

Public Document Pack
SOUTHEND-ON-SEA CITY COUNCIL

Traffic Regulations Working Party

Date: Monday, 12th September, 2022

Time: 6.30 pm

Place: Committee Room 1 - Civic Suite

Contact: Tim Row - Principal Democratic Services Officer

Email: committeesection@southend.gov.uk

A G E N D A

- 1 Apologies for Absence**
- 2 Declarations of Interest**
- 3 Minutes of the Meeting held on Monday, 21st February, 2022 (Pages 1 - 2)**
- 4 Evaluation of Evidence - Thorpe Bay Gardens**
Report of Interim Executive Director (Neighbourhoods and Environment) to follow
- 5 Annual Parking & Enforcement Report 2021/22 (Pages 3 - 26)**

Chair & Members:

Cllr S Wakefield (Chair), Cllr P Collins (Vice-Chair), Cllr K Buck, Cllr D Cowan, Cllr T Cox, Cllr A Dear, Cllr D Garston, Cllr L Hyde, Cllr K Mitchell, Cllr J Moyies, Cllr M Sadza and Cllr R Woodley

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SOUTHEND-ON-SEA BOROUGH COUNCIL

Meeting of Traffic Regulations Working Party

Date: Monday, 21st February, 2022
Place: Council Chamber - Civic Suite

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Present: Councillor R Woodley (Chair)
Councillors P Collins (Vice-Chair), B Beggs*, M Berry, K Buck,
D Cowan, T Cox, S Habermel, C Nevin, S Wakefield, and C Walker*
(*Substitute in accordance with Council Procedure Rule 31.)

In Attendance: L Delahunty and T Row

Start/End Time: 6.30 pm - 7.10 pm

1 Apologies for Absence

Apologies for absence were received from Councillors D Garston (substitute: Councillor Beggs), Moring (substitute: Councillor Walker) and Moyies (no substitute).

2 Declarations of Interest

The following interests were declared at the meeting:

(i) Councillor Collins – Minute 4 (Result of public consultation on the draft Parking Strategy and Adoption of the Parking Strategy and Parking Implementation Plan)
– Non-pecuniary interest: Son is a blue badge holder; and

(ii) Councillor Cox – Minute 4 (Result of public consultation on the draft Parking Strategy and Adoption of the Parking Strategy and Parking Implementation Plan)
– Non-pecuniary interest: Wife is a blue badge holder.

3 Minutes of the Meeting held on Tuesday 4th January 2022

Resolved:-

That the Minutes of the Meeting held on Tuesday, 4th January 2022 be received and confirmed as a correct record.

4 Result of Public Consultation on the draft Parking Strategy and Adoption of the Parking Strategy and Parking Implementation Plan

The Working Party received a report of the Executive Director (Neighbourhoods and the Environment) setting out the results and analysis of the public consultation on the draft Parking Strategy, prior to its consideration by Cabinet.

A copy of the final draft Strategy, together with the Parking Implementation Plan (PIP), which sets out the operational detail and timeframe for the delivery of the parking strategy over the next decade, were attached to the submitted report.

The Working Party expressed its concern at the poor level of response to the consultation. It also felt that there were a number of issues within the report that required further in-depth consideration before being presented to Cabinet for determination. The Cabinet Member for Transport, Asset Management and Inward Investment therefore gave his assurances that he would recommend to Cabinet that the report be withdrawn from the Agenda of the meeting taking place the next day.

Resolved:-

That the report be noted and that Cabinet be recommended to refer the matter to the Transport, Asset Management & Inward Investment Working Party before it is submitted to Cabinet for determination.

Note: This is an Executive function
Eligible for call-in to the Place Scrutiny Committee
Cabinet Member: Councillor Woodley.

Chair: _____

Southend-on-Sea City Council

Report of Executive Director
(Neighbourhoods and Environment)

To
Traffic Regulations Working Party
and Cabinet Committee

On

12th September 2022

Report prepared by: Sharon Harrington
(Head of Highways & Traffic)

Agenda
Item No.

5

Annual Parking & Enforcement Report 2021/22

Relevant Scrutiny Committee(s) - Place Scrutiny Committee
Cabinet Member: Councillor Steven Wakefield
Part 1 (Public Agenda Item)

1. Purpose of Report

- 1.1 This report is to provide Cabinet an overview of the annual parking report and performance for 2021/22 which is due to be published publicly as stipulated under the requirements of the Traffic Management Act 2004 (TMA).

2. Recommendations

- 2.1 The recommendation for this report is for the approval to publish the annual parking report on the Council's website to be accessed by the wider public and the previous annual parking report for the previous financial year is archived.

3. Background

- 3.1 Each year we publish an annual parking report.
- 3.2 This year's annual parking and enforcement report covers four broad areas:
- introduction and context
 - what we did since our last Annual Report
 - aspirations
 - financial information

This annual report sets out the key facts and figures of the City's parking and enforcement activity, but it is important also to bear in mind why the Council needs to manage parking.

This report focuses on parking and enforcement issues and the new schemes and processes that we believe will offer a better service to our customers.

The Council is committed to being open and transparent about its parking operation. We publish our parking and enforcement report each year to keep the

local community and other interested parties abreast of any changes that we have made and any we are considering for the future.

The annual parking report is contained in **Appendix 1 to this report.**

1. Annual Parking & Enforcement Report 2021/22

6. Corporate Implications

6.1 Contribution to the Southend 2050 Road Map

This report demonstrates how the Council has continued to provide services for our residents, businesses and visitors to the city whilst prioritising the safe movement of traffic as the town remains a vibrant seafront community attracting millions of people yearly.

6.2 Financial Implications

While statutory guidance has removed the requirement that local authorities operate their parking accounts to be 'at least self-financing' it remains 'best practice'. The annual parking report shows how operate the Southend Parking Account and is made available for the public to see.

6.3 Legal Implications

On 31 March 2008 when part 6 of the Traffic Management Act 2004 (TMA), replaced parts of the Road Traffic Act 1991. The TMA required a number of changes to parking enforcement practice, which covered the terminology and documentation used, and the processing of Penalty Charge Notices (PCNs). It also placed additional responsibilities on authorities to publish information regarding parking enforcement, including an annual report.

7. Background Papers

None

8. Appendices

Appendix 1 – Parking Report

1. Annual Parking & Enforcement Report 2021/22



Annual Parking & Enforcement
Report 2021/22



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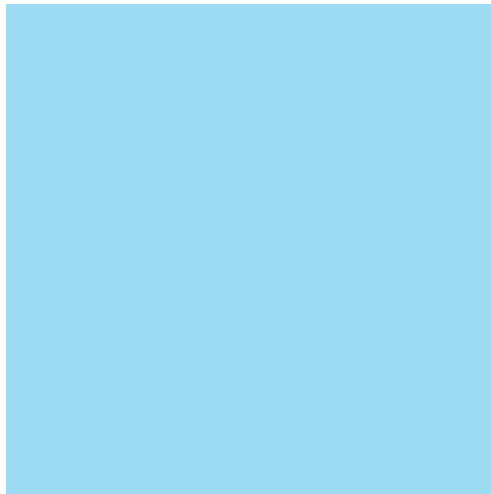
Summary of changes from the previous Annual Parking and Enforcement Report:

Version Reviewed	When Reviewed	Summary of Changes Made
2021 V1.0	August 2022	<p>Throughout: updated from borough council to city council. Updated the foreword. Section 4, updated bay numbers, details of map-based traffic orders, Section 8, updated this section with our latest achievements Section 9, updated this section with the latest statistical information Section 10, updated this section with the latest financial information Section 11, updated this section with our aspiration for 2022/23</p>

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Annual Parking & Enforcement Report 2021/22



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Glossary

This glossary provides the full title to common acronyms and definitions of technical terms used through the document.

Annual Report	This is the abbreviated name for this document, the Annual Parking Report
CC	Charge certificate
CCTV	Closed-Circuit Television
CEO	Civil Enforcement Officer. Following the enactment of Part 6 of the Traffic Management Act 2004 on 31 March 2008 with respect to civil parking enforcement, 'Parking Attendants' are now referred to as CEOs
Contravention	This refers to a breach of parking regulations. This was formerly referred to as an 'offence' when regulations were enforced by the police
CPZ	Controlled Parking Zone. All public highways in the Southend-on-Sea City are covered by a CPZ
Enforcement	In this document 'enforcement' activity by the council covers that of parking controls and decriminalised traffic contraventions (enforcement of bus lanes and of moving traffic offences)
KPI	Key performance indicator
NTO	Notice to owner
Nuisance vehicles	This a term used for: persistent evaders, foreign registered vehicles, untaxed vehicles and abandoned vehicles
PCN	Penalty charge notice
Persistent evader	A persistent evader are motorists who continually park in contravention of parking restrictions and fail to address any penalty charge notices.
Recovery rate	The percentage of PCNs issued that have been paid. Non-payment of PCNs may arise due to those receiving the PCN or as a consequence of the council not being able to obtain the keeper details from the DVLA (Driver and Vehicle Licensing Agency)
TEC	Transport and Environment Committee
TMA	Traffic Management Act 2004
TPT	Traffic Penalty Tribunal comprises individually appointed independent adjudicators who consider appeals against Penalty Charge Notices (PCNs) issued by councils in England and Wales (outside London) for parking contraventions.
TRO	Traffic Regulation Order. TRO is used as a generic term in this report to cover any traffic management or traffic regulation orders that are used to designate parking and traffic controls
VED	Vehicle exercise duty – the annual 'car tax'.

Foreword



The last twelve months have seen the service evolve from the global pandemic which of course placed significant challenges and changes to services and lives throughout 2020/21 and even through the first quarter of 2021/22.

Despite the difficulties and impact the pandemic had, the Council still had a responsibility to manage, adapt and deliver parking facilities/provisions across Southend-on-Sea and to ensure our residents, businesses, visitors were protected and ready to reopen and return to pre-pandemic activities.

The first quarter of 2021/22 still required the key worker status remain in place and the Council continued to support their efforts by continuing to administer and allow free parking whilst in pursuance of their front line and essential services to those most in need.

In situ was the need to enable and support many high-profile events across the City, including the City status officially bestowed upon the Council on 1st March 2022.

This report demonstrates the progress we made during 2021/22 and showcases a number of our priorities for the coming year.

Looking ahead the Council needs to reflect, review and deliver on the likely changing and challenging needs of our residents, businesses and visitors following a year which has seen a return to a “new normal” and which also sees the imminent and expected cost of living crisis looming

Councillor Steven Wakefield

Portfolio Holder

1. Introduction and context

Overview

The legislative framework for local authorities to carry out parking enforcement changed on 31 March 2008 when Part Six of the Traffic Management Act 2004 (TMA), replaced parts of the Road Traffic Act 1991. The Department for Transport (DfT) introduced the TMA to improve public perceptions of parking enforcement by providing greater consistency of nationwide parking regulations and providing a fairer and more transparent system.

The TMA required a number of changes to parking enforcement practice, which covered the terminology and documentation used, and the processing of Penalty Charge Notices (PCNs). It also placed additional responsibilities on authorities to publish information regarding parking enforcement, including an annual report.

The report demonstrates how the Council has continued to provide services for our residents, businesses and visitors to the city whilst prioritising the safe movement of traffic as the town remains a vibrant seafront community attracting millions of people yearly, thereby placing significant demand on our transport and parking infrastructure.

Parking management is an important tool that contributes towards achieving the Council's wider transport, economic, planning, and environmental objectives.

The Council is committed to being open and transparent about its parking operation. The annual report gives an insight into the details of activities within the previous financial year and provides and insight into the plans for the year ahead. Historical PCN reports can be found online at <https://www.southend.gov.uk/archiveparkingreports>.

Four broad areas are covered in the report:

- introduction and context
- what we did since our last Annual Report
- aspirations
- financial information

More information on parking in the City is available on our website at:

<https://www.southend.gov.uk/parking-travel-roads>

2. Purpose of parking regulations and why they are enforced

This annual report sets out the key facts and figures of the Council's parking and enforcement activity, but it is important to also bear in mind why the Council needs to manage parking in the first place.

Parking enforcement and controls play an important part in the Council's transport strategy by regulating the amount of traffic within the city and encouraging the use of public transport.

We believe that parking issues affect everyone who use our streets, businesses, seafront and not only car users.

Demand for parking in the Southend-on-Sea city far outweighs the supply of kerb space available and we seek to maintain a balance between the different demands – from residents, businesses and visitors, whilst ensuring there is good access for pedestrians, cyclists, buses and other vehicles. Our general policy is to provide the maximum number of car parking spaces while allowing the satisfactory and safe movement of traffic and the maintenance of a good quality residential environment.

We constantly monitor and review our parking policies to ensure that they meet the needs of the local community and reflect our transport policy objectives.

3. Purpose of the report

The purpose of this report is to provide statistical and financial data for Parking Services within Southend-on-Sea City Council, in line with the requirements under s.55 of the Road Traffic Regulation Act 1984^[1] as modified by regulation 25 of the Civil Enforcement of Parking Contraventions (England) General Regulations 2007^[2] and paragraph 46 and 47 of the Local Government Transparency Code 2015^[3].

This report focuses on parking and parking enforcement issues and the new schemes and processes that we believe will offer a better service to our customers.

The Council is committed to being open and transparent about its parking operation. We aim to publish our parking and enforcement report each year to keep the local community and other interested parties abreast of any changes we have made and any we are considering for the future.

¹ [The Road Traffic Regulation Act 1984 c.27](#)

² [The Civil Enforcement of Parking Contraventions \(England\) General Regulations 2007 No.3483](#)

³ [The Local Government Transparency Code 2015 ISBN: 978-1-4098-4484-6](#)

4. Parking in Southend

All roads in Southend-on-Sea city are part of a Civil Enforcement Area where civil parking enforcement of parking, waiting and loading contraventions are enforced by the Council (with exception of private roads and private car parking facilities)

On-street

On-street parking bays are reserved for use by certain users. We have approximately 6,686 of such on-street parking bays and 1,147 unrestricted bays. The types of bays are specified below:

Bay Type	Count
Business Permit	117
Electric Charging	5
Disabled Badge Holders Parking	215
Limited Waiting	1880
Loading Place	165
Motorcycle Parking	21
Pay and Display/Pay-by-Phone Parking	2098
Residents Parking Permit	1936
Restricted Parking Zone	66
Taxi Rank	188
Unrestricted Bays	1147

You can find information concerning parking and examples of road markings and signage in the Highway Code and in the Department for Transport's Know Your Traffic Signs booklet: <https://www.gov.uk/government/publications/know-your-traffic-signs> and in the Traffic Signs Regulations and General Directions 2016: <https://www.legislation.gov.uk/>. These publications and other useful information related to parking can be found on the Department for Transport's website www.dft.gov.uk.

Map-based traffic orders

The utilisation of map-based Traffic Orders simplifies the processes involved for public consultation and for introducing or updating restrictions on our roads. To see the existing traffic order and restrictions in place across the city, please take a look here: <https://www.southendtraffweb.co.uk>.

Resident Parking

The extent of kerbside in city of Southend that is subject to controlled parking is very little. However, there has been more requests from residents to increase the number of CPZs, as parking pressures and kerbside space become more and more valuable. This is especially so following the global pandemic whereby hybrid working arrangements are now more commonplace.

Disabled Parking

Disabled parking bays are provided at on-street parking places and also within Council managed car parks across the city. In addition, Southend-on-Sea City Council allow blue badge holders to park in our on-street pay & display bays. We ensure a number of disabled parking bays are installed in new car parks and disabled parking bays can also be requested following an application from a resident, though not personalised they are to accommodate the parking needs where necessary.

Car Clubs

We are enthusiastic supporters of car clubs and believe they offer great potential to help achieve our long-term policy objectives of reducing traffic congestion and on-street parking pressures. Car clubs provide an alternative to private car ownership and allow members access to vehicles on a pay-as-you-go basis. It is an intention of the Council to consider the benefits of these in the future.

Motorcycle Parking

There are specific motorcycle bays in some of our Council managed car parks in addition to permitting them to park in any paid for, including resident parking bays.

Cycle Parking

The provision of secure cycle parking is important in encouraging greater cycle use. We have an established programme of providing cycle parking at main attractions, shopping areas and in response to individual requests.

Electric Charging

We have provided more electric vehicle charging facilities and infrastructure in some of our parking facilities. We are continuing to add to our charging structure by installing more charging posts as a priority action of the Green City Action Plan. The Council will also explore appropriate solutions for residents that require parking and charging points nearer to their homes. More information about the plan can be found here: <https://www.southend.gov.uk/communities-neighbourhoods-environment/cop26-things-help-climate-change>

Further information about Electric Vehicles and Charging Posts and be found here: <https://www.southend.gov.uk/parking-travel-roads/electric-vehicles-charging-posts>

5. Parking enforcement

The Council uses Civil Enforcement Officers (CEOs), to enforce all parking restrictions.

When carrying out their enforcement duties, CEOs will be robust but fair in their activity. The Council has a zero-tolerance approach to malpractices in relation to the issue of PCNs. All of our CEOs wear body worn cameras which are recording while they carry out their duties. It is not appropriate to give CEOs high levels of discretion with regard to the issuing of PCNs, as this increases the potential for intimidation and corruption and increases the likelihood of allegations of inconsistent enforcement. PCNs are issued after following legislative guidelines in relation to both observation times and evidence. Our CEOs take photographs of all vehicles issued with a PCN. If they realise that they have made a mistake whilst in the process of issuing a PCN then it will be logged as required so in the event of appeal, there is a valid audit trail in place. The CEO will also record details of any extenuating circumstances that they become aware of during the period of observation and issuing the PCN.

The Council sets a number of procedural and behavioural standards, which CEOs are required to follow when carrying out their duties. The main ones are given below. CEOs are required to:

- be polite and well presented at all times
- give information and advice about the parking regulations when asked
- be easily recognisable (they wear a uniform which displays the name of the Council, and their individual identification number)
- take photographs of each parking contravention for evidential purposes when issuing a PCN, unless prevented from doing so

In accordance with observation times, a CEO may be able to give motorists, whose vehicles are parked in contravention of the regulations, the opportunity to move before a PCN is issued.

Please bear in mind that when a CEO sees a vehicle parked in contravention of the regulations, they have no way of knowing the circumstances which led to the driver parking it there. Unless the situation is apparent to the CEO, and exempts the vehicle from the regulations (eg, the vehicle is obviously broken down) the CEO is required to issue a PCN.

6. Parking suspensions

We appreciate that suspending parking bays can be inconvenient to residents, particularly in areas where parking demand is high, but the Council are obliged to suspend bays for a variety of reasons including building works, furniture removals, utility and highways works and special events. Charges are incurred which include an administration fee and the agreed price per bay, per day applied (in accordance with Council's fees & charges).

We provide an online facility to check for parking suspensions in any road in the City <https://www.southend.gov.uk/>

7. The appeals process

When a PCN is issued the registered keeper of the vehicle is legally obliged to pay the penalty charge. However, should the registered keeper feel that there are grounds of mitigation which may lead to the cancellation of the PCN then there is an appeals process which should be followed. All representations need to be made in accordance with the legislative process and are explained here; <https://www.southend.gov.uk/parking-travel-roads/information-parking-fines>

Vehicle owners may dispute the issuing of a PCN at three stages:

- they can make an informal 'challenge' or 'representation' before the Council issues a Notice to Owner (NtO). This applies to PCNs issued to stationary vehicles on-street. The owner of a vehicle that has been issued with a PCN via the CCTV system for a moving traffic offence will be advised by a letter sent by the postal system, which also serves as an NtO.
- once an NtO has been served, they can make a formal representation against the NtO (this can still be done if an informal challenge has previously been made and rejected). The legislation sets out specific grounds for formal representations against the NtO. However, whether or not those grounds apply, representations may also be made on the basis that, in the particular circumstances of the case, there are mitigating reasons for the cancellation of the PCN.
- we will issue a Notice of Rejection if the formal representation is rejected. The owner then has the right to appeal within 28 days to an adjudicator of the Traffic Penalty Tribunal. The adjudicators have a judicial status: they are appointed with the agreement of the Lord Chancellor and they are wholly independent and their decisions are final.

After this, no further challenges can be made, other than on a point of law through an application to the High Court for Judicial Review.

Full details of the adjudication service and of the appeals process can be found on their website <https://www.trafficpenaltytribunal.gov.uk/>

8. Achievements since our last Annual Report

Coming out of Covid-19

Varying restrictions and or support continued to be needed through the first quarter of 2021/22.

The parking service responded by:

- supported and enabled Covid testing facilities within Council managed car parks and other locations across the City as and when required
- Continued to administer and support the key worker permit introduced during the Covid19 pandemic until July 2021. This provided free parking to those who provided care
- adapted to the ever-evolving needs where restrictions changed and or removed
- prepared and ensured parking facilities were ready for the return of the “new normal”
- all officers continued to act as Council ambassadors and provided assistance where necessary
- compliance with the government guidelines and managing officer health & wellbeing

The launch and introduction of the Southend Pass

- The Southend Pass was introduced as an annual parking permit which could be paid for on a monthly or annual basis. Anyone, even those outside the city of Southend were able to purchase.
- For £8.50 per month (28p per day if used daily) the Southend Pass enabled parking for up to 3 hours at a time, in car parks and on-street parking bays across the city (from Leigh-on-Sea to Shoeburyness) If additional time needed customers simply pay for additional time in the usual way (at a machine or via the parking app).
- Southend Pass gives everyone the opportunity to make a huge saving on parking costs, hence helping to drive footfall back into the high street and not having to pay for every instance of parking when on family outing in seafront areas.
- In its first year of being launched an impressive 4,715 customers purchased the Southend Pass and benefitted from over 663,000 hours of parking.
- Information about the Southend pass can be found here; <https://www.southend.gov.uk/southendpass>

Rationalisation of parking tariffs

- In April 2021 following a significant review, all parking tariffs were rationalised, and a zonal approach introduced. The intention being to encourage and simplify the charging structure for anyone visiting, residing or working in the city.

The tariffs re-aligned all on and off-street parking charges into administrative zones and enabled them to be apportioned fairly (dependent on location). It brought consistency in the hours of charging across the City to Monday-Sunday 8am to 6pm (with no exceptions)

- Zone 1A - Seafront
- Zone 1B - City Centre
- Zone 2 - Outer zone
- Zone 3 - District

Customer demand and the number of transactions processed during the year indicates the transition was successful and has not had a negative nor detrimental impact upon visitors or usage to the city.

Consolidation of permit types and season tickets

- Alongside the realignment of parking tariffs, a review and consolidation of all permit and season tickets became effective from April 2021. The review was extensive and long overdue and introduced a number of new permits and season ticket options so as to support the return of life after the pandemic. They included:
- The Southend Pass
- Tradespersons permit
- Operational permit
- Voluntary sector permit
- Season ticket for a specific car park or zone
- Information about our permits and season tickets can be found here:
<https://www.southend.gov.uk/homepage/456/parking-permits-and-season-tickets>

Design of a 10-year Parking Strategy

- In the autumn of 2021, a 10-year draft parking strategy was devised, and a public consultation undertaken. The responses to the consultation were considered and where appropriate included in the final version of the strategy. The service has also drafted a Parking Implementation Plan (PIP) to aid delivery of the strategy. The Parking Strategy is still in draft form but is hoped will be ratified in autumn 2022.

Refurbishment of our Parking facilities

- Southchurch Park East was fortunate to benefit from a refurbishment with the necessary infrastructure for future electric vehicles also installed. In April 2021 charges were also introduced in this facility so as to ensure it was not abused by long term commuters/users. In May 2021, Park Mark status was also achieved.
- Gas Works Car Park (now known as Eastern Esplanade car park) had a long awaited and significant refurbishment with the addition of providing coach parking facilities.
- Maintenance and improvements were also carried out in the following parking facilities:
 - Warrior Square Car Park
 - Clarence Road Car Park
 - Alexandra Street Car Park
 - Hamlet Court Road Car Park

Events

2021/22 saw the return of events being held in the city. They were of course especially welcome after a long absence attributable to the pandemic. All events tend to require either traffic management and or parking requirements (often both) and so the parking team have been exceptionally busy in providing operational support to all of the high-profile and televised events held in the city during 2021/22 which included;

- Women's cycling tour
- The funeral of Sir David Amess
- City Status bestowed upon Southend on Sea with a Royal visit from His Royal Highness the Prince of Wales

Park Mark accreditation(s)

- Park Mark is an awarded to each car park which achieves the challenging demands of the Safer Parking Scheme. This is a national standard for UK car parks which have low crime, and measures in place to keep people and vehicles safe.
- 2021/22 saw the return of our park mark inspections. Of 40 car parks, an impressive 32 were retained with 2 new accreditations which brings our total to 34 parking facilities having this prestigious accreditation.
- Following its refurbishment, Gas Works Car Park (now known as Eastern Esplanade car park) was accredited for the first time along with Southchurch Park East which are of course a welcome and beneficial inclusions.

CCTV enforcement scheme (Richmond Avenue)

- In support and in conjunction with the school streets scheme introduced in the city, an alternative approach was introduced as part of a trial to tackle dangerous parking at a local primary school. Not every school in the City is appropriate for road closures and so a CCTV enforcement project was launched. Two new CCTV cameras were installed at Richmond Avenue Primary School in an attempt to deter and stop vehicles from parking dangerously.
- It is monitored during the start and finishing times for the school (8am - 9:30am and 2:30pm - 4:30pm). Any vehicles found to be parked illegally or dangerously will be issued with a Penalty Charge Notice (PCN) through the post. Since its introduction compliance has greatly improved and has proven to be an effective tool to improve safety outside of our schools.
- The initiative was funded through the Department for Transport (DfT) Emergency Active Travel Funding.

Reducing cash transactions

- One of our goals is to reduce the number of cash transactions for parking. The pandemic altered customer behaviours almost overnight and we have seen a significant increase in the number of “cashless” transactions in 2021/22. 77% of payment for parking was via the cashless method compared to 64% in 2020/21 and 52% in 2019/20.
- All of our pay and display machines have a contactless card payment functionality. Similarly, there is the option to pay via our cashless provider, Mobon.
- It is expected that this shift in customer behaviour will continue and may even demonstrate that cash is no longer used and or the evidence to support the removal of cash (as a payment method) in its entirety.
- Paying to park by phone offers a number of added benefits, including the ability to have a free SMS or email reminder when nearing the expiry of paid-for time and the ability to top-up parking time without going back to the car.
- Motorists simply need to download the Southend Parking app, which is available on the App Store and Google Play, and follow the instruction on the tariff board at all parking locations. There is a simple registration process at the time of first use. Further information can be found at this link: <https://www.southend.gov.uk/southendpass>.

Abandoned Vehicles

Abandoned vehicles are those that are untaxed and are in a state of general disrepair with debris on and around the vehicle which indicates it has not been moved in a considerable time. Further information including our Vehicle Removal Policy can be found online at this link:

<https://www.southend.gov.uk/vehicleremovalpolicy>.

Many vehicles reported are not abandoned with only a small fraction of those reported being removed. While it can be annoying for vehicles to be parked, the highway is available for anyone to use (subject to any parking controls) and if a vehicle holds a valid tax it is legally entitled to be parked.

In total, 533 vehicles were reported as either abandoned or untaxed in 2021/22. Of these, only 23 were considered potentially abandoned and subsequently removed.

Our aim is to keep the city clear of all nuisance vehicles making sure parking is available for responsible motorists.

Untaxed Vehicles

The city acts as an agent for the DVLA, and with our parking contractor, we remove untaxed vehicles from the highway. DVLA also have an additional contractor who works in the city and together we try to ensure all vehicles parked on the highway have valid road tax.

In total 105 were removed upon investigations to ascertain the vehicles were untaxed.

Persistent Evaders

These are motorists who continually park in contravention of parking restrictions and fail to address any penalty charge notices. If we identify a vehicle parked in contravention of parking restrictions and belonging to a persistent evader, the vehicle is removed and can only be recovered after payment of a the PCN, the removal fee and any daily storage charges. Proof of address is also required so as to pursue the outstanding debts.

This applies to any vehicle connected to a persistent evader and continues be until the debt is cleared.

Deterring Nuisance Vehicles

We increased the activities we undertake to deter nuisance vehicles by removing these vehicles from the streets.

Foreign Registered Vehicles

Historically, foreign registered vehicle debt was difficult to pursue but Southend City Council take such non-compliance seriously and will not tolerate deviance from non-payment of PCNs and are able to pursue the debt through a specialist contractor.

9. Statistical information

Issuance and progression of PCNs

The table shows different statistics relating to the PCNs issued in the last 3 financial years.

Description	2021/22 Total	2020/21 Total	2019/20 Total
Higher level PCNs (£70) issued	31,943	19,385	27,246
Lower level PCNs (£50) issued	27,747	17,811	25,929
Total number of PCNs issued	59,690	37,196	53,175

PCN payments

Payments for PCNs are offered at a 50% discounted rate if paid within 14 days of issue, after which they will need to be paid at the full charge. The PCN increases by 50% at the Charge Certificate stage and increase again by £9 if an Order for Recovery is issued.

Description	2021/22 Total	2020/21 Total	2019/20 Total
Paid at discount	34,895	26,323	29,983
Paid at full charge	4,409	3,627	6,112
Paid at Charge Certificate	1,366	1,261	1,084
Paid at Debt registration	2,370	852	720

*not all statistics will reconcile due to date of issue of PCNs and payments received.

Informal Challenges and Representation

Description	2021/22 Total	2020/21 Total	2019/20 Total
PCNs where a representation was made	12,672	15,397	20,297
PCNs cancelled as a result of representation	6,290	1,238	7,293
PCNs cancelled for other reasons	464	250	197

Appeals and Adjudication

Description	2021/22	2020/21	2019/20
Number of appeals to adjudicator	62	87	88
Number of appeals not contested	19	11	17
Number of appeals allowed (motorist successful)	13	29	19
Consent Order	2	2	2
Number of appeals dismissed	22	36	50
Awaiting Adjudicators decision	3	5	0
Awaiting evidence	0	3	0
Duplicate Case	1	1	0

10. Financial information

Parking income and PCN payments contribute to the operating costs of the service with excess income being directed to other important highway services. The tables below show the income and payments received, the costs of the service and where excess funds are allocated.

Income (£'000)

Parking management	2021/22	2020/21	2019/20
Paid On-street	3,064	1,567	2,657
Paid Off-street	3,548	1,767	3,322
Multi-storey	18	16	57
Resident Permits	153	136	163
Season Tickets	287	323	374
Parking Suspensions	122	42	119
Other	149	463	185
PCN	2,076	847	1,973
Total Income	9,417	5,161	8,850

Expenditure (£'000)

	2021/22	2020/21	2019/20
Parking management			
Staff costs	423	328	237
Premises related costs	1,447	1,456	1,364
Transport related costs	1	1	1
Central and Departmental support	128	54	154
Other agencies	362	394	511
Parking enforcement contracted services	1,295	1,255	1,344
Total Expenditure	3,656	3,488	3,611
Highway Investment Surplus	5,463	1,673	5,239

Application of Surplus on Parking Account

	2021/22	2020/21	2019/20
Application of parking surplus			
Highways Investment Surplus	-5,463	-1,673	-5,239
Highways Maintenance	1,753		1,463
Traffic Signals	282		307
Concessionary Fares	3,102	1,673	3,050
Traffic Signs and carriageway markings	172		200
Resurfacing programme	154		
Coach Parking Provision			219
Remaining Revenues Surplus	0	0	0

11. Aspirations for 2022/23

The parking service intends to deliver the new parking strategy to refresh our aims and ambitions to match the aspirations of the Council's vision for 2050 that focuses on a number of themes designed to make the City of Southend the place to live, work and visit.

The core aim of Parking Services is to maintain the efficient flow of traffic along the highway and to improve its operational efficiencies. This will involve taking a holistic approach as to how the service is delivered and making improvements to operations that enhance the customer experience making us a benchmark for other local authorities operating outside of London.

1. Aiming to move the service into the future by taking full advantage of digital technology and as one of the council's 2050 visions, we want the service to be Connected and Smart for ease of accessibility.
2. The commencement and delivery of the 10-year parking strategy
3. Secure, deliver and commit to a qualitative and robust 10-year parking contract
4. Embark upon a review of all signage to make it easier for customers to locate parking near to where they are planning or park a short walk away and benefit from reduced charges.
5. Continue to evolve and adapt to the changing needs of the City:
 - new parking initiatives and permit categories to support the local economy
 - introducing measures to prevent unauthorised parking and damaging of verges
 - Introduce measures to improve non-compliance at banned turns/no-entry/bus stop locations
 - improvements and maximisation of parking spaces in car parks and in local areas
 - collaborative working with colleagues to introduce safety schemes in and around our schools where parking can seriously impact safety
 - refurbishment of some of the older car parks, such as East Beach Car Park (George Street end) which will include the necessary infrastructure for future electric vehicles.
6. Increase enforcement activities to remove nuisance vehicles from our roads by lifting and impounding, including for debt related to foreign registered vehicles.
7. Vehicles parking on grass verges and the footway has become an increasing problem in Southend. Unfortunately, the legislation that would empower enforcement of footway parking outside of London still sits with the House of Lords (second reading in progress). Once the legislation becomes law, we will look at taking up the powers to enable enforcement of non-compliant vehicles.
8. Make it far easier to find available parking spaces which will help ensure motorists spend less time in traffic and more time enjoying the huge array of shopping, working, leisure and fun attractions we have to offer here in our city.
9. Continue and hopefully conclude all permits being available in a "virtual" format.

More information on our ambitious and exciting plans can be found at <https://www.southend.gov.uk/southend-2050-7>.

12. Useful information

General information on our car parks can be found at:

<https://www.southend.gov.uk/car-parks-1>

You can view your PCN, make a challenge or make a payment online using this link:

<https://www.southend.gov.uk/viewpcn>

Information for all parking permit and season tickets are available online at this link:

<https://www.southend.gov.uk/homepage/456/parking-permits-and-season-tickets>

From the link, you will be able to make appropriate application and payment via MySouthend hub through which you can access many council services.

Applying for parking suspensions and dispensations:

<https://www.southend.gov.uk/suspensionanddispensation>

We provide a lot of information on statistics for PCNs and these can be found at

<https://www.southend.gov.uk/archiveparkingreports>

The current parking policy is available online at this link:

<https://www.southend.gov.uk/parking-policy>

For further information:

www.southend.gov.uk/parking

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