



September 2012

Parking Annual Report

2011/2012



www.torbay.gov.uk

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Introduction from Councillor Robert Excell



Welcome to Torbay Council's fourth parking services annual report, which summarises the parking and traffic enforcement conducted by the council in 2011/2012, and provides details of activities, enforcement and accounts.

The economic downturn continues to pose a challenge to providers of parking services as demand for products and services directly affects parking demand, and the sensitivity of people to parking charges. Over the past year to mitigate the impact of parking charges the Council has operated a number of parking promotions to assist the town centres in the quiet winter months and in partnership with Brixham Chamber of Trade offer a parking refund scheme to customers in Brixham shops which are part of the scheme. We have also introduced a new tariff where we have reduced medium term parking charges to encourage shoppers to stay longer in the town centres. In March 2012 Members at our Transport Working Party approved a number of on street pay and display areas to create turnover in key areas near the towns which offers 4 hours parking for just £1.

All pay and display car parks now have the quality 'Parkmark' award which is provided by the British Parking Association in partnership with the Police considering safety, design, customer service, management regime. Very few local authorities in the country are able to obtain awards for all their pay and display car parks so I am most pleased with the Parking Teams success.

I have spent much time with Community Partnerships and local business groups to discuss parking and the provision of parking in Torbay. As a result the Councils Parking Policy is due to be updated next financial year with my input and to investigate pay on exit parking at a number of car parks.

Furthermore during this year we have restructured Council Officer roles bringing Public Transport and Parking together to offer a more rounded and experienced Transport Team.

Finally I hope you find this report informative and look forward to receiving any feedback you may have by emailing parking@torbay.gov.uk

Chapter 1

About Torbay

Chapter 1

About Torbay



Torbay is often referred to as the English Riviera and is a popular tourist destination in South Devon. Situated 16 miles south of Exeter on the A380 and consists of three towns, Torquay, Paignton and Brixham. Torquay's population of 63,998 during the 2001 UK Census made it the third largest settlement in Devon, with Paignton a population of 48,251 and 17,395 residing in Brixham. If the Torbay area, of which Torquay forms a third, were to be recognised as a city, it would rank as the 45th largest city in the United Kingdom with a population only slightly less than that of Brighton, which was granted city status in 2000. During the peak summer season the resort's population swells to around 200,000.

Throughout Torbay car ownership is average when compared to the whole country with 26.79% of households not having access to a vehicle.

Torbay is famous as the birthplace and home to Agatha Christie the famous novelist. However most recently famous as the location for the documentary on Channel Four 'The Hotel'. Torbay has beautiful bathing waters boasting a massive 7 blue flag beach awards. It also has a lot to offer sailors with Torbays sheltered Bay.

Parking is therefore important to both the huge numbers of visitors and those lucky people that reside in Torbay.



Chapter 2

Objectives

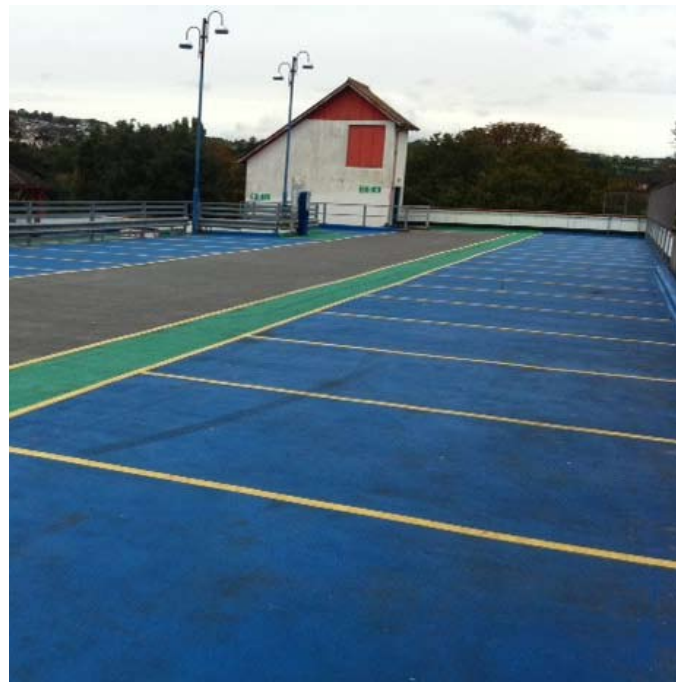


Parking Provision

Parking provision and management is a key element of the Torbay Local Transport Plan, that

- Provides access to town centre areas to support the local economy
- Provides support to traders at off peak trade times by reduced parking charges and parking promotions
- Provides access to amenity areas and reacts to seasonal demand
- Provides parking for residents within controlled parking zones
- Provides a balance of long and short stay parking
- Provides dispensations to contractors to park conveniently for access to tools
- Provides discounted parking permits for regular customers
- Provides dispensations for health care workers
- Provides areas for effective loading and unloading for businesses
- Provides designated parking bays for specific vehicles, e.g. coaches
- Provides a variety of disabled bays in convenient areas for blue badge holders

Torbay Council aims to provide car parks that are clean, well lit, have working lifts in multi storey car



parks, invest in new equipment and are always striving to improve customer satisfaction.

Parking Enforcement

Torbay Council under the Traffic Management Act 2004 have been enforcing the parking regulations in Torbay for many years by using an in house service.

The objectives for parking enforcement have focused on removing congestion and creating a safe environment for pedestrians and motorists.

Chapter 2

Objectives

Priority for enforcement has been given to:-

1. Control of parking locations and time restrictions where traffic congestion and delays, especially to emergency vehicles, would restrict traffic flow, hinder access and reduce road safety.
2. Ensuring that parking places are used as appropriate, particularly with respect to short stay parking bays and pay and display spaces within the town centre, blue badge holder spaces, taxi ranks, loading bays, etc.
3. Supporting the free flow of public transport.

The manner in which enforcement of parking regulations in Torbay is undertaken has been

identified as having a high impact on the local economy and the overall image and perception of the Council and Torbay. Therefore overall it was felt that an in house service could meet these needs more than a privately contracted out service.

Torbay Council believes that public confidence in the delivery of a fair and appropriate parking enforcement service, with clearly stated objectives and outcomes, is critical to its success. Also that the public recognise that it is in their own benefit to ensure parking areas are provided for all and town centre pedestrianised areas are protected from vehicles accessing it at unauthorised times.



Chapter 3

Parking Provision



On Street Pay and Display Parking

On street parking charging was introduced in Torbay during 2008 to assist with the enforcement of limited waiting areas. Towards the end of the year Torbay Council implemented several new locations including commuter parking. The areas where on street parking charges are in operation are as follows:

Torquay

Location	Spaces
Abbey Road	37
Babbacombe Road	25
Castle Circus	
(Castle Road & Lymington Road)	16
Controlled Parking Zone A (Torwood Gardens Road & Parkhill Road)	30
Lymington Road*	37
Magdalene Road*	34
Market Street	18
Pimlico	3
Rock Walk	41
The Terrace	13
Torre Abbey Meadow and Sands	56
Torwood Street	28
Union Street	36

Paignton

Location	Spaces
Adelphi Road	19
Dendy Road	20
Eastern Esplanade	218
Hyde Road	16
Palace Avenue	74
Queens Road	29
Sands Road	16
Stearfield Road	10
Torbay Road	35
Torquay Road	10

The tariff the Council operates is comparable to neighbouring authorities where similar amenities are offered.

* Commuter charges

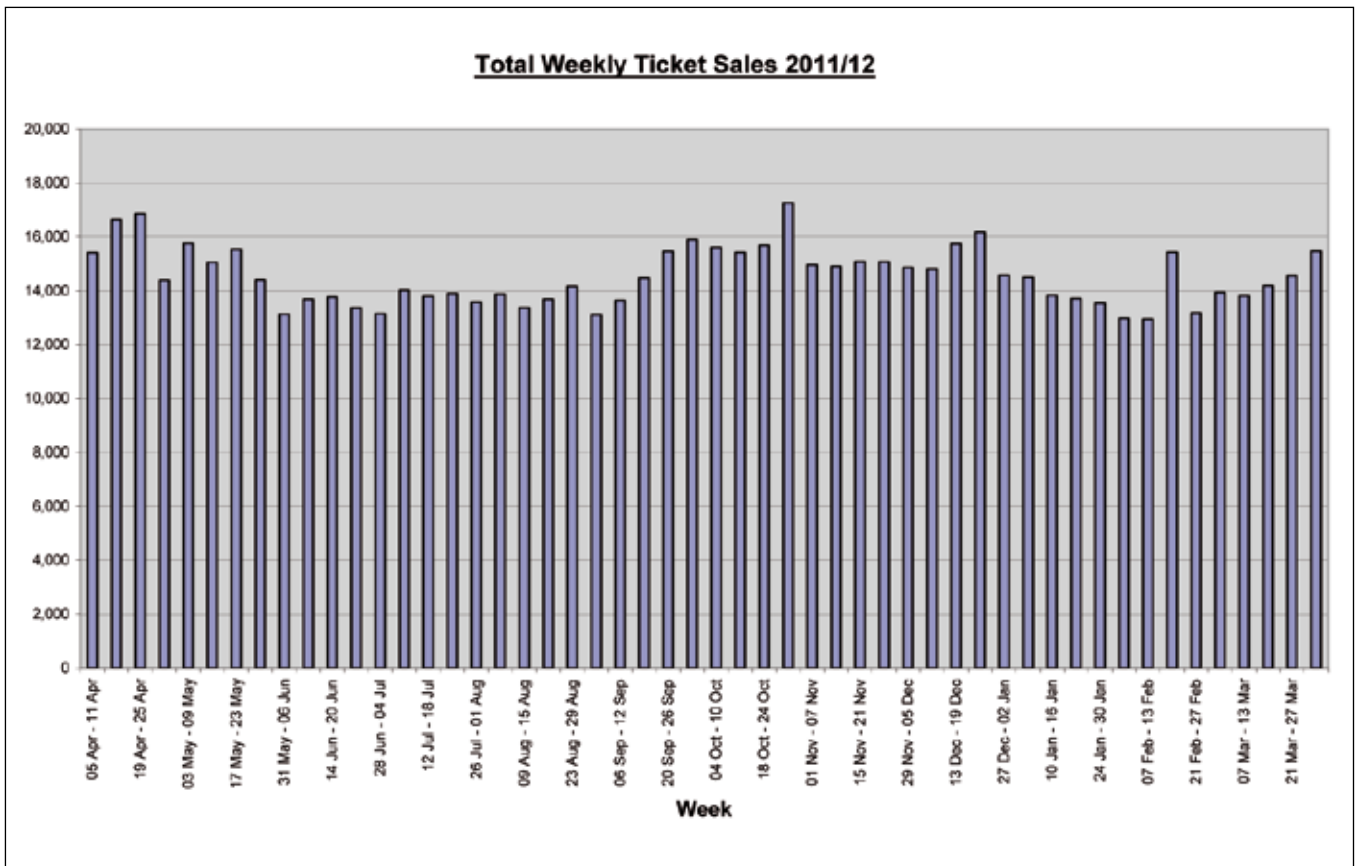
Chapter 3

Parking Provision

On Street Charges 2012

Time	Cost
20 minutes	50p
40 minutes	£1.00
80 mins	£2.00
2 hours	£2.50
3 hours	£3.50
4 hours	£4.50
Commuter Charges	
4 hours	£1.00
8 hours	£2.00

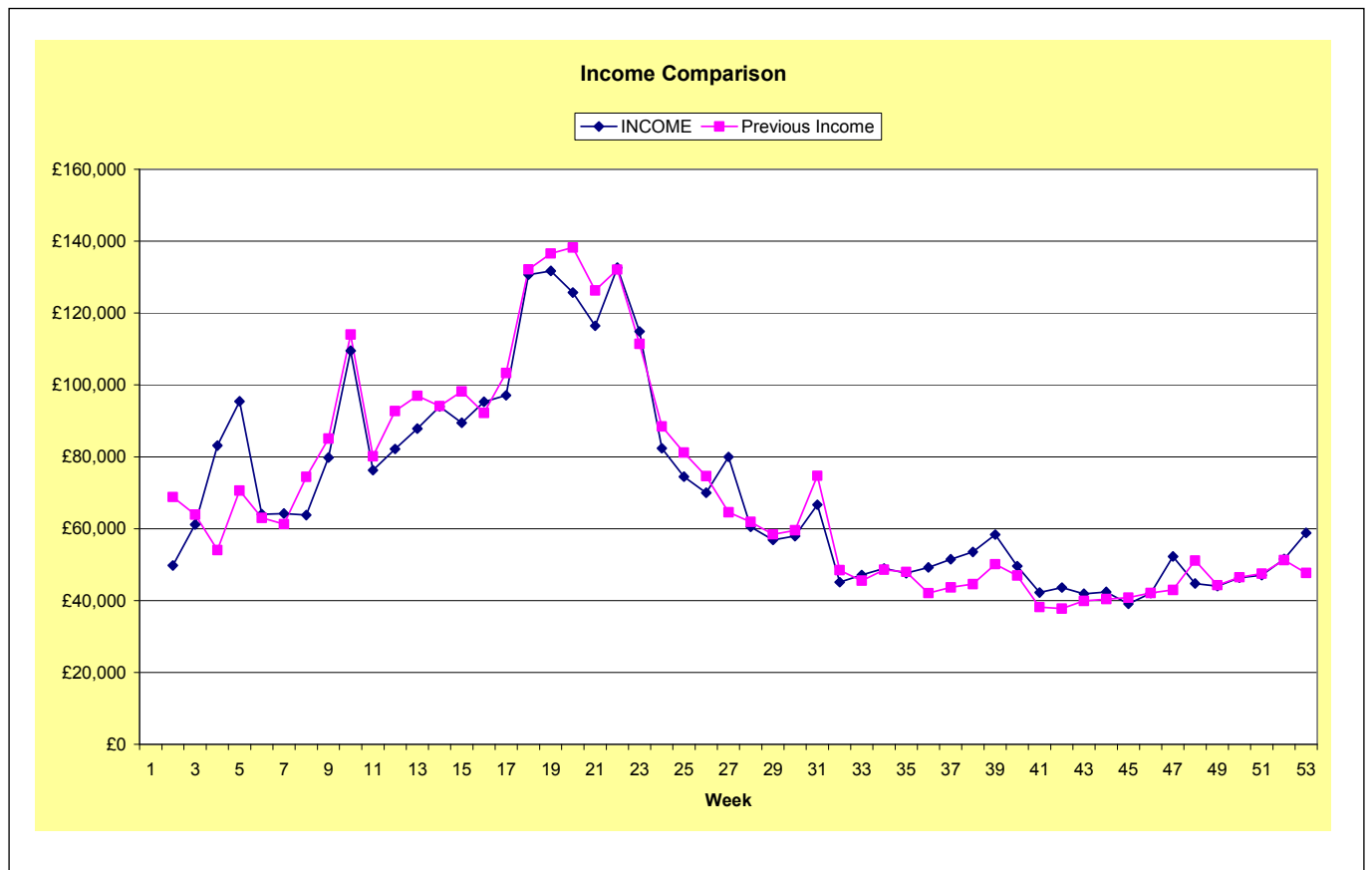
This year Torbay Council has sold a total of 758,652 tickets at these locations from a total of 96 on street pay and display machines.



Off Street Parking Provision

Torbay Council operates 39 Car Parks across Brixham, Paignton and Torquay, providing in excess of 7,500 spaces. The Car Park locations and capacity are shown on the table on page 10. Various permits are available to purchase for use at these car parks and are available via the Council's web site www.torbay.gov.uk/parking or from one of the Connections Offices. The permit durations vary between 12 month, 6 month and 3 month, and a weekly permit is also available specifically aimed at visitors.

The table below shows the annual ticket sales in all off street car parks in Torbay.



Chapter 3

Parking Provision

Torbay Council Car Parks Overview

Multi Storey Car Parks

Name	Location	No. Spaces	Park Mark Award	CCTV	Lifts
TORQUAY					
Beacon Quay	Beacon Hill, Torquay	118	✓	✓	✗
Harbour	The Terrace, Torquay	533	✓	✓	✗
Lower Union Lane	Lower Union Lane, Torquay	664	✓	✓	✓
Union Square	Castle Road, Torquay.	415	✓	✓	✓
PAIGNTON					
Victoria	Garfield Road, Paignton	744	✓	✓	✓
Roundham	Cliff Road, Paignton	117	✓	✓	✗

Surface Level Car Parks

Name	Location	No. Spaces	Park Mark Award	CCTV
TORQUAY				
Abbey Park	Belgrave Road, Torquay	28	✓	✗
Brunswick Sq	Teignmouth Road, Torquay	89	✓	✗
Chilcote Close	Chilcote Close, Torquay	68	✓	✗
Hampton Avenue	St Marychurch Road, Torquay	153	✓	✗
Kilmorie	Meadfoot Sea Road, Torquay	22	✓	✗
Lymington Road	Lymington Road, Torquay	50 + 18 Coach	✓	✓
Meadfoot Beach	Meadfoot Sea Road, Torquay	29	✓	✗
Meadfoot Road	Meadfoot Road, Torquay	57	✓	✓
Melville Street	Warren Hill, Torquay	36	✓	✗
Princess Street	Princes Street, Torquay	59	✓	✗
Shedden Hill	Shedden Hill, Torquay	258	✓	✓
St Marychurch	Hampton Avenue, Torquay	34	✓	✗
Torre Valley	Walnut Road, Torquay	150	✓	✗
Town Hall	Lymington Road, Torquay	191	✓	✓
Walls Hill	Walls Hill Road, Torquay	73	✓	✗
Watcombe	Watcombe Beach Road	50	✗	✗
PAIGNTON				
Churchward Road	Churchward Road, Paignton	36	✓	✗
Clennon Valley	Penwill Way, Paignton	503	✓	✗
Cliff Park Road	Cliff Park Road, Preston	41	✓	✗

Colin Road	Colin Road, Paignton	87	✓	✗
Crown & Anchor	Crown & Anchor Way, Paignton	81	✓	✓
Preston Gardens	Old Torquay Road, Preston	48	✓	✗
Great Western	Great Western Road, Paignton	68	✓	✓
Quay West	Tanners Way, Paignton	970 (Approx)	✓	✗
Station Lane	Station Lane, Paignton	38	✓	✗
Youngs Park	Tanners Way, Paignton	130	✓	✗
BRIXHAM				
Breakwater	Berry Head Road, Brixham	103	✓	✓
Brixham Central	Bank Lane, Brixham	180	✓	✓
Broadsands	Broadsands Road, Brixham	1000 (Approx)	✓	✗
Freshwater	Blackball Lane, Brixham	122	✓	✓
Oxen Cove	Blackball Lane, Brixham	84	✓	✓
Shoalstone	Berry Head Road, Brixham	66	✓	✗



Union Square
Car Park



Breakwater
Car Park

Chapter 3

Parking Provision

The recognised standard throughout the off street parking industry is the obtaining of an award known as Parkmark. This scheme is operated by the British Parking Association (BPA) which is the recognised parking association of the industry. They, in conjunction with the Association of Chief Police Officers (ACPO), created the scheme which measures parking facilities against criteria which aims to reduce crime and the fear of crime in car parks. Operators are therefore required to adopt an active management strategy to ensure minimal occurrence of crime.

There are 37,000 car parks across Britain which are awarded Parkmarks. Currently 36 Torbay Council pay and display car parks have been awarded the Parkmark standard. The award is based on:

- Management practices
- Lighting
- Signage
- Cleanliness
- Surveillance

In order to meet the standards both a representative from the Police and a representative from the British Parking Association (BPA) inspect the car park against the required criteria and only after they agree are the car parks given the award. Torbay Council work with the Police to reduce crime in car parks by designing out problems and also through closing sections of car parks, providing security and CCTV.

For customers, using a Park Mark® Safer Parking facility means that the area has been vetted by the Police and has measures in place to create a safe environment.

Also customers have the confidence that the award measures the car park operators management standards of the site. This includes response times in relation to problems, standard

of the parking spaces themselves and ensuring they are clean and maintenance issues resolved.

All Council car parks are cleaned by our TOR2 joint venture company.



Chapter 4 Partnerships



Torbay has many partnership groups covering all the wards across Torbay including Chamber of Trades, Ward Partnerships, Private Companies and even groups such as retail user groups. Parking interfaces with many groups to ensure a fair and good service provision to all those in the community.

Tor2 Torbay Council's Joint Venture Company with May Gurney

In July 2010 a new company was created by Torbay Council in partnership with May Gurney following a long tender process for the provision of waste services, street services, grounds maintenance and various building projects. Within parking Torbay Council work closely with them to ensure car parks are cleaned to a good standard and presented well to the public. Also in other areas of their work such as ensuring recycling vehicles can access residential areas on waste collection days.

Torbay Town Centres Company

In January 2010 Torbay Town Centres Company was created through the set up of BID in Torquay whereby traders within a specific area pay into the company for the provision of additional services in that specific area to encourage additional trade. This can be improved street lighting, cleansing and even events to create large footfall. In 2011



Paignton also set up its own BID area for the same reasons.

English Riviera Tourism Company

Over the past few years has seen the creation of a wholly owned Council



company to manage tourism in the area with its own Board of Directors and Chief Executive. Their key purpose to encourage and develop tourism to particularly market Torbay to a wider audience. Through their management of the Visitor Information Centres they sell most of the discounted weekly car parking permits to visitors and we work closely with them supporting events.

Community/Voluntary Groups

There are a number of Community Groups in Torbay which are well supported and Torbay

Chapter 4

Partnerships

Council attend regularly to provide support, information and answer queries on parking issues. These are:

- Torquay, Paignton, Brixham Chamber of Trade
- Brixham Town Council
- Community Partnerships
- Public Safety Advisory Group
- Street Pastors
- Beach Hut User Groups
- Federation of Small Businesses

British Parking Association

Torbay Council is well represented at British Parking Association Meetings with a Group Manager from Torbay attending as Chairman. Torbay Council also host quarterly Car Park Managers meetings for all the authorities in Devon, Cornwall and South Somerset represented. This ensures that Torbay is at the centre of the parking industry ensuring Torbay Council is regularly updated on new schemes, innovations etc.

Torbay Council actively promote the Parkmark scheme throughout the local authority and all fee paying car parks hold such an award, 36 in total.

Disabled Groups

Torbay Council actively promotes mobility schemes and within two main car parks provides access to mobility scooters for hire and volunteers who advise the disabled on parking in and around Torbay. Torbay Council provides more disabled parking bays where off street car parks are relined and in conjunction with the Highways Team ensure any new parking schemes on street provide extra disabled parking.

The Blue Badge scheme is a national parking concession for people with mobility difficulties who are either drivers or passengers. The Torbay Care Trust are responsible for the processing of these Blue Badges.

There are dedicated disabled bays both on the streets of Torbay and in Torbay Council car parks.



Blue Badge holders are able to park in the pay and display bays on street without payment provide they clearly display their Blue Badge. In the car parks for Blue Badge Holders who have severe mobility problems and are in receipt of the mobility component of Disability Living Allowance, Torbay Council offer a permit for only £20 to park free of charge in the car parks. The Parking administration team are responsible for the processing of these applications. In many off street car parks Torbay Council are now providing more disabled spaces and aim for a 3% of the total car park capacity for disabled bays. These are located in prime spots in car parks to assist with mobility issues.

DVLA

During the year Civil Enforcement Officers commenced issuing DVLA warning notices which are known as CLE 2/7 notices. These are issued to vehicles which are not displaying a valid excise duty.

The resulting action includes fines issued to the registered keeper and in some cases vehicles are clamped and removed by the DVLA who have these legislative powers to deal with unlicensed vehicles.

Chapter 5

Parking Promotions



Torbay Council recognises that due to the current economic downturn its essential that the local economy is supported where possible by offering cheaper parking charges. These have been as follows:

April 2011

As per previous years the Council offered all weekend parking for £1 from Friday 6pm to Monday at 10am. One ticket purchased from any car park could be used all weekend in any other car park. This was very successful as this included the busy Easter weekend to which visitors took advantage of.

Tickets sold = 33,500



Christmas 2011

Torquay, Paignton, Brixham – free parking on late night shopping evenings to ensure local residents stay in Torbay to shop. Free parking also on the various Christmas Light Switch on events which took place across the three towns. These consisted of large scale events with live music with 'X Factor' finalists and fire work displays. To coincide with these promotions the

Town Centres Company co-ordinated marketing initiatives with local traders to encourage more footfall in the towns.

Many car parks were full on these occasions.

January to March 2012 Winter Tariff

Due to the very mild winter weather it was identified that there were increasing users of car parks near beaches and amenity areas. In one car park in particular in Torquay (Shedden Hill) it was requested by traders to be considered for cheaper all day parking as it was close to the Town Centre. An all day charge of £1.50 was implemented in a number of car parks including Shedden Hill for three months leading up to Easter.

Tickets sold = 7012

February 2012 Noon To Midnight £1 Saturdays

As the economic down turn continued to increase local community groups and traders asked the Council to consider options for off peak trading times and reduced parking charges. As a result the Council implemented in all car parks where there were no existing promotions running, the £1 tariff operated from Noon and to Midnight including the night time economy. It was felt to exclude commuters from this promotion as there was a concern too many would take advantage of it occupying spaces for shoppers.

Chapter 5

Parking Promotions

March 2012 £1 all day Saturday

During the Noon to Midnight promotion in February it was evident not enough footfall was being created despite the promotion. The Council in consulting with traders decided to extend this to £1 all day on Saturday and additional promotional activity took place to encourage locals to support their local shops.

Tickets sold February and March = 80,000

The Council is continuing to constantly review its parking charges and implement parking promotions when necessary to support footfall in town centre areas and have plans to team up with local press in the future to ensure more marketing of these initiatives.



Chapter 6

Events



In April 2011 following a restructure of Parking Services, the Events Team became part of the Parking Team as it was a clear there was a link between them both in terms of impact on the local economy and traffic management.

This close working relationship has developed more fully during the year 2012/13 and more information will be available in next years annual report but will include Radio One and the Olympic Torch visiting Torbay.

The Parking Team supports a wide range of events which take place in Torbay on or adjacent to the highway. These range from a community street party through to nationally funded charity events covering many roads. Torbay Council have a dedicated staff who co-ordinate all requests and enquiries regarding events. Liaison is with a range of people from National Charity Fundraising Managers, through to local voluntary groups.

The team also provides guidance to internal departments, regarding legal compliance when organising road closures, suspending parking restrictions and writing legal orders to close roads. There are some significant local events which not only increase footfall to the Bay but bring the community together, e.g Carnivals, Fairgrounds, Regattas, Street Parties.

During this year the Royal Wedding in April 2011

saw a huge number of requests for Street Parties. Torbay Council assisted in facilitating 14 in total. In some cases implementing road closures for residents who could not provide their own signs etc. The event clearly brought the whole country together.

Our day to day work regarding events includes in particular parking suspensions which for example are organised for regular markets, carnivals.

In previous years Devon and Cornwall Police would organise traffic management for event organisers and implement road closures but due to recent changes in the Force they announced they would no longer provide this service. Therefore during 2011/12 the Council ensured all Civil Enforcement Officers and many Parking Services Staff were trained to assist with events which included sign placement training to implement road closures. Torbay Council also offered this training free of charge to many community groups who hold regular events in the hope many events could still continue without the support from the local Police.

Torbay Council including Parking Services were involved in 60 on street events over the 12 month period, compared to 34 events for the year 2010/11, an increase of 77%.

Chapter 6

Events



Chapter 7

Parking and Enforcement Service



Enforcement

Civil Enforcement Officers are directly employed and managed by Torbay Council. The officers use hand held computers and printers to issue penalty charge notices and this equipment was replaced in July 2012 due to several equipment failures as it had been in use since May 2005.

The enforcement team consists of 23 staff which include an operational support manager and 2 supervisors.

The operational support manager will support the staff whilst out on street and ensure resources are deployed and sent to the required areas. The Civil Enforcement Officers all carry radios to have constant access to the office. It is common for the service to receive requests via email, telephone or in writing requesting parking enforcement in particular areas. These requests will be prioritised according to the parking restriction and available resources. Where enforcement requirements change during the enforcement time, the operational support manager is able to ensure as soon as practicable these resources are reallocated to support these requests.

The supervisors are focussed on supporting enforcement activity and are deployed in patrols which ensure they fully train and monitor the staff and also have an up to date comprehensive view

of enforcement in Torbay.

The staff are regularly monitored by a number of methods which will include:-

- On street monitoring by a supervisor
- Analysis of data collected on the hand held computers and the pocket book completed by the CEO each day.
- Daily briefings with the staff
- Customer contact
- Appeals to the issuing of the penalty charge notices.

School Enforcement

The Council offer a number of Walk to School schemes from off street car parks where free parking is offered to parents to enable them to park close to the school but not cause any road safety issues. In conjunction with the Council Road Safety Team and School Crossing Patrols Parking Services visit a number of schools where particular problems exist. At these visits Civil Enforcement Officers will arrive before parents start to arrive and act as a deterrent to advise and move on parents from school keep clear markings and other parking restrictions which are implemented outside of schools to prevent inconsiderate parking on restrictions which are in place for the safety of drivers and pedestrians near

Chapter 7

Parking and Enforcement



to the schools. Parking Services undertake joint visits with Devon & Cornwall Constabulary, the Council’s Road Safety Team to ensure the road safety is improved at schools.

One of the main requests for parking enforcement is around schools.

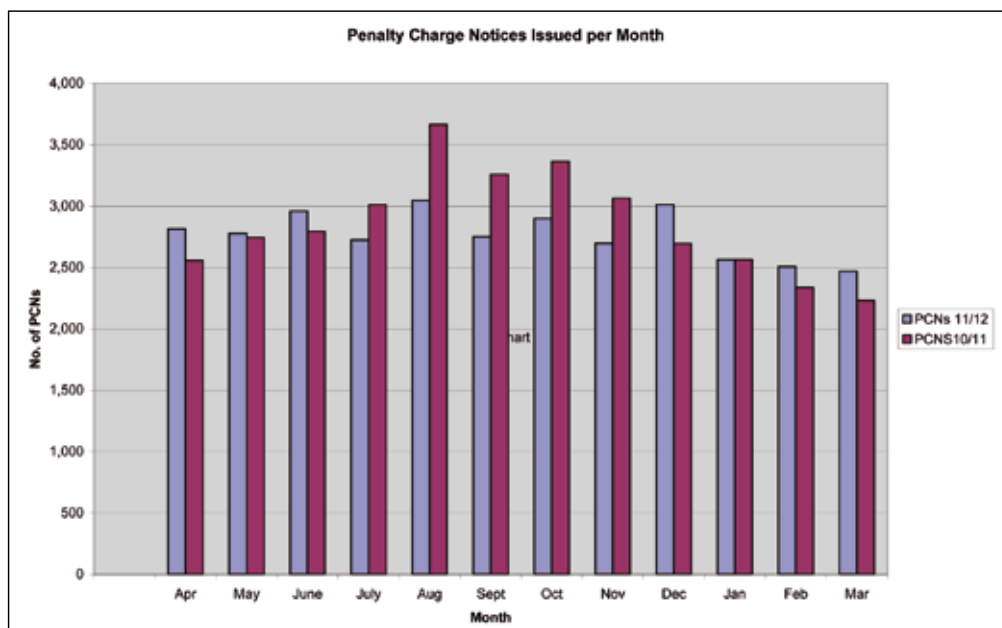
In October 2011 at a meeting of full Council approval was given for mobile CCTV camera enforcement. One of the aims for introducing

this type of parking enforcement is for outside of schools and this mobile enforcement was introduced in March 2012.

Performance Management

The performance management of the service is dealt with by analysing the activity reports of the Civil Enforcement Officers using the data compiled by the handheld computers. Pocket books are checked every day by either the Operational Support Manager or Supervisors. In these pocket books the officers record information not only in relation to the issuing of a penalty charge notice, which will include signs and lines defects, other street furniture which has been damaged. In instances where a Civil Enforcement Officer sees damage, health and safety issues or other issues which require immediate inspection these are radioed through to the control to be dealt with.

Below are the statistics of Penalty Charge Notices each month, from these figures resources are directed for deployment.



Overall Analysis

Location	2011/12	2010/11	Change on previous Year
Brixham Central Car Park	1,545	1,410	9.57%
Union Street	1,492	1,480	0.81%
Torbay Road (Torquay)	1,335	1,256	6.29%
Eastern Esplanade	967	1,062	-8.95%
Palace Avenue	956	1,061	-9.90%
Torwood Street	949	756	25.53%
Abbey Road	903	1,013	-10.86%
Beacon Quay Car Park	878	670	31.04%
Market Street (Torquay)	822	844	-2.61%
Torbay Road (Paignton)	804	1,016	-20.87%
Total	10,651	10,568	0.79%

On Street Analysis

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Union Street	1,492	1,480	0.81%
Torbay Road (Torquay)	1,335	1,256	6.29%
Eastern Esplanade	967	1,062	-8.95%
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Torwood Street	949	756	25.53%
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Market Street	822	844	-2.61%
Torbay Road (Paignton)	804	1,016	-20.87%
Torwood Gardens Road	623	609	2.30%
Dendy Road	526	479	9.81%
Total	9,377	9,576	-2.08%

Off Street Analysis

Location	2011/12	2010/11	Change on previous Year
Brixham Central Car Park	1,545	1,410	9.57%
Beacon Quay Car Park	878	670	31.04%
Union Square Car Park	730	785	-7.01%
Lower Union Lane Multi Storey Car Park	686	905	-24.20%
Clennon Valley Car Park	645	652	-1.07%
Victoria Car Park	511	628	-18.63%
Town Hall Car Park	465	392	18.62%
Lower Union Lane Short Stay Car Park	423	579	-26.94%
Great Western Car Park	353	421	-16.15%
Shedden Hill Car Prk	367	375	-2.13%
Total	6,603	6,817	-3.14%

Chapter 8

Parking Administration Service

Chapter 8 Parking Administration Service

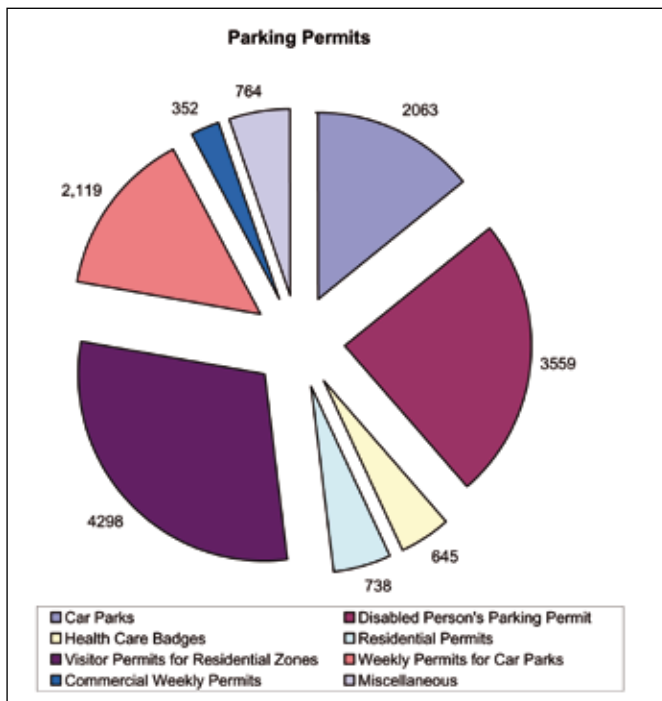


Parking Administration

The Parking Administration Team consists of two groups. Parking Appeals officers deal with all matters relating to the issuing of penalty charge notices and Permit Administrators who issue parking permits for on and off street parking areas. Both teams deal with dedicated telephone lines for each of these services.

Permits

The Council offer a variety of permits for the off street car parks which are owned/operated by



Torbay Council. Full details of these permits are available on the Torbay Council website www.torbay.gov.uk/index/your-services/parking/parking-permits

There are a number of on street permits available which include permits for Residents who meet the eligibility criteria to park within the 6 controlled parking zones, Health and Emergency Badge permit and Parking Dispensations for tradesman who require constant access to their vehicles when undertaking works to properties where there are parking restrictions.

Appeals Team

The legislation which governs the issuing and appealing of penalty charge notices is the Traffic Management Act 2004. This legislation clearly indicates the varying stages of the appeals process from informal and then formal representation and appeal to the Traffic Penalty Tribunal Service.

On the reverse of the Penalty Charge Notice there are full details if the driver of the vehicle does not think the PCN should be paid to submit an informal representation. The Council will aim to respond within 21 days from the receipt of this informal representation. When communication is received as per the legislative process the notice is put on hold until a full response is sent.

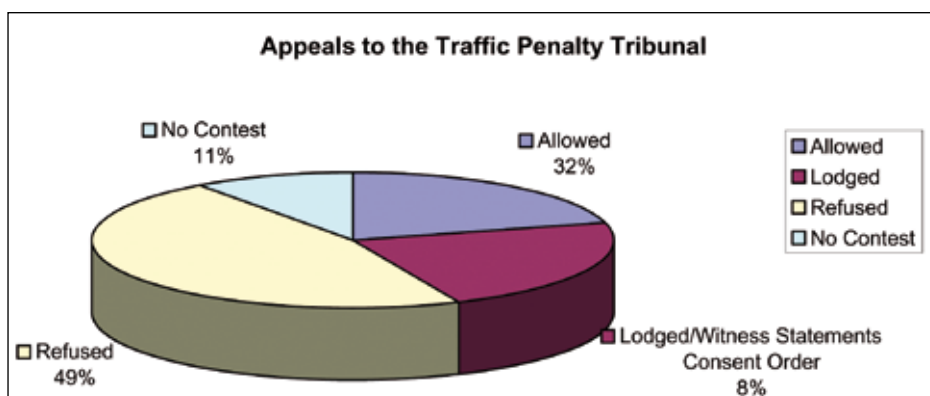
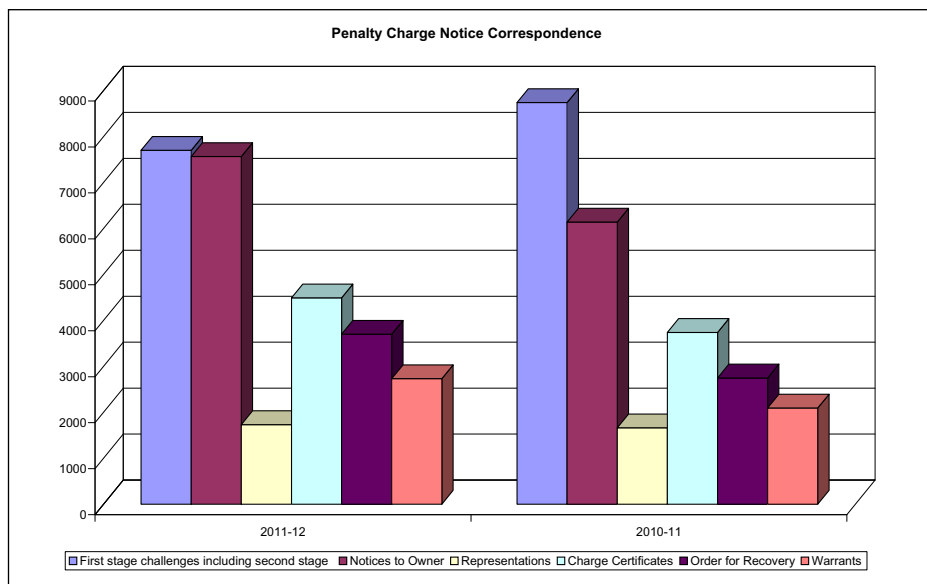
The Appendix 1, 2 and 3 provides data on the number of penalty charge notices cancelled and the reasons behind these decisions. It should be noted the Council will take into account before cancelling a legitimately issued penalty charge notice if there are mitigating circumstances which should be allowed. Torbay has a high proportion of Blue Badge holders in the area and special consideration is given in some cases particularly in the case where the badge is displayed incorrectly and has recently been issued.

For PCNs which continue through the process and the registered keeper wishes to appeal to the Traffic Penalty Tribunal Service, the case can be dealt with by post, telephone or face to face by the Adjudicator. If a personal hearing is held in Torbay, the Council may provide a relevant

member of staff to attend the hearing along with the Civil Enforcement Officer.

During the financial year 2011/12 a total of 265 appeals were sent to the Traffic Penalty Tribunal Service and the chart shows the breakdown of the number of appeals accepted, rejected or not contested by the Council. A number of cases which are not contested by the Council are due to the Appellant (registered keeper) providing further evidence which was not provided to the Council when a formal representation was made.

The Appeals team will review all decisions and provide feedback to Highways, the Enforcement Team where there are issues which are brought to the attention through these decisions. See Pie Chart below.



Chapter 9

Abandoned Vehicles

Chapter 9

Abandoned Vehicles



Following the transformation of Resident & Visitor Services in May 2011, Parking Services took on the responsibility of inspecting and dealing with potentially abandoned vehicles in accordance with the “Refuse Disposal (Amenity) Act 1978”.

Abandoned vehicles have a negative effect on the quality of the local environment as they can attract vandalism and rubbish, be the result of crime or the means to commit a crime and in rare instances they can produce a risk of explosion and injury.

Over the past few years there have been a number of common causes as to why people abandon vehicles, such as vehicles no longer having the same scrap value as in the past so owners must pay to have them taken away and scrapped, and the fine for unlicensed and untaxed vehicles is often greater than their value so drivers simply abandon them. However, due to the recent high prices for scrap metal there has been a decline in the number of vehicles that have been deemed as actually abandoned and have had to be subsequently removed.

Torbay Council have implemented an approach whereby potentially abandoned vehicles are not removed prior to the keeper having sufficient time to either contact the Council or remove the vehicle altogether. Once Parking Services receive notification of a potentially abandoned vehicle an initial inspection is then carried out

within 24 hours to assess the condition of the vehicle. Following completion of the inspection the abandoned vehicle officer can return to the office to obtain the DVLA registered keepers details and notify the keeper in writing that their vehicle has been reported, and that Torbay Council may consider issuing a removal notice to the vehicle if no contact is received from the keeper and the vehicle remains in an unchanged condition. Alternatively, if the vehicle is in such a condition that the abandoned vehicle officer believes the vehicle has been abandoned, a removal notice may be issued during the inspection.

A vehicle is only abandoned when the authorised local authority officer decides that it has been left without lawful authority, and is, in their opinion, in such a condition that it should be destroyed. The following list of questions can often give a relatively good impression as to whether or not a vehicle may have been abandoned:

- Does the vehicle have a number plate?
- Is the vehicle untaxed?
- Is there a record of the current vehicle keeper on the DVLA record?
- Are the tyres flat?
- Is there litter piling up or weeds growing around the car, indicating that it has not been moved for some time?

- Is there waste in the car e.g. tyres?
- Are any of the windows broken or missing?
- Is there mould inside or on the outside of the vehicle?

In some instances the vehicles reported to the Council often turn out not to be abandoned, but are classed as 'nuisance parking'. Whilst Parking Services are limited as to what action can be taken with regards to these vehicles, the situation is often resolved by notifying the registered keeper about the concerns and what action should be taken to rectify the matter. In circumstances where vehicles have been left parked on pavements or are obstructing areas of highway, the member of public submitting the report is advised that they should contact the police who have the powers to enforce vehicles parked in this manner. In cases where a vehicle is being actively driven without

a valid road fund licence, the DVLA should be informed.

In circumstances where the authorised officer is satisfied that a vehicle has been abandoned and the notice period given on the removal notice has expired, arrangements will be made for contractors to remove the vehicle within 48 hours, and for it to be stored for a minimum period of 7 days. Further steps will then be taken to contact the registered keeper, however, if the vehicle is not claimed within a period specified by Torbay Council, then instructions will be given for the vehicle to be securely disposed of. The cost of removal, storage and disposal is then passed on to the keeper of the vehicle, the charges for which are as prescribed in "The Removal, Storage and Disposal of Vehicles (Prescribed Sums and Charges) Act 2008".



Chapter 10

Dispensations

Chapter 10 Dispensations

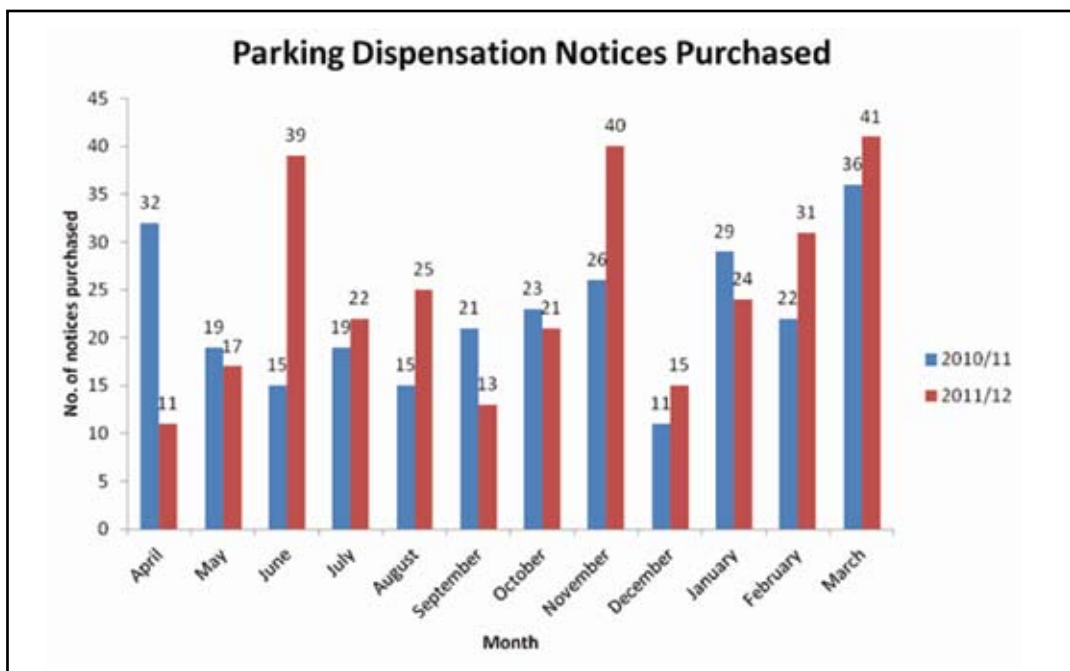


The Council offer a Dispensation Scheme for those who are undertaking work on or in premises where there is a parking restriction in place and constant access to a vehicle is required, ie tools or materials.

All details on the scheme and on line application are accessible on the Council website at www.torbay.gov.uk/index/yourservices/parking/parkingpermits/dispensations.htm

24 hours notice is requested to ensure the relevant road work reports and parking restrictions are accessed to ensure the granting of a dispensation is appropriate. However the Council recognise at times 24 hours notice is not possible and contact should be made to Parking Services on the number provided on the website to enquire as to whether it is possible for the granting of a Dispensation on the same day.

The graph below provides details of the dispensations issued for each month.



Chapter 11

Customer Service Plans 2012/13



The Council recognises that such a key service as Parking, which has a direct impact on so many users currently 2.6 million, that service and value for money are key factors.

Pay on Exit Parking

Through consultation with traders it has become evident that there is a wish to see more pay on exit parking systems in Torbay and the Council has committed to completing feasibility studies of a number of high profile car parks to ascertain costs and implementation possibilities. Traders feel this type of parking system will encourage more shoppers into the town centres during the difficult economic times.

Change of Registrations - Permits

In the year 2011/12 there has been introduction of more functionality on the hand held computers which the Civil Enforcement Officers use. If a resident changes their vehicle the department will now accept a telephone call and the new registration is placed on the hand held computer whilst the old permit is returned. There is now no requirement for the resident to obtain a temporary permit form one of our Connection Offices which caused inconvenience to the resident.

Payments for Annual Permits

A number of customers when purchasing a 12 month annual permit will enquire if a Direct Debit can be set up. During the year 2012/13 the department will look at the feasibility of Direct Debit payments.

On line improvements

The Council is planning to provide more services on line, not only to assist the customers at home but to reduce waiting times in the 'Connections' offices so staff can concentrate on resolving more complex issues e.g housing. Parking Services are working to provide more help on line for residents requiring permits for Controlled Parking Zones so they may receive their permits quicker and reduce inconvenience for residents completing paperwork.



Chapter 11

Customer Service Plans 2012/13

Cashless Parking

There has been recent developments with cashless parking and the Council is planning to undertake a trial of chip and pin credit card facilities at a number of car parks with a view to ascertaining if it encourages increased use of the facility and customer satisfaction.

The Council is also in the early stages of planning a procurement process to obtain a mobile phone provider for cashless parking charges. There are many companies now that provide such services and Parking Services will be planning an initial trial before expanding a system to all car parks.

There is also consideration that when setting tariffs they are for round pound or fifty pence piece amounts and removing the need for find so many coins or encourage people to over pay. For example this year tariffs of £3.10 for three hours, £1.30 for one hours will be replaced with £1 for 40 minutes and £3 for three hours.



Chapter 12

End of Year Accounts



PARKING ACCOUNT AS REQUIRED BY S.55 OF THE ROAD TRAFFIC REGULATION ACT 1984 (AS AMENDED)

2010/11		2011/12
£		£
ON STREET		
	Income	
(828,292)	Pay & Display / Meters	(877,643)
(25,130)	Residents' & Visitors' Permits	(23,665)
(2,000)	Business Permits	(1,500)
(21,265)	Other non-PCN Income	(20,517)
(686,882)	PCN Income	(679,583)
0	Provisions	(40,980)
(1,563,569)	Total Income	(1,643,888)
	Expenditure	
399,270	Employee Related (In-house)	458,496
23,497	Premises	24,312
19,065	Transport Related	20,706
57,500	Equipment maintenance/renewal	38,990
120,133	Supplies & Services	138,059
104,658	Support Services	136,697
13,812	Traffic Penalties Tribunal	14,947
10,775	TEC (Northhampton)	17,970
88,101	Capital Charges	98,295
40,980	Provisions	0
877,791	Total Expenditure	948,472
(685,778)	(Surplus)/Deficit	(695,416)

Chapter 12

End of Year Accounts

2010/11		2011/12
£		£
OFF - STREET		
(232,730)	PCN Income	(264,282)
0	Provisions	(19,020)
(232,730)	Total Income	(283,302)
	Expenditure	
185,312	Employee Related (In-house)	214,773
10,907	Premises	11,388
8,848	Transport Related	9,700
33,763	Supplies & Services	39,178
48,343	Support Services	63,658
6,411	Traffic Penalties Tribunal	7,001
5,001	TEC (Northhampton)	8,417
23,031	Capital Charges	23,177
19,020	Provisions	0
340,636	Total Expenditure	377,292
107,906	(Surplus)/Deficit	93,990
TOTAL ON & OFF - STREET		
(1,796,299)	Income	(1,927,190)
1,218,427	Expenditure	1,325,764
(577,872)	(Surplus)/Deficit	(601,426)
APPLICATION OF PARKING SURPLUS		
(577,872)	Parking Surplus As per the Section 55 Regulations, any surplus can be applied to meeting all or any part of the cost of off-street parking accommodation. However, as in previous years, the 2011/12 off-street car parking service is also in surplus and so there has been no requirement for additional expenditure other than that budgeted and spent within the service. Therefore, the 2011/12 Section 55 Parking Account surplus has been applied to partly meet the service costs of providing public passenger transport services, as follows:-	(601,426)
577,872	Concessionary Fares (note: the cost of operator payments under the concessionary fares scheme in 2010/11 was £4,416,117 and in 2011/12 £4,293,870).	601,426
TRADING OPERATIONS OFF STREET CAR PARKS		
(3706)	Turnover	(3,803)
2006	Expenditure	1,742
(1,700)	(Surplus)Deficit	(2,061)

Penalty Charge Notices Issued – Payment and Cancellation

	1st April 2011 - 31st March 2012						1st April 2010 - 31st March 2011					
	Total PCNs	% of issue	On Street	% of issue	Off street	% of issue	Total PCNs	% of issue	On Street	% of issue	Off street	% of issue
Total Number of PCNS	33224		22627	68%	10597	32%	34285		23425	68%	10860	32%
Number of higher level PCNs Issued	11145	34%	10629	32%	516	2%	10063	29%	9573	28%	677	2%
Number of lower level PCNs Issued	22079	66%	11998	36%	10081	30%	24035	70%	13852	40%	10082	29%
Number of PCNs paid	25424	77%	17747	54%	7677	23%	25694	75%	0		0	
Number of PCNS paid at discount rate	21433	65%	14841	45%	6592	20%	22212	65%	15681	46%	6591	19%
Number of PCNs against which an informal/formal representation was made	9647	29%	5670	17%	3977	12%	10174	30%	0		0	
Number of PCNs cancelled as a result of informal/formal representation	4102	12%	2102	6%	2000	6%	4566	13%	2262	7%	2304	8%
Number of PCNs cancelled for other reasons (driver untraceable, voided at issue, foreign vehicle, etc.)	592	2%	377	1%	215	1.0%	733	2%	479	2%	254	0.75%

Appendix 2

Penalty Charge Notices Issued – Cancellation

	1st April 2011 - 31st March 2012		1st April 2010 - 31st March 2011	
Total Number of PCNS	33224		33335	
	Total PCNs Cancelled	% of issue	Total PCNs Cancelled	% of issue
Total Number cancelled	4694	14%	5234	15%
Top 5 Cancellations 11/12				
Valid Pay and Display ticket/permit, PCN issued correctly as the pay and display ticket obscured and the CEO not able to see valid part of the pay and display ticket or the permit.	2055	6%	2416	7%
Valid Blue Badge, this includes where a valid blue badge is held but it has been displayed incorrectly, therefore the validity of the badge cannot be viewed fully.	935	3%	906	3%
Mitigating Circumstances, includes medical emergency, lost keys, vehicle breakdowns, etc.	606	2%	465	1%
CEO error - this includes, error when logging the vehicle registration, incorrect contravention code, incorrect vehicle make, etc.	270	1%	281	1%
Valid loading and unloading, this includes where the activity of loading and unloading cannot be accomplished in the observation timescale and also other emergencies including gas, electric and water	156	0.5%	309	1%
Miscellaneous - adjudicator decisions, voids, keepers untraceable, etc	672	2%	857	3%

Penalty Charge Notices issued by contravention

Code	Contravention Description	Differential Charging Level	2011/12		2010/11		Annual Change	
			Total PCNs Issued	% of PCNs Issued	Total PCNs Issued	% of PCNs Issued		
06	Parked without clearly displaying a valid pay and display ticket or voucher	Lower £50/£25	4,348	13.09%	4,957	16.93%	-609	-12%
30	Parked for longer than permitted (free parking places)	Lower £50/£25	4,216	12.69%	5,156	16.49%	-940	-18%
01	Parked in a restricted street during prescribed hours (double/single yellow)	Higher £70/£35	3,515	10.58%	3,185	10.96%	330	10%
05	Parked after the expiry of paid for time	Lower £50/£25	3,318	9.99%	3,651	10.08%	-333	-9%
02	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	Higher £70/£35	2,127	6.40%	2,150	6.77%	-23	-1%
16	Parked in a permit space without displaying a valid permit (resident's bays)	Higher £70/£35	1,259	3.79%	1,074	3.68%	185	17%
23	Parked in a parking place or area not designed for that class of vehicle	Higher £70/£35	1,212	3.65%	590	1.23%	622	105%
25	Parked in a loading place during restricted hours without loading	Higher £70/£35	936	2.82%	1,423	4.33%	-487	-34%
40	Parked in a designated disabled person's parking place without clearly displaying a	Higher £70/£35	455	1.37%	257	0.67%	198	77%
12	Parked in a residents' or shared use parking space without clearly displaying either a permit or voucher or pay and display ticket issued for that place	Higher £70/£36	297	0.89%	265	0.34%	32	NA
21	Parked in a suspended bay/space or part of bay/space (parking suspended for essential works or special events)	Higher £70/£35	236	0.71%	196	0.40%	40	20%
45	Parked on a taxi rank	Higher £70/£35	227	0.68%	83	0.37%	144	173%
47	Parked on a restricted bus stop/stand	Higher £70/£35	178	0.54%	187	0.44%	-9	-5%
48	Stopped in a restricted area outside a school	Higher £70/£35	73	0.22%	51	0.12%	22	43%
22	Re-parked in the same parking place within the specified time of leaving	Lower £50/£25	67	0.20%	49	0.17%	18	37%
27	Parked adjacent to a dropped footway	Higher £70/£35	63	0.19%	92	0.04%	-29	-32%
24	Not parked correctly within the markings of the bay or space	Lower £50/£25	47	0.14%	39	0.15%	8	21%
99	Stopped on a pedestrian crossing and/or crossing area marked by zig-zags	Higher £70/£35	46	0.14%	17	0.00%	29	171%
61	Heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways	Higher £70/£35	4	0.01%	3	0.01%	1	33%
10	Parked without clearly displaying two valid pay and display tickets when required	Lower £50/£25	2	0.01%	0	0.01%	2	
18	Using a vehicle in a parking place in connection the sale or offering or exposing for sale of goods when prohibited		1	0.00%	0	0.01%	1	
Total On Street			22,627	68.10%	23,425	68.32%	-798	-3%

Appendix 3

Penalty Charge Notices issued by contravention

Code	Contravention Description	Differential Charging Level	2011/12		2010/11		Annual Change		
			Total PCNs Issued	% of PCNs Issued	Total PCNs Issued	% of PCNs Issued			
83	Parked in a pay and display car park without clearly displaying a valid pay and display ticket	Lower £50/£25	5,454	16.42%	5,284	15.98%	170	3%	
82	Parked after the expiry of time paid for in a pay and display car park	Lower £50/£25	4,295	12.93%	4,524	13.40%	-229	-5%	
87	Parked in a disabled person's parking space without clearly displaying a valid person's badge	Higher £70/£35	346	1.04%	422	1.14%	-76	-18%	
86	Parked beyond the bay markings	Lower £50/£25	272	0.82%	271	0.59%	1	0%	
85	Parked in a permit bay without clearly displaying a valid permit	Higher £70/£35	105	0.32%	212	0.73%	-107	-50%	
80	Parked for longer than the maximum period permitted	Lower £50/£25	50	0.15%	101	0.23%	-51	-50%	
91	Parked in a car park or area not designated for that class of vehicle	Higher £70/£35	34	0.10%	32	0.08%	2	6%	
92	Parked causing an obstruction	Higher £70/£35	21	0.06%	9	0.01%	12	133%	
81	Parked in a restricted area in a car park	Higher £70/£35	10	0.03%	2	0.06%	8	400%	
84	Parked with additional payment made to extend the stay beyond time first purchased	Lower £50/£25	0	0.00%	2	0.00%	-2	-100%	
93	Parked in car park when closed	Lower £50/£25	10	0.03%	1	0.00%	9	900%	
90	Re-parked within one hour of leaving a bay or space in a car park	Lower £50/£25	0	0.00%	0	0.00%	0	0%	
Total Off Street			10,597	31.90%	10,860	31.68%	-263	-2%	
Totals for On and Off Street PCNs			Overall Total	33,224	100.00%	34,285	100.00%	-1,061	-3%
			Total Higher	10,966	33.01%	9,798	28.58%	734	12%
			Total Lower	22,077	66.45%	24,035	70.10%	-1,821	-8%

Deployed Hours – Hours Spent by CEOs deployed on beat			
Target	2011/12	Achieved	2010/11
95%	89%	X	93.5%
PCN Errors – PCNs issued without CEO error			
Target	2011/12	Achieved	2010/11
98%	99%	✓	99%
Complaints – PCNs issued without an official complaint regarding CEO behaviour/attitude			
Target	2011/12	Achieved	2010/11
100%	99%	X	100%
Machine Repairs – Repairs made to pay and display machines within 2 hours of reported fault			
Target	2011/12	Achieved	2010/11
98%	95%	X	96%

Appendix 5

Events

EVENTS 2010/11		
DATE	EVENT & VENUE	SUPPORT PROVIDED
2-3 April	Spring Into Step	Road Closure – TPCA
29 April	Royal Wedding Street Party – Drew Street, Brixham	Road Closure – TPCA Parking Suspension
29 April	Royal Wedding Street Party – Stoke Gabriel Road, Galmpton	Road Closure – TPCA
29 April	Royal Wedding Street Party – Camden Road, Torquay	Road Closure – TPCA
29 April	Royal Wedding Street Party – Marldon Avenue, Paignton	Road Closure – TPCA
29 April	Royal Wedding Street Party – Hennock Road, Paignton	Road Closure – TPCA
29 April	Royal Wedding Street Party – Butland Avenue, Paignton	Road Closure – TPCA
29 April	Royal Wedding Street Party – Winstone Avenue, Torquay	Road Closure – TPCA
29 April	Royal Wedding Street Party – Lutyens Drive, Paignton	Road Closure – TPCA
29 April	Royal Wedding Street Party – Fore Street, Torquay	Road Closure – TPCA
29 April	Royal Wedding Street Party – Lloyd Avenue, Torquay	Road Closure – TPCA
29 April	Royal Wedding Street Party – Orient Road, Paignton	Road Closure – TPCA
29 April	Royal Wedding Street Party – Highland Road, Torquay	Road Closure – TPCA
29 April to 1 May	BMAD Bike Festival, Paignton	Road Closure – TPCA
1 May	Joint birthday celebration/Royal Wedding Street Party – Cary Road, Torquay	Road Closure – TPCA
7 May	Exterminator 10k Road Race & Fun Run – Long Road, Paignton	Road Closure – TPCA
8 May	Race For Like – Penwill Way, Paignton	Parking Suspension
13-14 May	Torquay Food & Arts Festival – Union Street, Torquay	Road Closure – TPCA
20 May	Filming of Metronomy music video – Meadfoot Sea Road, Torquay	Road Closure – TPCA
10-11 June	Occombe Beer Festival – Occombe Farm, Paignton	Road Closure – TPCA Parking Suspension
15 June	Rotary Babbacombe Community Fayre – Babbacombe Downs Road, Torquay	Road Closure – TPCA
18 June	Brixham Trawler Race – The Quay, Brixham	Road Closure – TPCA
19 June	Torbay Half Marathon	Road Closure – Section 16 Order
23 June	Italian Market – Union Street, Torquay	Road Closure – TPCA
24-26 June	Italian Market – St Marychurch Precinct, Torquay	Road Closure – TPCA
3 July	Galmpton Gooseberry Pie Fair – Stoke Gabriel Road, Galmpton	Road Closure – TPCA
9 July	The Sleep Walk – Cockington Lane, Torquay	Road Closure – TPCA
9-12 July	Continental Market – Union Street, Torquay	Road Closure – TPCA
14-17 July	Continental Market – Victoria Street, Paignton	Road Closure – TPCA
27 July	Torbay Carnival Procession	Road Closure – TPCA
1 August	Cockington Fayre – Cockington Lane, Torquay	Road Closure – TPCA Parking Suspension

5 August	Steam Heritage Vehicle Demonstration – The Quay, Brixham	Road Closure – TPCA Parking Suspension
6 August	Walnut Road Community Street Party – Walnut Road, Torquay	Road Closure – TPCA
6-7 August	Battle For Berry Head – Berry Head Road, Brixham	Road Closure – TPCA
9 August	Paignton Regatta Firework Display – Esplanade Road, Paignton	Road Closure – TPCA
11-13 August	French & European Market – Victoria Street, Paignton	Road Closure – TPCA
12 August	Paignton Regatta Cycle Race – Esplanade Road, Paignton	Road Closure – TPCA
13 August	Cowtown Carnival – Brixham	Road Closure – TPCA Marshalls & vehicles for road closures
14 August	Foxhole Fun Day – Foxhole Road, Paignton	Road Closure – TPCA
20 August	Pendennis Fun Day – Pendennis Road, Torquay	Road Closure – TPCA
21 August	Torbay Royal Regatta 10k Road Race	Road Closure – TPCA Parking Suspension
28 August	Upton Road Street Party – Upton Road, Torquay	Road Closure – TPCA
4 September	Vintage Bus Rally – Torbay Road, Torquay	Parking Suspension
7, 14, 21, 28 September	BMAD Paignton Bike Nights – Eastern Esplanade, Paignton	Road Closure – TPCA
11 September	The Torquay Festival – Union Street, Torquay	Road Closure – TPCA
7-8 October	Torquay Food & Arts Festival – Union Street, Torquay	Road Closure – TPCA
16 October	Cockington Apple Day/Food & Crafts Festival – Old Totnes Road, Torquay	Road Closure – TPCA
5 November	British Sausage Week Promotion – Palace Avenue, Paignton	Parking Suspension
13 November	Remembrance Sunday Parade & Service – Torquay	Road Closure – TPCA Parking Suspension
13 November	Remembrance Sunday Parade – Paignton	Road Closure – TPCA Parking Suspension
13 November	Remembrance Sunday Parade – Brixham	Road Closure – TPCA Parking Suspension
19 November	Torquay Christmas Lights Switch On – Torquay	Road Closure – TPCA
24 November	Paignton Christmas Light Switch On – Paignton	Road Closure – TPCA Parking Suspension
26 November	Brixham Christmas Light Switch On – Brixham	Road Closure – TPCA Parking Suspension
30 November	Pensions Justice Event – Torquay	Road Closure – TPCA
3 December	Brixham Christmas Carnival – Brixham	Road Closure – TPCA
8 December	Wellswood Christmas Street Party – Ilsham Road, Torquay	Road Closure – TPCA
8, 15, 22 December	Christmas Markets – Union Street, Torquay	Road Closure – TPCA
26 December	Boxing Day Swim – Eastern Esplanade, Paignton	Road Closure – TPCA
31 December	New Years Eve Celebrations – Torquay	Road Closure – TPCA Team to place out road closure barriers

