

# Lincolnshire County Council



## Civil Parking Enforcement Annual Report 2023/2024



Lincolnshire  
COUNTY COUNCIL  
*Working for a better future*

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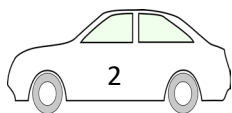
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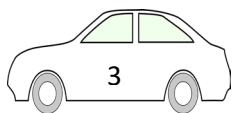
# Introduction

Welcome to Lincolnshire County Council's annual parking report for the period 1<sup>st</sup> April 2023 – 31<sup>st</sup> March 2024. The aim of this report is to highlight and demonstrate that we undertake enforcement duties efficiently and in an open and transparent style. In addition to the detail, statistics and information within this report we also publish a wealth of data on the Council's website which allows a user to gather information in a more customer friendly and beneficial manner.

Parking is an everyday but crucial issue for road users, individuals, families and local communities. We carry out a well-structured and effective enforcement practice which helps to improve road safety whilst assisting in managing traffic flow. Parking also plays a key part in supporting events within the County and contributes significantly to the accessibility of our towns and villages.

Carrying out enforcement in a fair manner resonates through the parking services team, whether that is when undertaking on street enforcement duties or when handling correspondence received in relation to a Penalty Charge Notice.

We continue to strive to provide a service that is well respected and working together with our partners and members of the public who utilise our parking service helps assist this. We hope that you find this annual report informative, detailed and useful.



# Enforcement – How and Where

The Council's parking enforcement contractor APCOA continues to work in partnership with Lincolnshire County Council to supervise, manage and coordinate the deployment of Officer's throughout the County.



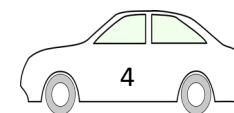
For the purposes of enforcement, the County of Lincolnshire is split into 3 categories, A, B and C.

Category A features all the main larger towns and city centres (eg Stamford, Boston, Lincoln, Skegness, Louth), along with other high traffic density routes and locations – these locations are patrolled daily.

Category B features all the smaller towns (eg Horncastle, Bourne, Holbeach) and are patrolled approximately once a week.

Category C areas are all other areas, subject to parking restrictions, not covered by category A or B and are patrolled on an ad hoc basis and when resources are available.

Enforcement Officers are allocated to a patrol location to meet the Councils requirements; however, category C areas are also patrolled using cars, scooters and electric bikes. These routes are planned so that the most efficient use of an Officer's time is made, along with lower transport and fuel costs.



# Why do we Enforce?

The enforcement of parking restrictions is a key component of effective traffic management and assists to improve traffic flow. Poor, dangerous and obstructive parking can pose a danger to pedestrians by blocking pavements and forcing them onto the streets; it also reduces visibility for other motorists and impedes traffic flow. All residents, visitors and businesses benefit from better enforcement of parking regulations and the reduction of incorrectly parked vehicles.

The Councils approach to parking enforcement is to be fair but firm and our procedures manual outlines how we intend to deliver the best possible service to motorists. This document can be found via [www.lincolnshire.gov.uk/parking/parking-enforcement](http://www.lincolnshire.gov.uk/parking/parking-enforcement).

What do we mean by a fair but firm approach?

## **Fair**

We will explain and communicate the parking rules.

Where possible we will photograph parking contraventions to support the issue of a Penalty Charge Notice.

We will regularly monitor traffic signs and road markings to help motorists parking throughout the County.

## **Firm**

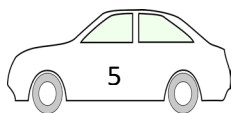
We will review the provision of parking services regularly to see how they can be improved.

We will take consistent enforcement action to deter inconsiderate parking.

We will pursue people who try and evade penalty charges to recover debt owed to the Council.

We will work with our partners and the police to help prevent crime and anti-social behaviour and to protect parking staff against abuse and violence.

We intend to seek prosecution of any attempt to threaten or assault any employee involved with parking enforcement





# The Lincolnshire Coastal Country Park

The Council continue to charge and enforce five of our car parks on the East Coast. The car parks are chargeable throughout the Spring and Summer Season from Good Friday through to 31 October. These car parks are coastal access car parks. The Council introduced two payment machines operated by solar power to aid the payment of parking charges. The machines are situated at the busiest car parks, namely Huttoft Car Terrace and Anderby Creek Car Park. They offer the motorist an opportunity to pay by card via a machine and display a ticket. The ticket is valid for all LCC car parks included in the coastal country park. The Council continue to offer payment by telephone or by an App.



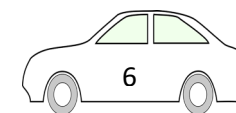
The Car parks included are:

Anderby Creek  
Chapel Six Marshes  
Huttoft Car Terrace  
Marsh Yard  
Wolla Bank

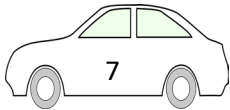
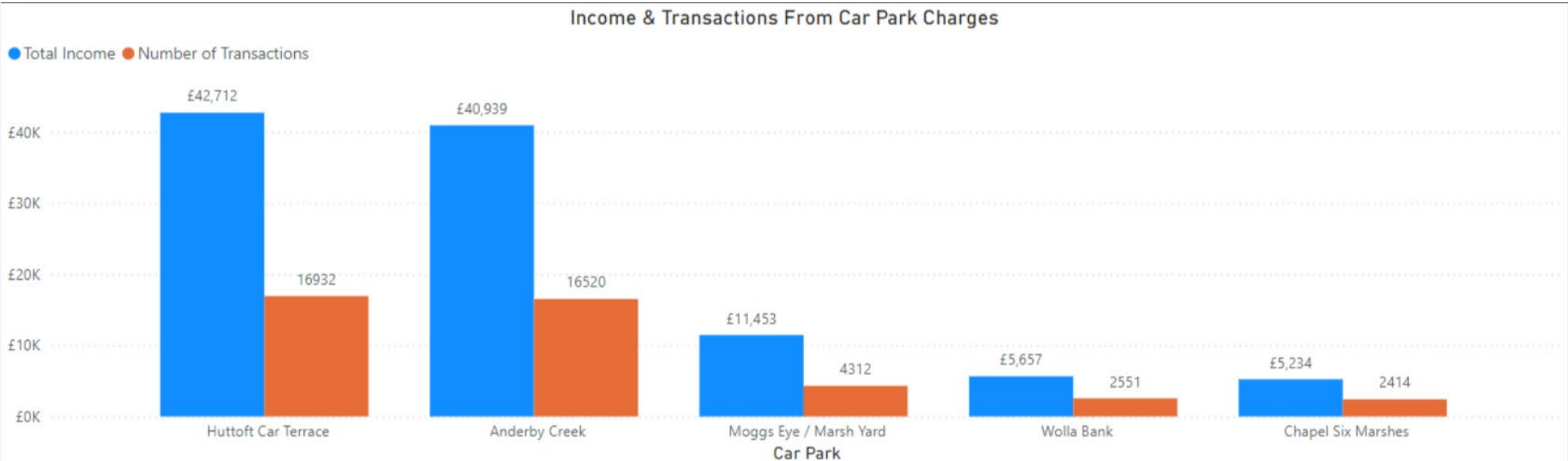
Charges apply from 10am to 5pm however car parks open from 6am to 10pm (disabled badge holders exempt from charges).

After 10pm the car parks are closed.

Restrictions have also been introduced to prevent any vehicles over 6m in length to park in the car park.



In 2023/24 there were 42,729 transactions made within the car parks, an increase of nearly 5,000 from the previous year, with an income from car park charges of £105,995.



# Compliments, Praise and Good Deeds

Lincolnshire County Council and our enforcement contractor APCOA receive compliments and praise throughout the year for continuing to combat nuisance parking and tackling particular issues around schools which is paramount for the safety of the school children and their families.

Some of the comments received:

"Thank you for attending, its nice to see the road is clear".  
Headteacher, St Giles Academy.

A local resident in respect of the response to a nuisance parking report for an ongoing issue at Stamford Railway Station

"I do thank you for your response and the efforts you have made".

Resident

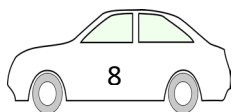
"I am emailing you as the officer you had in town was extremely helpful with advice with blue badge information and helped with loading my mobility scooter into the car I believe his number is 399"  
Member of the public

"Thanks to all of the enforcement team who have patrolled and visited Mablethorpe, not just this summer season but all year around. I am happy with how responses to nuisance parking requests have occurred and our continued visits to schools" - Local Councillor

Various residents content with the resident permit scheme and for the assistance they received from our back office team.

"A big thank you to both for help sorting my new permit out".

"Thanks so much, that is exceptional service".





# Resident Parking

In June 2023, Lincolnshire County Council implemented a new resident parking permit scheme within Grantham. This has given the residents in Grantham which are situated close to the town centre and the town's railway station, a much needed parking scheme for residents to park. The scheme is managed by issuing virtual permits in the same manner that residents in Louth, Stamford and now Sleaford also use.

In August 2023, LCC also took over the administration of the resident parking permit scheme in Sleaford. Previously this scheme was administered by North Kesteven District Council.

Lincolnshire County Council's resident permit scheme is managed by issuing virtual permits to residents in Louth, Stamford, Grantham and Sleaford. Residents can apply for visitor permits online with no requirement to display a permit, voucher or scratchcard within their vehicle.

## **Sleaford**

There is currently one resident parking scheme in operation in the North Kesteven District area which covers three roads in Sleaford. The enforcement of the scheme is undertaken by Lincolnshire County Council and now, since August 2023 managed by Lincolnshire County Council.

## **Louth**

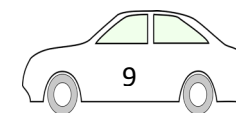
There is currently one zone in the market town of Louth which covers 3 roads. The permit scheme has always been managed by Lincolnshire County Council, both administration of and enforcement. As above, residents hold virtual permits where the residents apply and manage their permits through an online account. The officers handheld devices can read whether a vehicle is in possession of a permit and it negates the need to have to display a physical permit.

## **Stamford**

A resident permit zone was introduced to Stamford shortly after the introduction of Civil Parking Enforcement to Lincolnshire in 2012. Lincolnshire County Council took over the administration of the resident permit system from South Kesteven District Council in January 2023.

## **Grantham**

The newest area to LCC's resident permit schemes was implemented in June 2023. There are currently 8 roads that are covered by the Grantham resident permit scheme and all residents within the zone are eligible to apply for a virtual permit.

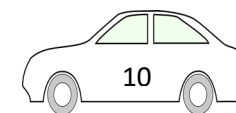
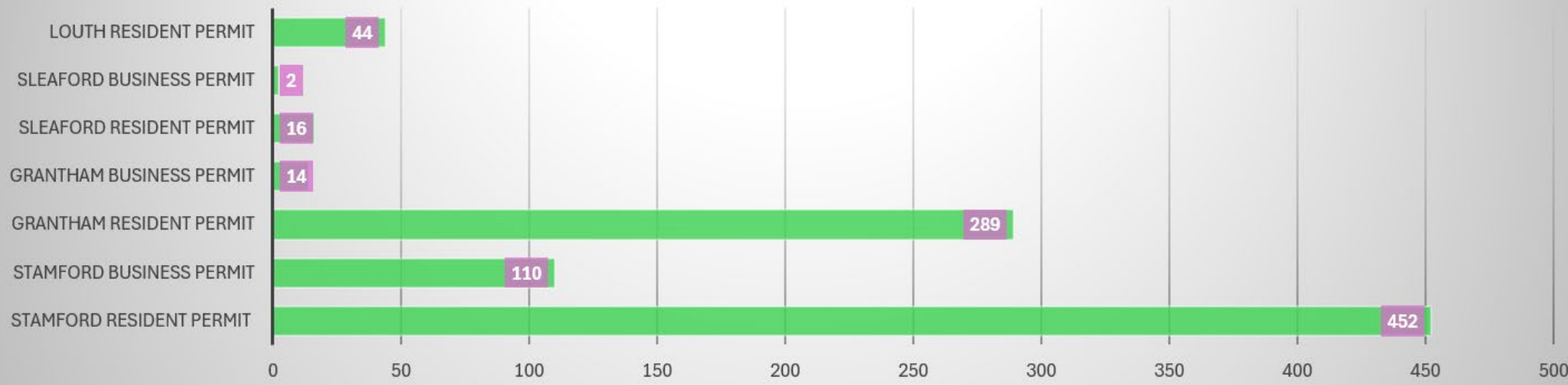


## Lincoln

The largest resident permit zone in the County rests in the City of Lincoln. There are currently 20 residential zones within the City with a new area introduced in August 2023, in the south area of the City. The issuing and administration of permits remains the responsibility of Lincoln City Council and the on street restrictions are enforced by Lincolnshire County Council. Enforcement Officers carry out patrolling duties in a proactive manner when enforcing residential areas and monitor bay usage on a daily basis. Additional information regarding each zone can be found via:

<https://www.lincoln.gov.uk/resident/parkingtransport-and-travel/parking-permits/>

### Permits Issued 2023/2024



# Events

Every year, the County Council's parking enforcement team help manage the traffic around significant events throughout the County. We do this through effective parking enforcement where temporary parking restrictions are brought in to enable events to take place safely.

Some of the events that have taken place where extra enforcement has been provided have been:

The Woodhall Spa 40s weekend, Burleigh Horse Trials, the Boston Mayfair, the Boston Marathon, Lincoln 10k and the Lincoln Grand Prix Cycle Race.



# Suspensions

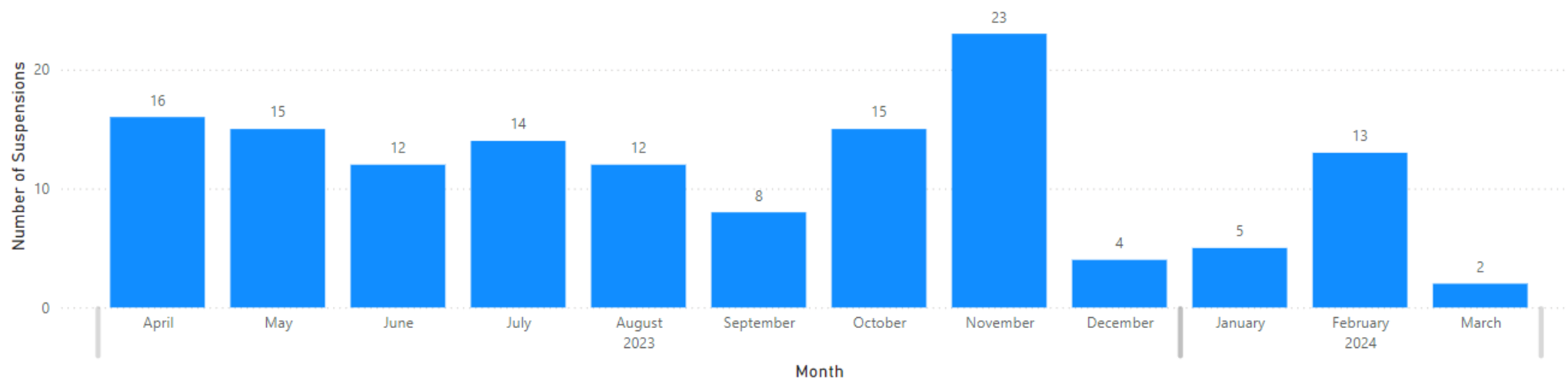


Lincolnshire County Council has the power to suspend parking within a designated parking bay to allow events to take place or access by a specific vehicle for highway/bay maintenance to be carried out. In such cases, advance notice is placed alongside the bay and is distributed to nearby properties giving the date, times and length of the suspension.

Essential maintenance is often difficult due to parked vehicles. The use of suspensions, whilst inconveniencing residents and displacing parking temporarily, is an effective way to ensure essential maintenance is undertaken. For instance, if the Council can improve access to service gullies and drains, the Council can help to minimise the risk of flooding.

Suspensions are also used so that events can take place safely and successfully. Some of the major events that have taken place this year include Boston Marathon, Lincoln 10k and the Woodhall Spa 1940s weekend. All of these events require collaboration between the organisers, traffic management and the Council's parking services and events management team to ensure that the roads remain safe throughout.

Suspensions 2023/24



# Parking Waivers

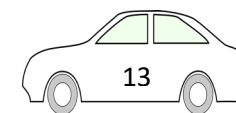
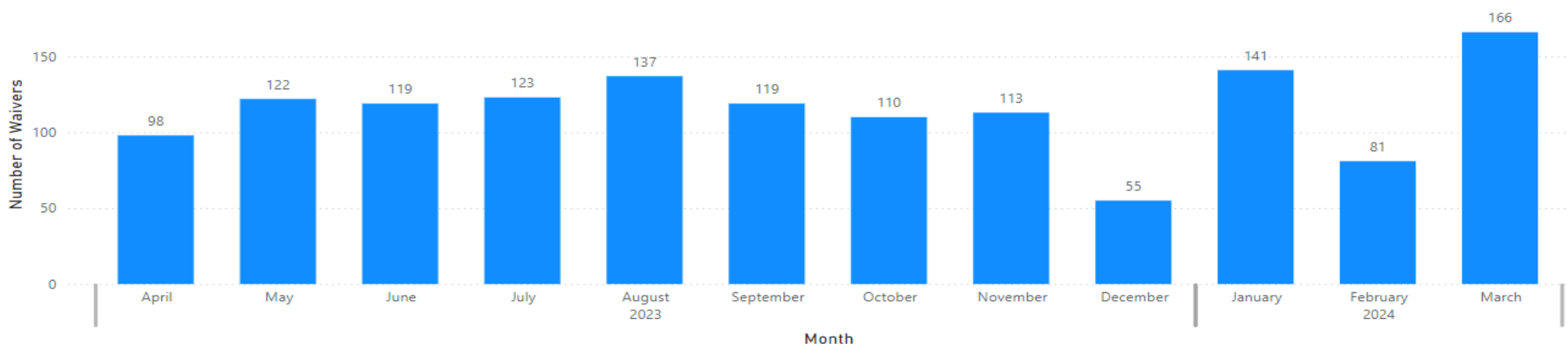


Lincolnshire County Council understands that sometimes it is necessary for a vehicle to be parked in contravention of parking restrictions to undertake works at adjacent or nearby properties. A waiver permit will only be granted when it is essential that the vehicle is parked close to the property and the impact on other road users, businesses or pedestrians is kept to a minimum.

A waiver will allow for extended parking in permit holder bays and limited waiting bays. In extenuating circumstances a waiver may be granted to allow parking on single yellow lines, loading bays or in restricted zones such as pedestrianised areas but only if there are no other suitable parking alternatives.

For 2023/24 a new charging system was created where the cost of a waiver was dependant on the amount of roads the permit was requested for. The cost of a waiver for 2023/24 was £24.00 for one road, £35.00 for 10 roads or less and £50.00 for a waiver in residential zones. These are issued for a maximum of 2 months per application.

Waiver Permits Issued by Lincolnshire County Council

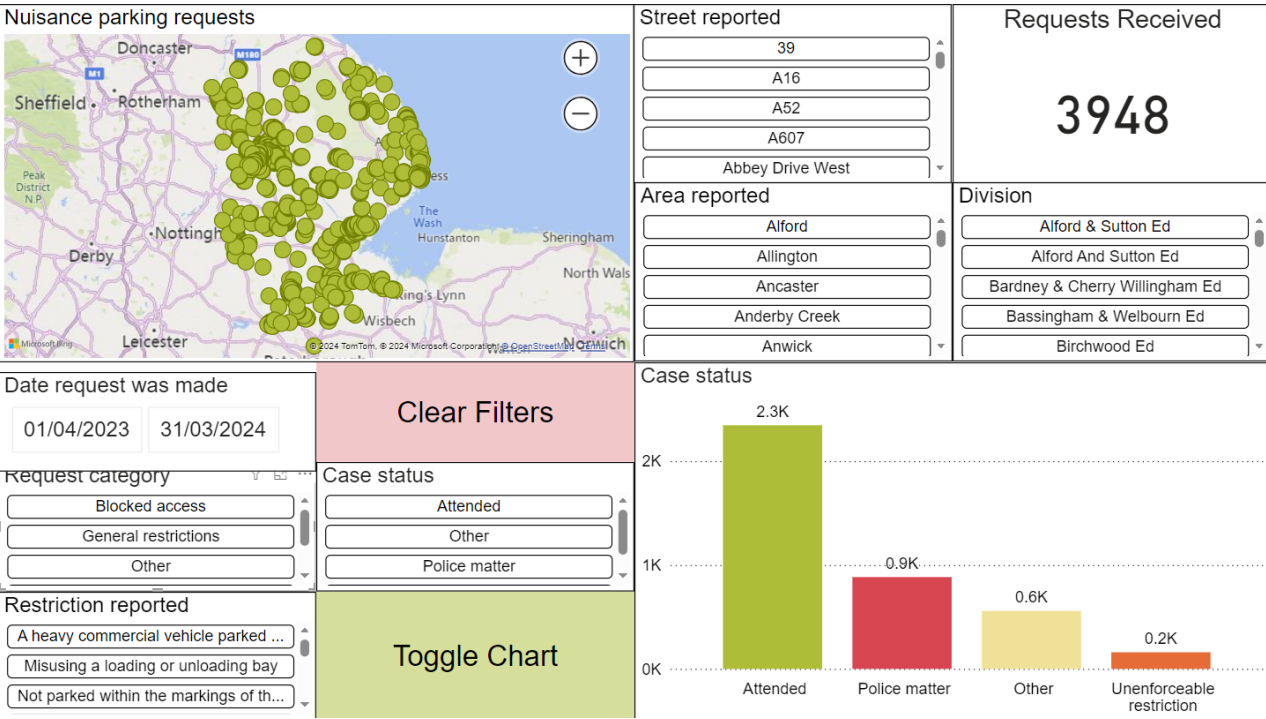




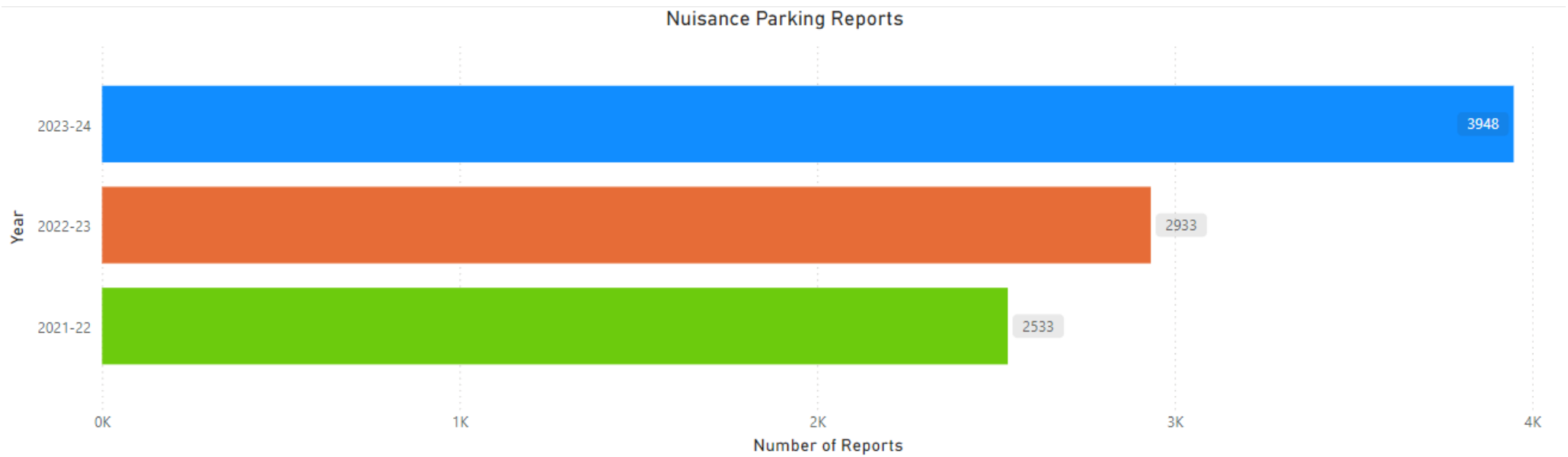
# Nuisance Parking

Any vehicles seen to be parked in breach of parking restrictions could be issued with a Penalty Charge Notice. Nuisance parking is an issue that impacts a lot of residents and visitors to Lincolnshire and something local Councillors are often approached about. An online reporting function accessible through the LCC website provides a member of the public to report a concern to us directly. The system continues to prove extremely popular and has improved the way in which we communicate and respond to nuisance parking requests.

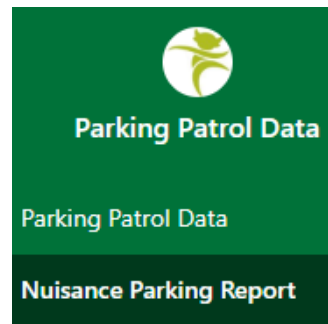
In 2023/24 a total of 3,948 nuisance parking reports were generated, an increase of just over 1,000 from the previous year.







Lincolnshire County Council continues to actively encourage members of the public to utilise our nuisance parking reporting tool as this enables us to shape patrols when required and react to non-compliant parking practices that we may not be aware of.

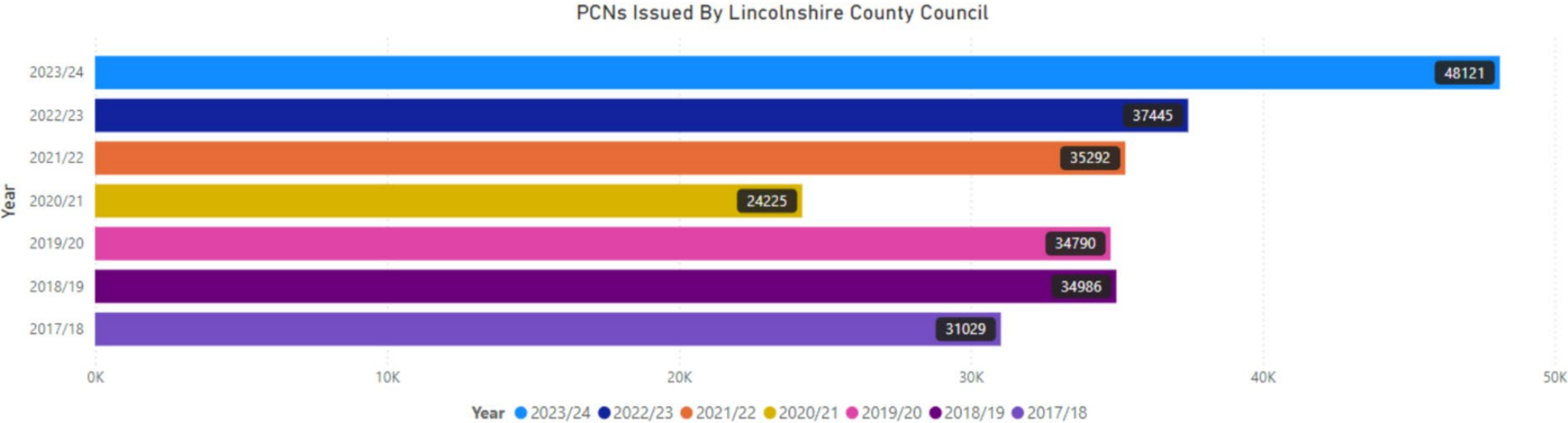


All data relating to this and parking patrol data is stored on our Open Data Power BI platform and is accessible to all Councillors.

# Penalty Charge Notice Issue Statistics

Lincolnshire County Council has always taken an open and transparent outlook when publishing PCN data and we update our statistics regularly on our website. All data can be broken down by District area, street name and even Electoral Division. The following weblink provides a member of the public with direct access to our interactive data.

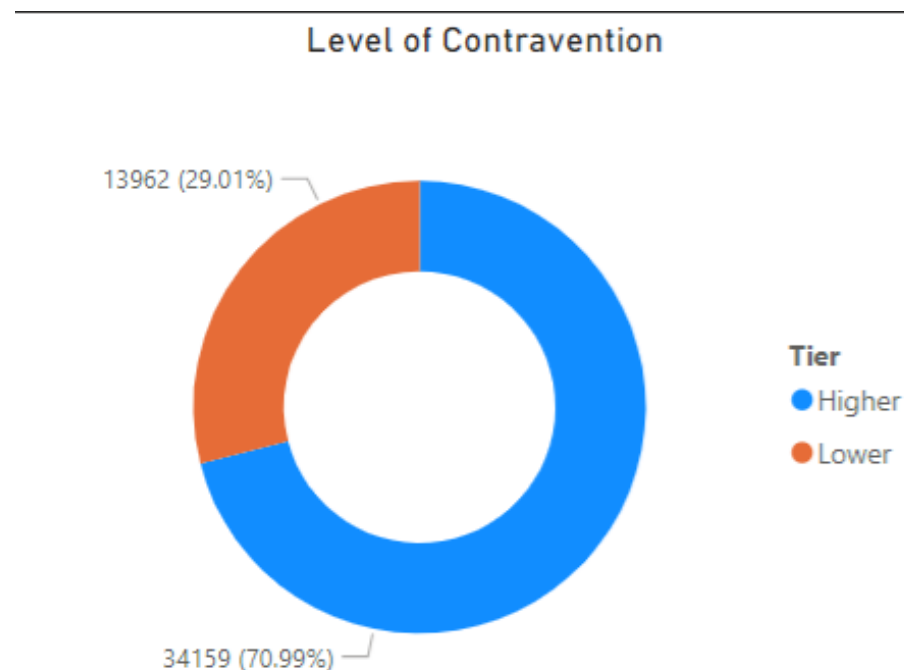
<https://lincolnshire.ckan.io/dataset/pcns>



In the 2023/2024 financial year, a total of 48,121 Penalty Charge Notices were issued. You can view the PCN data for 2023/24 by visiting: <https://lincolnshire.ckan.io/pages/pcn2023-24>

The PCNs issued carry two levels of financial value. The higher level contraventions such as parking on double yellow lines, in a disabled bay or suspended area are set at £70.00 (discounted to £35.00 if paid within 14 days) and lower level contraventions such as parking for longer than permitted and displaying an invalid ticket or permit are set at £50.00 (discounted to £25.00 if paid within 14 days). The below highlights the PCNs that have been issued within Lincolnshire.

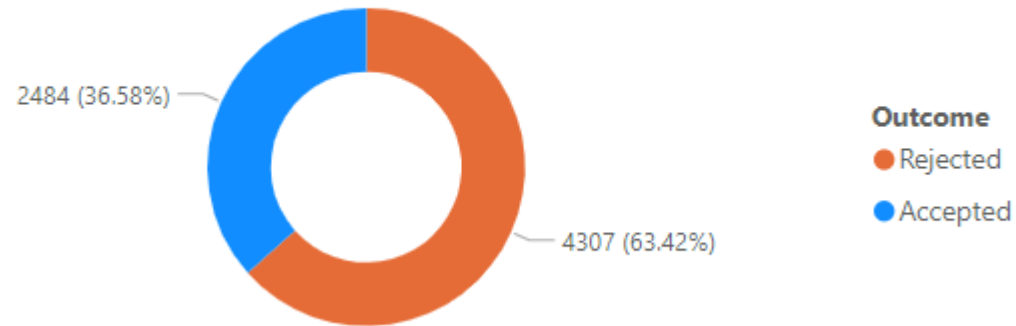
## PCNs issued in 2023/24 – Higher/Lower Contraventions



# Challenges, Formal Representations and TPT

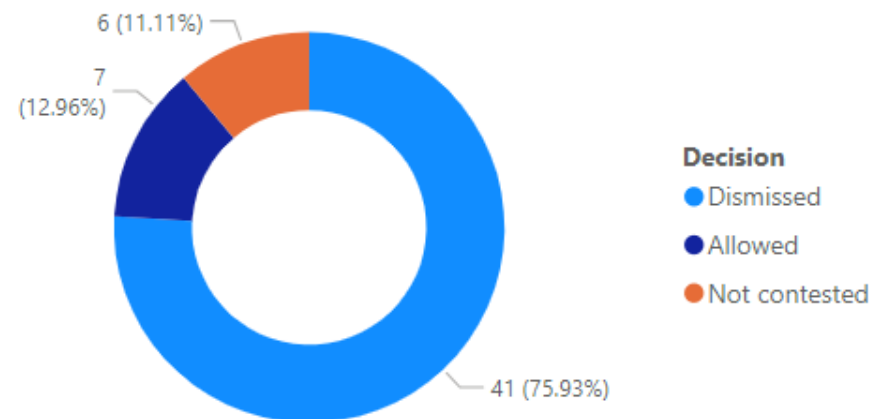
There were **6,791** appeals throughout the year. An increase of nearly 2,000 from the previous year.

Appeal Outcomes



In 2023/24 there were **54** appeals submitted to the Traffic Penalty Tribunal.

Traffic Penalty Tribunal Appeals



# Transparency in Finance

The table below shows a breakdown of the costs incurred by the Council and any surplus generated from Civil Parking Enforcement.

In line with the Traffic Management Act 2004, any surplus arising from on-street parking and enforcement is ring-fenced and can only be used for the provision of the enforcement service, supplying or making good parking facilities, transport projects, environmental projects or if the Council feels that none of these are required, the funds can be set aside against potential losses for up to 5 years.

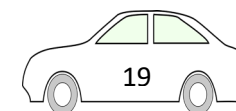
Lincolnshire County Council receives no income for on-street parking, preferring to provide free limited waiting parking in town centres, helping to support local businesses and services by encouraging more visitors.

The 2023/2024 financial figures highlight that a surplus of £164,763.98 was recorded and has been added to the CPE reserves which are currently £1,053,046. A significant portion of the existing reserves are to contribute towards the fixed point and mobile CCTV enforcement cameras to be implemented outside schools in 2025.

		2023/24
<b>Income</b>	Penalty Charges	£1,714,975.96
	Other reimbursements / contributions	£88,839.63
	<b>Total</b>	<b>£1,803,815.59</b>
<b>Costs</b>	Enforcement Contract	£994,897.22
	Notice Processing Contract	£369,987.82
	Council costs	£274,166.57
	<b>Total</b>	<b>£1,639,051.61</b>
<b>Surplus</b>	<b>Total</b>	<b>£164,763.98</b>

The last three financial years figures are shown below.

Financial Year	Costs	Income	Surplus / Deficit
<b>21/22</b>	£1,286,074	£1,237,405	£48,668 Deficit
<b>22/23</b>	£1,483,122	£1,499,317	£16,194 Surplus
<b>23/24</b>	£1,639,051	£1,803,815	£164,763 Surplus



## The Future

In November 2024 a new parking enforcement and notice processing contract will be implemented. From an operational viewpoint, we will look to ensure that our patrols are as efficient as possible and that areas which are known to suffer from non-compliant parking are frequented as often as resource allows. Greater use of technology will be utilised within the new contract and taking proactive measures shall increase customer satisfaction but will also result in a more accessible highway with greater parking opportunities for visitors to local amenities.

The real time cost of a Penalty Charge Notice has remained the same for many years and long before CPE was introduced to Lincolnshire in 2012. The British Parking Association continue to be vocal in requesting a review from Central Government into a potential increase to Penalty Charge Notice monetary levels, and Local Authorities remain active in ascertaining what developments may occur in the future.

A revised and updated Civil Parking Enforcement procedures manual bespoke to Lincolnshire will be drafted and implemented by August 2024.

## Contact us



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