



# **PARKING SERVICES ANNUAL REPORT 2024/25**

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# Introduction

Welcome to Cumberland Council's 2<sup>nd</sup> Parking Services Annual Report for 2024/25. This report provides information on the activities of the Service across Cumberland between 01 April 2024 and 31 March 2025.

Cumberland Council is responsible for the enforcement of on and off-street parking across the county. Parking management and enforcement are an important part of our daily lives. Proper parking helps reduce congestion, improve road safety, assists the local economy, and encourages residents to use sustainable methods of transport. Our aim is to provide a service and consistent approach to all elements of parking management that will support the local community, while proving beneficial to residents, tourists, and businesses.

Cumberland is one of the best places to visit, boasting two world heritage sites, an area of outstanding natural beauty and world class attractions that draw in millions of visitors. 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 Council is required to produce and publish a Parking Account on an annual basis in accordance with part 6 of the Traffic Management Act 2004.

This will detail a variety of Penalty Charge Notice statistics for the off-street and on-street parking areas under the Council's control and financial information including income, gross expenditure and net expenditure.

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 Act specifies the purposes to which any surplus arising from the management and operation of parking can be applied. These purposes include reimbursement to the general fund for expenditure connected with the car park in the 4 years previously, meeting the costs of providing and maintaining the car park, or contributions towards the cost of providing car parks incurred by other local authorities or persons.

This is consistent with current best practice and aims to provide clarity, consistency and transparency within the enforcement process and compliance with the aspirations of the Traffic Penalty Tribunal and Local Government Ombudsman.

The council aims to manage and promote safe and fair parking practices and to discourage anti-social and illegal parking, creating a safer kerbside environment in line with the Local Transport Plan and the Traffic Management Act.

The service is delivered through our Parking Services Team and collectively they undertake the following:

- Enforce and administer all on and off-street parking regulations as defined by the Traffic Management Act 2004 (as amended).
- Enforce and administer all on-street and off-street pay and display parking.
- Regulate, enforce, and administer residential parking schemes.
- Issue and manage a wide range of permits.
- Investigate and issue parking dispensations and bay suspensions where and when appropriate.
- Operate and maintain the computerised hand-held penalty charge system.
- Process penalty charge notices (PCNs) from the point of issue, including investigation, resolution, and preparation of papers to be passed to the Traffic Penalty Tribunal.
- Produce statistics and reports on all aspects of the service.
- Liaise with our property and highway services teams on maintenance of off-street car parks, street furniture issues, including surface repairs, lining, signs, and maintenance of ticket machines.
- Liaise with the police, police community safety officers, and the council's internal colleagues regarding school safety.
- Liaise with other internal and external bodies regarding the use of car parks for events.
- Support internal services including cash collection as and when required.
- Report issues with blue badges.

The Parking Services Team also provide expert advice on all parking related matters to the public and elected members. The team seeks to present a courteous, equitable and approachable face to stakeholders, carry out duties in an efficient manner and demonstrate value for money.

### **Civil Enforcement Officers**

Cumberland Council employ their own Civic Enforcement Officers (CEO's) to patrol and enforce the on and off-street parking areas. All CEOs are trained to nationally recognised standards and form part of the Parking Services team within the Place, Sustainable Growth & Transport directorate.

The main role of a CEO is to ensure that parking and compliance is met, and when necessary, to issue PCN's to vehicles parked in contravention of the TRO.

CEO's also play a vital role in being the councils 'eyes and ears' in relation to identifying and reporting problems such as: worn or defective lines and signs, lighting and surfacing issues, any environmental issues such as dog fouling, littering and anti-social behaviour.

It is imperative that the Parking Service deals with parking contraventions in a fair and consistent manner. CEOs are ambassadors for Cumberland Council who not only enforce parking restrictions but also act as a visible presence in Cumbria's urban and rural areas. During a typical shift officers will provide directions to local services and places of interest, report crimes and assist other agencies including the emergency services. The Council has developed a suite of internal policies and procedures which will assist in providing a uniform and transparent approach to service delivery while at the same time having regard to the individual needs of Cumbria's diverse communities.

They are not given targets or quotas and do not receive financial reward in relation to the number of PCN's they have issued.

It is the aim of Cumberland Council to increase parking compliance and deliver transparent, fair and consistent parking enforcement.

All Parking Service staff are trained to the same standards via in-house training and external courses. The Council recognises that training is fundamental to delivering a consistent service and as such both CEOs and office-based staff receive personal development opportunities.

The CEOs were deployed across the borough to deliver both proactive and reactive enforcement patrols, ensuring parking restrictions were monitored and, where required, robust and effective enforcement delivered in support of the parking objectives.

All CEOs wear high visibility uniform and are clearly identifiable in line with best practice and legislative requirements. Officers are issued with handheld computers with functionality to log offending vehicle details, print and issue Penalty Charge Notices (PCNs) and obtain photographic and written evidence. In addition, they are issued with body worn video cameras, phones and lone working equipment for health and safety purposes.

The Parking Team provides enforcement from 7am till 7pm, Monday to Sunday, as part of their standard core hours. Additional ad hoc enforcement patrols were conducted outside of these core hours in response to operational needs and priorities. The Officers worked every day of the year, including public holidays, with the exception of Christmas Day, Boxing Day and New Year's Day.

The Council receives feedback from residents, businesses, visitors, partners and stakeholders which can be used to enhance service delivery. Complaints are investigated in accordance with the Council's procedures and any learning outcomes are discussed with relevant team members and integrated into operational activities as appropriate.

## **Partnership Working**

This year the CEO's have continued to proactively work outside schools and working with our partners The Police and The Lake District National Park to carry out joint patrols in many areas.

As well as this we have worked closely with our colleagues in the Traffic Team and operations teams to re-instate faded lines and signs, as well as feeding into Traffic Regulation Order reviews. The Parking Manager has attended several safety advisory group meetings, and multi-agency meetings to ensure parking issues are recognised and dealt with.

She also attends regular meetings with the National Trust, Lake District National Park and Local Focus Hubs.

Networking is an important part of the role also to ensure regulatory knowledge and national trends are known about.

The Council is a member of the British Parking Association, the largest professional association representing parking and traffic management in Europe and the parking manager attended an event recently to ensure our views and thoughts were shared.

The Association provides an extensive range of membership services to support parking professionals and organisations in their day-to-day work.

# Aims and objectives.

In common with other areas of the United Kingdom. Cumberland has experienced an increase in the number of vehicles using the county's highways network. Certain areas of Cumberland suffer from congestion and there are seasonal increases in visitors in some localities due to the county's tourist-based economy along with a limited number of parking spaces for all road users. The management of parking is therefore an important function for Cumberland Council.

The Council has a duty under the Traffic Management Act 2004 to secure the expeditious movement of traffic on the highway network; this power is vested through the appointment of a Traffic Manager.

The Council has a Cumbria Transport Infrastructure Plan that sets out its aspirations to achieve this. Parking is a key management tool for addressing causes of obstruction resulting in congestion, safety issues and accessibility.

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

- Contribute to making Cumberland a great place to live, work and visit in line with the Council plan.
- Support the free movement and thereby the quality and accessibility of public transport.
- Actively support the needs of vulnerable and disabled people, in using the highway network to promote accessibility.
- Target enforcement measures to secure efficient use of the highway network.
- Actively discourage activities that have an adverse effect on health and safety or cause obstruction to highway users including public transport, vehicular traffic, pedestrians, cyclists, and disabled people.
- Cover the costs of parking enforcement, including parking restriction signs and lines, from Penalty Charge Notice (PCN) 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.
- Ensure that Civil Enforcement Officers (CEOs) issue Penalty Charge Notice Notices (PCN's) in accordance with the Traffic Management Act 2004. It should be noted that Cumberland Council does not set targets in relation to the number of Notices issued and therefore no incentivised payments to CEOs are made.

The management of parking contributes to achieving the aims of the Local Transport Plan and specifically supports the delivery of the Council Plan 2023-2027 priorities.

In delivering these aims and objectives the Service works with the Lake District National Park Authority, neighbouring authorities and other partners who manage both on and off-street parking facilities around the county. The above organisations

also work with Cumberland Council in their capacities as planning authorities to consider new developments and associated parking provisions and travel options.

We also have a number of policies/guidance documents which are available to view on our website, including the Parking Enforcement Policy which outlines the Enforcement action. The Council's parking policies are available at [www.cumberland.gov.uk/parking](http://www.cumberland.gov.uk/parking)

### **Customer Service Standards**

Cumberland Council is committed to providing a high-quality service for all customers and feedback is essential to this. The Council welcomes all compliments, comments and complaints which help to review and improve services to provide the best possible product for all users.

Compliments are an important way for the Council to celebrate and publicise its successes. On occasions the Parking Service receives positive feedback regarding the conduct of team members and in such cases, comments are relayed to the team member concerned and brought to the attention of the appropriate manager. In addition, the Parking Manager will make contact with the correspondent to acknowledge their comments.

Not all customers who have useful feedback wish to make a complaint. Upon receipt comments will be acknowledged and referred to the appropriate team member for action or for information. Comments and suggestions from service users and stakeholders may be used to reshape service standards and delivery.

### **Blue badge service**

The Blue Badge scheme provides a range of national on street parking concessions for people with severe mobility problems, helping them park closer to their destination.

As at 31 March 2025:

2.84 million Blue Badges were held in England, an increase of 10% compared to March 2024, 9166 issued by Cumberland Council and valid on 31st March 2025. 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 mis-using Blue Badges.

# Principles of parking provision

The structured use of parking management is an essential tool in helping to balance competing demands for kerb space, restraining non-essential traffic, and in encouraging a shift towards more sustainable modes of travel.

The council's objectives for introducing and enforcing on-street waiting and loading restrictions are as follows:

- To improve the safety of road users.
- To assist the free flow of traffic and reduce congestion.
- To assist and improve bus movement.
- To assist in providing a choice of travel mode.
- To ensure effective loading/unloading for local businesses.
- To provide a turnover of available parking spaces in areas of high demand.
- To assist users with special requirements, such as disabled drivers.
- To promote and enhance the health of the local economy.

## Off-street parking

Off-street parking also contributes to many of these objectives, particularly where it is co-ordinated with on-street provision. We have a number of available spaces in car parks around our district. We would encourage where possible to make use of the car parking spaces, we have available, this will free up the highway and enable residents to park on street. For example, offering longer stays than is possible to offer on street, and by providing more capacity than is available at the kerbside.

For more information on these car parks please visit our website, you will find additional details including locations and charges.

<https://www.cumberland.gov.uk/parking-roads-and-transport/parking/find-car-park-near-you>

# Performance audits

The Service receives regular audits by the Driver and Vehicle Licensing Agency. In instances where the recipient of a Penalty Charge Notice does not pay or challenges the notice, 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 Service has been audited by the DVLA on 7 separate occasions since March 2017 and on each occasion, the highest possible rating of green was achieved.

The Service's Parking Manager and Parking Team Leaders conduct regular internal audits of team members to provide assurance that the Council's policies and procedures and civil parking enforcement legislation are being adhered to. As part of this process, the quality of Penalty Charge Notices issued by the Civil Enforcement Officers are examined in addition to the decision-making process by the Service's processing team when handling appeals and challenges.

## On and Off-street Parking 2024/2025 Statistics

Each local authority has a duty to supply figures to various government departments on different types of enforcement and where PCNs were issued. The Department for Transport requires a breakdown of on and off-street PCNs issued by each authority. On-street is recognised as disc parking bays and yellow line restrictions etc. Off-street is defined essentially as car parks.

**The following table shows the number of Penalty Charge Notices and permits issued.**

Statistical Information	2024/25
On street penalty charge notices issued	18,963
Off street penalty charge notices issued	3,522
Total on and off-street penalty charge notices issued	22,485
Resident permits issued	11,973

The table below provides a month-by-month number of PCN enforcement on-street and off street for 2024/25.

Month	On street	Off street
April	1,519	397
May	1,609	347
June	1,625	337
July	1,544	265
August	1,650	203
September	1,529	264
October	1,579	345
November	1,828	274
December	1,404	217
January	1,506	339
February	1,548	222
March	1,622	312
Total	18,963	3,522

#### **Performance and information regarding Penalty Charge Notice (PCNs) issued.**

Specialist software is used to process appeals and technology is used to issue PCNs. We aim to be responsive and provide ample information to assist motorists with their appeals, which we acknowledge can sometimes be stressful and frustrating. We are always looking to improve, so if you have any suggestions or ideas, please do not hesitate to contact us.

**The table below, provides details of the top 10 parking contraventions enforced in 2023/24**

Rank	Contravention Code	Description of Offence	Totals
1	35	Disc without clearly display	8,953
2	01	Parked in a restricted street	4,565
3	83	Parked without clear display	2,583
4	02	Loading in a restricted street	1,419
5	25	Parked in a loading place	794
6	23	Wrong class of vehicle	855
7	40	Disabled persons parking	534
8	16	Parked in a permit space	460
9	27	Dropped footway in a SEA	304
10	45	Taxi Rank	226

**The table below, provides details of the top 20 parking locations that received the highest PCN's.**

<b>Rank</b>	<b>Location</b>	<b>Totals</b>
1	C2057 Portinscale To Grange Road, Keswick	1,273
2	Station Road Keswick	482
3	Castle Street, Carlisle	433
4	Main Street, Cockermouth	405
5	Bell Close Car Park, Keswick	337
6	Rickergate, Carlisle	317
7	Strand Street, Whitehaven	292
8	Borrowdale Road, Keswick	285
9	Lowther Street, Whitehaven	267
10	Gray Street, Workington	238
11	Murray Road, Workington	233
12	Crosby Street, Carlisle	231
13	Market Place, Whitehaven	229
14	Lowther Street, Carlisle	229
15	Lakeside Car Park, Keswick	226
16	Main St, Egremont	224
17	B5289 Lorton to Keswick	220
18	C4018, Wasdale	220
19	Upton Street, Workington	216
20	Central Car Park, Keswick	204

#### **Summary of total PCNs issued.**

A total of 22,485 PCNs were issued for the period 1 April 2024 to 31 March 2025. These were issued using traditional parking enforcement methods where a civil enforcement officer issued the PCN.

### **Challenges and representations received.**

Individuals may challenge the issue of a PCN prior to a notice to owner (NtO) being sent. Once an NtO has been issued, representations can be made and should these be rejected, the case can then be referred to the Traffic Penalty Tribunal, which will independently adjudicate.

The table below shows the total numbers of challenges and representations received between 1 April 2024 and 31 March 2025

Total Number of PCNs Issued:	22,485
Higher Level PCNs Issued:	10,064
Lower Level PCNs Issued:	12,421
Paid at Discount:	15,449
Paid at Full (or above):	2,392
Number of PCNs paid:	17,841
PCNs against which an informal or formal representation was made:	3,997
PCNs cancelled as a result of an informal or formal representation:	767
Number of appeals at the Traffic Penalty Tribunal (TPT):	14
Number of appeals allowed:	3
Number of appeals dismissed:	9
Number of appeals Not Contested:	2
Number of Appeals Awaiting Decision:	0

# Financial report

The Government requires accounts to be published setting out income and expenditure from on street parking. The Traffic Management Act requires that Income from on street parking charges and on and off-street Penalty Charge Notices must be used to meet the cost of the provision and maintenance of the service. The legislation prescribes how the Council can use income from on street parking after covering the costs of:

- 1) Operating and maintaining on street and off-street parking facilities
- 2) Maintaining any on street and off-street restrictions
- 3) Operating on street and off-street enforcement activities
- 4) Operating and controlling any Controlled Parking Zones and parking permit, dispensation or waiver scheme
- 5) Providing any additional on street or off-street parking facilities
- 6) Repaying any initial costs of establishing Civil Parking Enforcement.

The use of any surplus arising after the cost of operating and enforcing on street parking and off-street enforcement is restricted to a number of uses:

- 1) Providing and maintaining parking facilities
- 2) Public transport schemes
- 3) Highway and transport improvements
- 4) Environmental improvements.
- 5) Make good deficits met by the General Fund in the preceding four years

Such restrictions on the use of any surplus do not however apply to surplus income from off street parking. Any surplus income from off-street car parks, after deducting any expenditure or income associated with running costs and enforcement can be used for corporate purposes. This is because the net income from car parks is deemed to be a commercial operation where the land could be used for alternative development. For transparency the Off-Street Parking account is analysed between enforcement and other off street parking activity.

All parking charges including pay and display tariffs have been set and approved by Elected Members. The amount of charge within the Penalty Charge Notice is set as part of the statute legislation. Such charges are therefore consistent with all local authorities operating Civil Parking Enforcement.

The on and off street parking accounts are provisional as they are subject to external audit of the 2024/25 Annual Report and Accounts for Cumberland Council. **On-street parking account for Cumberland Council 2024/25**

<b>Description</b>	<b>2024/25</b>	<b>2023/24</b>
	<b>£</b>	<b>£</b>
<b>Income</b>		
Fees & Charges Contractors Waivers	(2,945)	(14,444)
Penalty Charge Notice Income	(688,321)	(541,177)
<b>Total Income</b>	<b>(691,266)</b>	<b>(555,621)</b>
<b>Gross expenditure</b>		
Employees	600,832	641,149
Supplies & Services	156,656	107,804
<b>Total Expenditure</b>	<b>757,488</b>	<b>748,953</b>
<b>Net Expenditure or (Income)</b>	<b>66,222</b>	<b>193,332</b>

As set out in the Road Traffic Act the On Street Parking Account deficit for the year 2024/25 will be met from the General Fund. Any surplus for the On Street Parking Account in the following four years may be used to make good On Street Parking Account deficit 2024/25 met from the General Fund.

At the 1 April 2024 there was an opening reserve of (£179,300). During 2024/25 £28,500 was drawn down from reserves for highway improvements being one of the permitted uses of the reserve set out above (the draw down and expenditure are not included in the above table). As there was a deficit on the account for 2024/25 there was no addition to the reserves. The reserve balance of (£150,800) as at 31 March 2025 is carried forward to 2025/26.

## Off street parking account for Cumberland Council 2024/25

<b>Description</b>	<b>2024/25</b>	<b>2023/24</b>	<b>2024/25</b>	<b>2023/24</b>
	<b>Enforcement</b>	<b>Enforcement</b>	<b>Operation</b>	<b>Operation</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
<b>Income</b>				
Fees & Charges	0	0	(5,045,176)	(5,063,910)
Penalty Charge Notices	(75,628)	(88,457)	0	0
<b>Total Income</b>	<b>(75,628)</b>	<b>(88,457)</b>	<b>(5,045,176)</b>	<b>(5,063,910)</b>
<b>Expenditure</b>				
Employees	256,941	289,718	320,016	304,021
Premises & Transport	72	94	1,316,583	1,443,313
Supplies & Services	6,265	7,385	602,428	951,078
<b>Total Expenditure</b>	<b>263,278</b>	<b>297,197</b>	<b>2,239,027</b>	<b>2,698,412</b>
<b>Net (Income) or Expenditure</b>	<b>187,650</b>	<b>208,740</b>	<b>(2,806,149)</b>	<b>(2,365,498)</b>

There are no Off street Parking Reserves brought forward from prior years. As set out in the Road Traffic Act the Off Street Parking Enforcement deficit for the year 2024/25 will be met from the General Fund. However, this is significantly more than offset by the surplus on Off Street Parking Operations which are added to the General Fund Balance.