

ANNUAL REPORT PARKING SERVICES

Pages **22/23**



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Foreword

I am pleased to present the Sheffield Parking Services Annual Report for 2023. This report offers an insight into the vital role parking enforcement plays in ensuring public safety and effective traffic management.

Sheffield's streets are the lifeblood of our community, and it is essential to manage them efficiently, fairly reflecting the needs of all road users, supporting access to opportunities for work, education, healthcare, leisure, civic engagement and retail.

I am particularly pleased to see advances in the use of digital technologies to support the parking services operation including handheld devices, body worn video, back-office systems, and facility for members of the public to report problem parking online via the council website.

Much of my inbox as a councillor is concerned with problems relating to parking – blocking pavements, cycleways and bus lanes, parking near schools, damaging verges and reducing visibility at junctions. I hope that by working smarter we can do more to tackle all these problems.

I would like to extend my gratitude to the dedicated members of our parking management team. Your hard work often goes unappreciated, but it is invaluable to our city's functioning. Thank you for your professionalism and commitment.

Councillor Joe Otten

Local Context

Sheffield is one of the UK's most vibrant cities with a wealth of history and a thriving student hub. An industrial city, Sheffield's main attraction ranges from the Peak District, well tended parks such as Sheffield Botanical Gardens and museums which exhibits Sheffield's industrial past.

The latest census shows that the population in Sheffield is estimated to be 556,500. A bulk of the population in Sheffield is aged 20 to 24 due to students attending the local universities, Sheffield Hallam and the University of Sheffield (Sheffield City Council, 2021).

Sheffield attracts 17.9 million tourism visitors per year. The value of tourism activity in Sheffield was estimated to be £1.37 billion in 2019, which is an 8.7% increase from 2017. The increase in economic growth has had an impact in all travel areas with a significant impact in parking demand. The year to date figure for February 2023 shows that traffic flow has increased by 3%.



Parking in Sheffield

Parking provision and its management parking is part of Sheffield Transport Strategy 2019 – 2035 which is a long term plan to deal with the city's pressing economic, environmental and equality challenges.

The management of parking is to;

- Improve air quality to reduce carbon output
- Improve the local environment, we want more from our streets than space for traffic and free parking.
- Promote economic prosperity, walkability, safety, an enjoyable environment and improve the quality of life.
- Provide an effective way of dealing with limited accessibility such as overnight or long-term parkers.
- Support the turnover of parking spaces to ensure that there are available parking spaces for our customers, residents, and businesses.
- Reduce dangerous parking for all road users and outside schools.

Parking and Traffic Management contributes to the success of the local area by:

- The operation of on and off-street parking spaces, the management of parking through the introduction of parking restrictions and use of parking permits contribute to the management of traffic in the city.
- Traffic management through parking restrictions and their enforcement also enables the Council to help deliver its “Vision for Excellent Transport in Sheffield”, by investing in facilities to enable people to make informed choices about the way they travel and helping transport contribute to the social, economic and environmental improvements we want to happen in the City.
- Making a priority in spending any surplus parking income is the provision and maintenance of off- street parking spaces. Income may also be used to fund public transport improvements, new highway schemes, highway maintenance, reducing environmental pollution and maintaining and improving public open spaces” (Parking Strategy, 2018).

Parking Services commitment

Parking Services at Sheffield have a commitment to a fair and proportionate approach to enforcement through training and information available to the public.

The Notice Processing staff are responsible for managing PCNs once they have been issued. They are all required to have passed a City and Guild Notice Processing qualification or have a WAMITAB Level 3 Award in Notice Processing. This provides them with specialist knowledge, an understanding of operational approaches and increase staff confidence to deal with queries.

All Civil Enforcement Officers (CEOs) are trained to the same standards via in-house training and external courses such as City and Guilds qualification in Parking Enforcement.

Guidance produced under the Traffic Management Act 2004 encourages a transparent and fair approach to enforcement. It recommends that the authority publishes their policies and procedures. Sheffield City Council’s parking website which can be found on <https://www.sheffield.gov.uk/parking>

Partnership Working

Parking Services do not operate in isolation, we work closely with other areas of the Council to deliver services.

The main relationships are with:

- Strategic Transport and Infrastructure (STI) who have responsibility for the transport policy, which includes the parking strategy. STI are responsible for devising the parking restrictions required in a highway scheme, Parking Service will then enforce the restrictions.
- Customer Services for the processing of parking permits and front-line telephone queries.
- PACE (Payment, Accounts, Collection and Enforcement) is responsible for debt recovery support.
- Streets Ahead / Amey to manage the impact of development work within the City's parking infrastructure, and removal of vehicles.



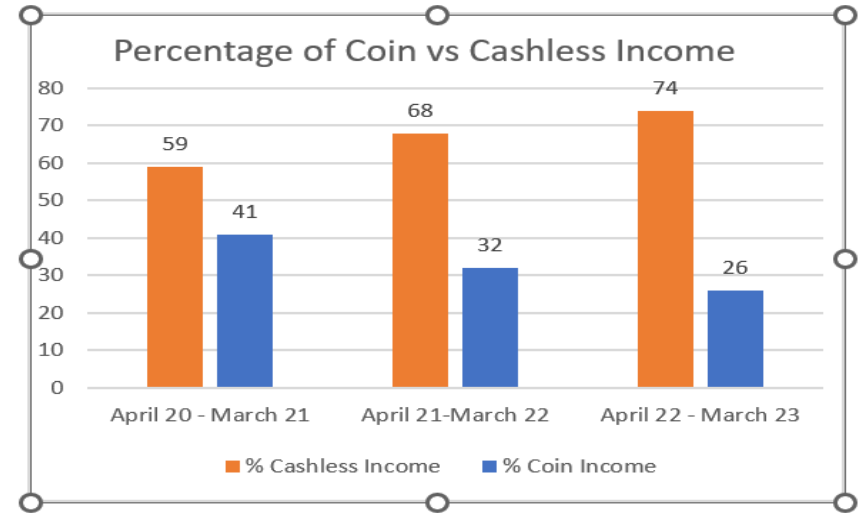
- Local policing teams - parking enforcement team have worked with the Police to conduct joint patrols in areas such as the Wicker, Burngreave, Mosborough and Beighton. We carry out joint patrols to ensure that roads are clear and safe for all users.
- Engagement with Mosques- two of our Civil Enforcement Officers visited the Madina Masjid on Wolseley Road to talk to those attending the mosque. This included making sure that parking enforcement rules are adhered to and the importance of them when visiting the mosque.

Alongside the Imam from the mosque, the pair shared that by working together and following the parking enforcement rules, they could help make the neighbourhood roads safer. This is a good example of how we can work with our communities, to build relationships and help share messages in a positive way.

On and Off-street Parking

The rapid rate of technology as brought consumers a greater choice in how we make payments. According to the UK Finance payment report 2022 debit cards are the most used payment method, accounting for 48% of all payments. By 2024 UK finance have forecasted that 50% of all payments will be accounted for via debit card in the UK. Of this total nearly two thirds will be contactless. Contactless payments have also grown in popularity with 8 out of 10 adults using contactless payment in 2020 (UK Payments. Market Summary 2022).

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Over the last 3 financial years there is an upward trend on the growth of cashless income and the decrease in coin income. This supports market research that cashless and contactless payments prove to be more popular as we gave the customer more payment options. However, we continue to offer choice to motorists across Sheffield, with all our pay and display machines continuing to offer the option to pay cash, as well as many offering card payments in addition to paying by phone.



In Sheffield, we have around 345 Pay and Display machines. Pay and Display machines were upgraded by Parkeon to reflect the changing needs of the customer and to streamline the maintenance function. We offer PaybyPhone cashless payment parking system across Sheffield.



Graph 1 shows coin vs cashless income over the 3 financial years

Permit schemes

To meet the needs of our customers there are a range of permits available. Our Customer Services Team issue permits.

Table 1 Shows the number of permits issued by type April 2022 – March 2023

Permit Type	Number of Permits Issued
Medical carer	810
Business	169
Business Visitor Vouchers	218
Green	1592
Resident	3585
Resident Carer	27
Resident Visitor Vouchers	3259
Trade Vouchers	789

Resident Parking Schemes

Resident parking schemes are implemented to address concerns raised by residents about not being able to park in close proximity to their homes. They also look at managing different demands on parking, for example with the provision of shared use bays to allow customers to be able to park near local shops. Parking Services work closely with Transport Services to identify future schemes.

Customer Service

An example of this can be demonstrated through the implementation of Lansdowne Permit Scheme in 2022. This was in partnership with Housing as they could not effectively manage the enforcement of the flats car park.

For a number of years, this area had been subject to on street waiting restrictions and permit parking controls aimed at reducing congestion. The introduction of a new permit scheme within the Lansdowne Flats Complex helped to alleviate congestion, reduce the number of motorists entering the flats seeking uncontrolled parking spaces and reduce the need for residents and their visitors to drive round adjacent streets seeking parking spaces. Controlling where vehicles can be parked within the flats will reduce the occurrence of obstructive parking and improves access within the flats for the emergency and care services, delivery and servicing vehicles and pedestrians, particularly those with mobility problems.

The full list can be found on our Sheffield City Council's parking website <https://www.sheffield.gov.uk/home/parking/apply-parking-permit/resident-parking-permits>.

Parking Services has developed a suite of procedures, policies and guidance on our webpage. We also provide useful information on where restrictions apply and guidance notes on how to make an application for permits, appeal a PCN and blue badge. <https://www.sheffield.gov.uk/home/parking/>



We recognise that people may want to use different access channels for enquiries, therefore we also use social media to communicate with our customers

using the Sheffield City Council's account.

@SheffCouncil

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Make services more efficient and easier to access

Our parking back-office system allows customers to create an account to view their permits, apply for/renew permits and change the permit vehicle registration. This enables customers to update information quickly and simply at a time that suits them, rather than needing to contact the council by phone between set hours. For PCNs (parking and bus lane) the following online options are available:

- Pay the PCN

- View images of the contravention (photos taken by the CEO and in the case of bus lane PCNs the CCTV footage)
- Use an interactive portal to help understand before submitting an appeal why the PCN was issued and what evidence we may need to see if they do want to appeal
- Check the status of the PCN

Max chatbot

Previously when drivers clicked the online link to appeal a PCN via our website, it previously took them to a self-serve function that enabled them to enter their contravention details and select a reason why they wanted to appeal. This then gave them some basic advice. Recently, this function has now been improved with a chatbox ('Max') which is more interactive, easier to follow and hopefully engaging for customers. The purpose of this function is to give motorists better access to information, enabling them to ensure that appeals are submitted for the correct reason and with the right evidence first time, as this prevents the need for the customer to waste time and effort responding to additional requests for more information.

New Developments

Sheffield City Council's one year plan had been the key driver for change in Parking Services-which is to support residents, communities, businesses to thrive and to deliver the best public services we can; and to lead alongside city partners, with ambition, openness and purpose, towards a bright future for our city.



What has changed?

Electric bikes and vehicles

Our Parking Enforcement Operations Manager explored the opportunity for cleaner travel for the CEOs. Part of this process involved a pilot scheme where a small group of CEOs used electric bikes for patrols. The bikes were kindly on loan from Sheffield Cycle Boost. The group went through cycle maintenance checks and rider training before getting on the road. Results of the pilot scheme was that the bikes were a great success and Parking Services recently obtained 5 new ebikes. The team also trialled an electric car to see if they could be used to replace the older diesel cars. The car proved to be a success and the team now have enforcement 6 new fully electric cars.



Price and structure review of Parking Fees and Charges

Parking tariffs were reviewed to influence driver behaviour and to encourage them to use alternative sustainable forms of transport. Parking fees and charges had not been increased since 2017 for pay and display outside the city centre, and since May 2019 for the remaining charges and locations. Therefore, in June 2022 we implemented an increase in pay and display tariffs, permits and bay suspensions and parking dispensations (Appendix A-C).

Increase in Electric Vehicle Charger Tariff and price to be charged for the Fast Electric Vehicle Chargers

Sheffield City Council had received funding for the Rapid (50kW) EV Chargers from the Early Measures Fund, the Government's Joint Air Quality Unit, National Highways and the Ultra-Low Emission Taxi Infrastructure Scheme from the Office of Low Emission Vehicles. Due to the significant hike in energy costs, and the likelihood of these increases continuing, it has

meant that the previous tariffs are not financially sustainable. The strategic rationale for the council is to install and operate electric vehicle charging units to support access to essential infrastructure, which has been identified as a barrier to transferring to lower emission electric vehicles, rather than to subsidise the cost of operating an electric vehicle.

We implemented the below changes;

- a) Rapid Electric Vehicle Chargers (50Kw) - 72 pence per kilowatt hour. A flat fee of £20 per hour after 60 minutes of charging was applied to discourage motorists from leaving their vehicle parked in the bay longer than is needed to fill their battery to an adequate charge. A battery can reach 80% charge within 30-40 minutes.
- b) Fast EV Chargers - 58 pence per kilowatt hour is in line with other commercial and Local Authority operators so will be appropriate to encourage use while covering costs of operating the chargers.

22 Civil Enforcement Regulations

In May 2022 new national Civil Enforcement of Road Traffic Contraventions regulations came into effect. Some of the key changes included the penalty charge for bus lane PCNs increasing from £60 to £70, the discount period for bus lane PCNs increasing from 14 days to 21 days and motorists wishing to oppose a bus lane PCN being registered as a debt at the Traffic Enforcement Centre being able to make a witness statement instead of a statutory declaration. We have also been able to apply some contravention codes such as Parked in an electric vehicles' charging place during restricted hours without charging. Parking Services worked with the notice processing system suppliers to implement these changes.

Implementation of Parkfolio and Confirm back-office system

MyParkfolio is a web based hosted back-office system which operates via a GPRS/3G/ wireless modem. All 345 machines use the Parkfolio reporting system. One of the main benefits is improved response times from maintenance staff as all machines will generate fault alerts in real-time which leads to a reduction in downtime, thereby reducing lost income and customer dissatisfaction.

One of the main benefits of Confirm is that jobs for the Technical Support Officers are now prioritised through risk levels programmed in the system. It is now easier to identify machines in warranty and assign jobs to contractor.

Pavement Parking

In 2020, Sheffield City Council engaged in a national government consultation that was exploring ways to improve footway parking enforcement options. Outcomes from this are still pending to give local authorities new options for tackling pavement parking.

In line with existing regulations, we do enforce against vehicles parked on the footway if there is a waiting / loading restriction on the adjacent carriageway.

There are also some areas where new Traffic Regulation Orders have been made and footway / verge parking restriction signs have been put up on street. Recent focus for this has been on areas of the city centre. Phase 1 of the city centre parking restrictions was introduced in 2022. We are working with the Transport team to roll this out to other areas.

Electric Vehicle Infrastructure

The Electrical Vehicle infrastructure was implemented in March 2021 to provide motorist opportunities to charge their electric vehicles. The current chargers enable a fully electric vehicle to charge to approximately 80% of its battery capacity in 30 to 40 minutes (depending on the vehicle model). Of the 27 chargers installed, 10 charging points are assigned to Hackney carriage taxis and private hire vehicles. The remaining 17 are for the public as well as taxi and private hire drivers.

These chargers were installed to support the role of Ultra Low Emission Vehicles (ULEV) and ULEV Taxis in Sheffield. Lack of charging infrastructure has been one of the barriers to owning and operating an electric vehicle

More details on our Electric Charge Points can be found on <https://www.sheffield.gov.uk/travel-transport/electric-vehicle-charging>

Filming- Car Pound Cop Series – Channel 5

Last summer our enforcement team were approached by Middlechild TV. We were asked to be part of a Channel 5 series called “Car pound cops”. The series highlighted our efforts to remove persistent evaders vehicles from the streets due to them failing to pay outstanding parking fines. It also showed our valuable work in detection and investigation of blue badge fraud. For example, if we see a child blue badge being used during school time, we can run a check through an authorised team to see if the child is in school or not. If the child is in school then it confirms the badge is being misused as it is for the benefit of the child.

The team really enjoyed getting involved in the filming and being able to show the hard work they do and the hostility and abuse they endure whilst carrying out their duties.

Parking Services Newsletter

In February 2023 we introduced our first Parking Services Newsletter to increase employee engagement, relay important information, to reinforce positive attitudes and steer the Parking

Services Team towards the same goals which is to demonstrate the values in the work place. More information on Sheffield City Council Values can be found here

<https://www.sheffield.gov.uk/job-vacancies/working-for-sheffield-city-council/our-values>

Achieving Change

At Sheffield City Council, we use the Achieving Change process for when managers propose changes that will effect the people working for them. Over the last few years Parking Services has expanded it’s responsibilities and taken on new schemes, we have created new opportunities for our workforce. To reflect one of the major changes is the enforcement Clean Air Zone (CAZ). As a result, we reviewed our service structure, we appointed a Policy and Improvement officer to develop service policy (for example for handling Clean Air Zone PCN challenges) and to work with relevant teams and systems to build these into our processes. In addition, 7.5 FTE ANPR Enforcement Reviewer posts were created to process the day to day workload from our CAZ cameras and Bus Lane enforcement.

Implementation of New Bus Gate location - Arundel

In March 2023 a new bus gate location on Arundel Gate was introduced which forms part of the Council’s plans to improve

bus movements and the environment in this part of the City Centre. At Parking Services, we worked alongside the Transport Team to implement the new bus gate location scheme by working with our third-party supplier. The bus gate has been implemented through an Experimental Traffic Regulation Order (ETRO) running for up to 18 months from 27th February 2023, to coincide with the launch of the Clean Air Zone.

The bus gate has been introduced ahead of the wider Connecting Sheffield – City Centre proposals to contribute to the Clean Air Zone and the joint Sheffield/Rotherham Clean Air Plan to reduce harmful levels of air pollution.

The bus gate forms part of proposals consulted on previously as part of the Connecting Sheffield – City Centre scheme to improve the look and feel of Arundel Gate by introducing new cycling and bus routes around the city centre, in addition to improved footpaths, a pocket park and green space.

The Connecting Sheffield – City Centre plans for Arundel Gate would see a new segregated cycleway created on the northbound side of the road to connect into new cycle routes

around Castlegate to Darnall and West Bar/Kelham, along with new pathways and environmental improvements to make Arundel Gate much greener and more attractive. The bus gate should contribute by reducing through traffic heading northbound on Arundel Gate to create space, and a better environment, for cycling and walking.

Ahead of the bus gate going live, the council ran a pre-scheme consultation allowing users of Arundel Gate to provide feedback. A further period of statutory consultation is now taking place to allow the public to formally feedback on the operation of the bus gate.

Parking Services initially issued warning notices to drivers captured going through the bus gate to inform them of the new restrictions. Following this initial phase to help educate drivers, Penalty Charge Notices are now being issued to non-authorized vehicles using the bus gate.

Enforcement and Appeals

Why is enforcement needed?

The purpose of parking enforcement is to ensure that people follow the parking rules/regulations and to ensure that the parking restrictions of Sheffield are enforced. Our teams of CEOs patrol the city. CEOs are easily recognised by their uniforms and have powers to issue tickets to vehicles which do not comply with parking regulations. We are committed to training our staff and provide training that includes skills in customer service and conflict management. They act as the 'eyes and ears' of the Council across a range of services.

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Graph 2 The number of Parking PCNs issued over the last 4 financial years

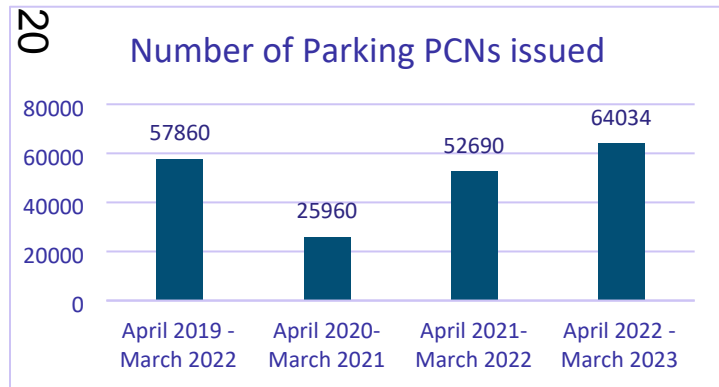


Table 2 Top 10 Streets PCNs issued 22/23

Street Name
Ecclesall Road
Surrey Street
London Road
Derek Dooley Way (near Wicker)
Norfolk Street
St Mary's Gate (near Bramhall Lane)
Arundel Street
Derek Dooley Way (near Cutlers Gate)
Carvery Street
St Mary's Road (near Bramhall Lane)

Dispelling Myths

It has been acknowledged that the public perception toward parking tends to be negative. The need to change the public's perception of parking management is in line with the BPA's (British Parking Association) Positive Parking Agenda (PPA) which seeks to improve the public's image of parking management. The factors that drive these perceptions tend to be complex. For this reason, we have consulted with our staff to identify the myths and provide a response using the template below.

Myth	Explanation
<i>Revenue- CEOs have targets to meet</i>	Parking management is not a profit focused activity, the CEOs do not have targets of PCNs to issue. We want to ensure enforcement is carried out where vehicles are contravening restrictions, but performance is focussed on quality.
<i>Fairness- They want to catch me out!</i>	<p>There is a perception that the system is built to catch out customers to generate revenue. However, we do issue warning notices when new schemes are introduced, use nationally recognised signs to indicate what restrictions are in place and provide information online about parking in Sheffield (including a link to Highway Code information).</p> <p>Drivers who feel their PCN was issued unfairly or have reasons why they believe the charge should be cancelled have the right to appeal.</p>
Ignore the PCN, it will go away	<p>The PCN (and documents we may subsequently send out) explains options about how to pay or appeal the case and what will happen if it is ignored,</p> <p>A PCN will increase in charge if ignored and a final resort may be referred to enforcement agents (bailiffs) if it is not paid or cancelled.</p>
Yellow lines are OK on a Sunday	Restrictions may apply at any time of the day or week. The times that a restriction applies is indicated by the signs or lines used. Drivers should be aware of parking signage from the Highway Code.
I wasn't the driver so it's not my problem	Under the regulations the keeper (or hirer) or the vehicle is responsible for paying a bus lane or parking PCN – the law for other offences such as speeding fines is different. The PCN appeal process allows a keeper to write to us to advise if the vehicle has been sold. Liability can then be transferred to the new owner.
I can use the Blue Badge because I'm getting their shopping	The Blue Badge can only be used if the badge holder is making the journey and the vehicle is parked for them to access somewhere nearby. It cannot be used to run errands for the badge holder (including if they sit in the vehicle whilst the driver is elsewhere).

There are two rates of parking contraventions issued; higher level which is charged at £70 and lower level which is charged at £50. If paid within 14 days a 50% discount applies. The list of higher and lower-level contraventions can be found on the PATROL website <https://www.patrol-uk.info/contravention-codes/>.

Enforcement Outside Schools

The Council is committed towards reducing dangerous parking outside schools to protect the safety of children. A CCTV enforcement vehicle is used to tackle illegal parking outside schools, driving along pavements, stopping on yellow zig zag lines, and blocking driveways. PCNs are issued at £70.

Promoting safety at the school gates

The service receives regular reports of illegal, inconsiderate parking outside schools. According to Highway code 243 a driver should not park near a school. Yellow Zig Zag lines outside a school indicate the length of road where waiting or stopping is strictly prohibited. This is monitored by CEOs and a Camera Car.

The CEOs patrol schools on a regular basis Monday to Friday during term time. In addition, CEOs have worked alongside schools to educate children and drivers. This was well received by schools, parents, and the wider community. As a service, we aim to promote an attitude shift in the behaviour of the motorist to create a safer environment for children and road users.

In order to promote compliance, we have worked with schools, this involved the CEOs attending school assembly's and working in partnership with the local police on joint information sessions by providing leaflets. Children have also had the opportunity to work shadow a CEO.

Blue Badge Scheme

The Blue Badge scheme is an arrangement that permits individuals who have severe mobility difficulties, permission to park in restricted areas without payment. Sheffield



City Council is committed to ensuring that the process for the Blue Badge application is as clear and straight forward as possible. Information on how to make a blue badge application and the statutory requirements can be found on the Park

Services website

<https://www.sheffield.gov.uk/home/parking/apply-for-blue-badge>.

The criteria for a Blue Badge holder changed to grant people access to people with hidden disabilities. As a result, individuals who have hidden disabilities such as autism, anxiety can be granted access.

Table 3 To show the number of approved blue badge applications

Financial Year	Number of Blue Badge Approved Applications
April 20 - March 21	6579
April 21- March 22	8149
April 22- March 23	9288

Enforcement of Persistent Evader Removals

A persistent evader is when a vehicle owner is has 3 or more outstanding PCNs that have not been represented or appealed within the statutory time limits. A persistent evader's vehicle can be removed following the issue of a PCN in line with the Traffic Management Act 2004. The purpose for this enforcement is to; stop the vehicle reoffending, verify who owns the vehicle and to pursue payment.

In May 2022 we enforced Persistent Evaders Removals and this resulted in the removal of 39 vehicles between May 2022 – November 2022.

Reporting of nuisance parking/ abandoned vehicles

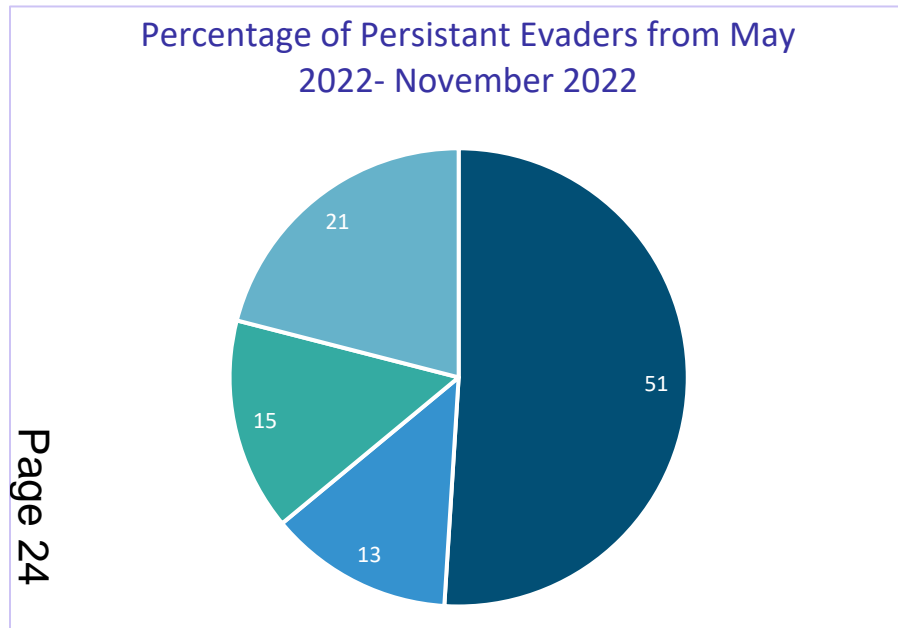
Nuisance parking is when an individual parks on private land without the consent to do so.

The Council has a responsibility to remove abandoned vehicles which is managed by the Waste Management Team.

Table 4 Number of vehicles removed after determined to be abandoned

Financial Year	Number of vehicles removed after being determined to be abandoned
April 20 - March 21	72
April 21- March 22	110
April 22- March 23	44

Graph 3 Shows the Percentage of Persistent Evaders Removals



21% Seem to have stopped parking in contravention and / or have taken steps to deal with their outstanding PCNs

51% Generally seem to have stopped getting PCNs, either due to removal or possibly in response to follow up advice letter (in one case could be after DVLA action) although older PCNs are still unpaid and not appealed / other contact. Or new address from removal information – keeper to be pursued at new address.

15% Under further observation – issues still tracing keeper / still ignoring contraventions and not responding to PCN documents; potential for removal again if criteria still met.

13% Vehicle disposed of (not collected)

So, in total over 70% of the removals have resulted in some positive changes of behaviour, including in some cases actions having been taken to address previous outstanding PCNs.

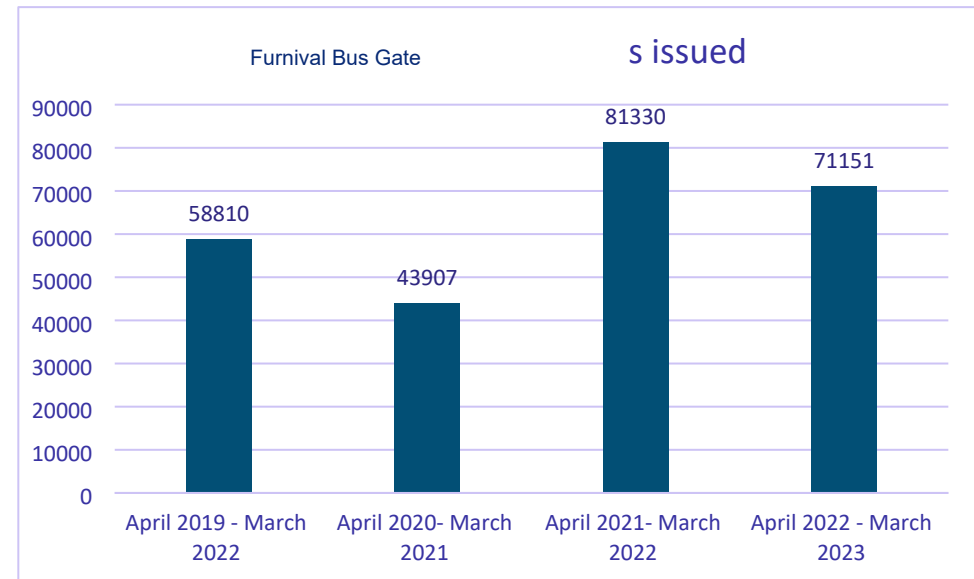
Bus Lane Enforcement using Fixed CCTV Camera

The Council is responsible for enforcing the correct use of bus lanes in Sheffield City Centre. Bus lane enforcement allows the Council to encourage commuters to improve public transport reliability, sustainable travel and improve journey times.

Bus Lanes are enforced by fixed CCTV cameras, recording unauthorised vehicles driving illegally in bus lanes.

Fixed enforcement cameras operate in the following areas in Sheffield. Further information can be found on the Council website - <https://www.sheffield.gov.uk/home/travel-transport/bus-lanes-gates>. Locations not enforced by Sheffield City Council can be enforced by the Police.

The bus lane charge for a penalty contravention is £70 and is reduced by 50% if paid within 14 days.



Graph 4 Number of Bus Lane PCNs issued over the last 4 financial years

Challenges, representations and appeals

Once a PCN is issued, the individual can explain why they should not pay. There are 3 main streams for further consideration; informal challenge (for parking PCNSs served on street, representation and finally appeal via the Traffic Penalty Tribunal. Sheffield City Councils appeal process can be found using this link

<https://www.sheffield.gov.uk/home/parking/appeal-against-parking-bus-lane-fine>

Informal challenge

When a Civil Enforcement Officer issues a PCN, the driver has an opportunity to make a challenge, via post or online within 28 days. This is then received by the Notice Processing Team and the PCN would go on hold. If the challenge is received within 14 days of the PCN being served and it is the driver. After 14 days the full charge is payable. If we have not received the payment within 28 days or formal challenge being upheld) we will send the registered keeper a Notice to Owner document. This financial year we received 8396 informal challenges with 63% rejected and 37% of cases were accepted.

Representation

A representation also known as a formal challenge. When the Notice to Owner document (or postal PCN for bus lane contraventions and some parking ones) is received you have 28 days to make a formal challenge. If your representation is accepted the fine does not require payment. However, if your representation is rejected, you will receive a 'Notice of Rejection' which will give you the option to pay the fine or to appeal to an Independent Tribunal within 28 days.

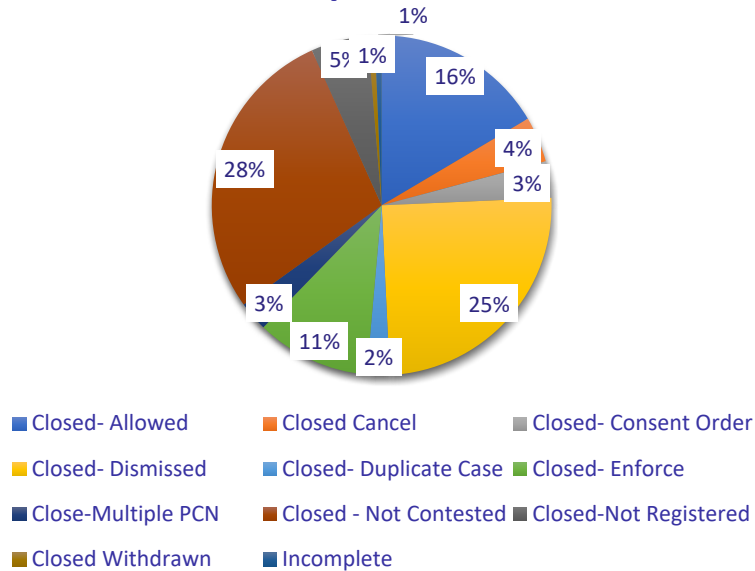
Appeal- adjudication

If the representation is rejected, you have the right to appeal to the Traffic Penalty Tribunal within 28 days. The role of an Independent Adjudicator is deciding the outcome of the appeal based on facts and evidence from both the keep/hirer and the council. They issue a decision on whether the PCN should be enforced or cancelled.

Motorists can opt for a telephone or video hearing, or for the case to be decided based on the evidence already submitted.

Graph 5 shows a total of 461 appeals made to TPT between April 2022- March 2023

Number and Percentage of TPT decisions made between April 2022 - March 2023



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More information on the Traffic Penalty Tribunal (TPT) can be found using this link <https://www.trafficpenaltytribunal.gov.uk/>.

More information on how to pay or challenge a PCN can be found on the PATROL website <https://www.patrol-uk.info/helpful-information/>

Clean Air Zone

The Government legally directed Sheffield City Council to implement the Clean Air Zone to reduce the dangerous levels of Nitrogen Dioxide (NO2) in the city. This went live on 27 February 2023.

A number of other local authorities have also been required to introduce such zones – Bath, Birmingham, Bradford, Bristol, Portsmouth and Tyneside (Newcastle and Gateshead).

Vehicle owners can check whether they will be charged in Sheffield, and for other Clean Air Zones via the gov.uk checker - www.gov.uk/clean-air-zones . Payments are also made via this

link.

Charges apply to the following vehicle types that do not meet the minimum standards when entering the Clean Air Zone boundary:

- Taxis, including both hackney carriages and private hire vehicles, which are below Euro 6 Diesel or Euro 4 Petrol standards
- Light goods vehicles (LGVs) such as vans, campervans and pickup trucks and minibuses which are below Euro 6 Diesel or Euro 4 Petrol standards

- Buses and coaches which are below Euro 6 Diesel standards
- Heavy goods vehicles (HGVs) which are below Euro 6 Diesel standards

Charges are:

£50 per day for larger vehicles – such as buses, coaches and HGVs

£10 per day for smaller vehicles – such as taxis and LGVs

Larger campervans and motorhomes can apply for a discounted rate, reducing the charge amount to £10

Information about the scheme, including local exemptions and how to apply for support to upgrade to a cleaner vehicle has been provided online (including social media), in news features and other local advertising campaigns such as billboards.

Sheffield City Council

31.7K Tweets

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You can pay online up to 6 days in advance, on the day and 6 days after, learn more - [gov.uk/clean-air-zones](https://www.gov.uk/clean-air-zones) #Sheffield



Sheffield City Council @SheffCouncil · Mar 16

Driving into Sheffield? Financial support is still available for owners of non-compliant vehicles driving in Sheffield's Clean Air Zone.

Find out more at: [sheffield.gov.uk/your-city-coun...](https://www.sheffield.gov.uk/your-city-coun...) #Sheffield



In January 2023 the DVLA in partnership with the council had sent out over 23,000 early notification letters to drivers of non-compliant vehicles that had been previously seen in the zone. These also had information about Clean Air Zones and how to apply for financial support or exemptions.

How will it help clean up Sheffield's air?

Older, polluting vehicles are a major source of air pollution. The Clean Air Zone encourages those with the oldest, most polluting vehicles who regularly drive into the zone to upgrade to a cleaner vehicle. The impact of the zone will be much broader than the city centre. Cleaner vehicles mean reduced emissions across the city, not just in the Clean Air Zone.

What are the daily charges?

Only the most polluting vehicles which do not meet the minimum standards will have to pay a charge, if they enter the Clean Air Zone. It is a daily charge enter the zone. The charging day runs from 12:00am to 11:59pm.

What happens if the required daily charge is not paid in time?

A Penalty Charge Notice (PCN) is issued to the registered keeper of the vehicle. The penalty charge amount is £120 (reduced to £60 if paid within 14 days). The CAZ daily charge amount also needs to be paid.

During the first 4 weeks after the zone went live 'soft enforcement' PCNs were issued. These offered the keeper 7 days to pay the daily charge amount rather than having to pay the penalty charge too. This was aimed at educating drivers about the scheme after it had first gone live. 8039 'soft

enforcement' PCNs were issued for vehicles observed in the zone between 27 February and 26 March 2023.

As with other postal PCNs such as bus lane tickets, the case can be contested initially by making representations to the council and if these are rejected by appealing to the Traffic Penalty Tribunal.

Also, like other types of PCN if the documents sent are not responded to in time the case progresses through different stages (with increased charges) and ultimately may be referred to enforcement agents for recovery of the debt.

The funding from the zone can only be spent on the costs to run the zone and on further improvements to local transport that reduce air pollution in Sheffield.

How will the money from charges be used?

Finance

Road Traffic Regulation Act 1984

Section 55 of the Act requires the Council to keep an account of their income and expenditure in respect of designated parking places including the parking charges discussed above.

In line with this requirement the Council maintains a ring-fenced account in respect of the designated parking places. Section 55(4) of the Act sets out the purposes for which any surplus income in respect of designated parking places can be used.

Therefore, any surplus in income in respect of designated parking places must be used for these purposes, which include:

- Provision and maintenance of off-street parking
- Meeting costs incurred in the provision or operation of public transport
- Highway and road improvements and maintenance
- Reducing environmental pollution
- Improving public open spaces.



		2020-21	2021-22	2022-23
Income	Notes	000's	000's	000's
Pay and Display income	On Street	1,726	3,610	4,402
Pay and Display income	Off Street	834	1,410	1,365
Penalty Charge Notice income		1,346	3,621	4,550
Permit income		490	602	652
Parking Bay Suspension income		162	194	189
Other income		18	15	70
Total		4,574	9,452	11,229

Expenditure	Notes	000's	000's	000's
Staff		1,666	1,584	1,950
Premises		130	196	187
Premises	Provision of <u>off street</u> parking	468	646	470
Supplies and Services		1,392	635	630
Transport		62	81	73
Support Services		1,541	1,748	1,768
Total		5,260	4,891	5,077

Surplus / (Deficit)	(685)	4,562	6,152
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What to expect next?

Moving Traffic Offences

The Central government has given Sheffield City Council the opportunity to apply for the new powers to make our roads more reliable and safer for our community. The Council already have similar powers for bus lane enforcement, taxis and tram gates. The chance of having these powers will allow us to reach our ambition to improve congestion and road safety. Ahead of applying for moving traffic enforcement, Sheffield City Council sought the views of the public.

Parking Enforcement Policy

A copy of our parking and bus lanes appeals policy is published online. This includes common reasons why drivers may challenge such PCNs. We also provide interactive support for drivers with queries about reason why they wish to appeal a PCN through a Chatbox. We are currently reviewing our parking policy to include up to date information about enforcement as well as the appeals process.

Blue Badge Misuse Prosecution

Our enforcement team are committed to making sure that drivers are not fraudulently using blue badges in Sheffield. This protects the scheme and makes sure that only legitimate blue badge holders are able to park where they need to. Our officers have the powers to inspect blue badges and confiscate if the badge is being misused by individuals. They are trained to visually check a badge on display to determine gender, date of birth and age. We will also do blue badge checks in our back office system to check the whereabouts of the badge holder. A Penalty Charge Notice will be issued if the badge is found to be being misused and the driver may face criminal prosecution and a fine of up to £1,000.

Dropped Kerb and Double Parking

We have carried out consultation to gauge the extent of this problem and are reviewing our enforcement policy to consider the potential roll out of enforcement in cases where drivers park across dropped kerbs, or more than 50cm from the kerb.

From the consultation we had 429 responses

- a) 50% of the participants advised they had never had vehicles blocking their driveway
- b) 52% of participants had vehicles blocking pedestrian dropped kerbs, where there was tactile pavement (surfaces with raised patterns to help visually impaired pedestrians) present more than 4 times a month
- c) 66% of participants had experienced vehicles blocking pedestrian dropped kerbs, where there was no tactile pavement present
- d) 48% of participants experienced vehicle double parking problems

More details of this will be provided in a committee report later this year.

Kelham Island and Neepsend Parking Scheme

The new parking scheme will introduce 'no waiting at any time' restrictions, shared use permit and parking bays in the Kelham Island and Neepsend areas. These areas are known

to have long stay commuter parking. The benefits of the parking scheme are;

- to improve conditions for local businesses residents by ensuring the availability of convenient parking spaces for residents, business' and visitors to give them a greater level of priority where appropriate through issuing permits.
- to improve access through the area and loading and unloading opportunities for all vehicles (especially larger ones) by removing parking at or near junctions.

Useful Links

Sheffield City Council, One Year Plan

<https://www.sheffield.gov.uk/sites/default/files/docs/your-city-council/our-plans%2C-policies-and-performance/one-year-plan.pdf>

Sheffield City Council, Corporate Delivery Plan

<https://www.sheffield.gov.uk/sites/default/files/2022-11/scc-council-delivery-plan-22-23.pdf>

Sheffield's Transport Strategy

<https://www.sheffield.gov.uk/travel-transport/transport-strategy-plans>

Sheffield City Council – Parking Website

<https://www.sheffield.gov.uk/parking>

Parking Strategy

<http://democracy.sheffield.gov.uk/ieDecisionDetails.aspx?Id=1974>

How to make an appeal

<https://www.sheffield.gov.uk/home/parking/appeal-against-parking-bus-lane-fine>

Translation Services

For a translation of the Annual Report please call the language line on [0800 456 5930](tel:08004565930)

References

<https://www.sheffield.gov.uk/your-city-council/population-in-sheffield>

[https://www.ukfinance.org.uk/system/files/2022-08/UKF Payment Markets Summary 2022.pdf](https://www.ukfinance.org.uk/system/files/2022-08/UKF%20Payment%20Markets%20Summary%202022.pdf)

Appendix A – City Centre Pay and Display Tariff

Parking Areas	Current	Recommended
Monday to Saturday - On street City Centre	Zone 1 - £2.60 per hour Zone 2 - £1.30 per hour Zone 3 - £1.30 per hour with a capped price of £8.50 all day	Zone 1 - £3.00 Zone 2 - £1.50 Zone 3 – remove capped price. All locations in Zone 3 now priced as Zone 2.
Monday to Saturday - Off Street City Centre		
Broad Lane / Brook Hill / Carver Lane / Eldon Street / Fitzwilliam Street / Silver Street	£1.30 per hour	£1.45 per hour
Carver Lane / Devonshire Green / Milton Street	£0.80 for first 30 mins £1.30 per hour £5 all day	£0.90 for first 30 mins £1.45 per hour £5.50 all day
Derby Street / Workhouse Lane	£1.30 per hour £8.50 all day	£1.45 per hour £7.25 all day
Ebenezer Street / Stanley Lane / Trinity Street / Windrush Way	£0.80 per hour £3.20 all day	£0.90 per hour £3.60 all day
Copper Street	£0.80 per hour £8.50 all day	£0.90 per hour £7.25 all day
<u>Sunday - On street</u> City Centre	£2 parking all day for all the zones	Zone 1 £1.00 per hour Zone 2 - £0.50 per hour
Sunday – Off Street City Centre	£2 parking all day for all the zones	£0.50 per hour
Peripheral Parking Zones- - On Street	70p per hour	90p per hour
Peripheral Parking Zones-Off <u>Street Car Parks</u> Alderson Road / Blade Road/ Brookside Lane / Parkers Lane / Spooner Road / Stewart Road	70p per hour	90p per hour
Parks Car Parks Hillsborough / Endcliffe / Milkhouse / Graves	70p per hour	90p per hour

Appendix B – Permit Charges

Permit Type	Current price	New price
Green Permit	Free of Charge	Free of Charge
Carers Permit (Residential)	Free of Charge	Free of Charge
Carers Permit (Organisation)	£10.00	£10.00 No increase
Visitors Books	£16.25	£17.85
Resident 1st Permit Standard	£46.80	£51.40
Trade Permits	£81.25	£89.25
Resident 2nd Permit	£93.60	£102.80
Business 1 st Permit	£93.60	£102.80
City Centre Outer Standard Price	£130.00	£142.80
Utility Permits	£162.50	£178.50
Business 2 nd Permit Standard	£187.20	£205.65
City Centre Inner Standard Price	£260.00	£285.60

Appendix C - Bay Suspensions and Parking Dispensation charges

It was recommended that the daily bay suspension fees for city centre on street bays increase from £15 to £16.50, and on street bays outside the city centre increase from £5 to £5.60. The administration fee will increase from £25 per application to £27.50. It was also recommended that the parking dispensation fee, which applies across the whole city, increases from £15 to £16.50 per vehicle per day. The administration fee will increase from £25 per application to £27.50

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