



**Parking
Services
Annual Report
2017/18**



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1. Introduction

Welcome to Cumbria County Council's Parking Services Annual Report for 2017/18. This report provides information on the activities of the Service across the county during the 2017/18 financial year.

The Council is required to publish this information in accordance with Part 6 of the Traffic Management Act 2004 and the Local Government Transparency Code 2015.

2. Parking enforcement background

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'. 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' can be issued by a Civil Enforcement Officer, this officer is employed by the local authority.





3. Aims and objectives

Cumbria County Council is responsible for the enforcement of on-street parking across the county and selected off-street parking places. Enforcement is carried out by the Council's in-house Parking Services team to ensure that the finite number of parking spaces are shared fairly between residents, businesses and visitors. The Council is also responsible for issuing a variety of parking restriction exemption permits or certificates in certain areas of the county. The Service fulfils an essential role in supporting and delivering *Moving Cumbria Forward: Cumbria Transport Plan Strategy 2011-2026*.

The aims of Cumbria County Council's Parking Services team are to:

- Manage parking to improve road safety and traffic movement.
- Manage the available parking for the benefit of the local economy and community.
- Cover the costs of enforcement, including parking restriction signs and lines, from Penalty Charge Notice income.
- Provide a better understood Parking Service and improved public facing role for Civil Enforcement Officers who will act as ambassadors on behalf of the Council.

The management of parking contributes to achieving the aims of the Cumbria Local Transport Plan and specifically supports the delivery of Council Plan priorities. The Council's vision is to be "a Council that works with residents, businesses, communities and other organisations to deliver the best services possible within the available resources".

The outcomes describe what the Council wants to achieve for the people of Cumbria. These provide a clear focus for everything the Council does:

- People in Cumbria are healthy and safe.
- Places in Cumbria are well-connected and thriving.
- The economy in Cumbria is growing and benefits everyone.

In delivering its aims and objectives the Parking Services team supports the Council's new ways of working and "putting customers at the heart of everything we do". The new ways of working will entail:

- Working with partner organisations and communities to achieve shared aspirations.
- Exploring new ways to deliver services and maximise our resources.
- Acting early to achieve better outcomes.
- Giving our customers choice and easy access to online services.

Cumbria County Council

Disc Parking

Parking Discs are used to control parking in this area. They allow **On-street Parking** for a limited period of time.



Parking restrictions are in place to ensure a regular turnover of parking spaces to support local businesses and the wider community. On arrival check for any parking restriction signs and/or road markings. If you are permitted to park set the disc at the time of arrival. Display the disc clearly inside the front windscreen. For advice please contact Parking Services:

e: parking@cumbria.gov.uk
 w: www.cumbria.gov.uk/parking
 t: 0300 3032992

cumbria.gov.uk

Serving the people of Cumbria



The Council's core principles when delivering the above are:

- Focusing on the most vulnerable.
- Managing demand.
- Supporting communities to thrive.

In delivering these aims and objectives the Service works with Cumbria's 6 district councils, the Lake District National Park Authority and other partners who manage the majority of off-street parking facilities around the county. The above organisations also work with Cumbria County Council in their capacities as planning authorities to consider new developments and associated parking provisions and travel options.

The Council's parking policies are available at www.cumbria.gov.uk/parking

4. Operational activities

Background information

In May 2014 Cumbria County Council's Cabinet made the decision to return on-street parking enforcement duties to the authority from the various district councils who had previously delivered the service under the terms of an Agency Agreement. The majority of off-street parking enforcement in car parks still rests with the district councils and other land owners. The decision to bring the on-street service back in-house was taken to ensure the delivery of a cost effective and consistent parking enforcement service across Cumbria. Civil Enforcement Officers enforce parking restrictions where Traffic Regulation Orders are in force. Elsewhere, where parking causes an obstruction of the highway, the police are responsible for enforcement as with moving traffic offences.

The management of traffic and parking sits within a dynamic and changing context, therefore constant adjustment and improvement is necessary to guarantee effective and responsive management. The Council will continually monitor the performance of the Parking Services team to assess the effectiveness and impact of the parking enforcement activity undertaken by Cumbria County Council.

Working arrangements

The Service employs a team of 25 full-time equivalent Civil Enforcement Officers plus three mainly operational Parking Team Leaders. To support their work a team of 6.4 full-time equivalent office-based staff process Penalty Charge Notice appeals and payments, issue on-street parking permits and deal with parking related queries and complaints. The Service is managed by the Parking Manager who reports to the Senior Manager Regulatory Services. All Parking Services staff are employed directly by Cumbria County Council and the structure chart is provided on page 18.

To address community concerns and to provide a more effective and responsive service 4 additional Civil Enforcement Officers joined the Service in the autumn of 2017. The Officers work as part of a 7 day per week shift system generally between the hours of 07:00 and 19:00 but outside these times if as required to address parking related issues. The Officers work every day of the year, including public holidays, with the exception of Christmas Day, Boxing Day and New Year's Day.





Car parks

The Council operates 2 off-street pay and display car parks in Carlisle city centre. The Parking Service team are responsible for enforcing the Cecil Street car park and the facility at the rear of the Council’s headquarters, Cumbria House on Botchergate, Carlisle. An *Off-street Public Car Parks Management Plan* details the operation of the facilities and is available on the Council’s web-site at www.cumbria.gov.uk/parking The pay and display machines offer a variety of payment methods including cash coins, card chip and pin and card contactless.

School parking initiatives

The Team regularly receives reports regarding inconsiderate parking outside schools which creates potential safety issues for children and other road users. Civil Enforcement Officers have visited a number of areas across the county to carry out enforcement and educational patrols which have been well received by schools, parents and the wider community. The Service has established regular dialogue with the Council’s school crossing patrol service provider, Orian Solutions, to share information relating to parking concerns. Regular visits to schools are undertaken across the area, both proactively and reactively, throughout the academic year at both the start and finish of the school day. The Service is represented at the multi-agency Collision Reduction and Safer Highways Group (CRASH) which promotes engagement with other partners and stakeholders.



Blue Badge abuse

The Team continues to issue Penalty Charge Notices relating to the misuse of Blue Badges and reports instances of abuse of the process to the Council’s Blue Badge Team. Civil Enforcement Officers have identified some motorists using other individual’s Blue Badges, using expired Badges or those belonging to the deceased. The Service also works in partnership with a number of organisations representing the interests of disabled persons to assist in tackling this issue for the benefit of the wider community.

Partnership working

Although the Service’s Civil Enforcement Officers issue Penalty Charge Notices for contraventions there are many parking related issues which do not fall within their remit. During their enforcement patrols Officers regularly identify vehicles which appear to be abandoned, untaxed or uninsured. Such vehicles can cause frustration as they take up valuable parking spaces as well as presenting a potential danger to the local community. As part of their routine duties the Officers will note the details of any vehicles presenting a cause for concern, carry out some open source searches on their return to base and, as appropriate, report the issue to the relevant enforcement agency.

This initiative has resulted in regular referrals being made district councils, Cumbria Constabulary and the Driver and Vehicle Licensing Agency.

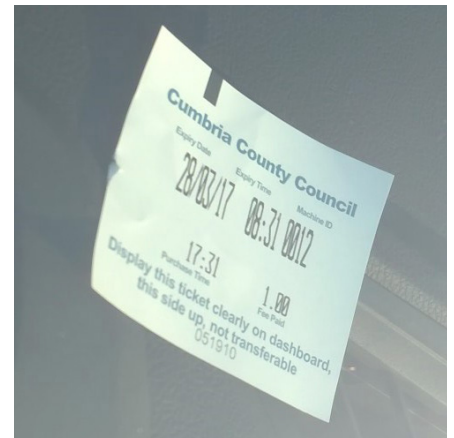
The Service works closely with officers from Cumbria Constabulary to jointly address parking related issued. During 2017/18 Cumbria Constabulary established multi-agency hubs in each district area to facilitate partnership working and problem solving. The Council's Parking Team Leaders regularly attend the hubs in their respective areas which is promoting a closer working relationship with Police Officers and Police Community Support Officers.

The Service has formed a partnership with Stagecoach North West, the major public transport operator across Cumbria. The Parking Manager attends regular meetings of the Punctuality Improvement Partnership with senior staff from Stagecoach North West and colleagues from the Council's highways team. Irresponsible parking can impede bus access, disrupt routes and delay journeys for passengers and other road users. The quarterly meetings review areas of concern and agree how the Council is able to assist Stagecoach North West. The Parking Services team have regular dialogue with Stagecoach North West and other public transport providers to address parking concerns as soon as they develop.

During the course of 2017/18 Officers participated in a blindfold walk in Carlisle city centre. The event was organised by the Royal National Institute of Blind People, Guide Dogs for the Blind Association and Cumbria societies for the blind. The initiative highlighted the challenges faced by blind and partially sighted people when presented with inconsiderate parking and street furniture. The event was covered by local media and the Service will continue to work with these organisations to assist their members.

Ambassadorial work

The Council's Civil Enforcement Officers have a highly visible presence across Cumbria. During their shifts Officers will frequently provide directions to local services and places of interest, report crimes and assist other agencies including the emergency services. Officers carry a supply of free parking disc clocks, which the Service funds, to hand to customers if required. The Officers are trained to administer basic first aid and have received heart start training in the use of defibrillator machines.





The Service regularly receives compliments and positive feedback regarding the conduct of its office based and front line staff. In these instances the comments are relayed to the team member concerned and their manager. In addition the Parking Manager will contact the correspondent to acknowledge their sentiments.

Just to say a massive thank you. My renewal permit arrived in the post today.

Thank you! My permit has arrived today, excellent service, prompt, efficient and with such a friendly manner.

It's very refreshing speaking to someone who knows his job so well.

Thank you so much. You provide a tremendous service.

Am profoundly impressed by your efficiency.

Your assistance and information is very much appreciated and the speedy response from your department to be commended.

May I just say thank you, it's been great to see the traffic officers.

Thank you for the prompt response, great service.

Many thanks for supporting our event.

Civil Enforcement Officer's uniform and equipment

During 2017/18 the Service launched its new Civil Enforcement Officer uniform. The new garments provide staff with more comfortable and practical clothing and footwear options, deliver a more modern look and increase the visible presence of the Officers when working in communities. The yellow outer garment, which Officers wear at all times, is assisting in encouraging parking compliance and making them more identifiable to all road users and pedestrians.

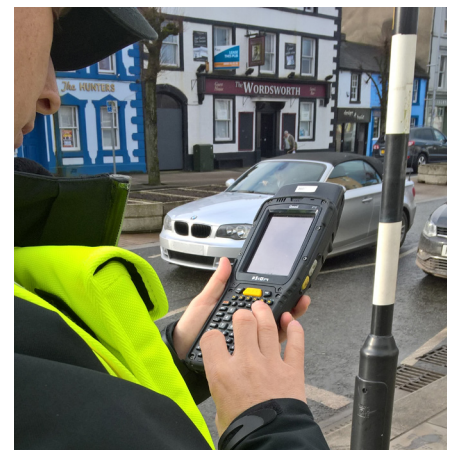
The Service has also embraced new technology to improve the offer to customers. All Civil Enforcement Officers are equipped with Windows phones enabling them to receive calls and e-mails while on patrol. This has assisted in improving the response time to complaints and queries as the office-based staff can e-mail photographs and details of complaints directly to the Officer. 2018/19 will see the Officers being issued with new lone working devices to enhance their safety and wellbeing and the Service also plans to procure new hand held computers for the issue of Penalty Charge Notices.

Training and development

A variety of internal and external courses have been delivered to staff including information security, safeguarding, conflict management, parking enforcement legislation, Penalty Charge Notice appeals and first aid. Training and development requirements for 2018/19 have been identified and are in the process of being procured. Front line and office based staff receive regular 1:1 meetings and supervision sessions with their respective line manager. In addition managers undertake monthly internal audits of staff performance which assists in delivering a transparent and consistent service.

Enforcement Agents

In 2017/18, following a procurement exercise, the Council signed a contract with enforcement agents to pursue payment of unpaid Penalty Charge Notices on behalf of the authority. Equita Limited were selected as the Council's enforcement agents and were awarded a 3 year contract with an optional 1 year extension. Guidance on the roles and responsibilities of enforcement agents can be accessed at www.cumbria.gov.uk/parking.



5. Customer engagement

Transactional activities

The Service delivers a high profile, public facing operation issuing approximately 37,000 Penalty Charge Notices and 25,000 free on-street parking permits each year. A number of changes were implemented in 2017/18 to enhance service provision.

Policies and procedures

The Service has developed a full suite of policies and procedures which are published on the Parking Services section of the Council's web-site at www.cumbria.gov.uk/parking

These comprise of the following:

- *Parking Enforcement Policy*
- *Guidance policies for the enforcement and cancellation of Penalty Charge Notices*
- *Body Worn Video Device and Hand Held Unit Policy*
- *Off-street Public Car Parks Management Plan*

The Service has also introduced a number of internal policies including an *Operations Manual for Civil Enforcement Officers*, a *Records Retention and Disposal Schedule* and an *Internal Audit Plan*.

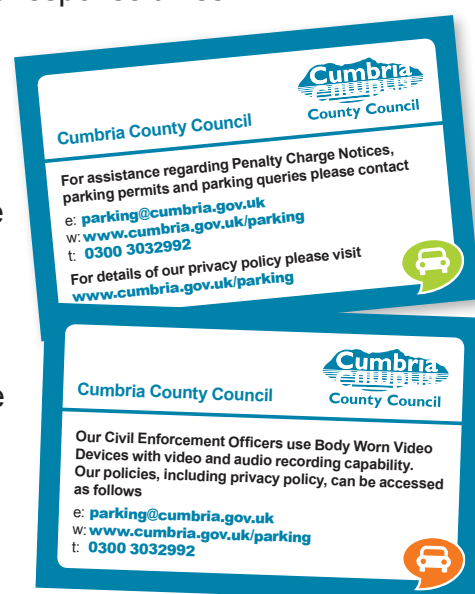
The above documents, accompanied by regular internal monitoring, will assist in ensuring that the Council delivers a fair, transparent and consistent Parking Service.

Customer contact

During 2017/18 the Parking Services pages of the Council's web-site were reviewed and refreshed to improve navigation, readability and content. This included a new page detailing the stockists of the free parking disc clocks across the county which is updated as the distribution network expands. A new on-line application portal for on-street parking permits was developed in conjunction with the Council's ICT team and will be launched on the Council's web-site during 2018/19. This new facility will enable customers to securely upload supporting documentation for their application direct to the portal and incorporates district based overviews of parking permit entitlement and a postcode based address lookup facility. By reducing the volume of postal parking permit applications it is envisaged that this new process will improve response times.

2018/19 will see eligible customers in the Barrow locality being issued with new style visitors parking permits, which will greatly enhance on-street parking access for their visitors. The administration process for on-street parking permits in the Eden locality will move to a new computerised database, this in conjunction with a renewal programme for each parking zone. These enhancements will significantly improve the offer to residents in both districts.

All Service staff are issued with contact cards to distribute to customers which provide a signpost for parking related queries. The cards are very well received and advise customers of the contact mechanisms should they have a query regarding a Penalty Charge Notice, parking permit or any other parking related issue. The cards also serve to advise customers that the Council's Civil Enforcement Officers use body worn video devices and how they can access further details regarding the policies and procedures.



6. Transparency and accountability

Council committees

The Service reports to the Council's 6 area based local committees at least once per year. Local committees comprise of the Council's elected members for each district area; namely Allerdale, Barrow, Carlisle, Copeland, Eden and South Lakeland. The reports provide Members with an update on the Service's activities in their respective locality including details of Penalty Charge Notices issued, initiatives, emerging trends and staffing developments. Members also receive a monthly update for their respective district providing a more localised breakdown of activities and developments. These updates ensure that Members are fully apprised of the activities in their respective electoral divisions which assists in providing an enhanced service to local communities.

Full details of committees, reports and minutes can be accessed via the Council's web-site at www.cumbria.gov.uk

Performance audits

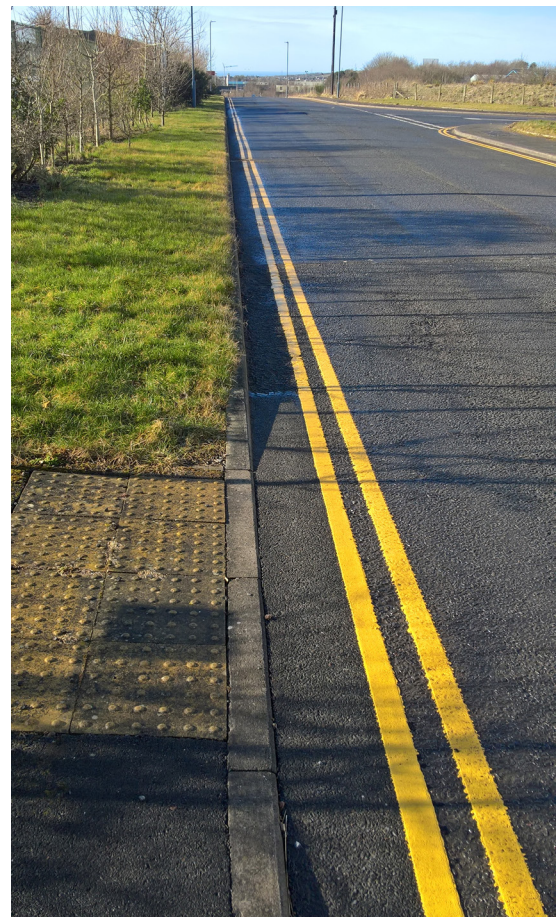
In October 2017 the Service was audited by the Driver and Vehicle Licensing Agency. In instances where the recipient of a Penalty Charge Notice does not pay or challenge the Council applies to the DVLA for details of the registered keeper of the vehicle. These audits are conducted to ensure that authorities 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". This was the second such result for the Service during the course of the calendar year following a similar DVLA audit conducted during March 2017.

Transparency

In 2017/18 the Service received 40 separate requests for information under the Freedom of Information Act 2000 compared to 19 requests in 2016/17. A number of requests were also received from various media outlets for quotes to assist with articles and features. Consequently the Service's work was highlighted in various media outlets including local newspapers and radio stations. Each contact was responded to in a timely manner providing the information requested.

The Council submits annual performance statistics to the Parking and Traffic Regulations Outside London Joint Committee (PATROL). These reports indicate the number of Penalty Charge Notices issued, paid, challenged and cancelled. In 2016/17, for the second successive year, Cumbria County Council was the first United Kingdom council to submit their parking annual report and performance statistics to PATROL.

The Council's Parking Services Annual Report 2016/17 was shortlisted for the PATROL PARC (Parking Annual Report by Councils) Awards. The winners were due to be announced and awards presented at a House of Commons reception during July 2018.



7. Penalty Charge Notice statistics

Between 01 April 2017 and 31 March 2018 Cumbria County Council's Civil Enforcement Officers issued a total of 37,324 Penalty Charge Notices for on-street parking contraventions.

- 16,916 were issued in the higher band (£70 but reduced to £35 if paid with 14 days from the date of issue).
- 20,408 were issued in the lower band (£50 but reduced to £25 if paid within 14 days from date of issue).

Between 01 April 2017 and 31 March 2018 Cumbria County Council's Civil Enforcement Officers issued a total of 100 Penalty Charge Notices for off-street parking contraventions.

- 6 were issued in the higher band (£70 but reduced to £35 if paid with 14 days from the date of issue).
- 94 were issued in the lower band (£50 but reduced to £25 if paid within 14 days from date of issue).

A breakdown of the issue and contravention codes of the Penalty Charge Notices issued by Cumbria County Council between the above dates is provided below. A comparison is also provided for 2016/17.

Standard Penalty Charge Notice Codes on-street – 2016/17 and 2017/18

Code	Description	Contravention Level	Issued 2016/17	Issued 2017/18
01	Parked in a restricted street during prescribed hours	Higher	6,964	9,355
02	Parked or loading / unloading in a restricted street where waiting and loading / unloading restrictions are in force	Higher	1,385	1,636
12	Parked in a residents' or shared use parking place without clearly displaying either a permit or voucher or pay and display ticket issued for that place	Higher	75	194
16	Parked in a permit space without displaying a valid permit	Higher	538	538
19	Parked in a residents' or shared use parking place or zone either displaying an invalid permit or voucher or pay & display ticket, or after the expiry of paid for time	Lower	6	47
20	Parked in a loading gap marked by a yellow line	Higher	0	0
21	Parked in a suspended bay/space or part of bay/space	Higher	0	1
22	Re-parked in the same parking place or zone within one hour after leaving	Lower	147	155
23	Parked in a parking place or area not designated for that class of vehicle	Higher	237	314

24	Not parked correctly within the markings of the bay or space	Lower	241	324
25	Parked in a loading place during restricted hours without loading	Higher	2,138	2,577
26	Vehicle parked more than 50 centimetres from the edge of the carriageway and not within a designated parking place	Higher	3	0
27	Parked adjacent to a dropped footway	Higher	207	175
30	Parked for longer than permitted	Lower	7,805	7,684
35	Parked in a disc parking place without clearly displaying a valid disc	Lower	9,787	12,198
40	Parked in a designated disabled person's parking place without clearly displaying a valid disabled person's badge	Higher	1,214	1,310
42	Parked in a parking place designated for police vehicles	Higher	1	2
45	Parked on a taxi rank	Higher	228	337
46	Stopped where prohibited (on a red route or clearway)	Higher	0	9
47	Stopped on a restricted bus stop or stand	Higher	153	186
48	Stopped in a restricted area outside a school	Higher	60	81
55	A commercial vehicle parked in a restricted street in contravention of an overnight waiting ban	Higher	39	120
61	A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways	Higher	0	1
62	Parked with one or more wheels on any part of an urban road other than a carriageway. (footway parking)	Higher	11	0
99	Stopped on a pedestrian crossing and/or crossing area marked by zig-zags	Higher	56	80

Standard Penalty Charge Notice Codes off-street – 2016/17* and 2017/18*

Code	Description	Contravention Level	Issued 2016/17*	Issued 2017/18*
70	Parked in a loading area during restricted hours without reasonable excuse	Higher	12	2
73	Parked without payment of the parking charge	Lower	1	1
80	Parked for longer than permitted	Lower	0	2
81	Parked in a restricted area in a car park	Higher	0	0
82	Parked after the expiry of paid for time	Lower	13	10
83	Parked in a car park without clearly displaying a valid pay and display ticket or voucher or parking clock	Lower	48	57
84	Parked with payment made to extend the stay beyond initial time	Lower	0	0
85	Parked in a permit bay without clearly displaying a valid permit	Higher	0	0
86	Not parked correctly within the markings of a bay or space	Lower	10	24
87	Parked in a disabled person's parking space without clearly displaying a valid disabled person's badge	Higher	4	4
89	Vehicle parked exceeds maximum weight and/or height and/or length permitted in the area	Higher	0	0
90	Re-parked in the same car park within one hour after leaving	Lower	0	0
91	Parked in a car park or area not designated for that class of vehicle	Lower	1	0
92	Parked causing an obstruction	Higher	0	0
93	Parked in car park when closed	Lower	0	0

*These Penalty Charge Notices were issued to vehicles parked on the Cecil Street car park, Carlisle, CA1 1NT and Cumbria County Council's office car park, Carlisle, CA1 1SL. Cumbria County Council assumed responsibility for both the above car parks on 06 January 2017.

Penalty Charge Notice statistics on-street – 2016/17 and 2017/18

Code	On-street 2016/17	On-street 2017/18
Number of PCNs issued	31,295	37,324
Number of PCNs paid	24,915	29,337
Number of PCNs paid at discount rate	21,712	25,395
Number of PCNs against which an informal or formal representation was made	6,221	7,236
Number of PCNs cancelled following an informal or a formal representation	957	1,455
Number of PCNs written off for other reasons (e.g. CEO error or driver untraceable)	992	920
Number of vehicles immobilised	0	0
Number of vehicles removed	0	0

Penalty Charge Notice statistics off-street – 2016/17* and 2017/18*

Code	Off-street 2016/17*	Off-street 2017/18*
Number of PCNs issued	89	100
Number of PCNs paid	44	62
Number of PCNs paid at discount rate	41	53
Number of PCNs against which an informal or formal representation was made	26	26
Number of PCNs cancelled following an informal or a formal representation	10	9
Number of PCNs written off for other reasons (e.g. CEO error or driver untraceable)	12	4
Number of vehicles immobilised	0	0
Number of vehicles removed	0	0

*These Penalty Charge Notices were issued to vehicles parked on the Cecil Street car park, Carlisle, CA1 1NT and Cumbria County Council's office car park, Carlisle, CA1 1SL. Cumbria County Council assumed responsibility for both the above car parks on 06 January 2017.

8. Traffic Penalty Tribunal statistics

If the Council elects not to accept representations for a Penalty Charge Notice the recipient may appeal to the Traffic Penalty Tribunal. The Tribunal comprises individually appointed independent adjudicators and a small team of administrative staff who work on their behalf. Adjudicators consider appeals against Penalty Charge Notices issued by the majority of councils in England and Wales. In cases where an appeal is submitted to the Tribunal the Council must place the case on-hold pending the decision of the adjudicator. The appeals service is free of charge and appeals can be made via post, telephone, on-line or in person and the council can elect to participate in the process. The Tribunal has the power to award costs, either to the appellant or the council, if either party has behaved in a vexatious or frivolous manner. The adjudicator's decision is final however in certain limited circumstances the decision can be reviewed in the High Court. Further details of the process can be found at www.trafficpenaltytribunal.gov.uk

Traffic Penalty Tribunal cases - 2016/17 and 2017/18

Year	2016/17	2017/18
Total number of cases	67	69
Won by Council	25	32
Lost by Council	19	19
Not contested	18	8
Consent order	1	7
Awaiting decision	4	3

9. Financial summary

The income and expenditure of local authorities in connection with their on-street charging and their on-street and off-street enforcement activities are governed by Section 55 (as amended) of the Road Traffic Regulation Act 1984. The management and enforcement of parking can generate a surplus income and the above Act states that local authorities can only spend parking income on traffic and transport measures.

The Cumbria County Council parking enforcement budget is comprised of income from Penalty Charge Notices, pay and display tickets and contractor's waivers less any expenditure on enforcement, processing and administration, parking enforcement infrastructure and delivery of the parking permit schemes. A summary of the expenditure and income is summarised in the tables below.

On-street parking account for Cumbria County Council – 2016/17 and 2017/18

	2016/17	2017/18
	£	£
Income		
Contractor's waivers	£7,286	£14,589
Penalty Charge Notices	£841,728	£1,007,593
Other income	£12,142	£10,933
Total income	£861,156	£1,033,115
Gross expenditure		
Employees	£784,310	£861,770
Other	£166,522	£236,164
Total gross expenditure	£950,832	£1,097,934
Net expenditure	£89,676	£64,819

Off-street parking account for Cumbria County Council – 2016/17 and 2017/18****

	2016/17**	2017/18**
Income		
Pay and display	£26,819	£103,143
Penalty Charge Notices	£1,265	£1,865
Total income	£28,084	£105,008
Gross expenditure		
Employees	£2,360	£2,333
Other	£39,033	£28,258
Total gross expenditure	£41,393	£30,591
Net expenditure	£13,310	(£74,417)

**The income and gross expenditure relate to the Cecil Street car park, Carlisle, CA1 1NT and Cumbria County Council's office car park, Carlisle, CA1 1SL. Cumbria County Council assumed responsibility for both the above car parks on 06 January 2017. A significant proportion of the off-street parking account expenditure in 2016/17 was for the set up costs of the car park including procurement of the pay and display machines.

In 2017/18 the on-street parking account outturn position showed a net expenditure of £64,819 compared to £89,676 in 2016/17. The on-street expenditure stated above includes the total cost of delivering the service including administration of the parking permit schemes. The current budget for Parking Services is a net expenditure of £123,659 therefore the service has come in under budget by over £58,000.

In 2017/18 the off-street parking account outturn position showed net income of £74,417 compared to a net expenditure of £13,310 in 2016/17. The pay and display income and the majority of the off-street parking expenditure comes within the Council's Capital Programmes and Property Team budget.

The service will continue to be reviewed with the aim to reduce expenditure further in 2018/19. The reshaping of the Service will continue exploring more cost effective ways to deliver parking enforcement and administer the various parking permit schemes.

10. Contact details



e: parking@cumbria.gov.uk

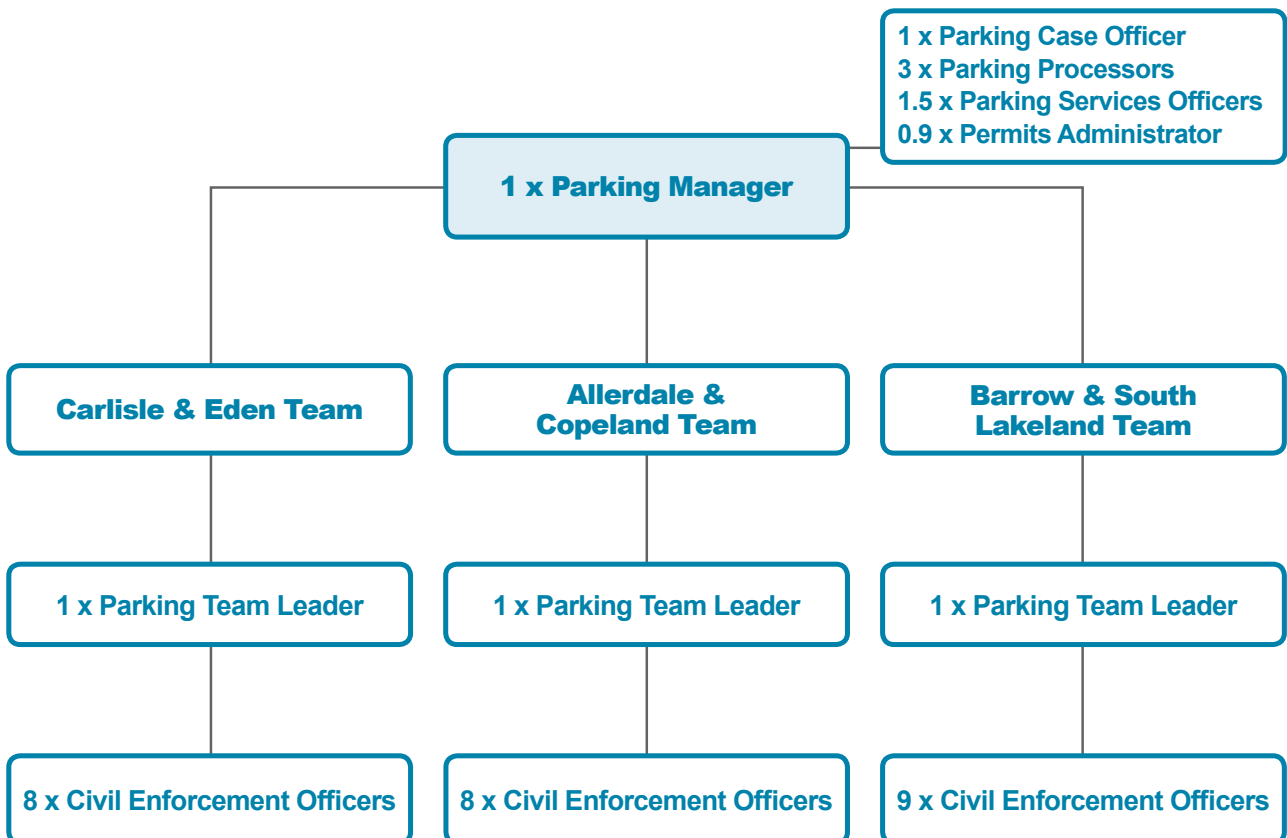
w: www.cumbria.gov.uk/parking

t: **0300 303 2992**

Please note - cost of calls may vary depending on mobile provider

Parking Services | Cumbria County Council
PO Box 415 | Carlisle | CA1 9GU

Parking Services Structure





Translation Services

If you require this document in another format (e.g. CD, audio cassette, Braille or large type) or in another language, please telephone **0300 3032992**.

আপনি যদি এই তথ্য আপনার নিজের ভাষায় পেতে চান তাহলে অনুগ্রহ করে 0300 3032992 নম্বরে টেলিফোন করুন।

如果您希望通过母语了解此信息，
请致电 0300 3032992

**Jeigu norétumète gauti šią informaciją savo kalba,
skambinkite telefonu 0300 3032992**

**W celu uzyskania informacji w Państwa języku proszę
zatelefonować pod numer 0300 3032992**

**Se quiser aceder a esta informação na sua língua,
telefone para o 0300 3032992**

**Bu bilgiyi kendi dilinizde görmek istiyorsanız lütfen
0300 3032992 numaralı telefonu arayınız**