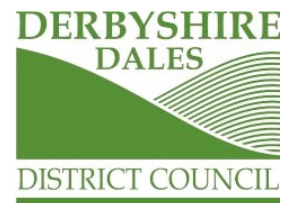


Parksmarter

The Derbyshire Parking Partnership

Annual Parking Report

2012 - 2013



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Foreword

As a parking partnership, Parksmarter has now been operating Civil Parking Enforcement (CPE) for over four years, and this is the third opportunity to provide an annual report. The partnership consists of Derbyshire County Council, Amber Valley Borough Council, Bolsover District Council, Chesterfield Borough Council, Derbyshire Dales District Council, Erewash Borough Council, High Peak Borough Council, North East Derbyshire District Council and South Derbyshire District Council. The aims of the partnership are listed later in the report, but it is clear, that four years down the line, there has been a great improvement in turnover time generally in limited waiting bays, and car parks, most areas of yellow lines are being kept free, and disabled persons' parking bays are clearer than ever of inconsiderate drivers. As a partnership, we are mindful that we cannot patrol every street and car park every day, but we believe we are resourced in such a way that we cover most areas frequently. If you know of an area that continues to cause problems please let us know as we are keen to resolve problems as soon as they arise.

The 2012-13 Annual Parking Report explains the challenge of parking management within the very areas that make up Derbyshire - from a large National Park to a large town, like Chesterfield, the industrial areas in the east and small market towns throughout the County. Each presents a different aspect to Derbyshire and the Report demonstrates how we cater for the needs of many visitors every year, a varied calendar of events throughout the County, as well as our residents and businesses. The local economy is supported by greater turnover in limited waiting bays and car parks, development of residents parking zones (such as the improved scheme in Chesterfield) which allow residents to park outside their own homes, and the provision of school keep clear lines plays a significant part in improving road safety. The shared use of Nottinghamshire's Central Processing Unit has allowed us to maintain low costs, and the use of APCOA, to provide us with trained CEOs, provides a greater degree of professionalism and again allows us to keep costs down. The Annual Parking Report also outlines parking finances and how much the service costs.

The provision of parking places, the use of parking restrictions and the enforcement of those restrictions can be contentious issues. We hope that this report will provide an insight why parking controls are necessary and why and how local Derbyshire authorities enforce them.

The report includes useful information on our Parking objectives, Schools, Residents Parking, Business Parking, Congestion, Traffic Safety, and Car Parks. It covers powers retained by the Police and gives a general outline on the appeals process.

We hope that you will find the content of this report both interesting and informative.

If you have any questions that remain unanswered, please contact Parking Services at any of the partner authorities (their details are included later on in the report) or visit our website at www.Parksmarter.org.uk.

Thank you.

Cllr Joan Dixon
Cabinet Member for Jobs, Economy,
Environment and Transport
Derbyshire County Council

Cllr Barbara Harrison
Lead Member Environment
Erewash Borough Council

Councillor Peter Makin, Cabinet Member
for Environment
Amber Valley Borough Council

Cllr Godfrey Claff - Executive Member for
Regeneration
High Peak Borough Council

Cllr Chris Ludlow
Executive Member for Environment
Chesterfield Borough Council

Cllr Graham Baxter
Leader of the Council
North East Derbyshire District Council

Cllr Stephen Bull
Chairman of the Environment Committee
Derbyshire Dales District Council

Cllr Peter Watson, Chair of Environmental
and Development Services Committee
South Derbyshire District Council

Introduction

Derbyshire's Parking Partnership came into being on 19 February 2009 and since then has been responsible for:

- the enforcement of car parks, and on street parking restrictions;
- appeals to all penalty charge notices (PCNs); and
- parking permits for residents parking zones, and other permit and dispensations.

The Traffic Management Act 2000 (TMA) and subsequent Statutory Instruments set out the duties that the local authorities must undertake to enact CPE.

The aims of CPE in Derbyshire are to:

- Maintain and, where possible, improve the flow of traffic, thereby making the County a more pleasant and environmentally safe place to live and visit.
- Take into account the needs of local residents, shops and businesses, thereby sustaining the local economic growth.
- Actively support the needs of disabled people bearing in mind that, in some cases, they are unable to use public transport and are entirely dependent upon the use of a car. This will ensure that people with disabilities are able to have equal access to all facilities within the County.
- Actively discourage indiscriminate parking that causes obstruction to other motorists, public transport, pedestrians, cyclists and people with disabilities. This will ensure that the Districts/Boroughs remain accessible to all equally and safely.

CPE links closely with the overall aims of Derbyshire's Local Transport Plan which can be found at www.derbyshire.gov.uk. The partnership's Enforcement Policy and more information about the partnership can be found at www.parksmarter.org.uk.

How the Partnership Works

Derbyshire County Council oversees the partnership, which includes the contractual agreements with APCOA, the provider of the Civil Enforcement Officers (CEOs), and with Nottinghamshire County Council which runs the Central Processing Unit. Day to day operational management of where the CEOs go on street and off street is handled by Amber Valley Borough Council, Chesterfield Borough Council, Derbyshire Dales District Council, Erewash Borough Council and High Peak Borough Council for their own areas. Derbyshire County Council oversees the daily operational management for Bolsover District Council, for North East Derbyshire District Council and for South Derbyshire District Council. Appeals against PCNs are handled at the informal stage by the Central Processing Unit. At the formal stage, each District or Borough is directly involved in appeals against their off street PCNs and Derbyshire County Council in all on street PCNs appeals. More details on how the appeals system works can be found in the section on Appeals. APCOA is paid for the number of staff hours it provides, not the number of PCNs issued. CEOs combine the role of parking attendants with some of the powers of the old traffic warden system. This efficiency allows CEOs patrolling from one car park to another to enforce on street restrictions

As a reminder **Parksmarter** is not a private company but is a partnership between the County Council, the District and Borough Councils. It does not include Derby City Council. The partnership shares Nottinghamshire's Central Processing Unit which deals with all the appeals and payments of PCNs. APCOA provides the partnership with trained CEOs, but the partnership retains full operational control of the areas patrolled by the CEOs, the Enforcement Policy and the appeals process.

Parking Objectives

Throughout Derbyshire there are many conflicting demands on parking space and time. Residents, shoppers, workers, businesses, deliveries, tourists and local visitors all vie for the same space, either to park or drive. There is finite space and, therefore, it needs to be managed.

Traffic Congestion One vehicle parked in an awkward or dangerous position at the wrong time of day can lead to hold ups on many arterial routes through the County. So the presence and enforcement of double and single yellow lines is designed to prevent this, keeping roads as clear as possible allowing traffic to flow. Equally, enforcement of limited waiting bays not only creates a greater turnover in the bays but also reduces the amount of circling traffic looking for an available space to park.

Support to Local Businesses The enforcement of limited waiting bays increases greater turnover in these bays. This means greater turnover in towns leading, in theory, at least, to greater footfall in shops. Enforcement of loading bays similarly keeps these areas clear for local businesses to get deliveries into and out of their premises. Where businesses may find difficulties is when loading or unloading on double and yellow lines. It would be normal for a CEO to issue a PCN to any unattended vehicle after 5 minutes. Businesses may sometimes struggle to meet this time and the appeals process allows for mitigating circumstances to be considered which were outside the observation of the CEO.

Bus stop enforcement is also vital. Cars blocking bus stops force buses to drop and collect passengers whilst the bus is in the road, causing traffic hold ups and possibly increasing the likelihood of accidents in these areas. Keeping these areas clear allows the service to flow and allows passengers to alight safely.

Support to Local Residents Residents' parking schemes are currently running in Bakewell, Buxton, Chesterfield, Ilkeston and Long Eaton. These schemes are self-funding as residents can purchase one vehicle pass for their own use, and a visitors' pass for use by guests or businesses carrying out work at the property. These schemes enable residents to park near their homes. As with any scheme there is finite space, and so no

guarantee of a parking place. These schemes are managed by the local District or Borough council and all requests for permits should be directed there in the first instance.

Dropped Kerbs In February 2009, the partnership assumed the power to enforce dropped kerbs, thus keeping driveways and tactile crossing points clear. This is intended to, and does, help residents by keeping their driveways clear and accessibility groups, such as those visual impairments, wheelchair and mobility scooter users and people with prams and pushchairs to cross the road safely. For more details on how to report someone blocking your drive, please see our website www.parksmarter.org.uk.

Accessibility Groups Blue Badge holders are entitled to park in some restricted areas using their badge. Guidance can be found in the Department for Transport's booklet 'The Blue Badge Scheme: rights and responsibilities in England'. The enforcement of the blue badge bays both on street and in car parks has greatly increased the level of accessibility for those with blue badges.

Support to Local Schools All schools have had the opportunity to undertake a School Travel Plan over the last few years and this identifies how pupils and staff get to school. Through 2009/10 there were complaints with regard to parking at drop-off or pick-up times at over 50 primary schools, and there is a similar number through 2012-13. The County Council is putting traffic orders on as many of the school keep clear lines as possible to make them enforceable. There are parking restrictions around most of these schools and these will have been put in place to make the area safe for school children. In most cases it is the parents who are contravening these restrictions, thus making it unsafe for their own children. Reviews of schools where complaints are made are now carried out by officers at the County Council to ascertain the exact nature of the problem (in most cases it is just busy outside schools and drivers are allowed to set down on yellow lines) before the CEOs are tasked to patrol schools. Parents and Guardians should be aware that the introduction to the Highway Code does state that failure to comply with the Highway Code could lay them open to liability in any accident even if they were not actually involved in it; i.e. if they park in such a way that leads to an accident they could be liable. Most of the schools that have been identified as having problems have higher than the national average (55%) walking to school percentages. The School Travel Plans aim to increase

this percentage by encouraging walking buses, or by identifying with the school areas to park safely, such as pub or village hall car parks.

Compliance Testing

Throughout the summer of 2013 DCC conducted a number of compliance surveys through towns in Derbyshire. Wirksworth was added in 2013. The methodology involved creating a beat around the town that was then patrolled at hourly or every three-quarters of an hour depending on the restrictions from 0830 until the last patrol at 1630. Every car was counted as either complaint or non-compliant. The results of these surveys continue to provide detailed intelligence on parking problems, and allow the CEOs to be targeted accordingly. A modification to this year's surveys ensured that CEOs were not in towns when surveys were carried out. This means that survey officers saw parking patterns that would normally happen if only the threat of enforcement took place. A reduction in compliance of 0.9% is not seen as significant.

COMPLIANCE SURVEY RESULTS ON STREET IN DERBYSHIRE

TOWN	2011						2012						2013					
	DATE	No Of Cars	COMPLIANT	NON COMPLIANT	COMPLIANT	NON COMPLIANT	DATE	No Of Cars	COMPLIANT	NON COMPLIANT	COMPLIANT	NON COMPLIANT	DATE	No Of Cars	COMPLIANT	NON COMPLIANT	COMPLIANT	NON COMPLIANT
		#	#	#	%	%		#	#	#	%	%		#	#	#	%	%
ALFRETON	18/05/2011	674	619	55	91.84%	8.16%	16/05/2012	533	485	48	90.99%	9.01%	17/05/2013	614	570	44	92.83%	7.17%
ASHBOURNE	16/06/2011	692	600	92	86.71%	13.29%	25/05/2012	645	529	116	82.02%	17.98%	17/06/2013	573	515	58	89.88%	10.12%
BAKEWELL	10/06/2011	781	675	106	86.43%	13.57%	14/06/2012	723	652	71	90.18%	9.82%	14/06/2013	852	760	92	89.20%	10.80%
BELPER	09/06/2011	544	406	138	74.63%	25.37%	30/05/2012	366	285	81	77.87%	22.13%	06/06/2013	378	305	73	80.69%	19.31%
BOLSOVER	07/07/2011	135	116	19	85.93%	14.07%	19/07/2012	153	112	41	73.20%	26.80%	01/07/2013	234	160	74	68.38%	31.62%
BUXTON	16/05/2011	1254	1156	98	92.19%	7.81%	14/05/2012	1370	1255	115	91.61%	8.39%	16/09/2013	1365	1221	144	89.45%	10.55%
CHAPEL EN LE FRITH	01/07/2011	494	340	154	68.83%	31.17%	11/07/2012	425	307	118	72.24%	27.76%	17/09/2013	437	298	139	68.19%	31.81%
CHESTERFIELD - CENTRE	23/06/2011	638	620	18	97.18%	2.82%	14/06/2012	818	763	55	93.28%	6.72%	11/06/2013	540	511	29	94.63%	5.37%
CHESTERFIELD - SHEFFIELD ROAD	30/06/2011	288	275	13	95.49%	4.51%	NOT 2012	-	-	-	-	-	NOT 2013	-	-	-	-	-
CLAY CROSS	13/07/2011	318	306	12	96.23%	3.77%	27/06/2012	362	333	29	91.99%	8.01%	24/06/2013	404	375	29	92.82%	7.18%
DRONFIELD	17/05/2011	447	426	21	95.30%	4.70%	05/07/2012	619	530	89	85.62%	14.38%	14/05/2013	488	459	29	94.06%	5.94%
GLOSSOP	06/07/2011	1322	1191	131	90.09%	9.91%	NOT 2012	-	-	-	-	-	17/07/2013	1041	942	99	90.49%	9.51%
HEANOR	NOT 2011	-	-	-	-	-	13/09/2012	698	599	99	85.82%	14.18%	13/09/2013	707	542	165	76.66%	23.34%
ILKESTON	29/06/2011	642	441	201	68.69%	31.31%	30/07/2012	708	683	25	96.47%	3.53%	13/06/2013	861	792	69	91.99%	8.01%
LONG EATON	23/06/2011	663	615	48	92.76%	7.24%	20/06/2012	584	545	39	93.32%	6.68%	26/06/2013	914	847	67	92.67%	7.33%
MATLOCK	27/06/2011	932	887	45	95.17%	4.83%	27/06/2012	911	853	58	93.63%	6.37%	26/06/2013	883	831	52	94.11%	5.89%
NEW HALL	12/07/2011	64	32	32	50.00%	50.00%	20/06/2012	60	52	8	86.67%	13.33%	09/05/2013	37	28	9	75.67%	24.32%
NEW MILLS	NOT 2011	-	-	-	-	-	05/07/2012	573	467	106	81.50%	18.50%	07/06/2013	655	525	130	80.15%	19.85%
RIPLEY	07/07/2011	630	494	136	78.41%	21.59%	24/05/2012	583	492	91	84.39%	15.61%	24/05/2013	679	553	126	81.44%	18.56%
SWADLINCOTE	12/07/2011	176	140	36	79.55%	20.45%	28/06/2012	176	150	26	85.23%	14.77%	09/05/2013	208	164	44	78.85%	21.15%
WHALEY BRIDGE	NOT 2011	-	-	-	-	-	03/07/2012	513	427	86	83.24%	16.76%	10/09/2013	563	475	88	84.37%	15.63%
WIRKSWORTH	NOT 2011	-	-	-	-	-	NOT 2012	-	-	-	-	-	20/05/2013	466	353	113	75.75%	24.25%
TOTALS		10694	9339	1355	87.33%	12.67%		10820	9519	1301	87.98%	12.02%		12899	11226	1673	87.03%	12.97%

DISTRICT AND BOROUGH CAR PARKS

AMBER VALLEY BOROUGH COUNCIL

Amber Valley covers an area of over 265 square kilometres and is made up of the four market towns of Alfreton, Belper, Heanor and Ripley, as well as many villages and other smaller settlements.

In providing off street pay and display car parks, the Borough Council seeks to promote the vibrancy of the town centre retail areas, by ensuring a sufficient number of both long and short stay car parking spaces. Charges are set at a level that seeks to ensure that the cost of providing car parks does not become a burden on local council taxpayers, whilst remaining competitive with neighbouring areas. Regular users of long stay car parks can also purchase longer term parking permits, which provide a significant discount when compared with the daily pay and display charges. Blue badge holders can park for free all day in long stay car parks and for shorter periods in the popular short stay car parks.

The Council seeks to maximise the number of parking spaces available, through effective enforcement of inconsiderate parking and motorists staying beyond the time allowed.

The Council is rightly proud of its popular residents' and over 60s parking permits. These allow parking for any Amber Valley resident after 4pm and all day on Sundays, in addition those over 60 can park after 2pm on Tuesdays and Thursdays. The Council also continues to offer free parking in the week before Christmas to assist both retailers and shoppers, and provides free parking on Remembrance Sunday.

Significant investment has been committed by the Borough Council to the upgrading of car parking facilities, with a number of car parks having been resurfaced in recent years including, Bridge Street, Rogers Lane East, Rogers Lane West, Crossley Street, Shirley Road, Belper River Gardens, Derwent Street and Malthouse Yard.

For 2013, by working closely with town centre traders, a new parking payback scheme has been introduced in both Heanor and Ripley, whereby shoppers using the car parks can claim a refund towards the cost of parking from local shop keepers.

CHESTERFIELD BOROUGH COUNCIL

Chesterfield Borough Council manages around 53% of the parking stock in the town, this equates to over 2,300 car parking spaces. We operate 2 multi-storey car parks and over 40 surface car parks throughout the Borough.

To encourage use of our Car Parks we have a number of parking schemes for both residents and visitors, this includes free parking for residents of the Borough before 10am and after 3pm Monday to Saturday, along with scratchcards and permits that incentivise the user.

Following on from the Parking Policy Review that was commissioned in November 2011 a Medium Term Strategy is being developed which ultimately will advise us of the actions required to deliver a high quality Car Parking service to residents, businesses and visitors to Chesterfield.

Initial findings, through consultation with stakeholders, indicate that accessibility, signage, safety and pricing should be our key priorities and as such work is underway to improve our offer. We need to be both aspirational as well as competitive.

We also need to factor in the implications of the Town Centre Masterplan and how the changing face of the town will need to be taken into account moving forward.

A new Town Centre Operations Management team has been recently formed to deliver the key objectives of the Review. The year ahead should see initial steps being taken to start realising our intentions of addressing the issues identified.

DERBYSHIRE DALES DISTRICT COUNCIL

Derbyshire Dales is one of Britain's most scenic rural areas, with a resident population of a little over 71,000 but with annual day visitor numbers exceeding 5 million. It includes much of the Peak District National Park and yet is situated within two hours' drive of almost half of the UK population, making it a major tourist destination.

Parking provision is key in ensuring that traffic is effectively managed and congestion reduced. The District Council is one of many off-street parking providers in the district, providing 41 public car parks, comprising 3,083 parking spaces. The majority of the Council's car parks are pay and display, with a charging structure designed to encourage the use of more sustainable forms of transport by visitors to the area, whilst ensuring that those who choose to park contribute to the cost of providing excellent local services and standards. Parking enforcement, both on and off-street, has proved an essential tool in keeping traffic moving safely, providing access for residents and visitors alike, while ensuring the Council's pay and display revenue stream is maintained.

As well as supporting the range of local services expected of a popular tourist destination, pay and display income is used to maintain, improve and increase public parking places in the Dales. Twenty one of the District Council's car parks have attained 'Park Mark' status, the recognised national safety standard, since its introduction to the Derbyshire Dales in 2005. Vehicle crime in District Council car parks has remained consistently low throughout that time, reaffirming Derbyshire Dales as one of the safest places to visit in England and Wales.

In recognition of the needs of residents to access local services, the District Council provides every household with a Parking Concession Badge that allows residents to park for free in its car parks before 11am and after 4pm every day of the year. Despite the low resident population, it is estimated that use of the free concession accounts for almost a third of total number of vehicles occupying District Council car parks each year, providing valuable support to local shops and businesses. Since its introduction in 1997, this successful scheme has been used as a best practice model by other local authorities. In addition, all motorists are offered free parking daily from 2pm throughout the month of December.

The beauty of the rural Derbyshire Dales brings with it particular problems for many of its small villages, with the influx of day visitors throughout the year. The District Council has, since 2000, provided grants to town and parish councils, designed to assist in the

development of village parking projects that address their localised parking issues. Since its introduction, the District Council's Village Parking Scheme has supported 16 successful projects and awarded more than £95,000 as well as offering practical advice and support to the many small parishes.

In the early part of 2013, the District Council embarked on a major review of its Parking Policy, to take into account the impact of parking on the local economy and the Council's overall financial position. The extensive consultation process is expected to run throughout the year, with the planned introduction of emergent New Policy in 2014.

EREWASH BOROUGH COUNCIL

Erewash is a forward looking Borough in the south-east of Derbyshire, a wonderfully rich and diverse community named after the river which flows through its landscape. Most importantly, it is a Borough with ambition and the vision to build on its history and its successes.

The Borough provides an attractive living environment with a mixture of market towns and villages, relatively inexpensive housing, lower living costs and a strong sense of belonging. Erewash also has a number of available sites to support business growth and future expansion of the local economy. The Council are keen to keep its market time atmosphere of its town centres and therefore parking fees are comparable with similar towns in the region.

Erewash Borough Council provides 25 single level car parks over the two main towns of Ilkeston and Long Eaton resulting in 1503 off street parking spaces. Of the total spaces, 101 are designated for Blue Badge Holders only. The Borough Council maintains the 'Park Mark' award in six of the parking places throughout the Borough.

The cost of maintaining and improving the car park provision is currently met through the sale of Pay and Display tickets issued from 28 machines, and associated enforcement.

Additional free parking is currently being trialled in the majority of parking places throughout the Borough. This is in the form of free 30 minute parking bays which allow visitors to quickly visit the high street shops without the need to pay & display.

HIGH PEAK BOROUGH COUNCIL

High Peak is a semi-rural area within Derbyshire with a mix of historic market towns and villages and areas of outstanding natural beauty. Part of the area is within the Peak District National Park. There are large numbers of visitors throughout the year but especially during the 'peak' summer months with a large majority using High Peak Borough Council's car parks and on-street parking facilities. The Borough Council's car parks provide residents and visitors alike with sufficient parking facilities to promote accessibility to the town centres and local attractions. Parking charges are set at a level which will attract visitors and shoppers whilst not burdening the local residents with the cost of providing the service.

In line with the Council's corporate aim to ensure its town and village centres are attractive, vibrant and distinctive places for business and the local community, its car park portfolio is managed to ensure they are Disability Discrimination Act compliant. Several have attained the British Parking Association's 'Park Mark' award for secured car parking facilities. The Borough Council operates discretionary allowances within its car parks to assist with this aim and includes free and unlimited parking for all 'Blue Badge' holders throughout the High Peak area. Free parking for residents in most of the Borough car parks is available before 10am and after 4pm from Monday to Saturday and all day on Sundays.

Enforcement is a necessary tool used by the Borough Council in ensuring that irresponsible parking does not impinge negatively on car park users, other road users or pedestrians, helping to reduce congestion and traffic flow and improve the environment within High Peak. Enforcement of the relevant car park regulations on the Borough Councils car parks assists with correct usage, optimising availability and turnaround of spaces to assist local businesses and the local economy. CPE was not designed to raise income but to be self-financing after the first year with any surplus monies 'ring-fenced' to be spent by the Borough Council in the High Peak area on its parking facilities.

NORTH EAST DERBYSHIRE DISTRICT COUNCIL

North East Derbyshire District Council operates 15 public car parks which are subject to Traffic Regulation Orders under the North East Derbyshire District Council (Off Street Parking Places) (Civil Enforcement and Consolidation) Order 2009, which applies 24 hours per day, 7 days a week.

Parking is free in all car parks. However, time-limited restrictions are enforced at the following locations:

(No 1) Market Street, Clay Cross

Eyre Street, Clay Cross

Civic Centre, Dronfield

Manor House, Dronfield

Soaper Lane, Dronfield

Callywhite Lane, Dronfield

Greendale Shopping Centre, Dronfield

Permit parking for businesses has been agreed for part of Greendale Shopping Centre, Dronfield, consisting of 15 bays. Details of this have not yet been agreed.

A consultation was carried out in 2013 on the parking situation in Dronfield. Along with changed to time limits, it was decided that NEDDC would extend the permitted off-street time limit for Blue Badge holders to 3 hours, district wide, to match the on-street limits,

An additional 124 car parking spaces (including 10 disabled spaces) are now available at the New Bridge Street Retail Parade which forms part of the Clay Cross Regeneration - Phase 2. No Traffic Regulation Order has been introduced for this car park as yet, but consultation on a new order will be carried out as part of the consultation on Clay Cross Car parking. A date has not yet been set for this.

A business user only permit system is also being considered for the Clay Cross Eldon Street Car Park. It is hoped that this will provide a more balanced level of provision to meet the varying demands in the area.

Details of all our car parks are contained on the Council website – North East Derbyshire on-line (www.ne-derbyshire.gov.uk)

SOUTH DERBYSHIRE DISTRICT COUNCIL

South Derbyshire District Council aims to ensure safe use of roads and car parks for all. For this reason, the Council provides 18 car parks in strategic locations to facilitate access to retail, leisure and open space facilities. Each car park has parking restrictions designed to provide the best balance of short-term or all day access as calculated to be of greatest benefit to the users of that area. In Swadlincote town centre, a balance is sought between pedestrian access to create a pleasant atmosphere, to promote trade, and the need for business to unload supplies. Consequently, a system of restricted hours for vehicles and passes to allow loading of goods is deployed to minimise their adverse impact on trading conditions.

The Council is, by instinct, a reluctant user of enforcement but it recognises that without it unsafe and unfair practices would become the norm for example, unsafe parking on streets and able bodied people using all the disabled persons parking bays, etc., thus impinging on the even more fundamental rights of other drivers. Consequently, the Council wishes to provide a relatively low key level of enforcement that maintains safety and fundamental access rights for all whilst avoiding becoming a tiresome burden on safe and lawful road users. The Council will continue to develop parking enforcement cautiously, whilst listening to public feedback in order to ensure the correct balance is found.

THE POLICE AND CPE Since the transfer of parking enforcement on street from the Police to the County Council there are still many issues on street that can only be enforced by the Police. The lists below indicate some of the responsibilities of each body:

What CPE Enforces

- Limited Waiting Bays
- Double / Single Yellow Lines
- On Street Pay and Display Bays
- Residents' Parking Zones
- Blue Badge Bays
- Loading Bays
- Bus Stops
- Taxi Bays
- School Keep Clear Lines
- Clearways
- Dropped Kerb Access – and Police
- Double Parking – and Police
- Pedestrian Crossings – and Police
- Car Parks (with orders)

What the Police deal with

- Double White Lines
- Obstruction – e.g. Pavements with no parking restrictions
- Dangerous parking and no restrictions e.g.:
 - Bends
 - Brows of Hills
 - Junctions
- Dropped Kerb Access – and CPE
- Double Parking – and CPE
- One Way Traffic
- Box Junctions
- Access Only
- White Hatched Areas
- Pedestrian Crossings – and CPE

Parking on the pavement is not illegal unless there are parking restrictions such as a clearway, double or single yellow lines. However, the Police could issue a fixed penalty notice to a driver if it is believed the parking caused obstruction or a danger to another road user. The Highway Code is quite explicit that these apply to the carriageway, pavement and verge. Driving on the pavement is illegal and is only enforceable by the Police.

APPEALS The appeals system is designed to enable drivers who have received PCNs to provide mitigating circumstances as to why they parked as they did. There are comprehensive guidelines on both the partnership's website www.parksmarter.org.uk, and at the Traffic Penalty Tribunal's website www.patrol-uk.info. All informal appeals are handled by our Central Processing Unit (CPU) which is a combined unit with Nottinghamshire County Council. All formal appeals are administered by the CPU, but the decision is taken by the local authority (County Council for on street, and local District or Borough Council for off street) as the enforcement authority. There is a third level of appeal should the appellant be unsatisfied by the results of the previous two appeals and that is to an Independent Adjudicator at the Traffic Penalty Tribunal. The decision of the Adjudicator is final and binding on both the appellant and the local enforcement authority.

A 50% discount is applied if a PCN is paid within 14 days of issue. An informal appeal puts the 14 day deadline on hold. Once a decision has been made to reject the informal appeal, the driver has 14 days to pay at the discount rate before it increases to the original rate of £50 or £70. After the Notice to Owner (NtO) has been sent out and if a formal appeal is made the full payment is required.

FUTURE PLANS. In the last report the following actions were planned:

ACTION	OUTCOME
Plans for the future include a review for pay and display on street, including charges. These charges would be matched to off street tariffs to encourage maximum use of car parks for long term parkers and the use of on street for shorter term parking	This is ongoing
There are reviews taking place to consider more residents parking in Buxton, Glossop, Ilkeston, and Long Eaton, and Chesterfield.	Chesterfield has had a revised residents parking zone created.

FUTURE PLANS FOR 2014-15.

- Introduce Cashless Parking (using mobile phone and SMART technology) for Pay and Display on street, in DCC's Countryside car parks and in other Boroughs and Districts where practicable.
- Develop measures to ensure compliance outside Derbyshire's Schools, which may include the use of mobile CCTV and cameras.

GLOSSARY

Abbreviations

The following abbreviations are used in this report;

CEA	Civil Enforcement Area
CEO	Civil Enforcement Officer
CPE	Civil Parking Enforcement
DfT	Department for Transport
DVLA	Driver and Vehicle Licensing Authority
TPT	Traffic Penalty Tribunal
NtO	Notice to Owner
PCN	Penalty Charge Notice
RTA 91	Road Traffic Act 1991
TEC	Traffic Enforcement Centre
TMA 2004	Traffic Management Act 2004

Challenge

An objection made against a PCN before an NtO is issued.

Differential Parking Penalties

This is the name for the different levels of charges implemented by the TMA 2004. Higher level contraventions are £70 and lower levels are set at £50. The different charges reflect the seriousness of the offence.

Cancellations

A PCN can be cancelled when we believe that there is either an applicable exemption or there are significant mitigating circumstances why a contravention occurred.

Civil Enforcement Officer – CEO

This is the name given to officers who used to be known as Parking Attendants, or Traffic Wardens. They must be employed by the Council or through a specialist contractor. In Derbyshire, they are employed through APCOA.

Civil Parking Enforcement – CPE

This is the name given to the enforcement of parking regulations by CEOs under the TMA 2004.

Contravention

Failure of the motorist to comply with traffic or parking regulations as set by local Traffic Regulation Orders (TRO).

Controlled Parking Zone - CPZ

An area where parking is restricted during specified times. This ensures that the needs of all motorists are met within a town. Signs are placed at entry points throughout the zone and where the restrictions differ to those on entry. There is no requirement to sign double or single yellow lines.

Department for Transport – DfT

This is the Government department responsible for the English transport network and transport matters in Scotland, Wales and Northern Ireland which are not devolved. The department is run by the Secretary of State for Transport.

Fixed Penalty Notice - FPN

These were introduced in Great Britain in the 1950s to deal with minor parking offences. These can only be issued by the Police.

Local Transport Plan – LTP

These are an important part of transport planning within England. We are required to prepare them as plans for the future and present them to the DfT.

Notice to Owner – NtO

This is a statutory notice that is served by the authority to the registered keeper of the vehicle that was issued with the PCN. This will be served when a PCN is unpaid for 28 days. When the registered keeper, or the person the council believed to be the keeper of the vehicle, receives this they can either;

- make a payment of the full charge.
- make representation (an appeal).

Off Street Parking

These are facilities provided through car parks.

On Street parking

These are facilities provided on the kerbside such as pay and display or permit parking.

Penalty Charge Notice – (PCN)

This is issued to a vehicle that is believed to be parked in contravention of the local TRO.

Registered Keeper

The person who is deemed to be legally responsible for the payment of a PCN. These details are obtained from the Driver and Vehicle Licensing Agency (DVLA).

Representation

This is a challenge against the PCN after the NtO is issued.

Special Parking Area - SPA

An area where on-street parking is subject to CPE. Local authorities will enforce the regulations through CEOs.

Traffic Management Act 2004 – TMA 2004

This Act was passed by the UK Government in 2004. This law details street works and parking regulations. The act has been implemented since 31 March 2008.

Traffic Penalty Tribunal –TPT

The TPT decides appeals against parking penalties issued by CEAs in England (outside London) and Wales and against bus lane penalties issued by CEAs in England (outside London). The TPT is the final stage of appeal for motorists or vehicle owners against a penalty issued by a council in England (outside London) and Wales.

Traffic Regulation Order – TRO

This is the statutory legal document necessary to support any enforceable traffic or highway measures.

Contacts:

Before you contact your local council please consider if the issue is one of obstruction or dangerous parking. If it is, and there are no parking restrictions involved, please contact the Police. The Police retain responsibility for all offences which are not civil offences and where penalty points are awarded against a motorist.

Contact the Police:

- www.derbyshire.police.uk - 101

If you live in Bolsover, North East Derbyshire or South Derbyshire please contact Derbyshire County Council on 01629 533190 or email parking@derbyshire.gov.uk.

For all other Borough and District Councils please use the contacts below, asking for Parking Services:

Council	Tel No	Email	Website
Amber Valley Borough Council - or email	01773 570222	enquiry@ambervalley.gov.uk	www.ambervalley.gov.uk or www.parksmarter.org.uk
Chesterfield Borough Council	01246 345593	parkingservices@chesterfield.gov.uk	www.chesterfield.gov.uk or www.parksmarter.org.uk
Derbyshire Dales District Council	01629 761100	carparks@derbyshiredales.gov.uk	www.derbyshiredales.gov.uk or www.parksmarter.org.uk
Erewash Borough Council	0115 9072244	enquiries@erewash.gov.uk	www.erewash.gov.uk or www.parksmarter.org.uk
High Peak Borough Council	0845 129 7777	carparks@highpeak.gov.uk	www.highpeak.gov.uk or www.parksmarter.org.uk
Derbyshire County Council	01629 533190	parking@derbyshire.gov.uk	www.derbyshire.gov.uk or www.parksmarter.org.uk

PCN appeals

For advice on how to appeal against your PCN, please phone the number on the back of your PCN.

Finance

Income	2009/10	2010/11	2011/12	2012/13
Pay and Display	£526,678	£515,551	£556,779	£565,727
PCNs	£74,200	£88,765	£96,235	£80,102
Residents Permits	£13,330	£12,287	£12,338	£12,590
Derbyshire County Council (DCC) Management Fee	£13,837	£13,837	£13,837	£13,837
Other Income	£1,670	£2,885	£2,650	£2,440
Total Income	£629,715	£633,235	£681,840	£674,694
Expenditure				
Employee Costs (including training and IT support)	£50,942	£49,377	49,336	£49,839
Enforcement Costs	£78,492	£74,790	£78,881	£79,695
Lines and Signs, and Car Park Maintenance	£13,043	£18,971	£1,711	£27,332
CPU (Includes DVLA, TPT)	£28,660	£25,671	£38,344	£154,837
Other Costs	£203,092	£197,297	£152,802	£582,239
Capital Charges	£196,368	£235,538	£101,401	£19,785
Total Expenditure	£570,597	£601,644	£422,475	£913,727
Surplus	£59,118	£31,591	£259,365	-£239,032

PCNs and Appeals

PCNS Issued	2009/10	2010/11	2011/12	2012/13
No. Higher level issued	721	815	538	382
No. Lower level issued	3005	2635	3193	2359
Total No PCNs issued	3726	3450	3731	2741
No. of PCNs paid at discount	2332	2407	2672	2268
No. of PCNs paid at face value	187	212	198	1991
No. of PCNs paid at Charge Certificate	33	50	46	158
Total number of PCNs paid	2552	2669	2916	117
No. of PCNs where a representation was made	1481	1211	1238	987
No. of PCNs cancelled as a result of representation (mitigation)	691	503	431	235
No. of PCNs cancelled for other reasons	209	111	37	44
No. of representations that are rejected	563	709	807	708
TPT Appeals and Adjudication	2009/10	2010/11	2011/12	2012/13
No. of appeals received	10	11	20	17
Ratio of appeals to PCNs issued	0.27%	0.30%	0.60%	0.80%
Appeals not contested	3	5	5	9
Appeals allowed by Adjudicator	1	4	6	3
Appeals refused by Adjudicator	2	2	9	5
Appeals awaiting a decision	4	0	0	0

Bolsover District Council Off Street

Bolsover District Council's car parks are not part of the enforcement scheme as there are no car park orders placed on them. Their car parks are free and there are no time limits on parking.

Finance

Income	2009/10	2010/11	2011/12	2012/13
Pay and Display	£2,679,738	£2,585,348	£2,560,312	£2,491,875
PCNs	£167,865	£91,908	£114,062	£102,267
Residents Permits	£3126	£10,412	£9,354	£11,602
Business Permits	£33,650	£30,250	£25,190	£27,042
DCC Management Fee	£20,860	£20,860	£20,860	£20,860
Other Income	£51,559	£25,300	£34,712	£26,372
Total Income	£2,956,798	£2,764,078	£2,764,489	£2,680,018
Expenditure				
Employee Costs (including training and IT support)	£341,971	£337,467	£368,091	£388,840
Enforcement Costs	£95,385	£91,596	£81,071	£82,558
Lines and Signs, and Car Park Maintenance	£84,435	£117,064	£88,710	£129,834
General Running Costs	£880,142	£875,218	£944,348	£1,038,968
CPU (Includes DVLA, TPT)	£59,370	£28,893	£20,586	£26,906
Capital Costs	£53,645	£51,461	£843,883	£280,956
Total Expenditure	£1,514,948	£1,501,699	£2,346,689	£1,948,062
Surplus	£1,441,850	£1,262,379	£417,800	£731,956

PCNs and Appeals

PCNS Issued	2009/10	2010/11	2011/12	2012/13
No. Higher level issued	564	405	615	555
No. Lower level issued	7122	3357	3409	3005
Total number of PCNs issued	7686	3762	4024	3560
Total number of PCNs paid	5681	2712	3063	2913
No. of PCNs paid at discount	5080	2359	2642	2381
No. of PCNs paid at face value	508	271	271	229
No. of PCNs paid at Charge Certificate	93	74	58	147
No. of PCNs where a representation was made	3452	1642	1697	1281
No. of PCNs cancelled as a result of representation (mitigation)	1355	1226	647	983
No. of PCNs cancelled for other reasons	605	242	56	199
No. of representations that are rejected	1492	951	1006	659

TPT Appeals and Adjudication	2009/10	2010/11	2011/12	2012/13
No. of appeals received	23	20	17	10
Ratio of appeals to PCNs issued	0.30%	0.53%	0.42%	0.28%
Appeals not contested	12	6	4	8
Appeals allowed by Adjudicator	6	9	7	1
Appeals refused by Adjudicator	5	3	6	1
Appeals awaiting a decision	0	2	0	0

Finance

Income	2009/10	2010/11	2011/12	2012/13
Pay and Display	£1,709,777	£1,792,082	£1,877,393	£1,790,836
PCNs	£109,522	£113,858	£106,110	£120,902
Residents Permits	£5,647	£6,406	£7,472	£9,343
Discount Season Tickets	£48,074	£45,951	£57,833	£55,265
DCC Management Fee	£19,415	£19,415	£19,415	£19,415
Other Income (Lettings, Access, Rents etc.)	£55,065	£37,385	£51,218	£54,419
Total Income	£1,947,500	£2,015,097	£2,119,441	£2,050,180
Expenditure				
Employee Costs (including training and IT support)	£114,895	£125,382	£131,121	£118,666
Enforcement Costs	£84,019	£82,619	£86,163	£85,151
Lines and Signs, and Car Park Maintenance	£102,530	£100,883	£84,966	£178,151
CPU (Includes DVLA, TPT)	£38,843	£35,335	£25,287	£28,606
Services and Utilities	£230,365	£239,902	£253,707	£263,012
Capital works: refurbishment/renewals etc.	£116,753	£35,569	£44,238	£159,382
Total Expenditure	£687,405	£616,690	£625,482	£832,968
Surplus	£1,260,095	£1,395,407	£1,493,959	£1,217,212

PCNs and Appeals

PCNS Issued	2009/10	2010/11	2011/12	2012/13
No. Higher level issued	673	734	595	484
No. Lower level issued	4375	3876	3794	3324
Total number of PCNs issued	5048	4610	4389	3808
No. of PCNs paid at discount	3419	3467	3236	2934
No. of PCNs paid at face value	1794	305	270	260
No. of PCNs paid at Charge Certificate	41	87	60	49
Total number of PCNs paid	3831	3859	3566	3243
No. of PCNs where a representation was made	1749	1715	1750	1244
No. of PCNs cancelled as a result of representation (mitigation)	779	556	444	326
No. of PCNs cancelled for other reasons	182	146	245	108
No. of representations that are rejected	788	1013	1061	817
TPT Appeals and Adjudication				
No. of appeals received	14	24	18	12
Ratio of appeals to PCNs issued	0.28%	0.52%	0.41%	0.32%
Appeals not contested	4	1	2	6
Appeals allowed by Adjudicator	6	6	3	4
Appeals refused by Adjudicator	3	16	11	1
Appeals awaiting a decision	1	1	1	0

Finance

Income	2009/10	2010/11	2011/12	2012/13
Pay and Display	£635,135	£594,907	£554,079	£542,977
PCNs	£36,895	£36,265	£48,344	£45,336
Residents Permits	£3,747	£1,636	£2,656	£6,072
DCC Management Fee	£13,369	£12,967	£13,369	£13,369
Other Income	£298			£0
Total Income	£689,444	£645,775	£618,448	£607,754
Expenditure				
Employee Costs (including training and IT support)	£29,921	£16,413	£29,809	£20,788
Enforcement Costs	£36,087	£0	£0	£37,172
Lines and Signs, and Car Park Maintenance	£28,150	£35,820	£36,899	£87,878
CPU (Includes DVLA, TPT)	£14,156	£12,571	£10,839	£10,387
Total Expenditure	£108,314	£64,804	£77,547	£156,225
Surplus	£581,130	£580,971	£540,901	£451,528

PCNs and Appeals

PCNS Issued	2009/10	2010/11	2011/12	2012/13
No. Higher level issued	163	250	172	113
No. Lower level issued	1679	1426	1644	1485
Total No PCNs issued	1842	1676	1816	1598
No. of PCNs paid at discount	1127	1263	1494	1182
No. of PCNs paid at face value	139	1075	1297	111
No. of PCNs paid at Charge Certificate	0	99	108	59
Total number of PCNs paid	1273	26	23	1352
No. of PCNs where a representation was made	320	91	78	88
No. of PCNs cancelled as a result of representation (mitigation)	41	0	0	27
No. of PCNs cancelled for other reasons	34	245	76	0
No. of representations that are rejected	34	6	0	59

TPT Appeals and Adjudication

No. of appeals received	2	12	26	4
Ratio of appeals to PCNs issued	0.11%	0.72%	1.43%	0.25%
Appeals not contested	1	2	11	1
Appeals allowed by Adjudicator	1	7	6	3
Appeals refused by Adjudicator	0	4	8	0
Appeals awaiting a decision	0	0	1	0

HIGH PEAK BOROUGH COUNCIL OFF STREET

Finance

Income	2009/10	2010/11	2011/12	2012/13
Pay and Display	£1,075,344	£1,028,179	£1,001,516	£957,852
PCNs	£39,673	£47,855	£61,628	£71,998
Residents Permits	£20,587	£23,040	£19,188	£13,785
DCC Management Fee	£12,967	£12,967	£12,967	£12,967
Other Income	£4,270	£6,117	£6,512	£9,779
Total Income	£1,152,841	£1,118,158	£1,101,811	£1,066,381
Expenditure				
Employee Costs (including training and IT support)	£142,550	£117,884	£67,825	£58,089
Enforcement Costs	£33,497	£30,504	£45,276	£45,924
Lines and Signs, and Car Park Maintenance	£371,277	£356,535	£382,462	£351,746
CPU (Includes DVLA, TPT)	£14,870	£15,585	£16,886	£19,028
Total Expenditure	£562,194	£520,508	£512,449	£474,787
Surplus	£590,647	£597,650	£589,362	£591,594

PCNs and Appeals

PCNS Issued	2009/10	2010/11	2011/12	2012/13
No. Higher level issued	177	200	255	194
No. Lower level issued	1756	1579	2375	2502
Total number of PCNs issued	1933	1779	2630	2696
No. of PCNs paid at discount	1189	1249	1975	2040
No. of PCNs paid at face value	141	121	170	173
No. of PCNs paid at Charge Certificate	23	17	33	65
Total number of PCNs paid	1353	1387	2238	2278
No. of PCNs where a representation was made	565	391	905	851
No. of PCNs cancelled as a result of representation (mitigation)	293	153	270	190
No. of PCNs cancelled for other reasons	128	114	26	45
No. of representations that are rejected	272	238	635	616
TPT Appeals and Adjudication				
No. of appeals received	7	26	22	23
Ratio of appeals to PCNs issued	0.36%	1.46%	0.83%	0.85%
Appeals not contested	2	2	7	8
Appeals allowed by Adjudicator	2	7	8	11
Appeals refused by Adjudicator	0	4	6	3
Appeals awaiting a decision	3	13	1	1

Finance

Income	2009/10	2010/11	2011/12	2012/13
PCNs	£16,800	£15,660	£14,064	£13,212
Total Income	£16,800	£15,660	£14,064	£13,212
Expenditure				
Employee Costs (including training and IT support)	£3000	£1200	£1200	
Enforcement Costs	£4594	£2,977	£4597	£4,730
Lines and Signs, and Car Park Maintenance	£7600	£32650	£4050	
CPU (Includes DVLA, TPT)	£5428	£5008	£2,977	£3,280
DCC Management Fee	£863	£606	£613	£541
Total Expenditure	£21485	£43,856	£13437	£8,551
Surplus/Deficit	-£4685	-£28,196	£627	£4,661

PCNs and Appeals

PCNS Issued	2009/10	2010/11	2011/12	2012/13
No. Higher level issued	250	168	164	109
No. Lower level issued	533	436	358	312
Total No PCNs issued	783	604	522	421
Total number of PCNs paid	578	492	420	374
No. of PCNs paid at face value	25	31	18	21
No. of PCNs paid at Charge Certificate	2	19	11	12
No. of PCNs paid at discount	551	442	391	340
No. of PCNs where a representation was made	511	219	193	169
No. of PCNs cancelled as a result of representation (mitigation)	114	50	66	33
No. of PCNs cancelled for other reasons	28	28	16	6
No. of representations that are rejected	369	169	127	130
TPT Appeals and Adjudication				
No. of appeals received	1	3	3	2
Ratio of appeals to PCNs issued	0.01%	0.17%	0.33%	0.48%
Appeals not contested	0	1	0	0
Appeals allowed by Adjudicator	1	2	0	0
Appeals refused by Adjudicator	0	0	3	2
Appeals awaiting a decision	0	0	0	0

Finance

Income	2009/10	2010/11	2011/12	2012/13
PCNs	£12,145	£12,656	£12,657	£13,260
Total Income	£12,145	£12,656	£12,657	£13,260
Expenditure				
Enforcement Costs	£4,199	£6,123	£6,123	£11,011
Lines and Signs, and Car Park Maintenance (includes salting and gritting)	£5,615	£5,961	£6,307	
CPU (Includes DVLA, TPT)	£4,395	£2,492	£2,229	£2,837
DCC Management Fee	£786	£543	£549	£606
Total Expenditure	£14,995	£15,119	£15,208	£14,254
Deficit	-£2,850	-£2,463	-£2,551	-£996

PCNs and Appeals

PCNS Issued				
No. Higher level issued	260	274	200	208
No. Lower level issued	254	134	191	215
Total No PCNs issued	514	408	391	423
Total number of PCNs paid	380	319	320	349
No. of PCNs paid at discount	351	276	281	305
No. of PCNs paid at face value	28	26	21	25
No. of PCNs paid at Charge Certificate	1	17	18	18
No. of PCNs where a representation was made	149	135	122	110
No. of PCNs cancelled as a result of representation (mitigation)	62	45	32	27
No. of PCNs cancelled for other reasons	15	15	13	24
No. of representations that are rejected	72	90	90	59
TPT Appeals and Adjudication				
No. of appeals received	0	3	3	4
Ratio of appeals to PCNs issued	0%	0.74%	0.77%	0.94%
Appeals not contested	0	1	0	1
Appeals allowed by Adjudicator	0	0	0	2
Appeals refused by Adjudicator	0	2	3	1
Appeals awaiting a decision	0	0	0	0

Derbyshire County Council (All On Street)

	Countryside		ALL ON STREET AREAS			
Income	2011/12	2012/13	2009/10	2010/11	2011/12	2012/13
Pay and Display	£121,955	£256,142	£265,303	£224,274	£220,354	£266,854
PCNs	£9609	£12,909	£521,696	£587,799	£655,193	£611,878
Residents Permits	£0	£0	£26,964	£45,891	£29,987	£30,180
Management Fee From Districts/Boroughs	£0	£0	£1,649	£1,517	£1,551	£1,147
Total Income	£131,564	£269,051	£815,613	£859,481	£907,085	£910,059
Expenditure						
Employee Costs (including training and IT support)	£0	£0	£79,433	£85,859	£89,091	£94,582
Management Fee to Districts/Boroughs	£0	£0	£80,448	£80,448	£80,447	£80,447
Enforcement Costs	£9,165	£16,155	£466,920	£462,572	£473,328	£516,429
CPU (Includes DVLA, TPT)	£3,321	£3,918	£148,614	£142,662	£118,744	127,702
Total Expenditure	£12,486	£20,073	£775,414	£771,541	£761,610	£819,160
Surplus or Deficit	£119,0780	£248,978	£40,199	£87,940	£145,475	£90,899
PCNs issued						
No. Higher level issued	8	21	11,888	13673	13615	10529
No. Lower level issued	435	515	7,201	5622	6331	5680
Total Number of PCNs issued	443	536	19,089	19295	19946	16209
Total number of PCNs paid	343	456	13,679	15198	16533	13339
No. of PCNs paid at discount	313	416	12,039	13363	14296	11629
No. of PCNs paid at face value	22	28	1,493	1321	2287	1137
No. of PCNs paid at Charge Certificate	8	12	147	514	825	573
No. of PCNs where a representation was made	244	236	5,425	4682	4897	4113
No. of PCNs cancelled as a result of representation (mitigation)	61	55	1,469	1611	1674	1047
No. of PCNs cancelled for other reasons	15	9	820	588	603	473
No. of representations that are rejected	183	172	3,956	3071	3223	3066
TPT Appeals and Adjudication						
No. of appeals received	4	8	64	41	122	91
Ratio of appeals to PCNs issued	0.90%	1.49%	0.34%	0.21%	0.61%	0.56%
Appeals not contested	3	3	23	14	19	20
Appeals allowed by Adjudicator	1	3	13	21	22	21
Appeals refused by Adjudicator	0	2	19	6	81	39
Appeals awaiting a decision	0	0	9	0	0	2