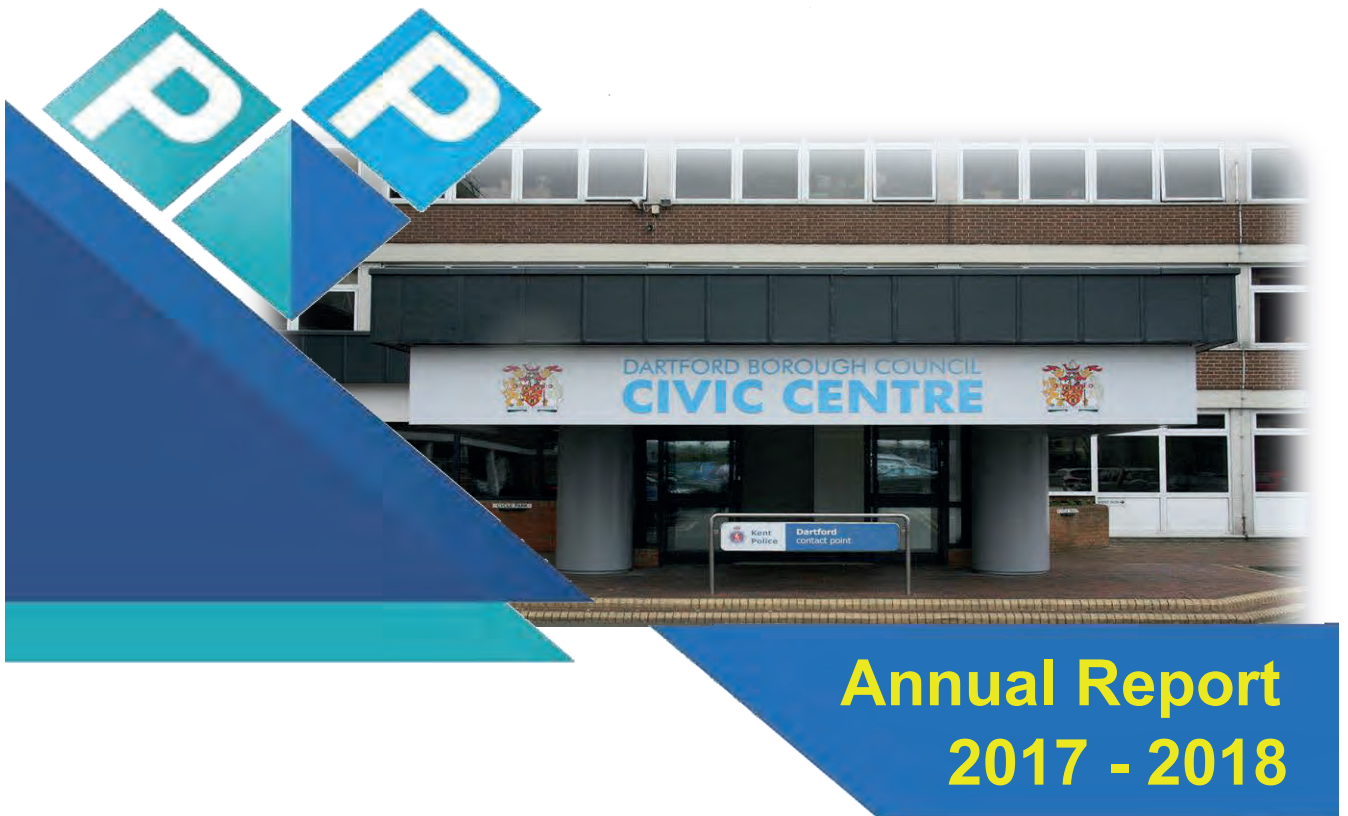


**DARTFORD**  
BOROUGH COUNCIL



# Civil Enforcement & Parking Services





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## Part 1 - Introduction

Welcome to the Annual Report of Dartford Borough Council's Parking and Civil Enforcement Services for 2017/18. This report provides information on the activities of the Service in Dartford between 01 April 2017 and 31 March 2018. The Council is required to publish this information in accordance with Part 6 of the Traffic Management Act 2004.

Documented in this report is evidence of our activities in the financial year 2017 / 2018 including how we continued working to reduce offending driver behaviour, promoted lawful parking and visitors to the town centre and positively contributed to the challenge of minimising congestion and 'keeping Dartford traffic moving'.


This report provides detailed information about our services and policies during the past financial year as well as future initiatives. It is hoped that it will provide useful information and an understanding of the services the Council provides. The report summarises the activities carried out by the service including details of achievements, future plans and related statistical information.

The focus of this year's report has been to show how we are improving services and helping to make parking easier for customers by improving parking facilities and offering various payment methods. The report highlights examples of Parking, Traffic, Network Management and KCC Road Safety teams working together to improve traffic management and road safety throughout the borough.

The main purpose of the Parking Service is to manage traffic through provision and management of parking facilities and contribute to maintaining the free flow of traffic to prevent danger and congestion through enforcement where vehicles are parked in contravention of restrictions. The report demonstrates how parking enforcement within the Borough is carried out in a robust but fair and balanced manner, for the benefit of all residents, workers and visitors. It sets out how parking enforcement links to the Local Transport Plan and the important role of parking enforcement to ensure that the transport network operates as efficiently and safely as possible.







The year ahead will see the Service continuing to look at how it can further improve services through making best use of new technologies and campaigns to encourage people to park safely and lawfully.

We are always looking at new initiatives and projects to improve the service that we provide. A detailed review of all parking services will be taking place in the near future and will include the replacement of 12 existing on-street and off-street Parking Metric pay and display machines with new IPS MS1 terminals an enhancement to our online appeals service, improving our parking services website pages and upgrading our internal parking systems 'back office function' to a new system called '3Sixty' which will be introduced in July/August 2018.

With the policy information and guidance that will be made available, motorists can make an informed decision about whether to pursue a Penalty Charge Notice (PCN) appeal without having to make verbal or written contact with the Council.

Please feel free to contact either the Enforcement Manager, Parking Services Supervisor or Senior Notice Processing Officer should you require additional information or have any questions

Enforcement Manager - [Richard.Cherry@dartford.gov.uk](mailto:Richard.Cherry@dartford.gov.uk)

Senior Notice Processing Officer - [ParkingServices@dartford.gov.uk](mailto:ParkingServices@dartford.gov.uk)

Parking Services Supervisor – [CivilEnforcement@dartford.gov.uk](mailto:CivilEnforcement@dartford.gov.uk)



**Richard Cherry**  
**Enforcement Manager**  
**Dartford Borough Council**



## Part 2 - The Highway Authority and Dartford Borough Council's supporting role

### The highway

The roads, technically known as 'carriageways', are provided for motor vehicles (although many evolved before the motor car existed) and the pavements, technically known as 'footways', are provided for pedestrians. Carriageways and footways, along with footpaths, bridleways, cycle tracks, bus ways and others, are all types of 'highway'.

Most of the highway network in the borough of Dartford is the responsibility of the local Highway Authority which is The Kent County Council. The County Council is responsible for adopting new sections of highway on new business and residential developments, and for managing all sections of the highway for everything including speed, weight and width regulations and kerb-space management regulations (yellow lines and bays).

Highways England is responsible for managing the remainder of the highway network comprising the 'trunk' roads and 'motorways'; this includes the A2, A282, M25 and the Dartford to Thurrock River crossing.

There are some roads and accesses that are not the responsibility of either the Highway Authority or Highways England because they remain in private ownership. Historically, these tend to be discreet accesses leading to small holdings or a small number of properties; and more recently, the design of streets means that the County Council will not adopt some because they do not meet highway design and build standards.

### Highways management

The County Council has the ability to introduce clearways (signs and/or yellow lines), no waiting (yellow lines and/or signs) and no loading (yellow kerb blips and/or signs) regulations for 'traffic movement' and 'road user safety' reasons. Regulations of this kind prevent vehicles from parking in certain sections of the highway because parking in these sections will cause or contribute to congestion or reduce drivers' ability to see by obstructing or partially obstructing the highway. An obvious example is when vehicles are parked on the corners of junctions preventing drivers from seeing other vehicles approaching the junction. The County Council will install 'No waiting at any time' regulations should it consider the potential consequences of the parking practice to be 'severe' enough. These installations are known as 'corner protections'.







## The Council's supporting role

Dartford Borough Council supports the County Council in its highway management responsibilities. The Council hosts quarterly meetings of the Joint Transportation Board, a committee which comprises county, borough, town and parish councillors who work with County Council officers to discuss and advise on all highway and transport related topics including highway improvements, highway maintenance, flood management, street lighting, public transport and cycle infrastructure provision, as well as kerb-space management regulations. County Council and Dartford Council officers share knowledge and information about highway management to ensure efficient and effective traffic flow.



## Parking enforcement

The Council is granted powers by the County Council to enforce 'no waiting', 'no loading bays' and some 'no stopping' kerb-space management regulations. Enforcement is limited to: double and single yellow lines; double and single yellow kerb blips; yellow and white zig-zags; bus stop clearways; loading and parking bays; and specific clearways. Kent Police enforce the remaining clearways in the borough, and has powers to enforce many other highway offences.





### Part 3 - Purpose of this report

Statutory guidance issued by the Secretary of State for Transport under section 87 of the Traffic Management Act 2004 encourages local authorities operating Civil Parking Enforcement to publish an annual report on their enforcement activities.

The Road Traffic Regulation Act 1984 first enabled councils to enforce certain parking acts. A considerable number of parking offences, primarily those concerning restricted (yellow line) parking previously remained the responsibility of the police and the police traffic warden service.

The Road Traffic Act 1991 brought about a number of key changes in the above arrangements. Parking “offences” enforced by councils were “decriminalised” and brought within the civil enforcement system. At the same time a number of additional enforcement responsibilities, such as restricted (yellow line) parking, were removed from the police and also given to Councils.

The legislative framework for local authorities to carry out parking enforcement changed on 31 March 2008 when Part 6 of the Traffic Management Act 2004, replaced parts of the Road Traffic Act 1991.

Parking restrictions are introduced through a legal order known as a ‘Traffic Regulation Order’ (TRO).

Road markings and signs provide information to motorists of the restrictions. Where a vehicle is parked in breach of a restriction a ‘Penalty Charge Notice’ (PCN) can be issued by a Civil Enforcement Officer, this officer is employed by Dartford Borough council.

This annual report is also intended to outline to the people who use our services how parking is managed in Dartford and to provide information regarding some of the services we provide. Reporting is an important part of accountability, as the transparency given by regular and consistent reporting helps people to understand and accept the imposition and enforcement of parking regulations.

Under section 55 of the Road Traffic Regulation Act 1984, as amended by the Traffic Management Act 2004, all local authorities are required to keep an account of all income and expenditure in designated (i.e. on-street, but not off-street) parking spaces which are in a Civil Enforcement Area, and of their income and expenditure related to their functions as an enforcement authority.

In respect of off-street parking places (i.e. car parks), national regulations and guidance confirm that “income and expenditure as enforcement authorities” includes income related to the issue of Penalty Charge Notices. It does not, however, include pay and display or permit/season ticket income or direct expenditure relating to the collection of that income.





## Part 4 – Civil Parking Enforcement Legislation

Dartford is one of many districts that enforce parking enforcement on behalf of Kent County Council (KCC). KCC are the Highways authority.

- A change in legislation came into force on 31st March 2008. Authorities would now enforce all parking restrictions under the Traffic Management Act 2004, known commonly as the TMA 2004.
- A second change to enforcement came into operation on the 6 April 2015. A 10 minute 'grace' period to be given to any vehicle that has expired paid (DBC car parks) or free time (limited waiting bays).
- The Act - The Road Traffic Regulation Act 1984 - is an Act of Parliament, which provides powers to regulate or restrict traffic on UK roads, in the interest of safety.
- 2004 Act - The Traffic Management Act 2004 - is an Act of Parliament that allows councils in England (outside London) and Wales to enforce parking contraventions.
- The Traffic Signs Regulations and General Directions 2016 (TSRGD 2016) - Prescribes the designs and conditions of use for traffic signs to be lawfully placed on or near roads in England, Scotland and Wales.
- General Regulations 2007 - The Civil Enforcement of Parking Contraventions (England) General Regulations 2007 - Statutory instruments designed to implement Part 6 of the Traffic Management Act 2004 in relation to the civil enforcement of parking controls by civil enforcement officers acting on behalf of local authorities

Dartford Borough Council's parking and Enforcement Service team has authority to carry out parking enforcement under powers contained within the Traffic Management Act 2004. Supporting that act are a list of nationally recognised Parking Contraventions







Each authority may draw from that list the contraventions that are relevant to enforce, all within the list will apply to every enforcing authority location. Differing towns and cities will have differing parking arrangements.

Before enforcement activity takes place, the Highways Authority, in this case KCC, will decide what the parking restrictions will be at any particular location and create a Traffic Regulation Order (TRO). This will detail, for example, if a street will have double yellow lines, a taxi rank or disabled persons parking bays.

The process involves a statutory consultation process where stakeholders are asked to comment, raise objections or suggest amendments. Once that has been agreed the relevant lines and signs will be placed on the highway.

Any lines or signs placed to inform drivers of the prevailing parking restrictions must comply to guidance contained within the Traffic Signs Regulations and General Directions 2016 and must be placed in such a manner that drivers readily know if they can park or not.

The issue of worn or missing lines or road signs that inform drivers of the prevailing parking restrictions remains a priority for Dartford. Drivers need clear non ambiguous information in order that they know exactly where they can park lawfully. We are pleased to report that Dartford maintains the support of the Kent Highways Authority in addressing without delay problems involving lines and signs.

*'Avoiding a 'parking fine' is easy, simply park properly'.* Consider the following:

*When parking on the road...*

- Look out for road/zone entry signs;
- Look out for road markings (yellow lines or bays) and read the accompanying signs when regulations apply for specific users and/or for only some of the time (a road marking alone means it applies all of the time); and
- Don't risk it if you don't understand the lines and signs – use a car park.

*And when using a car park...*

- Park your car within bay markings (it's easier for you and your passengers to get out if you park centrally within the bay); and
- Read and understand the car park signs, paying for your parking if required to do so.

If there are no kerb-space management regulations (no 'lines and signs' or parking bays)...

- Be considerate to the needs of others and park in accordance with The Highway Code





## Part 5 - Dartford Parking Provision

Dartford Borough Council has several main policy aims with respect to the provision of parking services:

- To ensure that the public highway can be used by all and that available parking space is shared between competing demands, such as residents, businesses and visitors through regulation and pricing.
- To maintain public safety on the public highway and within the borough's off-street parking areas (public car parks).
- To ensure that traffic is able to flow through the borough freely.
- To provide accessible parking for the disabled and elderly.
- To monitor parking demand from residents, businesses, visitors, etc., and provide adequate parking facilities for all.
- To maintain public, statutory and commercial access to services and amenities.
- To provide a fair, and consistent civil parking enforcement service.

Parking Services is also responsible for:

- Monitoring the use of all on street parking bays, including; resident permit holders, business permit holders, loading bays and disabled bays, etc.
- Taking enforcement action (administered 7 DBC Civil Enforcement Officers) against motorists who do not comply with parking controls within the borough. This is in accordance with the regulations as set down in the Traffic Management Act 2004 and other regulations



## Updating and Rationalisation of Pay Machines

We are some way into the process of procuring new Parking pay machines. This has involved the replacement of 12 existing on-street and off-street Parking Metric pay and display machines with new IPS MS1 terminals.

The new machines have improved specifications including several payment options. The public will have the opportunity to pay for their parking via coin or contactless card payments. The machines are easier to use and offer additional benefits including improved security features and online machine monitoring so that appropriate advice may be given to users should they enquire to Parking Services. To reduce costs we will look at where we can reduce the number of machines whilst still enabling people who want to pay by cash to do so.

A further 6 new IPS MS1 terminals/machines are due to be installed in the Acacia Car Park as part of the site's development project in the context of the Dartford town centre regeneration programme.



### Car Parks

The council operates several public car parks throughout the borough. These car parks tend to be concentrated in the areas of greatest demand, such as in or around Dartford town centre, but there is also significant provision elsewhere.

The conditions of use vary depending on where the car park is situated. Those which apply in each car park are indicated on notice boards situated at each location, including when the car park may be used and which vehicles may park there. The conditions and charges can change from time to time, so it is important that all drivers check the boards each time they visit.

Where charges apply, the location of the Pay and Display machine is usually indicated by the presence of "Pay Here" signage. As well as paying with cash and displaying a ticket in the traditional way, for a small administration fee it is also possible to pay the parking charge electronically in most of our car parks using Park mobile App and card payments can also be made.

Although there have been some changes in car park layouts over the last five years, capacities and demand have remained the same and this section confirms there is ample car parking provision for Dartford's town centre and that users favour specific parking places.

However, it also identifies considerations for the successful evolution of parking provision benefiting all highway users.







There is a mix of short stay and long stay parking provision in and around the town centre both on and off street. The provision of around four thousand five hundred spaces (4,500) varies in quality and comprises:

- 706 Council owned spaces of which 643 are general use and 162 are dedicated to Fairfield Pool and The Orchard theatre (not in general use for members of the public).
- 2311 privately owned spaces of which 1958 are dedicated to retail and 353 are provided by Network Rail.
- 609 managed spaces on street including 168 pay-and-display, 35 limited waiting, 327 permit and 34 disabled people's parking spaces. There are also loading and taxi bays provided around the town centre and the loading bays provided an additional free 45 spaces in the evenings, overnight and on Sundays.
- 332 uncontrolled on street spaces.
- A number of private parking spaces are provided by approximately thirty employers in and around the town, but the number of spaces per site and total are unknown.

All the parking tariffs for all the public parking areas were examined and all car park tariffs are similar to the Council's fifty pence per hour rate up to two hours, with the exception of Prospect Place which is free for the first two hours of parking and Priory surface car park which starts at £1.50 for the first hour. There are also around seven hundred and twenty-seven limited waiting and uncontrolled (on-street) free general use parking spaces which are being used by drivers; this excludes Prospect Place car park which added another six hundred and forty free parking spaces for stays less than two hours.



## Part 6 - Anti-Social Parking / Schools Parking

### Anti-social parking

We will consider the issue of nuisance parking such as cars offered for sale on the highway and parking on pavements and verges and look at ways in which legislation will enable Dartford Borough Council to tackle these issues utilising the Traffic Management Act 2004 and the Anti-Social Behaviour, Crime and Policing Act 2014.

### Anti-social parking at school gates

In September 2016, the council introduced a camera equipped vehicle. It is used to enforce specific restrictions, namely school restrictions and bus stops. This vehicle is operated by the civil enforcement officers, and any Penalty Charge Notices generated by this vehicle are sent by post to the registered keeper of the vehicle.

The 'School Safety' Patrol vehicle (safety vehicle) will continue to maintain an effective programme of am/pm visits to all schools within the borough using effective CCTV camera enforcement to change driver behaviour and stop parking on 'school keep clear' markings.

The Safety Vehicle employs 'automatic number plate recognition' (ANPR) camera technology to identify potential contraventions of school 'entrance markings' regulations, commonly known as 'school zig-zags' and 'school keep clear markings'. The safety vehicle replaces 'foot patrols' and is driven past schools; it is not 'parked up' and used to 'spy' on drivers parking in contravention of the regulations.

The 'School Safety Patrol' vehicle's approved device is loaded with the school zig-zag locations (patrol areas) and when the safety vehicle is driven past schools, the ANPR camera activates for the patrol areas only during the enforcement period, typically 8.00 to 9.30 a.m. and 2.30 to 4.00 p.m. An 'evidence pack' is created for each number plate it reads in each patrol area during the enforcement periods.







In time, CCTV enforcement will be expanded to cover some moving traffic offences such as bus lanes using both mobile and static cameras. It is envisaged that this may possibly begin in late 2018.

We encourage motorists to park safely away from school entrances. Information will be sent to schools (responsible parking.org – KCC Website and toolkit for schools advice / information etc.) to encourage parents and carers to park responsibly.

As a result of concerns raised with the Leader of Dartford Borough Council by a number of parents about the potential danger and impacts of irresponsible parking around schools, Councillor Jeremy Kite, MBE, has convened a Leader's Working Group to look into the issues and explore ways to improve the situation.

The group, which brings together residents, parents, local representatives, Kent Police, Kent Fire and Rescue and parking officers, has held two meetings and one of the clearest points emerging from it was the need to engage urgently with local school leaders and to capture their own experiences, support and ideas.

With 37 schools across the Borough, the Group has decided to focus on 7 primary schools in order to develop a 'toolkit' of effective measures and communications that can then be rolled-out to other schools.

The remit of the group is to seek to involve the wider community in changing behaviours around school parking through communication, publicity, advice and a targeted use of resources to impact directly on individual parking decisions that place young people in jeopardy.





## Part 7 - Dartford Borough Council Parking Services Team

### The Enforcement Manager

The Enforcement Manager is responsible for strategic and operational enforcement activities and the element of kerb-space management which balances parking demand. This means the Manager must find the right balance of managing service delivery and advising on and installing kerb-space management schemes whilst providing support and advice on parking fine specific enforcement.

### The Parking Services Supervisor

This Supervisor is responsible for the officers patrolling the kerb-space management regulations and the Notice Processing Team. The role supports the Manager in the monitoring of TRO installations ensuring compliance with TSRGD and the physical installation of the Council's TROs for kerb-space management that 'balance parking demand'.

### The Civil Enforcement Officers (CEOs)

All seven officers are trained to NVQ II in Civil Parking Enforcement and Kent Police approved under the Community Safety Accreditation Scheme (CSAS). CEOs patrol the kerb-space management regulations in the borough ensuring drivers comply with them so other highway users are not delayed or inconvenienced unnecessarily. In the course of patrolling, they offer advice in the form of local knowledge and on where and how to park in accordance with regulations. The CEOs also collect intelligence to assist local businesses and residents in the prevention of crime and provide a traffic management and support role at events such as Remembrance Parades, Dartford Festival and Dartford's Christmas lights switch on.





Their duties include:

- Dealing with parking contraventions / unauthorised parking under the Traffic Management Act 2004.
- Helping the public and acting as first point of contact on minor parking enquires, enforcement matters and even directions or assisting with local knowledge.
- Inspecting and checking pay and display machines and obtaining test tickets before issuing a PCN. If the machine is found out of order the CEO must report and if possible put a note on the machine. CEOs should only issue a PCN if there is an alternative machine in working order nearby that covers the same parking places.
- Checking and reporting defective signs and road markings. This includes signs that are obscured, damaged or deliberately spun round, broken or faded road markings. Defective or missing signs or lines may make the traffic regulation order invalid. In which case CEOs should not issue a PCN.
- Issuing warning notices
- Providing witness statements to line the manager about any incidents that may have caused obstructions, threats or assault.
- Appearing before a parking adjudicator. This is not expected to be normal or frequent but a motorist can request a CEO to attend their hearing.

### Body Camera usage / footage:

Our CEOs continue to wear state of the art 'body cameras' to record real time evidence when they find themselves in a difficult or challenging situation. These have been used on several occasions to good advantage in moderating the aggressive behaviour of some individuals, as well as addressing complaints about allegations of inappropriate actions by the officers. This CCTV footage has often exonerated Officers from complaints about their actions.

During 2017/18 the Civil Enforcement Officers were consulted regarding a refresh of their uniform. A variety of options were explored and a final list of garments was agreed. The new uniform was launched in early 2017/18 with the ultimate aim being to provide staff with more comfortable and practical clothing and footwear options to deliver a more modern look and increase the visible presence of the Officers when working in communities.





## Parking exemptions for carrying out exceptional duties

Due to the nature of the work carried out by Civil Enforcement Officers they may have to park in restricted areas incorrectly in certain circumstances. In addition and in accordance with Dartford dispensations and waivers, those vehicles used to carry out statutory duties on behalf of the Local Authority and whilst performing a specific role on behalf of DBC are exempt from the regulation around waiting, resident's bay and all council car parks.

Regardless of the above exemption, it is not permitted for Civil Enforcement Officers (or any other exempted type of vehicle) to be parked in a manner which is dangerous or causes an obstruction to any other road users.

*The exemption only applies when the vehicle is being used to undertake statutory duties.*

Should anyone consider that the exemption as detailed above is not being used correctly, any misuse should be reported to DBC, by contacting either DBC Customer Services, the DBC Council Website, DBC Parking Services- [parking.services@dartford.gov.uk](mailto:parking.services@dartford.gov.uk)

## The Senior Notice Processing Officer

This Supervisor is responsible for all of the administrative 'permit issue' and legislative 'parking fine' processes. The role requires the provision of advice on parking and inconsiderate parking matters and monitors and manages the processing of parking fines in accordance with legislative requirements.

## The Notice Processing Officers

The two officers issue parking permits and process Penalty Charge Notices (PCNs also known as parking fines). Officers are trained to NVQ III in Notice Processing and have acquired considerable highway knowledge which enables them to advise those enquiring about parking and highway related issues. They make decisions on cases communicating fairly and professionally with customers. They work within all relevant legislation and codes of practice and issue all parking permits and dispensations.


The Notice Processing Officers, are responsible for investigating the case and providing a reasoned response to the motorist, having sufficient information and knowledge to evaluate a case.

This includes:

- Signs and lines
- Contraventions and unauthorised events
- Traffic orders







All enforcement operations need a robust appeals process to ensure the customer's case is dealt with fairly and reasonably and that all Notices served meet the requirements laid down by the TMA 2004. NPO officers deal with PCNs from issue through to Bailiff Enforcement officer)

The Council's parking services team can advise on:

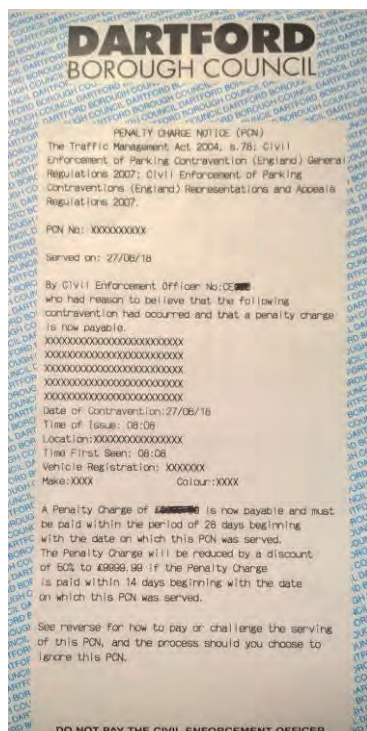
- The Council's car parks – locations, their regulations and payment options;
- The Highways England's roads;
- Kent Police force's highway responsibilities;
- The County Council's highway responsibilities;
- The Council's supporting role for highways management;
- The process via which the borough's residents and businesses can request highway management regulations;
- The eligibility and process for Resident Permit issue; and
- The legislative process for the processing of 'parking fines'.

At the very least, these officers will point enquirers in the right direction for the information they seek.

### Higher and Lower Penalty Charge Notices (Challenge, Formal Representation and Appeal):

We enforce two different rates of penalty charge: £70 and £50. In simple terms, this means the more serious the contravention is considered to be, the greater the penalty charge. The Traffic Management Act 2004 (TMA04) lists what the parking contraventions are and the rates at which they are to be applied.

If a driver does not contest a PCN and pays it within 14 days, the penalty charge is reduced by half to £25 and £35.





Every driver who receives a PCN has a right of appeal if they feel there is a real and genuine reason for not paying. The appeal is considered by Dartford Borough Council first informal stage. If the driver is not happy with our decision they can then take their to the Independent Traffic Adjudicators at the Traffic Penalty Tribunal (TPT). This formal process is conducted according to national guidelines.

The decision of the Independent Traffic Adjudicators is final. Often the adjudicators will issue advice to local councils on how matters should be dealt with in the future and all authorities are obliged to consider that advice. This could be, for example, to relocate signs, informing drivers of parking restrictions

Although the Parking Services team is primarily involved with Civil Parking Enforcement, it does much more, such as providing supporting roles at community events to providing advice on where best to park one's car when attending those events. This illustrates that delivering parking services in the Borough of Dartford is not just about enforcement.

### Differential parking penalties

These have applied across Dartford since July 2007. There are two categories for civil parking contraventions:

'Serious' (higher level) which attract a higher rate penalty charge and 'Less Serious' (lower level) which attract a lower rate penalty charge.

Serious – stopping where prohibited, parking on the footway, waiting on single or double yellow lines. In general, these contraventions could result in obstruction or danger to other road users.

Less serious – overstaying the time purchased, not displaying a valid pay and display ticket, not parking correctly within a parking bay or space, etc. In general, these contraventions would not result in obstruction or danger and may be the result of a motorist's oversight, forgetting to correctly display a valid pay and display ticket, or not returning to their vehicle before their ticket expires.

The higher and lower categories are considered fairer to motorists as they serve to ensure that those motorists who committed less serious contraventions are not charged at the same rate as those who caused obstruction or danger to others by committing the more serious contraventions.





## Part 8 - Dartford Borough Council's approach to delivering Parking Services

### Joint working with all Councils in Kent

We will continue to work with other Councils throughout Kent. Where appropriate we will look at consistency of parking policies such as concessions for blue badge holders and when considering procurement, fully evaluate the best method either through using an existing Framework or a separate tender. Through utilising each other's experience we will look at all service areas where we could deliver efficiency savings. DBC Parking Services Supervisors meet on a quarterly basis with all other Kent boroughs where all aspects of parking services delivery, information exchange, good practice and learning outcomes for improvement are discussed and reviewed.

### Promoting Dartford

We will work with traders and the DBC Communications, Marketing and Commercial Manager, to encourage people to visit to Dartford. We will encourage them to promote the value of Dartford Car Parks compared to private operators and review how advertising in car parks and on tickets can promote businesses throughout the town. Our car park charges are regularly reviewed and once again there has been no increase in charges/fees applied and free parking (with the exception of Westgate Surface Car Park - £1 night charge), remains available between 8pm and 8am daily, along with free parking on Sundays.

### Performance Audit

On the 4th April 2018 the Service was audited by the Government Internal Audit Agency on behalf of the Driver and Vehicle Licensing Agency. In instances where the recipient of a Penalty Charge Notice does not pay or challenge the Council it applies to the DVLA for details of the registered keeper of the vehicle. These audits are conducted to ensure that authorities are accessing and using vehicle keeper details in a correct and lawful manner and have appropriate information security measures in place. The overall audit rating was green and the report highlighted that a "high level of compliance was demonstrated".





## Part 9 - Parking management in residential areas / Permit Schemes / Disabled Bays

In areas of high demand, or in response to acute local need, the council operates a number of dedicated on street disabled bays within the borough. These bays may only be used by vehicles which are clearly and correctly displaying a valid Blue Badge which is being used in accordance with the rules of the Blue Badge Scheme.

If the vehicle is not being driven by the badge holder, the journey must be for the badge holder's purposes (i.e. to drop the badge holder off or pick them up). It cannot, for example, be used by someone other than the badge holder to pick up a prescription or go shopping for the badge holder; they must be personally present during the journey.

In some busier areas, where space is limited, it is necessary for blue badge holders and goods vehicles to share the bays by allowing each group access at different times. The signs there will show who can use the bays at what times.

Vehicles clearly and correctly displaying a valid Blue Badge and a correctly set time clock can also park on double or single yellow lines, provided that they are not causing an obstruction and that no other parking restriction prevents them from doing so. For example, blue badges cannot be used where a loading ban is in force, or in bays reserved for other types of vehicle (such as goods vehicles, bus stops, residents, etc.). More detailed information on where blue badges may and may not be used is provided in the guidance booklet issued by the Government and sent out with each blue badge.

### Permit Parking Zones

The council operates a number of residents' parking schemes in the borough. There is a general presumption that a vehicle legally on the road may park on any unrestricted public road, provided no obstruction is being caused. Permit parking schemes are, therefore, only introduced where the council considers that there is an exceptional commuter parking issue in connection with a significant "parking generator", such as concentrations of high employment or in areas surrounding hospitals, transport hubs and sporting arenas or other attractions.

When restrictions within a residents' parking zone are in force, any vehicle parking within the zone which is not exempt (such as an operational emergency services vehicle) must display a valid permit in order to park within the zone. Failure to do so may result in the issue of a Penalty Charge Notice. Please note that blue (disabled) badges are not valid for use in these circumstances. The following types of permit are valid for use in residents' parking zones:

- A resident permit showing that it is valid for use in that zone;
- A visitor scratch card, with the date/time correctly showing, valid in that zone;





The days and times when restrictions apply can vary from zone to zone, although most of them tend to operate on weekdays between 9.00am and 6.00pm to deal with commuter-related parking issues. The permit's conditions of use are set out on the application form and accompanying notes.

Please note that restrictions apply on Bank Holiday Mondays or other public holidays, unless the signs within each zone show otherwise.







## Part 10 - Parking Services service and project delivery in 2017/18

In addition to the daily operations of the Parking Services team and the introduction of parking management projects, the service has undergone a number of improvements over the last year. The changes were focused around improved efficiency, effectiveness and quality of service delivery.

### New Technology and the digital future

As more people use online services in their everyday lives the council is moving to make parking services more available online. However, we have taken into account that not everyone has access to a computer so traditional methods to access services are still available. We are looking at virtual resident and visitor permits and we will also consider how we can, utilising new technology such as parking apps, provide journey planning information to people planning to visit Dartford. We will look at how various separate systems could link to commonly available apps to provide comprehensive information to customers.

### Permit and PCN administration

This project has provided a significant step forward and involved the migration to new systems for the processing of permit applications and PCN processing. One of the biggest benefits of the new systems is the self-serve functionality via the Council's website.

Permits: Residents can now apply online for Resident Permits and manage any changes too. The system will also be configured to manage applications for other services like Vehicle Access Markings, Disabled Persons Parking Bays and bay suspensions making those processes simpler for applicants..

PCNs: Drivers caught leaving their vehicle in contravention of regulations can now view the evidence online via the Council's website and either challenge the serving of the PCN or pay the penalty charge. The evidence remains available for the duration of the statutory process and adjudicators may also use the functionality should the driver choose to appeal to the Traffic Penalty Tribunal.

Parking Terminals / Machines: The replacement of 12 existing on-street and off-street Parking Metric pay and display machines with new IPS MS1 terminals / machines.

New and upgraded, more efficient, Notice Processing Software 'Parking 3Sixty' – expected August 2018. This will provide a more efficient, reliable and user friendly system, for processing PCN's and for dealing with challenges and representations.





<b>Penalty Charge Notices Served</b>	
Total number of PCNs served	11185
Higher level PCNs served (Statutory guidance)	8503
Lower level PCNs issued (Statutory guidance)	2682
Regulation 9 PCNs served	10577
Regulation 10 PCNs served	608
PCNs served - on-street	10025
PCNs served - off-street	1160
<b>Penalty Charge Notices Served</b>	
PCNs paid (Statutory guidance)	7696
PCNs paid at the discounted rate (Statutory guidance)	6152
Charge Certificates registered	2006
Warrants of Control issued	1264
PCNs cancelled / PCNs Written-off	1903
<b>Appeals to the Traffic Penalty Tribunal</b>	
Total number of appeals to the Traffic Penalty Tribunal	28
Appeals allowed	8
Appeals dismissed	15
Appeals not contested	5



## Part 12: Appendix 'B' On Street and Off Street Car Parking 2017 – times, cost, etc.

### Off-street parking areas 2017: Dartford Town Centre

Name	Type	Payment control	Days of operation	Hours of operation	Maximum stay	Motor cycle	DPPBs	Parent & Child	Reserved	General use	Total No. of spaces
Acacia Hall	Surface	P&D	Mon to Sat	8am to 8pm	All Day	-	13	-	32	178	223
Civic Centre	Surface	Free	-	At any time	1 hour	2	2	-	-	7	11
Cranford Rd	Surface	Free	Mon to Sat	8am to 8pm	2 hours	-	2	-	-	19	21
Fairfield Pool	Surface	Free	-	-	-	-	4	-	-	131	135
Highfield Rd	Surface	P&D	Mon to Sat	8am to 8pm	All Day	-	-	-	-	50	50
Overy Street. (Rebore)	Surface	P&D	Mon to Sat	8am to 8pm	All day	2	-	-	-	22	22
Overy Street (Rose)	Surface	P&D	Mon to Sat	8am to 8pm	All day	-	-	-	-	41	41
Overy Street (Irish)	Surface	Permit Holders	Mon to Sat	8am to 8pm	All day	-	-	-	-	23	23
Overy Street (Wickes)	Surface	Permit Holders	Mon to Sat	8am to 8pm	All day	-	-	-	-	14	14
Orchard Theatre	Surface	Permit Holders	-	-	All day	-	6	-	10	11	27
Springvale	Surface	P&D	Mon to Sat	8am to 8pm	All day	-	-	-	-	21	21

Name	Type	Payment control	Days of operation	Hours of operation	Maximum stay	Motor cycle	DPPBs	Parent & Child	Reserved	General use	Total No. of spaces
Westgate	Surface	P&D	Mon to Sat	8am to 8pm Plus Overnight Charge – Mon /Sat	All day	10	7	-	6	105	118
Network Rail	Surface	P&D			All day	-	3	-	-	153	156
Network Rail	Surface	P&D	Mon to Fri Saturday Sunday	24/7	All day	5	4	-	13	180	197
Orchards	Multi-storey	P&D	Mon to Sun	8am to 12am	All day	-	5	-	-	238	243
Priory	Multi-storey	P&D	Mon to Sat Sunday	7am to 7pm 9am to 5pm	All day	-	28	-	-	413	441
Prospect Place	Surface	P&D	Mon to Sat	8am to 6pm	4 hours	-	24	6	-	610	640
Sainsbury's	Surface	P&D	Mon to Sat	8am to 5pm	All day	4	8	9	-	377 (185 lost for market)	394
Aldi	Surface	Pay on Exit Free for customers	Mon to Sat Sunday	8am to 8pm 10am to 4pm	All day	-	9	5	-	150	164
Wickes	Surface	Free for customers	Mon to Sat Sunday	7am to 8pm 10am to 4pm	1½ hours	-	3	4	-	69	76
Lidl	Surface	Free for Customers	Mon to Sat Sunday	-	1½ hours	-	-	-	-	-	-



## Part 12: Appendix 'B' On Street and Off Street Car Parking 2017 – times, cost, etc.

### On-street parking areas 2017: Dartford Town Centre

Site	Primary parking control	Maximum duration	P&D M-S 8am - 6.30pm 15 hours NR 2 hours	Motor cycle	DPPBs	Business Permit holders only M-S 8am- 6:30pm 1 hour NR 1 hour	Permit holders only (some time limited)	Limited Waiting: (some time limited)	Loading (No. of bays)	Taxi	Uncontrolled	Total No. of spaces
Anne of Cleves Road	Resident Permit	Unlimited	-	-	1	-	46	-	-	-	41	88
Cranford Road	Resident Permit	Unlimited	-	-	-	-	41	-	-	-	-	41
Darenth Road	Mixed	Unlimited	30	-	-	-	-	-	-	-	46	76
Essex Road	Limited waiting	2 hours	-	-	-	-	-	13	-	-	-	13
Gordon Road	Resident Permit	Unlimited	-	-	-	-	57	-	-	-	-	57
Heath Street	Pay & Display	Unlimited	27	-	-	-	-	-	-	-	-	27
High Street	No parking	0 hours	-	-	-	-	3	-	-	-	-	3
Highfield Road	Uncontrolled	Unlimited	-	-	-	-	-	-	-	-	14	14

Site	Primary parking control	Maximum duration	P&D M-S 8am - 6.30pm 15 hours NR 2 hours	Motor cycle	DPPBs	Business Permit holders only M-S 8am- 6:30pm 1 hour NR 1 hour	Permit holders only (some time limited)	Limited Waiting: (some time limited)	Loading (No. of bays)	Taxi	Uncontrolled	Total No. of spaces
Hythe Street	Mixed	1 hour	6	-	3	1	-	-	3	6	-	19
Ingram Road	Resident Permit	Unlimited	-	-	1	-	5	-	-	-	-	52
Instone Rd	Mixed	1 hour	-	-	2	-	-	-	-	-	5	7
Junction Road	Resident Permit	2 hour	-	-	-	-	13	3	-	-	-	16
Kent Road	Pay & Display	1 hour	9	-	-	-	-	-	1	-	-	10
Market Street	Pay & Display	1 hour	31	-	9	1	-	-	1	-	-	42
Mount Pleasant Road	Resident Permit	2 hour	-	-	-	-	57	17	-	-	-	74
North Street	Uncontrolled	Unlimited	-	-	-	-	-	-	-	-	4	4
Orchard Street	DPPBs	3 hours	-	-	3	-	1	-	2	-	-	6
Overy Street	No parking	2 hours	-	-	-	-	-	2	-	-	-	2

Site	Primary parking control	Maximum duration	P&D M-S 8am - 6.30pm 15 hours NR 2 hours	Motor cycle	DPPBs	Business Permit holders only M-S 8am- 6:30pm 1 hour NR 1 hour	Permit holders only (some time limited)	Limited Waiting: (some time limited)	Loading (No. of bays)	Taxi	Uncontrolled	Total No. of spaces
Phoenix Place	Uncontrolled	Unlimited	-	-	-	-	-	-	-	-	53	53
Priory Hill	Mixed	Unlimited	20	-	-	-	-	-	-	-	65	85
Priory Place	Uncontrolled	Unlimited	-	-	-	-	-	-	-	-	6	6
Priory Road (South)	Uncontrolled	Unlimited	-	-	-	-	-	-	-	-	20	20
Spital Street	Mixed	1 hour	27	-	9	1	3	-	4	-	3	47
Springvale (north)	Uncontrolled	Unlimited	18	-	-	-	-	-	-	-	23	41
Springvale (south)	Uncontrolled	Unlimited	-	-	-	-	-	-	-	-	36	36
Suffolk Road	Mixed	3 hours	-	-	6	-	12	-	-	3	-	21
Summerhill Road	Uncontrolled	Unlimited	-	-	-	-	-	-	-	-	15	15
Trinity Gardens	Uncontrolled	Unlimited	-	-	-	-	-	-	-	-	14	14



Site	Primary parking control	Maximum duration	P&D M-S 8am - 6.30pm 15 hours NR 2 hours	Motor cycle	DPPBs	Business Permit holders only M-S 8am- 6:30pm 1 hour NR 1 hour	Permit holders only (some time limited)	Limited Waiting: (some time limited)	Loading (No. of bays)	Taxi	Uncontrolled	Total No. of spaces
Vaughn Close	Uncontrolled	Unlimited	-	-	-	-	-	-	-	-	7	7
Westgate Road	Resident Permit	0 hours	-	-	-	-	24	-	-	-	-	24

## Part 13: Appendix 'C' – Additional Information

### Monitoring the Council's Parking Services operation

#### Honesty remains the best policy...

The Council, in its supporting role to the County Council, has a responsibility to administer CPE in a fair and reasonable manner whilst ensuring the efficiency and effectiveness of service delivery. Additionally, given the 'interest' from some quarters of the media and some members of society, this section provides facts and figures about the Council's parking provision and its enforcement related activity under CPE.


#### Legislative requirements and guidance

There are a number of bodies suggesting the data to be reported by local authorities and the following is that of the Department for Transport's 'Operational Guidance to Local Authorities: Parking Policy and Enforcement' and PATROL's 'Annual Report Toolkit 2015 which incorporates the Department for Communities and Local Government's 'Local Government Transparency Code 2015'.

#### Correspondence response times

The paragraph references are to 'DfT's Operational Guidance to Local Authorities: Parking Policy and Enforcement'.

Activity	Statutory limit	BPA suggested target from date of Service, receipt of communication or relevant activity.	Dartford Borough Council's average
Response to challenge or pre-Notice to Owner (NtO) correspondence	None given; stated 'in a timely manner'	14 days (para.11.10)	< 10 working days
Response to a representation against a PCN	56 days	21 days (para.11.28)	< 10 working days
Response to a representation against immobilisation or removal	56 days	21 days (para.11.28)	N/A
Response to a referral by the adjudicator for re-consideration of mitigation	35 days	-	< 10 working days
Despatch of a postal PCN	28 days if the DVLA request is sent within 14 days of the appropriate date, or longer if DVLA information is not received	14 days (para. 8.64)	< 10 working days
Despatch of Notice to Owner (except where the NtO is a PCN)	6 months from the 'relevant date' – normally the date on which the PCN is served. (See para. 10.32 for other instances.)	56 days (para. 10.32)	30 days



Removal of an immobilisation device	None given	Within one hour of payment being received, with a maximum time limit of two hours (para. 8.99)	N/A
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## Part 13: Appendix 'C' – Additional Information

### The process for the introduction of parking management schemes

Dartford Borough Council's process		The statutory process
Activity	Explanation	Requirement or not
Information gathering survey	This is a 'generic' survey which draws out specific information needed to ascertain parking elements including demand, practices, users, solution preference and whether or not 'the majority' believe the parking practices warrant intervention by the Council.	This is not a statutory stage of the TRO process; however, it is an efficient way to determine whether or not to commence it.
Analysis	Statistical and thematic analysis of the results is completed and feedback provided to the local ward councillors. A decision is taken about whether or not to proceed to full scheme design.	This is not a statutory stage of the TRO process.
Draft TRO proposals	Full scheme design with consideration to balancing the views of the respondents and balancing the demands of numerous users. There are two basic options for scheme type: <ul style="list-style-type: none"> <li>For streets with properties with off-street parking provision: Single yellow line type solution set to prevent commuters parking on-street all day. Properties have their own off-street provision and therefore do not need to park on-street.</li> <li>For streets with properties without off-street parking provision: Permit parking type solutions are necessary because residents and their visitors have no option but to park on-street.</li> </ul>	This is a statutory stage of the TRO process.
Public Notice: Statutory consultation	Consult on 'proposes to make' TRO for a minimum twenty-one day period.	This is a statutory stage of the TRO process.
Analysis	Statistical and thematic analysis of the results is completed and feedback provided to the local ward councillors. A decision is taken at Cabinet about whether or not to deliver the parking management scheme or a version of it.	This is a statutory stage of the TRO process.
Finalise TRO	Re-draft the TRO balancing the views of the consultation responses, councillors and Cabinet.	This is a statutory stage of the TRO process.
Public Notice: Notification	Notification that the Highway Authority 'has made' the TRO confirming the date of its effectiveness.	This is a statutory stage of the TRO process.
Scheme installation	Co-ordinate the installation of lines and signs with the permit administration process.	This is a statutory stage of the TRO process.



## Notes

