

**REPORT TO CHIEF OFFICER NEIGHBOURHOODS, PLANNING AND PUBLIC PROTECTION  
1 SEPTEMBER 2022**

**CIVIL PARKING ENFORCEMENT SERVICE ANNUAL REPORT 2021/22**

*Report Submitted by: Craig Williams, Team Leader, Highways, Traffic and Enforcement*  
*Report Written by: Craig Williams, Team Leader, Highways, Traffic and Enforcement*

**Key messages**

This report sets out the performance of the Civil Parking Enforcement service for the 2021-22 financial year within Torfaen, outlining details of enforcement action and detailing financial and statistical information as directed by the Traffic Management Act 2004. It outlines both the service composition, the procedures associated with enforcement and its impact on parking, network management and the public.

The main objectives of Civil Enforcement are to ensure that parking restrictions are observed and enforced in a fair, accurate and consistent manner to be judged against any key performance indicators.

Through the effective enforcement of on-street parking restrictions and the management of on-street parking across the county borough the service seeks to:

- Improve traffic flow and road safety.
- Improve public transport reliability and journey times.
- Reduce the misuse of disabled bays.
- Reduce parking problems around schools and in town centres.
- Improve access and reduce delays for emergency vehicles.
- Improve access for delivery vehicles.
- Improve conditions for pedestrians, cyclists and the disabled community.
- Improve conditions in residential areas including residential parking.

**1. Area Affected**

1.1 County borough wide

**2. Purpose of report**

- 2.1 To provide the annual report of the Council's Civil Parking Enforcement (CPE) function for the financial year 1<sup>st</sup> April 2021 to 31<sup>st</sup> March 2022 as recommended in the Traffic Management Act 2004.
- 2.2 The Traffic Management Act 2004 requires that each Local Authority engaged in CPE to produce for publication an annual report about their parking enforcement activities within six months of the end of each financial year (reference paragraph 121 TMA 2004). The report should be published and as a minimum it should cover the financial, statistical and other data (including any parking or CPE targets) set out at Appendix 2.
- 2.3 The report provides a framework for performance comparisons between councils operating a CPE service

### **3. Background**

- 3.1 Torfaen County Borough Council commenced its enforcement service on 1<sup>st</sup> July 2019 and is responsible for the enforcement of on-street parking restrictions throughout the County Borough and also the enforcement of off-street car parks controlled, managed by the Council, within Pontypool only and which are covered by an off-street parking traffic order.
- 3.2 It should be noted that Torfaen is unique amongst former Gwent local authorities in that it operates a 'dual' enforcement service incorporating both parking and environmental enforcement. The environmental function of the service is not covered in this report, but this does impact on the provision of the service in terms of its overall statistical and financial performance, given the competing demand on resources to enforce the respective offences.
- 3.3 Parking is an emotive subject which often receives adverse publicity in the media and although parking restrictions are rarely popular with motorists, without them there would be more parking problems for residents, town centre business and road users alike. Most motorists comply with the parking restrictions and park appropriately, but a minority of motorists do frequently contravene them. This can then cause considerable inconvenience to other users such as emergency services, delivery vehicles, disabled and other highway users.
- 3.4 A Penalty Charge Notice (PCN) is a significant deterrent that encourages people to comply with the parking restrictions. Some drivers who receive a PCN will have wilfully parked illegally, but others may not have intended to park unlawfully, or may have misunderstood the parking restrictions in operation (signs and lines). As part of obtaining CPE powers all signs and lines, where necessary, were maintained and will continue to be kept in reasonable condition to ensure all restrictions in operation are clear and obvious to motorists.
- 3.5 The Council's parking enforcement policy supports the Council's aim to improve road safety by means of a proactive and robust enforcement action for parking offences. However, it is recognised that there are many areas in and around the borough and many journeys that are undertaken by car and as such, the overall supply of parking needs to be sufficient to support the economic vitality of the County Borough.

3.6 The Council carries out its CPE operations under powers contained in part 6 of the Traffic Management Act 2004. The operational guidance of TMA 2004 which encourages greater transparency and accountability in parking operations advises that all enforcement authorities should produce and publish an annual report as stated in item 2.2. This report is intended to coincide with this and each subsequent financial year to allow for greater transparency and alignment in terms of the financial performance of the service.

3.7 The Traffic Management Act 2004 also stipulates that the Council follow a strict but fair and consistent enforcement procedure for issuing, handling challenges, appeals and the recovery of unpaid PCNs and this report details the Council's statistical and financial performance with regards to its parking enforcement activities over the 12 month period to 31st March 2022, as detailed at Appendices 3 and 4.

### **3.8 Enforcement Officers (EO's)**

3.8.1 The main objectives of Enforcement Officers (EO) from a CPE role are to ensure that parking restrictions are observed and enforced in a fair, accurate and consistent manner.

3.8.2 The Council's Enforcement Team consists of:

1x Civil Parking & Environmental Enforcement Manager  
4x Civil Parking and Environmental Enforcement Officers  
1x Enforcement Support Officer

3.8.3 The staff are employed on a full-time basis by the Authority. They do not receive any performance related bonuses or other performance related incentives. Although the Council will monitor their performance at work, it does not set any targets regarding the number of PCNs issued. Staff retention of enforcement officer staff has been good for this period, with no loss or turnover in the reporting period and this has helped in delivering a consistency to enforcement activity.

3.8.4 All EOs passed the City and Guild's level 2 qualification in Parking Enforcement, a formally recognised qualification, prior to commencement of the service, but they will be required to undertake further or refresher training as part of their on-going professional development and to maintain service standards.

3.8.5 EOs can on occasions be subject to verbal abuse or occasionally physical assault whilst carrying out their duty. This is totally unacceptable, and the Council will always support officers in reporting such incidents to the police, and any subsequent court proceedings. To try and help protect EOs they are instructed to give their ID number to members of the public, if requested, but not their names and they are also provided with vehicle tracking, body camera equipment and use of a lone working app on their mobiles for their personal safety.

3.8.6 PCNs are issued to vehicles that are parked in contravention of the restrictions in operation. This is done by inputting relevant information into a handheld computer and then attaching the printed PCN to a vehicle, or by giving it to whoever appears to oversee it. Any relevant information is recorded in the handheld computer and photographs are also taken. The information and photographs may be needed when considering challenges, representations and appeals

- 3.8.7 Once a PCN has been issued, an EO is unable to cancel or withdraw it. This is to protect them from allegations of inconsistency, favouritism or suspicion of bribery. If a motorist wishes to dispute a PCN they must follow the instructions on the reverse of the PCN.
- 3.8.8 The EOs do have the authority to allow a driver to park in a place that they would not normally be allowed to park in, for example, if they believe that a vehicle is essential for work being carried out and if there is no practical alternative, or if a vehicle has broken down etc. In addition, certain vehicles have exemptions from the on-street parking restrictions, for example Statutory Undertakers if their visible work is being carried out within a reasonable proximity of the highway, emergency service vehicles responding to an emergency and cleansing and refuse vehicles collecting rubbish etc.
- 3.8.9 As well as enforcing the on and off-street parking restrictions EOs also:
- Act as the first point of contact with the public giving help and any appropriate advice such as directions, advice on parking queries and enforcement matters.
  - Checking and reporting defective traffic signs and road markings.
  - Reporting any car park defects.
  - Reporting suspected abandoned vehicles.

### **3.9 Penalty Charges**

- 3.9.1 The Welsh Government has stipulated that Council's in Wales must in line with the Traffic Management Act 2004 set two levels of Penalty Charges, with the higher level for more serious offences. Parking in a place that it is always prohibited, such as on double yellow lines or in a disabled bay without a valid blue badge are considered more serious offences than overstaying where parking is permitted e.g. in a regular on-street parking place.
- 3.9.2 Parking contraventions will be dealt with by the issue of either a £70 PCN for a higher-level offence or £50 PCN for a lower level offence. A reduced amount of £35 or £25 respectively will be accepted in full and final settlement, if payment is received within 14 days of the date the PCN was issued.

### **3.10 Challenges/Representations/Appeals**

- 3.10.1 The system designed to consider PCN challenges is a legal process and the South Wales Parking Group (SWPG) supports the Council's enforcement operations, under a Service Level Agreement, by dealing with challenges, representations and payments, and undertaking the processing of all PCNs that are issued by the EOs.
- 3.10.2 When a Penalty Charge Notice (PCN) is issued the motorist can make an informal challenge at any time within the first 28 days after the PCN has been issued. However, if a challenge is to be made, then we advise that it is made within the 14-day discount payment period. This means that even if the challenge is rejected the

PCN can still be paid at the 50% discounted rate. If the challenge is successful, the PCN will be cancelled and no further action will be necessary

3.10.3 If a motorist chooses not to pay or challenge a PCN within the first 28 days after it has been issued, then the Council will send a “Notice to Owner” (NtO) to the registered keeper of the vehicle. This notice will advise there is a further 28 days to either:

- Pay the full penalty charge (at the full rate); or
- Make a formal written representation to the Council.

3.10.4 On receipt of the formal representation, the Council will carefully consider all the relevant facts. If the representation is accepted the PCN will be cancelled and the case closed. If the representation is rejected a formal “Notice of Rejection” (NoR) together with an appeal form will be sent out. The PCN can either be paid at the full rate or make an appeal to an independent adjudicator at the Traffic Penalty Tribunal (TPT).

### **3.11 On-Street Parking**

3.11.1 Many of the towns across the County Borough have on-street parking spaces available, all of which are currently free, generally unrestricted or some controlled by means of limited waiting restrictions.

### **3.12 Off Street Parking**

3.12.1 The Council currently manages 7 public car parks with orders applied within Torfaen, all within Pontypool, of which none are pay and display and with 3 having a limited waiting (short stay) facility and the rest being free-stay car parks. These car parks contain a total of 1200 parking spaces including over 47 designated disabled bays, where Blue Badge holders are entitled to park provided a valid disabled badge / card is displayed in accordance with national guidance. There are also six electric charging bays situated within the borough which are in addition to the above numbers.

The Council’s approach to the provision and management of off-street car parking seeks:

- To support the economic vitality of the County Borough by providing land close to town centres where those who wish to access shops and services can park their cars.
- To ensure parking of vehicles does not obstruct the public highway. To support local / regional transportation strategies and travel plans for and to help relieve towns of traffic congestion.

### **3.13 Enforcement**

3.13.1 The Council’s Civil Enforcement Officers (EOs) issued a total of 1928 Penalty Charge Notices. Penalty Charge Notices (PCNs) to unlawfully parked vehicles across the County Borough in the period covered by this report and are outlined in more detail at Appendix 3:

- Of these 1928 PCNs, 100% were issued on-street, with none in the Councils off-street car parks, as it decided not to undertake enforcement in these areas during and immediately post the covid pandemic.
- The current PCN payment rate is approximately 72%.
- The current PCN cancellation rate (i.e. PCNs that have been cancelled upon receipt of an informal challenge) is approximately 3%.
- Approximately 18% of PCNs issued to vehicles in the period covered by this report that remain unpaid. These are either being pursued as a debt through the Traffic Enforcement Centre (TEC) or have been registered as appeals with the independent Traffic Penalty Tribunal (and thus the ticket is “on hold” pending the outcome).

During this operating period, we had not received any requests for a challenge to a PCN to be heard via the Traffic Penalty Tribunal (TPT).

#### 4. **Issues and Findings**

4.1 As a Local Authority which operates Civil Parking Enforcement, the Council is required to keep an account of all its income and expenditure in connection with its on-street (traffic lines and signs) and off-street (Council car parks) enforcement activities.

4.2 The business case including the financial model for the service was approved by Cabinet on 9 April 2019. It was set up as a dual service to incorporate enforcement for Civil Parking and environmental issues operational from 1 July 2019. The expenditure associated with the cost of the team for this financial year from 1<sup>st</sup> April 2021 to 31 March 2022 is detailed below, along with the income received in the same period.

4.3

| 2021/22                   |                                     |                    |                      | Full Year Variance (Favourable - ) / Adverse + (£) |
|---------------------------|-------------------------------------|--------------------|----------------------|--|
| Civil Parking Enforcement |                                     | Working Budget (£) | Full Year Actual (£) |  |
|                           | Employees                           | 218,631            | 218,994              | 363  |
|                           | Transport                           | 13,560             | 8,871                | -4,688   |
|                           | Supplies & Services                 | 15,757             | 9,641                | -6,115   |
|                           | Third Party Payments (back office)  | 19,320             | 8,695                | -10,624  |
|                           | Other Funding & Contributions Fines | -161,181           | -72,269              | 88,911   |
|                           |                                     |                    |                      |  |
|                           | <b>Total (net subsidy)</b>          | <b>106,087</b>     | <b>173,933</b>       | <b>67,846</b>                                      |

4.4 It can be seen from the table that the service operated at a net cost to the Authority of £173,933 which is reflective of the trends seen since the start of the covid pandemic. The income and expenditure associated with the dual Civil Parking and Environment are detailed at Appendix 4. Across the full service there is a marginal increase of income with £100 attributed to penalty notices for environment offences.

- 4.5 The budget (net subsidy) for 2021/22 has been set at £106,087 in line with year 3 of the 5-year financial model.
- 4.6 The details of the income and expenditure associated with the Civil Parking Enforcement service during the period 1<sup>st</sup> Apr 2021 to 31<sup>st</sup> March 2022 as outlined by the Traffic Management Act are detailed at Appendix 4 compiled following consultation with the Lead Finance Officer.
- 4.7 This report is a requirement of the Traffic Management Act 2004 which sets out the criteria to be met within this document as detailed at Appendix 2.
- 4.8 Since the start of EO patrols, maintenance issues relating to both signs and lines have become more common. It should also be noted that there has been an increase in requests generated for new or amended traffic orders to allow for new signs and lines to be provided. This may well have a financial and resource implication on the Authority through additional assessments of those requests and future implementation as deemed necessary. This responsibility sits within the wider traffic section.
- 4.9 It is acknowledged that the Coronavirus pandemic has had an adverse effect on the service and that impact, has continued into 2021/22 to a similar level.
- 4.10 The TMA requires that Authorities show if they have recorded an operating profit or loss over the operating year and where, in the case of a profit, where those monies have been used which is restricted to specific service expenditure only.

## **5. Consultation**

- 5.1 Consultation was undertaken with both the South Wales Parking Group (SWPG) relating to operational data used within this report and with the Lead Finance Officer Neighbourhoods and PPP relating to financial information.

## **6. Wider Impact Assessment**

- 6.1 The wider impact assessment template is attached at Appendix 1.

## **7. Action to be taken following decision**

- 7.1 To publish the document into the public domain to comply with the Traffic Management Act 2004.

## **8. Recommendations**

- 8.1 It is recommended that the Chief Officer Neighbourhoods, Planning and Public Protection approves that the Civil Parking Enforcement 2021/22 annual report and authorises its publication in line with the recommendations of the Traffic Management Act.

|                   |  |
|-------------------|--|
| <b>Appendices</b> | <ol style="list-style-type: none"> <li>1. Wellbeing Assessment Template</li> <li>2. Traffic Management Act Set Criteria</li> <li>3. PCN Statistics – 1 April 2021-31 March 2022</li> </ol> |
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| 4. Income and Expenditure- 1 April 2021- 31 March 2022 |
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|--------------------------|------|
| <b>Background Papers</b> | None |
|--------------------------|------|

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| <p><b>For a copy of the background papers or for further information about this report, please contact: Craig Williams</b> Team Leader, Highways, Traffic and Enforcement Arweinydd Tîm, Priffyrdd, Traffig a Gorfodi Email: <a href="mailto:craig.williams@torfaen.gov.uk">craig.williams@torfaen.gov.uk</a></p> |
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### Appendix 1

| <b>TORFAEN COUNTY BOROUGH COUNCIL<br/>WELL - BEING ASSESSMENT</b>   |   |  |  |                          |
|---|---|--|--|--------------------------|
| SECTION<br>1  | DESCRIBE YOUR PROPOSED CHANGE ACTIVITY ...  |  |  |                          |
| There is no changed activity  |   |  |  |                          |
| SECTION<br>2 a  | INDICATE IF YOUR ACTIVITY WILL CONTRIBUTE TO THE OBJECTIVES IN TORFAEN'S WELL-BEING PLAN, AND IF YOU HAVE ENGAGED WITH THE PUBLIC SERVICE BOARD LEAD SPONSOR / LEAD OFFICER(S) ABOUT IT ... |  |  |                          |
| CONTRIBUTING TO THE PSB<br>WELL-BEING OBJECTIVES  | PLEASE<br>TICK  | ENGAGEMENT WITH PSB SPONSOR /<br>LEAD OFFICER(S)     |  | PLEASE<br>TICK           |
| 1. Develop a functional, connected network of natural areas that support the current and future well-being needs of local populations | <input type="checkbox"/>  | Huw Jakeway,<br>South Wales Fire<br>& Rescue Service | Andrew Osborne, Torfaen CBC<br>Dewi Jones,<br>South Wales Fire & Rescue<br>Service | <input type="checkbox"/> |
| 2. Develop mitigation & adaptation responses to the impacts of climate change   | <input type="checkbox"/>  | Alison Ward,<br>Torfaen CBC                          | Fen Turner,<br>Natural Resources Wales<br>Rachael O'Shaughnessy,<br>Torfaen CBC    | <input type="checkbox"/> |
| 3. Provide children & young people with the best start in life  | <input type="checkbox"/>  | Sarah Aitken,<br>ABUHB / Public<br>Health Wales      | Dermot McChrystal,<br>Torfaen CBC<br>Mererid Bowley,<br>Public Health Wales        | <input type="checkbox"/> |
| 4. Prevent chronic health conditions through supporting healthy lifestyles and enabling people to age well                            | <input type="checkbox"/>  | Bill Purvis,<br>Natural<br>Resources Wales           | David Congreve, Torfaen CBC<br>Sian Millar, ABUHB<br>Keith Rutherford, Torfaen CBC | <input type="checkbox"/> |



|  |   |   |  |                    |
|--|---|---|--|--------------------|
| 5. Tackle the intergenerational patterns of poverty and develop economic resilience  |   | Paula Kennedy,<br>Melin Homes   | Liz Evans,<br>Bron Afon Community Housing<br>Adrian Huckin,<br>Melin Homes |                    |
| 6. Improve local skills through work-force planning, training, apprenticeships and volunteering opportunities  |   | Alan Brunt,<br>Bron Afon<br>Community<br>Housing                                    | Liz Evans,<br>Bron Afon Community Housing<br>Adrian Huckin,<br>Melin Homes |                    |
| 7. Create safe, confident communities and promote community cohesion   | √   | Jason White,<br>Heddlu Gwent<br>Police  | Simon Brown / Michael Evans,<br>South Wales Fire & Rescue<br>Service       |                    |
| <b>SECTION 2 b</b>   | <b>IF YOU HAVE TICKED ANY OF THE ABOVE, OUTLINE HOW YOUR ACTIVITY WILL POSITIVELY CONTRIBUTE ...</b>  |   |  |                    |
| Promote road safety and assist with traffic flow and movement.   |   |   |  |                    |
| <b>SECTION 3 a</b>   | <b>INDICATE IF YOUR ACTIVITY WILL CONTRIBUTE TO THE COUNCIL'S CORPORATE PLAN PRIORITIES AND WELL-BEING OBJECTIVES, AND IF YOU HAVE ENGAGED WITH THE LEAD SPONSOR ABOUT IT ...</b> |   |  |                    |
| <b>CONTRIBUTING TO THE COUNCIL'S CORPORATE PLAN PRIORITIES &amp; WELL-BEING OBJECTIVES</b>   | <b>PLEASE TICK</b>  | <b>ENGAGEMENT WITH LEAD SPONSOR</b>   |  | <b>PLEASE TICK</b> |
| 1. Priority - A clean and green Torfaen  | √   | Rachel Jowitt,<br>Chief Officer for Neighbourhoods and Planning & Public Protection |  | √                  |
| 2. Raising educational attainment  |   | Dermot McChrystal,<br>Chief Officer for Education                                   |  |                    |
| 3. Support for Torfaen's most vulnerable residents   |   | Keith Rutherford,<br>Chief Officer for Social Care & Housing                        |  |                    |
| <b>SECTION 3 b</b>   | <b>IF YOU HAVE TICKED ANY OF THE ABOVE, OUTLINE HOW YOUR ACTIVITY WILL POSITIVELY CONTRIBUTE ...</b>  |   |  |                    |
| A more efficient traffic flow should lesson air pollution and improve air quality throughout the borough.. Encourage better parking practice removing vehicles from verges where they have an adverse environmental impact on the area causing damage to footpaths and verges. |   |   |  |                    |
| <b>SECTION 4</b>   | <b>IF YOUR ACTIVITY IS NOT RELEVANT TO THE OBJECTIVES OUTLINED IN SECTIONS 2 &amp; 3, PLEASE CONFIRM IT WILL NOT CONFLICT OR WORK AGAINST THEM, INCLUDING THE REASON WHY ...</b>  |   |  |                    |

The report is an information document complying with the requirements of the Traffic Management Act 2004

| SECTION<br>5 | SHOW HOW YOU WILL APPLY THE 5 WAYS OF WORKING TO YOUR ACTIVITY ...<br>Remember these must be considered and used throughout the lifetime of your activity, from design to review.   |
|--------------|---|
| 1.           | <b>LONG-TERM</b> ... How will your activity balance short-term need with planning for the future? How will you look at the longer term to ensure your activity will not compromise the ability of future generations to meet their own needs? What might Torfaen look like in several generations from now? What long term future trends and scenarios need to be considered? How could your activity mitigate or make the most of these trends?  |
|              | The report is an annual report required under the Traffic Management Act 2004.  |
| 2.           | <b>PREVENTION</b> ... How will your activity put resources into preventing problems occurring or getting worse? How will you ensure you fully understand the root causes of the issues? What problems could your activity help prevent in the future? How could it support the breaking of negative cycles and / or intergenerational challenges?   |
|              | N/A   |
| 3.           | <b>INTEGRATION</b> ... How will your activity impact on the Council's Corporate Plan priorities / well-being objectives, the well-being objectives of other organisations who are part of the Torfaen Public Service Board (PSB), and Torfaen's Local Well-being Plan? How will it connect organisations and break down silo working? How will it support the delivery of other legislation? How will it deliver economic, social, environmental & cultural outcomes together? How will you take an integrated approach to ensure you consider the national well-being goals? |
|              | N/A   |
| 4.           | <b>COLLABORATION</b> ... How will your activity involve working with partners (internal and external) in a collaborative way to find shared sustainable solutions? Who are the key stakeholders who could support the delivery of it? What "usual" and "unusual suspects" should you work with to bring new ideas?  |
|              | N/A   |
| 5.           | <b>INVOLVEMENT</b> ... How will you involve stakeholders with an interest in your activity and how will those stakeholders reflect the diversity of the area? What methods will you use to draw out the lived experiences of people who might be affected by your change activity?  |
|              | N/A   |

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| <b>SECTION<br/>6</b>   | <p><b>SHOW HOW YOUR ACTIVITY WILL DELIVER BENEFITS TO LOCAL COMMUNITIES UNDER THE 7 NATIONAL WELL-BEING GOALS FOR WALES ...</b></p> <p>Remember to think about ways your activity could be extended so it delivers multiple benefits for communities under the goals, or how it can be adjusted to minimise any negative impacts it may have on local communities.</p> |
| <p><b>1. A PROSPEROUS WALES ...</b> an innovative, productive and low carbon society which recognises the limits of the global environment and therefore uses resources efficiently and proportionately (including acting on climate change); and which develops a skilled and well-educated population in an economy which generates wealth and provides employment opportunities, allowing people to take advantage of the wealth generated through securing decent work.</p>  |  |
| <p>When completing this section, think about how your activity could support:</p> <ul style="list-style-type: none"> <li>• Innovation to tackle the social determinants of poor health.</li> <li>• Growth in businesses in areas that have suffered economic decline.</li> <li>• Opportunities for green growth.</li> <li>• Environmental sustainability, and social and cultural well-being.</li> <li>• Skills development, innovation and employment.</li> <li>• Reducing the ecological footprint.</li> <li>• Sourcing materials locally.</li> <li>• Using employment to reduce inequality and provide a more equal spread of economic activity.</li> <li>• Developing a low carbon economy and jobs in low-carbon industries.</li> <li>• Collaboration with other skills bodies in Wales.</li> </ul> |  |
| <p>A more efficient traffic flow should lesson air pollution and improve air quality throughout the borough. Encourage better parking practice removing vehicles from verges where they have an adverse environmental impact on the area causing damage to footpaths and verges.</p>   |  |
| <p><b>2. A RESILIENT WALES ...</b> a nation which maintains and enhances a biodiverse natural environment with healthy functioning ecosystems that support social, economic and ecological resilience and the capacity to adapt to change (for example climate change). Think about how your activity will have regard to protecting and enhancing biodiversity.</p>   |  |
| <p>When completing this section, think about how your activity could support:</p> <ul style="list-style-type: none"> <li>• Social reliance and community well-being by offering opportunities for people to enjoy nature, share outdoor space, and strengthen social ties with their communities.</li> <li>• Building sustainable employment in communities to tackle regional inequalities and maintain viable productive non-urban communities where local people can prosper.</li> <li>• Adaptations to a changing environment / climate, future environmental trends and to use resources efficiently and proportionately.</li> </ul>  |  |
| <p>The service provides employment for six local people as well as supporting employment in neighbouring Local Authorities.</p>  |  |
| <p><b>3. A HEALTHIER WALES ...</b> a society in which people's physical and mental well-being is maximised and in which choices and behaviours that benefit future health are understood.</p>  |  |
| <p>When completing this section, think about how your activity could support:</p> <ul style="list-style-type: none"> <li>• The social, economic, environmental and cultural determinants of mental and physical health, and well-being.</li> <li>• Addressing the unequal distribution of environmental problems such as noise and air pollution which have negative impacts on people and places.</li> <li>• The broader factors of health and well-being such as social connectedness, good access to opportunities, services and work, income inequalities and the need for low carbon supply chains in food production.</li> <li>• The development of an infrastructure that enables people to make healthier choices.</li> <li>• Opportunities for exercise and active travel.</li> </ul>           |  |
| <p>A more efficient traffic flow should lesson air pollution and improve air quality throughout the borough. Encourage better parking practice removing vehicles from verges where they have an adverse environmental impact on the area causing damage to footpaths and verges. It allows for easier access to pedestrian areas for those who are disabled and will lessen air pollution for the benefit of all residents.</p>  |  |

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| <p><b>4. A MORE EQUAL WALES ...</b> A society that enables people to fulfil their potential no matter what their background or circumstances (including their socio economic background and circumstances).</p>   |
| <p>When completing this section, think about how your activity could support:</p> <ul style="list-style-type: none"> <li>• spending strategically to reduce social, geographic and economic inequalities.</li> <li>• Cultural diversity in creating vibrant culture.</li> <li>• The relationship between health and inequality, providing levers for reversing long-term disadvantage and support for disadvantaged groups in a ways which are sustainable in the long-term.</li> <li>• Developing better skills and jobs.</li> <li>• A more equal dispersal of power and wealth to tackle ecological degradation and greenhouse gas emissions, and support the development of a prosperous, geographically distributed economy.</li> </ul>   |
| N/A   |
| <p><b>5. A WALES OF COHESIVE COMMUNITIES ...</b> attractive, viable, safe and well-connected communities.</p>   |
| <p>When completing this section, think about how your activity could support:</p> <ul style="list-style-type: none"> <li>• Low carbon lifestyles, decent jobs and attractive places to live.</li> <li>• The provision of basic goods, services and jobs locally.</li> <li>• Access to local amenities which help communities connect themselves, and provide good links to other parts of the country for recreation and internal tourism.</li> <li>• Local jobs, local supply chains and opportunities to develop local arts, music, culture, etc.</li> <li>• People to feel safe, and have a sense of belonging and support in their communities ... think about how inequality impacts who can feel safe in public space and under what circumstances.</li> <li>• The creation of distinctive neighbourhoods reflecting local character, where people want to live and perceive places as supporting a good life ... think about how local people can be meaningfully consulted on their desires and needs for their area.</li> <li>• Outdoor space, heritage sites and cultural activities to provide opportunities for learning and recreation, vibrant and diverse local arts / music / culture.</li> </ul> |
| N/A   |
| <p><b>6. A WALES OF VIBRANT CULTURE AND THRIVING ...</b> a society that promotes and protects culture, heritage and the Welsh language, and which encourages people to participate in the arts, and sports and recreation.</p>  |
| <p>When completing this section, think about how your activity could support:</p> <ul style="list-style-type: none"> <li>• Communities and ways of life to be sustainable, and cultural diversity to flourish in a way that recognises and promotes the unique culture of Welsh communities and its language.</li> <li>• Reducing the impacts of inequality on community viability</li> <li>• The ability of diverse groups to participate in cultural life.</li> <li>• Other bodies to work with you to support this goal.</li> <li>• Retaining and enhancing cultural and language opportunities, ensuring they are accessible to all.</li> <li>• The protection and enhancement of natural, cultural and historical heritage sites.</li> <li>• Arts, sports and recreation being locally available, accessible and affordable.</li> </ul>  |
| N/A   |
| <p><b>7. A GLOBALLY RESPONSIBLE WALES ...</b> a nation which, when doing anything to improve the economic, social, environmental and cultural well-being of Wales, takes account of whether doing such a thing may make a positive contribution to global well-being.</p>   |
| <p>When completing this section, think about how your activity could support:</p> <ul style="list-style-type: none"> <li>• Global well-being through sustainable consumption of resources and reduced greenhouse gas emissions.</li> <li>• Global knowledge on sustainability good practice and developing and educating global citizens.</li> <li>• Low carbon economies and lifestyles, and proportionate use of resources</li> <li>• Understanding the impact of our own lifestyles on the rest of the world.</li> </ul>   |
| N/A   |

|   |  |   |  |
|---|--|---|--|
| <b>SECTION 7</b>  | <b>BRIEFLY OUTLINE HOW YOU WILL DEMONSTRATE THE SUCCESS OF YOUR CHANGE ACTIVITY ...</b> Where are you now? What performance measure(s) will you use to track and communicate your progress? What outcomes do you expect to see for the local population?                                     |   |  |
| N/A   |  |   |  |
| <b>SECTION 8</b>  | <b>BRIEFLY OUTLINE HOW YOU WILL FUND YOUR ACTIVITY, BOTH IN THE SHORT AND LONGER TERM ...</b>  |   |  |
| Revenue will be gathered from enforcement activity with the aim to be self-funding in the long term with additional income being redirected into road safety and maintenance. |  |   |  |
| <b>SECTION 9</b>  | <b>BRIEFLY OUTLINE HOW YOU WILL ENSURE YOU HAVE PEOPLE WITH THE RIGHT SKILLS AND SUPPORT TO DELIVER YOUR ACTIVITY ...</b> Consider if you will need to develop the skills and experience of the Council?   |   |  |
| All employees are qualified or are working toward recognised qualifications in this field.  |  |   |  |
| <b>SECTION 10</b>   | <b>BRIEFLY OUTLINE HOW THE PROCUREMENT OF ANY GOODS, SERVICES, WORKS OR UTILITIES ASSOCIATED WITH YOUR ACTIVITY WILL BE COMPLETED IN A WAY THAT ACHIEVES VALUE FOR MONEY ON A WHOLE LIFE BASIS FOR THE COUNCIL, SOCIETY AND THE ECONOMY, WHILST MINIMISING DAMAGE TO THE ENVIRONMENT ...</b> |   |  |
| N/A   |  |   |  |
| <b>SECTION 11</b>   | <b>BRIEFLY OUTLINE IF YOUR ACTIVITY WILL AFFECT THE USE OF ANY PHYSICAL ASSETS OR FACILITIES ...</b>   |   |  |
| N/A   |  |   |  |
| <b>SECTION 12</b>   | <b>BRIEFLY OUTLINE IF THERE WILL BE ANY RISKS ASSOCIATED WITH YOUR ACTIVITY ...</b><br>Are there any long term risks that will affect the delivery of your activity, or the communities that may be affected?  |   |  |
| There is a possible financial penalty for failure of the Authority to comply with the TMA 2004.   |  |   |  |
| <b>SECTION 13</b>   | <b>SHOW IF YOUR ACTIVITY WILL AFFECT PEOPLE OR GROUPS OF PEOPLE WITH PROTECTED CHARACTERISTICS AND EXPLAIN WHAT WILL BE DONE TO MAXIMISE ANY POSITIVE IMPACTS OR MINIMISE ANY NEGATIVE IMPACTS ...</b>   |   |  |
| <b>Protected characteristics</b>  | <b>Will your project / activity have any positive impacts on those with a protected characteristic?</b>  | <b>Will your project / activity have any negative impacts on those with a protected characteristic?</b> | <b>Is there any way to maximise any positive impacts or minimise any negative impacts?</b> |
| <b>Age</b>  | <b>N/A</b>   |   |  |
| <b>Disability</b>   | <b>N/A</b>   |   |  |

|                                       |            |  |  |
|---------------------------------------|------------|--|--|
| <b>Gender</b>                         | <b>N/A</b> |  |  |
| <b>Gender reassignment</b>            | <b>N/A</b> |  |  |
| <b>Marriage and civil partnership</b> | <b>N/A</b> |  |  |
| <b>Pregnancy and maternity</b>        | <b>N/A</b> |  |  |
| <b>Race</b>                           | <b>N/A</b> |  |  |
| <b>Religion or belief</b>             | <b>N/A</b> |  |  |
| <b>Sexual orientation</b>             | <b>N/A</b> |  |  |

## **Appendix 2**

### **TRAFFIC MANAGEMENT ACT (TMA) - SET CRITERIA**

The TMA states:

#### **What enforcement authority annual reports should include:**

##### **Financial**

- Total income and expenditure on the parking account kept under Section 55 of the Road Traffic Regulations Act 1984:
- Breakdown of income by source (i.e. on-street parking charges and penalty charges)
- Total surplus or deficit on the parking account
- Action taken with respect to any surplus or deficit on the parking account
- Details on how any financial surplus has been spent, including the benefits that can be expected as a result of such expenditure

##### **Statistical**

- Number of higher level PCN's issued
- Number of lower level PCN'S issued
- Number of PCN's paid
- Number of PCN's paid at the discount rate
- Number of PCN's against which an informal or formal representation was made
- Number of PCN's cancelled as a result of an informal or formal representation is successful
- Number of PCN's written off for other reasons (e.g. CEO error or driver untraceable)
- Number of vehicles immobilised
- Number of vehicles removed

##### **Performance against targets**

Performance against any parking or CPE targets. Authorities should note the recommendations throughout the Guidance on the areas where such targets might be appropriate.



### APPENDIX 3

#### PCN STATISTICS 1<sup>st</sup> April 2021 – 31<sup>st</sup> March 2022

The table below shows some key statistics relating to the number of PCNs issued to unlawfully parked vehicles during the period 1<sup>st</sup> April 2021 to 31<sup>st</sup> March 2022:

| Description   | Total PCNs  | On-Street   | Off-Street |
|---|-------------|-------------|------------|
| No. of Higher Level (£70) PCNs issued                                 | 1914        | 1914        | 0          |
| No. of Lower Level (£50) PCNs issued                                  | 14          | 14          |            |
| <b>Total No. of PCNs</b>  | <b>1928</b> | <b>1928</b> | <b>0</b>   |
| No. of PCNs paid  | 1384        | 1384        | 0          |
| No. of PCNs paid at discounted rate (50% if paid within 14 days)      | 1110        | 1110        | 0          |
| Number of PCN's against which a challenge was made.                   | 182         | 182         | 0          |
| No. of PCNs cancelled as a result of an informal challenge being made | 54          | 54          | 0          |
|   |             |             |            |
| Percentage of Higher Level PCNs                                       | 99.27%      | 99.27%      | 0%         |
| Percentage of Lower Level PCNs  | 0.73%       | 0.73%       | 0%         |
| Percentage of PCNs paid   | 71.78%      | 71,78%      | 0%         |
| Percentage of PCNs paid at discounted rate                            | 57.57%      | 57.57%      | 0%         |
| Percentage of PCNs cancelled as a result of an informal challenge     | 2.80%       | 2.80%       | 0%         |
|   |             |             |            |
| Number of vehicles immobilised  |             | 0           | 0          |
| Number of vehicles removed  |             | 0           | 0          |

The table below shows how many PCNs were cancelled during the period! 1<sup>st</sup> April 2021 to 31<sup>st</sup> March 2022:

| <b>Reason for Cancellation</b>    | <b>No. Cancelled</b> |
|-----------------------------------|----------------------|
| Valid Disabled Badge*             | 22                   |
| Cloned Vehicle                    | 0                    |
| PNC- No trace                     | 89                   |
| Entered in error/spoilt           | 7                    |
| After adjudication                | 5                    |
| Written off                       | 14                   |
| Accepted representation after NtO | 7                    |
| Additional Information            | 13                   |
| Foreign vehicle                   | 0                    |
| <b>Total Cancellations</b>        | <b>157</b>           |

\* Note: the Council provides a benevolent position for first time offenders.

## **APPENDIX 4**

### **INCOME AND EXPENDITURE 1<sup>st</sup> April 2021– 31<sup>st</sup> March 2022**

The table below show the income associated with the Civil Parking Enforcement service during the period 1<sup>st</sup> April 2021 to 31<sup>st</sup> March 2022:

| <b>Description</b>    | <b>April '21 – March '22 Value (£)</b> |
|-----------------------|--|
| <b>Income</b>         |  |
| PCN Income Off-Street | £0                                     |
| PCN Income On-Street  | £72,269                                |
| <b>Total Income</b>   | <b>£72,269</b>                         |

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The following table details the income and expenditure details for the current reporting period (2021/22) and the prior year.

| 2020/21 Actuals |  |      |   | Working Budget 2021/22 | Full Year Actual 2021/22 | Full Year Variance (Favourable)/Adverse |
|-----------------|--|------|---|------------------------|--------------------------|---|
|                 |  |      |   | £                      | £                        | £                                       |
|                 | <b>Car Parking and Env't Enforcement</b> |      |   |                        |                          |   |
| 210460          | Employees                                | 0001 | Salaries                                | 218631                 | 218994                   | 363                                     |
| 471             | Employees                                | 0055 | Overtime                                | 0                      | 0                        | 0                                       |
| 265             | Employees                                | 0061 | Holidays [inc Bank] & Other Leave       | 0                      | 0                        | 0                                       |
| <b>211197</b>   |  |      | <b>Total</b>                            | <b>218631</b>          | <b>218994</b>            | <b>363</b>                              |
| 215             | Transport                                | 2068 | Tracker Fees                            | 0                      | 215                      | 215                                     |
| 2359            | Transport                                | 2111 | Fuel (Internal Recharge from Stores)    | 6397                   | 2336                     | -4061                                   |
| 0               | Transport                                | 2112 | Transport & Plant (Internal Recharge)   | 560                    | 0                        | -560                                    |
| 6069            | Transport                                | 2250 | Hire Of Vehicles                        | 6603                   | 6321                     | -282                                    |
| 29              | Transport                                | 2304 | Travel/Casual User Car Allowance        | 0                      | 0                        | 0                                       |
| <b>8672</b>     |  |      | <b>Total</b>                            | <b>13560</b>           | <b>8872</b>              | <b>-4688</b>                            |
| 20              | Supplies & Services                      | 3000 | Equipment & Furniture Purchase          | 2257                   | 559                      | -1698                                   |
| 687             | Supplies & Services                      | 3150 | Consumables (DWD)                       | 0                      | 44                       | 44                                      |
| 102             | Supplies & Services                      | 3151 | Gloves                                  | 0                      | 0                        | 0                                       |
| 726             | Supplies & Services                      | 3300 | Protective Cloth/Uniforms/Person Safety | 2000                   | 193                      | -1807                                   |
| 809             | Supplies & Services                      | 3442 | Consultant's Fees                       | 0                      | 0                        | 0                                       |
| 0               | Supplies & Services                      | 3450 | General Fees                            | 0                      | 16                       | 16                                      |
| 8000            | Supplies & Services                      | 3455 | Legal - Court Costs                     | 3000                   | 0                        | -3000                                   |
| 0               | Supplies & Services                      | 3468 | Translation Fees                        | 0                      | 19                       | 19                                      |
| 309             | Supplies & Services                      | 3479 | Sub Contractors                         | 0                      | 5                        | 5                                       |
| 900             | Supplies & Services                      | 3514 | Mobile Telephones                       | 200                    | 900                      | 700                                     |
| 6734            | Supplies & Services                      | 3548 | IT Software                             | 8300                   | 7905                     | -395                                    |
| <b>18288</b>    |  |      | <b>Total</b>                            | <b>15757</b>           | <b>9642</b>              | <b>-6115</b>                            |
| 6650            | Third Party Payments                     | 4000 | Other Local Authorities                 | 19320                  | 8695                     | -10625                                  |
| <b>6650</b>     |  |      | <b>Total</b>                            | <b>19320</b>           | <b>8695</b>              | <b>-10625</b>                           |
| -69960          | Other Funding & Contributions            | 8429 | Fines                                   | -161181                | -72269                   | 88912                                   |
| <b>-69960</b>   |  |      | <b>Total</b>                            | <b>-161181</b>         | <b>-72269</b>            | <b>88912</b>                            |
| <b>174846</b>   |  |      | <b>Total</b>                            | <b>106087</b>          | <b>173934</b>            | <b>67847</b>                            |