parking Team`s objective is to keep the city moving. We have entered the digital age with state-of-the-art equipment at our disposal and we provide a host of on-line services that meet the needs of today`s drivers.**

Our University continues to attract people from across the globe. The city continues to develop and expand and we are committed to helping make Worcester a great place to live, work in or visit. To that end, we aim to deliver our Parking Service in a fair, balanced and proportionate manner and we constantly engage with residents and visitors to Worcester in a bid to offer a first class service to the community.

No doubt this coming year will provide us with a new set of challenges; we look forward to it!

**Andy Chinn**  
**Parking and Enforcement Services Manager**  
**Cleaner and Greener City, Worcester City Council**

## Glossary of Terms

ACPO	Association of Chief Police Officers	SMG	St. Martin`s Gate Multi-storey car park
Body-cam	Body worn video camera	TMA04	Traffic Management Act 2004
BPA	British Parking Association	TPT	Traffic Penalty Tribunal
CEO	Civil Enforcement Officer	TRO	Traffic Regulation Order
DFT	Department for Transport	TSRGD2011	Traffic Signs Regulations and General Directions 2011
DPE	Decriminalised Parking Enforcement	WCC	Worcester City Council
PACT	Police and Communities Together	WCCPO2009	Worcester City Council Car Parking (General Places) Order 2009
PCN	Penalty Charge Notice	WorCC	Worcestershire County Council
P & D	Pay and Display	HA	Highways Authority
Patrol	Parking and Traffic Enforcement Outside London		

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**WORCESTER CITY COUNCIL**  
**PARKING AND ENFORCEMENT SERVICES**  
Annual Report 2015-2016

