

Solihull Metropolitan Borough Council 2016 – 2017 Parking Services Annual Report

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Introduction



Located in the West Midlands, Solihull is the home to 206,674 residents according to the 2011 census. History suggests that Solihull was founded as a place of trade to fulfil the needs of a scattered local population. It wasn't until the 13th century that Modern Day Solihull began to take shape. This coincided with the building of St Alphege church in approximately 1220 which still stands proudly at the top of the high street today. It is thought that the name Solihull derives from the 'Soily Hill' on which St Alphege church is built.

Solihull has long been considered a desirable place to both live and work. The motto of Solihull is 'Urbs in Rure' which when translated from Latin means the town in the country. Despite maintaining the characteristics of a town, Solihull is now a thriving hub of activity. Located within the borough is Birmingham International Airport which opens Silhillians up to over 150 destinations worldwide.

The Genting Arena off the A45 welcomes over 3 million event goers a year. It has welcomed artists from Metallica through to the Spice Girls, comedians through to magicians. Situated on the National Exhibition Centre complex, motorists are provided with over 16,000 car parking spaces. The Arena is also accessible by local bus and train networks, with many networks connecting at Birmingham International Airport which is a short walk to the National Exhibition Centre and The Genting Arena.

Resorts World, a custom-built retail and entertainment complex offers Silhillians a choice of restaurants, shops, cafes, boutiques and entertainment facilities including an IMAX cinema and a large casino. Resorts World is not the only large shopping complex located within the borough. Touchwood, located in Solihull town centre was officially opened in July 2002 by Her Majesty, Queen Elizabeth II. Costing £110 million to build, it comprises of over 80 stores, 20 restaurants and a nine screen multiplex cinema.

The population of Solihull is becoming increasingly diverse. Approximately 22,400 Silhillians are from a Black, Asian or Ethnic Minority. Solihull is a broadly affluent borough in both the regional and national context. The number of Silhillians without formal qualifications is below the national average and the number of residents with access to two or more vehicles is also far higher than the national average. Solihull's disposable household income stands 9% higher than the UK average, the highest in the West Midlands and 30th highest out of 173 economic areas in the country.

Interesting Fact! Notable Silhillians include:

Richard Hammond (TV Presenter) born in Solihull in 1969.

Felicity Kendal (Actress and TV Personality) born in Solihull in 1946

Martin Johnson (Former England World Cup rugby winning captain) born in Solihull in 1970.

Parking around the borough

Parking Services is responsible for operating, maintaining and enforcing a number of car parks around the borough. The car parks which we operate comprise of over 4500 spaces. Parking Services also undertake the enforcement of on-street restrictions to allow for the continued free traffic flow of traffic around the borough for both residents and visitors alike.

Around the town centre, we operate 10 car parks as listed below.

Car Parks in town centre	Spaces
Church Hill	127
Dominion Court	200
Council House	174 (Weekend Only)
Monkspath Hall	1049
Mell Square	932
Lode Lane	486
M&S Poplar Road	569
Brueton Park	69
Malvern Park	60
Lode Lane/Boulton Rd	43

Further afield, we also have other car parks dotted around the borough which fall under our jurisdiction which are listed below:

Car Park	Area	Spaces
Car Park Rear of Iceland	Shirley	174
Car Park Rear of Aldi	Shirley	39
Shirley Library Car Park	Shirley	84
Greswolde Arms	Knowle	125
Car Park Left of the Village Hall	Knowle	28
Rear of Natwest	Knowle	34
Rear of Tesco	Knowle	60
Rear of Village Hall	Knowle	43
Right of Village Hall	Knowle	23
Shelly Farm	Monkspath	214

Forest Court	Dorridge	53
Balsall Common Library	Balsall Common	61
Olton Station	Olton	23

Paying for Parking

Parking tariffs vary from car park to car park, most car parks around the borough are either Pay & Display or Free and Display meaning that although free to park, a ticket must be obtained and displayed from machines located around the car park.

Marks and Spencer's Car Park on Poplar Road operates a Pay on Foot system meaning that a ticket is obtained upon entry into the car park and then users pay for their paid for parking time upon exiting the car park at one of the Pay on Foot machines.

Top tip! This handy, little guide will help you identify which car park is the best to use for attractions around the borough!

Premier Inn, Station Road – Lode Lane Car Park
 Touchwood Shopping Centre – Church Hill or Council House Car Parks
 Shirley Park – Rear of Aldi Car Park

The tariffs for our town centre car parks are listed below:

Church Hill Car Park, Council House Car Park, Dominion Court Car Park

Monday to Saturday		Sunday	
Duration	Cost	Duration	Cost
0 - 2 hours	£2.30	0 - 2 hours	£2.30
2 -3 hours	£3.10	2 - 3 hours	£3.10
3 - 4 hours	£4.00	Over 3 hours	£4.00
4 - 5 hours	£4.60	Night rate	£1.50
5 - 6 hours	£5.60		
Over 6 hours	£8.20		

Lode Lane and Mell Square Car Parks

Monday to Saturday		Sunday	
Duration	Cost	Duration	Cost
0 - 1 hours	£1.20	0 - 1 hours	£1.20
1 - 2 hours	£2.30	1 - 2 hours	£2.30
2 - 3 hours	£3.10	2 - 3 hours	£3.10
3 - 4 hours	£4.00	Over 3 hours	£4.00
4 - 5 hours	£4.60		
5 - 6 hours	£5.60		
Over 6 hours	£8.20		
Night rate after 6pm	£1.50		

Monkspath Hall Road Car Park

Monday to Sunday	
Duration	Cost
Up to 6 hours	£3.20
Over 6 hours	£4.00
After 6pm	No charge

Tudor Grange Leisure Centre

Monday to Saturday		Sunday	
Duration	Cost	Duration	Cost
0 - 3 hours	Free	Over 3 hours	£4.00
3 - 4 hours	£4.00		
4 - 5 hours	£4.60		
5 - 6 hours	£5.60		
Over 6 hours	£8.20		

Brueton Park Car Park offers free parking for motorists as does Malvern Park Car Park. If you wish to use either of these car parks then please be aware that **A FREE AND DISPLAY TICKET MUST BE DISPLAYED** in your vehicle. Motorists can park for a maximum of three hours in Brueton Park Car Park and two hours in Malvern Park Car Park.

As previously stated, Marks and Spencer’s Car Park on Poplar Road operates a Pay on Foot system. This means that motorists must obtain a ticket upon entry. Motorists must retain this ticket for the duration of their stay in Solihull and then pay for the parking used upon their return to the car park. There are two Pay and Display machines on each floor on the car park near the lift areas. The costs for parking in Marks and Spencer’s car park are listed below.

Monday to Saturday		Sunday	
Duration	Cost	Duration	Cost
0 - 2 hours	£2.30	0 - 2 hours	£2.30
2 - 3 hours	£3.10	2 - 3 hours	£3.10
3 - 4 hours	£4.00	Over 4 hours	£4.00
4 - 5 hours	£4.60		
5 - 6 hours	£5.60		
Over 6 hours	£8.20		

Knowle Car Parks

The six car parks in Knowle which we manage all operate on the same tariff structure which is listed below. Please be aware that motorists are not permitted to return to any of the six car parks in Knowle within two hours of the expiry of their original Pay and Display ticket.

Knowle Car Parks - Monday to Saturday 8.00am - 6.00pm	
Duration	Cost
0 - 2 hours	Free
Up to 3 hours	£1.00
Up to 4 hours	£2.00
Up to 6 hours	£3.00
Up to 10 hours	£4.00

Shirley off-street car parking Charges

The three car parks which we manage in Shirley also operate on the same tariff structure which is as follows:

Monday to Saturday	
Duration	Cost
0 - 3 hours	Free
3 - 4 hours	£0.50
4 - 5 hours	£1.00
5 - 6 hours	£1.50
Over 6 hours	£2.00

Shirley on-street parking charges

Along the Stratford Road in Shirley there are a number of parking bays which can be used when visiting the local shops and restaurants. The first hour is Free and Display meaning that it is free to park but a ticket must be obtained from machine terminals. Motorists simply have to press the green button and a ticket will be printed which must then be displayed in the vehicle for inspection by a Civil Enforcement Officer. For motorists wishing to park for longer than the hour, charges are set at 50p for the 1 – 1.5 hours and £1 for 1.5 – 2 Hours. If you would like to park for longer than this then we suggest that one of the above mentioned car parks are used. Motorists should also be aware that there is no return to park on-street within 1 hour of the expiry of the original Pay & Display ticket. Tariffs on the Stratford Road are chargeable from 8am – 6pm Monday to Saturday.

Pay for parking by phone!

Solihull Council has been using cashless parking for some time now in partnership with our service provided MiPermit, Motorists are offered the chance to pay for their parking remotely. Whether it be online or over the phone, via app or text, motorists no longer need to find change when it comes to parking.

Top tip! Remember, Where MiPermit is available, you do not have to return to your vehicle to extend paid for parking time. Relax, have a coffee and do it remotely either online, via app or over the phone!

We have seen a significant increase on the number of users using these services. Charges for cashless parking remain the same as they would if a person was paying for parking using cash at a Pay and Display machine. However, motorists can request a reminder text to be sent to their device 10 minute before the expiration of their paid for parking time and this will come at a cost of 10p.

Patrolling civil enforcement officers have access to the MiPermit database meaning that they can check in real time if a vehicle has parked using this service.

Season Permits

This year, we have changed the way in which we sell our season permits. We have now incorporated this under the cashless parking umbrella. The prices have remained the same as last year but are now virtual permits as opposed to physical permits. This means that we have cut down on the amount of paper wasted, the amount of time it takes for a customer to obtain a permit and the ease in which a permit can be obtained. Season permits are charged at the following prices:

Monkspath Hall Road Car Park:

£200 quarterly & £800 annually

Lode Lane Pay & Display Car Park:

£405 quarterly & £1400 annually

To order a permit or for further information about this, please call MiPermit directly on 03455207007 who will be happy to assist you with your query.

School Streets Project



Like many councils across the country, Solihull experiences a high number of traffic-related problems around the beginning and end of the school day. Solihull Council therefore introduced 'School Streets', a pilot project which aims to address such issues by limiting traffic in the streets surrounding schools at key times, creating a predominantly car free zone in September 2017.

We are aiming to create a safer, more pleasant environment for everyone around schools. The scheme will promote active travel to school by walking and cycling, which in turn, will help to reduce congestion and pollution in the area.

The anticipated benefits of the scheme include:

- ✓ An increase in walking and cycling and active lifestyles for pupils and parents/ carers
- ✓ A reduction in traffic speed, congestion and pollution around the school gates which will aid children and parents when accessing school
- ✓ Improvements in levels of childhood obesity
- ✓ Provide a tool to allow the Council to proactively respond to parking related concerns raised by parents and residents
- ✓ The three schools selected for the pilot were:
 - ✓ Haslucks Green Junior School
 - ✓ Marston Green Infant Academy
 - ✓ Oak Cottage Primary School

The scheme's operational times and the roads affected are listed below:

School	Restriction times	Streets affected
Oak Cottage Primary School	8.30 - 9.10am and 2.45 - 3.45pm	Bryanston Road Cheltondale Road Greswolde Road Netherwood Close Wellington Grove Wilmcote Road
Haslucks Green Junior School	8.20 - 9.00am and 2.30 - 3.30pm	Broadway Checkley Close Stanton Grove Stanton Road Stoneford Road
Marston Green Infant Academy	8.20 - 9.00am and 2.45 - 3.45pm	Carters Close Elm Farm Avenue

We recognise that School Streets has the potential to impact local residents, parents and commuters. If you are a resident in one of the streets closed to traffic then you will need to display a valid permit to allow you to drive in the zones between the outlined hours.



All residents living in the streets listed above were issued with two permits in advance of the scheme going live on Monday 4 September 2017.

If you require a permit please contact us at parkingservices@solihull.gov.uk.

Multi-Agency Vehicle Exercise Chester Road / Clopton Crescent 10th May 2017

As part of our joint work with our partner agencies a multi-agency vehicle exercise (MAVE) took place on the Chester Road at the junction of Clopton Crescent.

- ✓ Agencies involved in the day's events were:
- ✓ West Midlands Police – Chelmsley and LEOS NHT together with the Partnerships team
- ✓ West Midlands Fire service – Solihull & Sheldon Blue Watch
- ✓ Her Majesty Warrants Officers
- ✓ Solihull Trading Standards & Environmental Crime team
- ✓ DVSA – Vehicle examiners
- ✓ Solihull Council – Neighbourhood Services
- ✓ NSL – Civil parking enforcement officers
- ✓ Solihull Licensing Officers



The aim of the day was to reduce crime & ASB, raise awareness around road safety & leave a positive footprint in the area by conducting joint patrols & engaging with the community. Officers on high visibility joint patrols with trading standards were conducting preventative work, looking out for traders that were working on people's property in the area and ensuring that the work being carried out was legitimate and complied with necessary regulations.

West Midlands Police were running a pro laser operation on the Chester Road at the junction of Clopton Crescent. The Kingshurst Club had granted us permission to use their car park and facilities to carry out our inspections, engagement and where necessary enforcement to those found committing offences.

West Midlands Fire service were present and were utilising the latest virtual reality headset to engage with motorists and educate them about the dangers of speeding.

Her Majesty's warrants officers were also present to carry out relevant checks on all persons stopped to ensure that there were no outstanding fines that were awaiting collection.



The Driver & Vehicle Standards Agency (DVSA) were present and carried out vehicle inspections on the vehicles that were checked into our check site, they checked for defects that would impair the vehicles driving capabilities & highlight the defects to the drivers. Where vehicles were found to be too dangerous then prohibitions would be placed on them prior to them leaving.

Solihull Licensing team were present and carried out compliance checks on both private hire vehicles and Hackney carriages to ensure both road safety and the legality of the both the drivers and the vehicle.

NSL Civil Parking Enforcement officers were present and conducted early morning schools patrols with a PCSO from the Chelmsley neighbourhood team, ensuring road safety around the schools at peak times. They then conducted high visibility patrols in hot spot areas on roads that had certain enforceable restrictions that are managed by this team. After the MAVE had been completed there were more high visibility joint patrols at other schools.

Solihull Neighbourhood services officers were present and helped manage the site, booking in motorists and ensuring safety on site.

Trading Standards officers & the environmental crime team were present on site and available to inspect trader's vehicles ensuring they were within the weight restrictions imposed by both the vehicle and local legislation of the road. They also offered 'best practice' advice to traders to ensure that consumers' rights are always obeyed.

Results: Pro Laser Speed Check: In total 464 vehicles were checked for speed. Of those vehicles, 330 were found to be travelling at 34mph or lower, 77 vehicles were found to be travelling between 35 – 39mph and 42 vehicles were found to be travelling at 40mph or faster. The fastest speed recorded was 61mph by a courier driver.

All of the above were dealt with by way of either advice, educational input from the Fire Service or a fixed penalty notice that would create a summons to court depending on other aggravating factors (such as previous points / convictions, speed recorded).

DVSA: Six vehicles received immediate prohibitions for a variety of defects, one vehicle was found to have 15 defects including but not limited to: cracked screen, inoperative indicators, fuel tank filler cap missing, permitting fuel spillage causing hazard to other road users, wheel stud missing, vehicle registration broken, another wheel stud missing, tyre tread below legal limit, stop lamp inoperative, horn inoperative, windscreen washer inoperative, tyre under inflated, rear view mirror missing & rear fog lamp inoperative.

Other vehicle defects noted included: a vehicle whose passenger seat was insecure and likely to become displaced; one vehicle had a worn tyre to 0.45mm (legal limit is 1.6mm).

NSL Civil Parking enforcement team: Two schools were included in the day's patrols, also included in the patrols were surrounding roads to where the MAVE was taking place including Hedingham Grove, Carrisbrook Avenue, Mosley Drive and Elmdon Lane & Fordbridge Primary School. In total seven tickets were issued for parking offences and over 30 motorists were engaged with and advised that these types of joint patrols will be taking place more frequently to promote road safety.



Solihull Licensing: The licensing team carried out inspections on ten taxis / Hackney carriages, two vehicles were suspended from operating due to a tyre defect and a faulty meter. One driver was cautioned for not wearing his badge, two vehicles had a defective light, two vehicles were managed on site and brought into compliance, two drivers have been called back for further inspections and two drivers have received delayed prohibitions. In total, five passed (with some guidance & help) & five failed the compliance inspections.

West Midlands Fire Service: We all know that enforcement alone does not work when it comes to dealing with speeding and other motoring offences – otherwise there would never be a motorist with more than three points. As such WMFS provide an excellent educational input on road safety and the dangers of speeding, being distracted and not wearing a seat belt. Over 30 motorists took part in this educational input and the feedback that was left anonymously by the motorists is captured above.

Her Majesty's warrants officers: The officers were on hand to check all motorists on site to ensure there were no outstanding fines that could be collected then and there by their team. Two people came to their attention but the fines are still being pursued by the bailiffs and are due to be forwarded to the warrants team soon, one of the

outstanding fines was over £2000 and the other in excess of £200. Intelligence around these drivers current location will be passed on to the bailiffs by the warrants officers to assist them in recovering the fines.

This was the busiest MAVE we have run in the last two years with 66 vehicles being checked onto the site; the first one was checked onto site at 09:50 and the last one at 14:44. We had a break between 12:00 and 13:00. In 4 hours and 44 minutes: four motorists were found to be not wearing seat belts, one motorist had no insurance, six vehicles were given immediate prohibitions due to them not being safe, 26 motorists will be prosecuted for excess speed, and over 30 motorists were given the educational input from the fire service. Many more motorists were stopped and given advice on the road side as we had run out of space and / or officers to deal with those stopped. Many local residents visited us on site and at the pro laser to thank us for our presence.

Deployment of Civil Enforcement Officers

Parking enforcement in Solihull is carried out under the Traffic Management Act 2004.

Penalty Charge Notices are issued on our behalf by our Civil Parking Enforcement Contractor, NSL Services Limited. NSL have 27 staff working across the borough in varying capacities including civil enforcement officers, car park staff and supervisors. One of our newest civil enforcement officers has this to say on what she thinks about the role since joining Solihull:

“Every day is different and I get to interact with such a diverse group of people which means I am always learning new things. Whilst out on beat there isn’t a day that goes by without someone stopping me for directions giving me the opportunity to interact with a wide variety of people.

“My job challenges me every day in different ways; recently, I went to the assistance of an elderly lady who had fallen on the High Street. It felt good to know I was able to help her until medical assistance arrived while still doing my job. I also once found a gold diamond ring which I took to the police station and the owner of the ring has since been reunited with it! Again, it was good to know that I was able to help in a small way.

“As with any job, there can be a downside, being a CEO means we can on occasion come across disgruntled drivers who have been issued with a PCN; my best advice is to use understanding and try not to take it personally.

“The Traffic Management Act was introduced in 2004 to tackle congestion and disruption on the road network. The Act places a duty on local traffic authorities to ensure the prompt movement of traffic on their road network.

“It gives authorities additional tools to better manage parking policies and moving traffic enforcement (Bus Lane Enforcement).”

Penalty Charge Notices

Solihull Council enforces both on-street (residential areas) and off-street (car park) contraventions. Penalty Charge Notices are classified as being either higher level contraventions or lower level contraventions and this reflects the seriousness of the breached contravention.

Higher level contraventions generally apply when a vehicle has parked in a prohibited place for example on a double yellow line or in a disabled bay without a valid blue badge. An example of a lower level contravention is when a vehicle has parked for longer than the paid for parking time.

Higher level contraventions are initially charged at £70.00 and are reduced to £35.00 if paid within 14 days; if a higher level contravention PCN's remain unpaid they increase by 50% to £105.00 upon issue of a Charge Certificate, and to £112.00 upon issue of a Warrant of Execution.

Lower level contraventions are initially charged at £50.00 and are reduced to £25.00 if paid within 14 days; if a lower level contravention PCN's remain unpaid they increase by 50% to £75.00 upon issue of a Charge Certificate, and to £82.00 upon issue of a Warrant of Execution.

The tables below give a better understanding of the contraventions under which we enforce, it also highlights whether or not they are higher level contraventions or lower level contraventions. A contravention code is a numerical identification system which is used to identify which contravention has been breached. The three columns on the right hand side show the number of PCN's Solihull Council has issued in the past financial year. Spoiled tickets are tickets which have been issued in error for various reasons and therefore cannot be included in our total issue count.

Penalty Charge Notices

Contravention Code	Description of Contravention	Level of Contravention	Total Printed	Spoiled	Total Issued
01	Parked in a restricted street during pre-scribed hours	Higher	3720	33	3687
02	Parked or loading / unloading in a restricted street where waiting and loading / unloading restrictions are in force	Higher	98	4	94
05	Parked after the expiry of paid for time	Lower	1028	12	1016

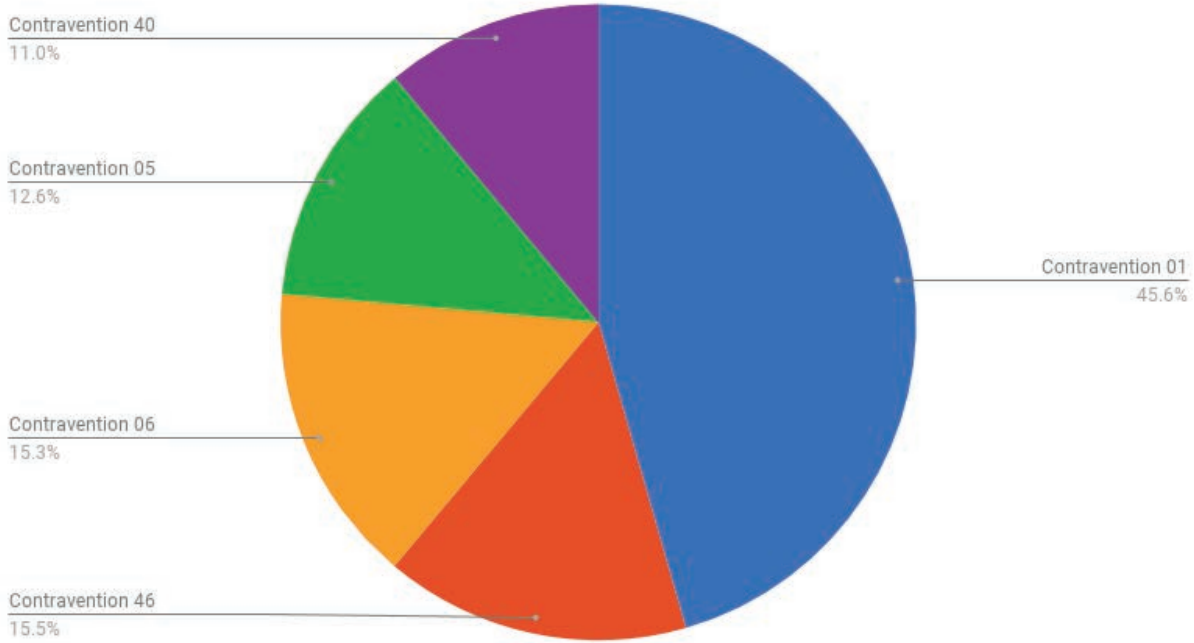
06	Parked without clearly displaying a valid pay & display ticket or voucher	Lower	1248	9	1239
12	Parked in a residents' or shared use parking place or zone without either clearly displaying a valid permit or voucher or pay and display ticket issued for that place, or without payment of the parking charge	Higher	14	0	14
16	Parked in a permit space or zone without clearly displaying a valid permit	Higher	1	0	1
19	Parked in a residents' or shared use parking place or zone either displaying an invalid permit or voucher or pay and display ticket, or after the expiry of paid for time	Lower	1	0	1
22	Re-parked in the same parking place or zone within one hour after leaving	Lower	7	5	2
23	Parked in a parking place or area not designated for that class of vehicle	Higher	8	0	8
24	Not parked correctly within the markings of the bay or space	Lower	5	0	5
25	Parked in a loading place or bay during restricted hours without loading	Higher	84	0	84
30	Parked for longer than permitted	Lower	707	6	701

40	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	Higher	917	24	893
45	Stopped on a taxi rank	Higher	168	3	165
46	Stopped where prohibited (on a red route or clearway)	Higher	1291	34	1257
47	Stopped on a restricted bus stop or stand	Higher	78	4	74
48	Stopped in a restricted area outside a school, a hospital or a fire, police or ambulance station when prohibited	Higher	302	13	289
61	A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways	Higher	22	0	22
62	Parked with one or more wheels on or over a footpath or any part of a road other than a carriageway	Higher	326	7	319
99	Stopped on a pedestrian crossing or crossing area marked by zigzags	Higher	47	1	46
80	Parked for longer than permitted	Lower	173	1	172
82	Parked after the expiry of paid for time	Lower	2067	41	2026
83	Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock	Lower	6379	36	6343

84	Parked with payment made to extend the stay beyond initial time	Lower	7	3	4
85	Parked in a permit bay without clearly displaying a valid permit	Higher	88	1	87
86	Not parked correctly within the markings of a bay or space	Lower	539	6	533
87	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	Higher	299	1	298
90	Re-parked in the same car park within 90 Minutes after leaving	Lower	1	0	1
91	Parked in a car park or area not designated for that class of vehicle	Higher	36	0	36

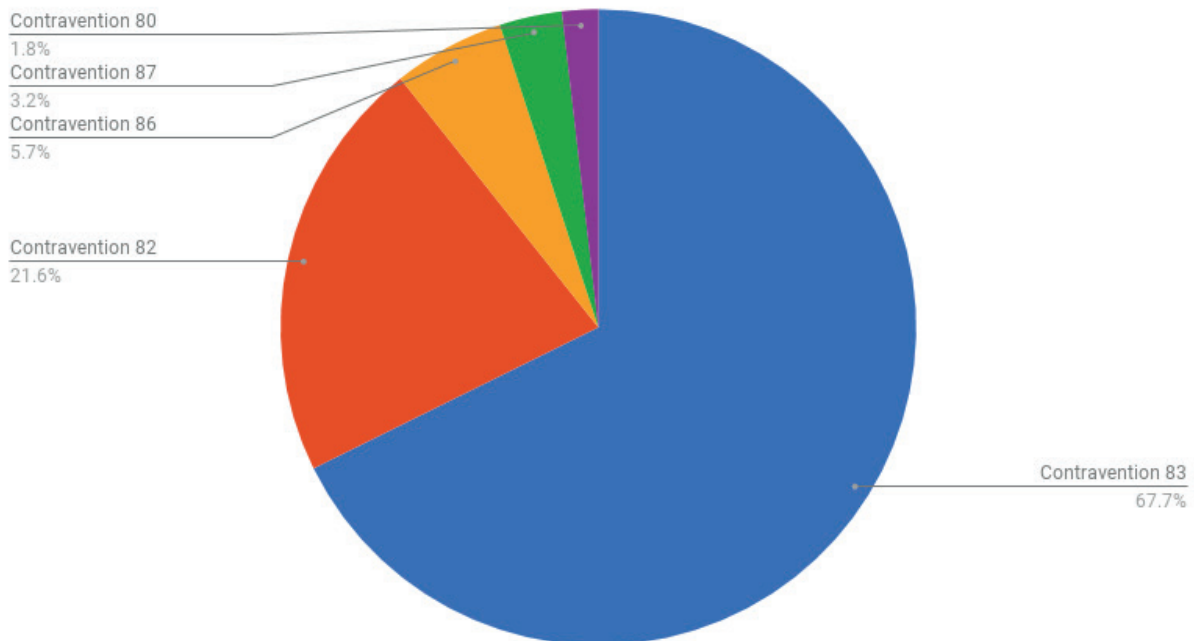
Top Five On-Street Contraventions

Top 5 On Street Contraventions



Top Five Off-Street Contraventions

Top 5 Off Street Contraventions

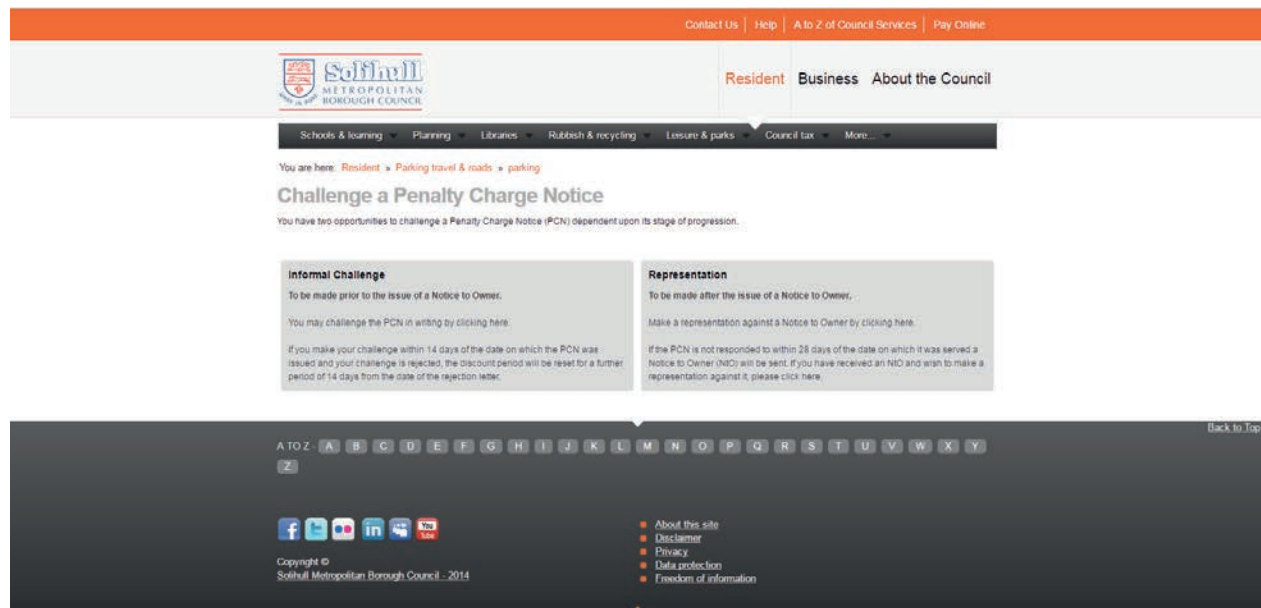


Appealing a Penalty Charge Notice

If you believe that a Penalty Charge Notice has been unfairly issued then you have the right to appeal it. Previously, all our appeals had to be made in writing however; we have now introduced new avenues in which motorists can appeal in order to make appealing more compatible with modern day life.

Appeals can now be appealed online, at any time of the day from the comfort of your own home whilst having a cup of tea! To do so, all you need to do is visit www.councilparking.org/solihull

Once there, you will come across this page;



If you have not yet received the notice to owner then you will need to click on informal challenge tab and complete the web form provided. If you have received the notice to owner then simply click on the representation tab and complete that web form. Your appeal will then be attached to your case and will be considered by an appeals officer in due course. Once considered a response will be provided in writing to the address provided.

If you do not have access to the internet then appeals can still be made in writing. If you wish to appeal in writing then please send all appeals to:

Appeals,
Parking Services,
Council House, Solihull,
West Midlands,
B91 9QT

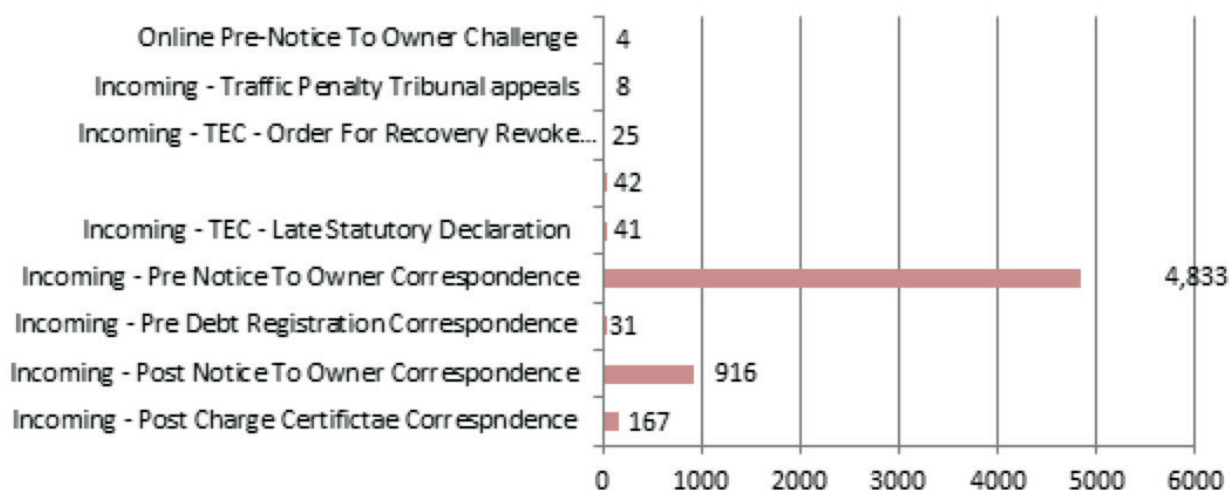
If appealing by post then please remember to quote your PCN Number, Vehicle Registration Number and Return Home Address.

Many people ask us why we cannot accept appeals over the phone or in person. This is because we need to keep a paper trail of every decision which we have made. Whether it is an accepted appeal or a rejected appeal, having a paper trail gives way to transparency and fairness in the ways in which we operate.

Breakdown of the appeals received

Each year, Solihull Council receives and considers thousands of appeals from people all over the county. This year, has been no different, as you can see below, we have received over six thousand appeals with the vast majority of those being pre notice to owner appeals. As online appeals have only just been introduced, the number of people who have appealed is considerably low. However, we anticipate this to be one of the main avenues of appealing going forward and expect to see a steady increase in this going forward.

Penalty Charge Notices in by type

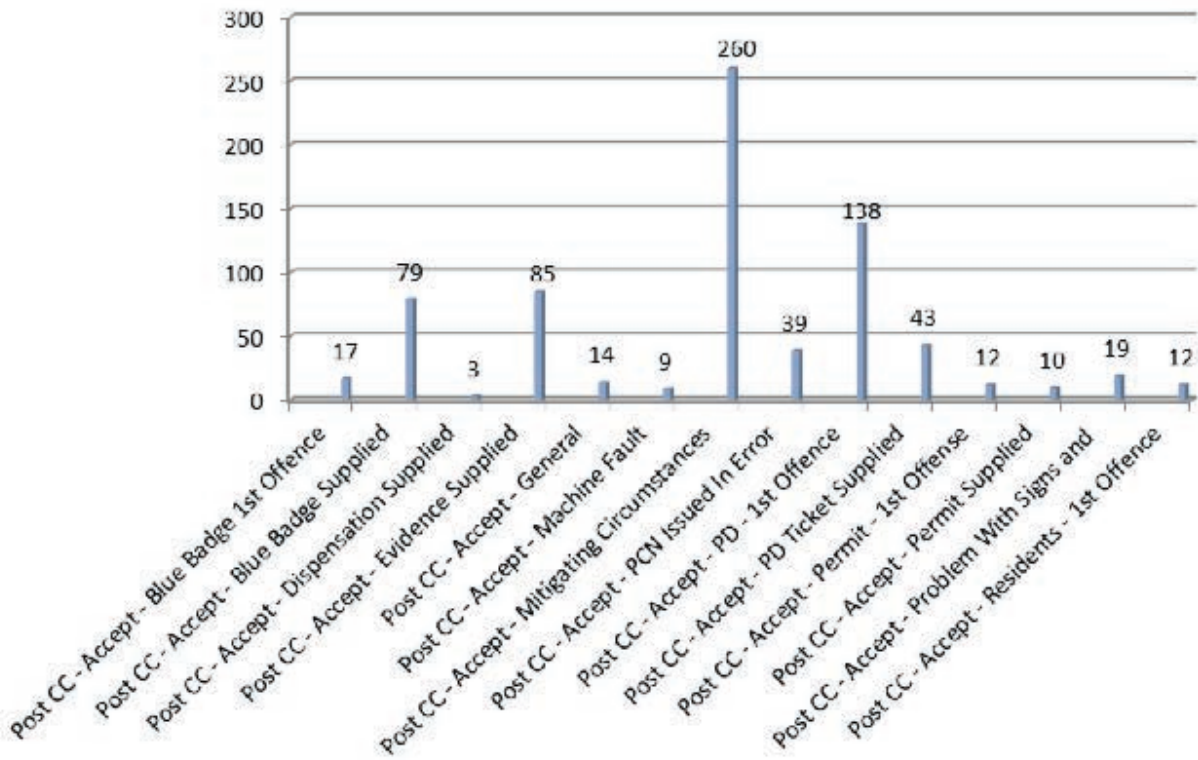


Breakdown of considered appeals

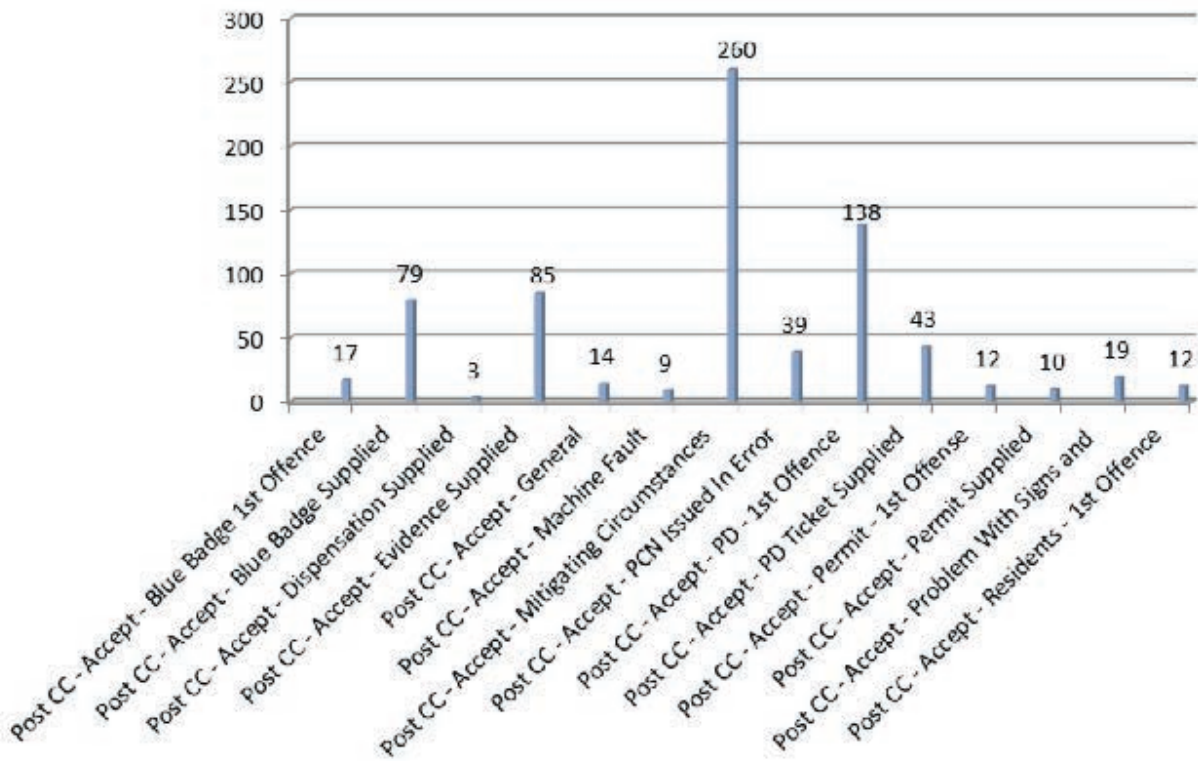
Each and every appeal received is considered on its own merits by an appeals officer. Once a decision has been made, a letter is sent to the appellant or the registered keeper advising them of our decision.

The information below gives detailed analysis of the number of appeals which are accepted (meaning that the appeal has been successful) and rejected (meaning the appeal has not been successful) Post CC appeals are those which have been appealed after the Charge Certificate has been sent to the registered keeper. It is at the Council's discretion as to whether or not consider such appeals but we do on all occasions. Post NTO appeals refer to those which have been appealed once the notice to owner has been sent. Pre NTO appeals refers to those which have been appealed before the notice to owner has been sent. As you can see, this constitutes a majority of the appeals received and therefore responded to.

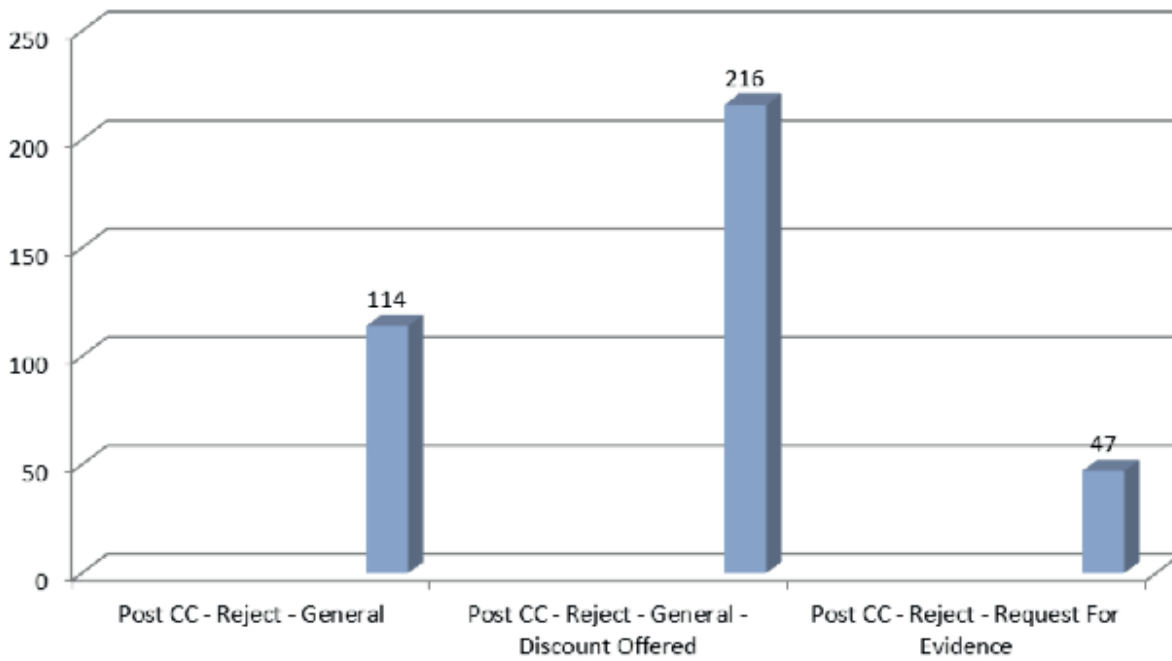
Post Charge Certificate - Accepted Appeals



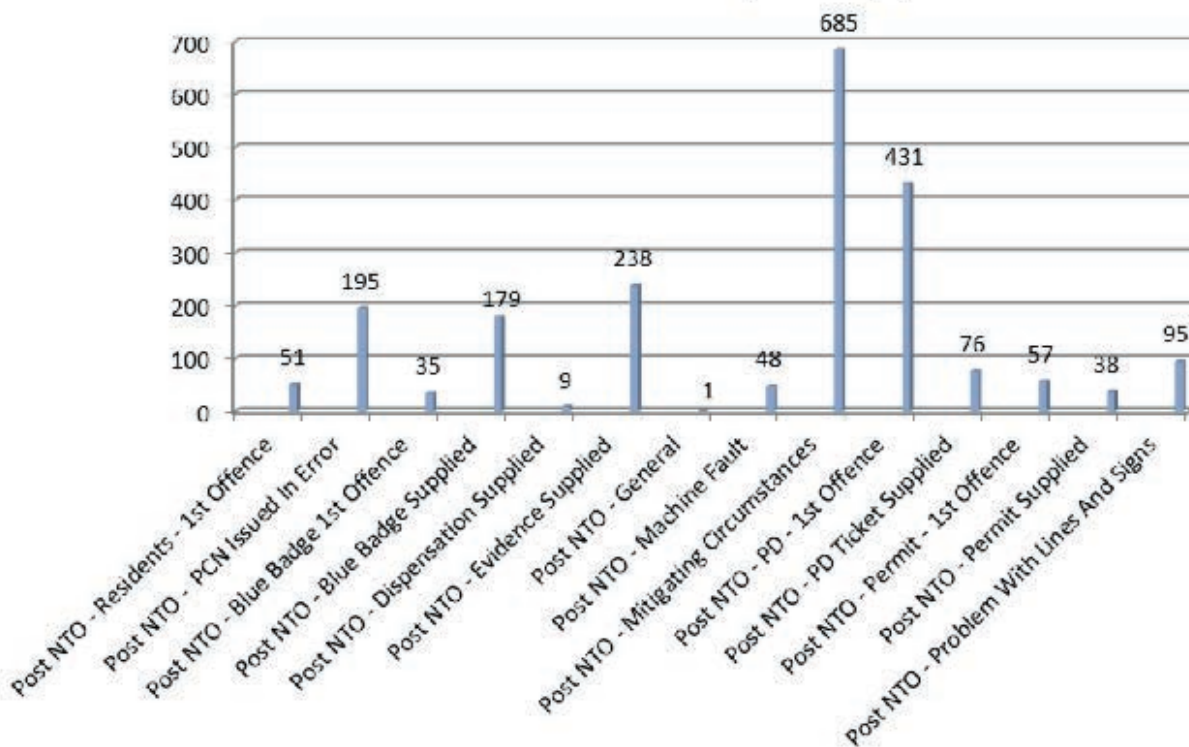
Post Charge Certificate - Accepted Appeals



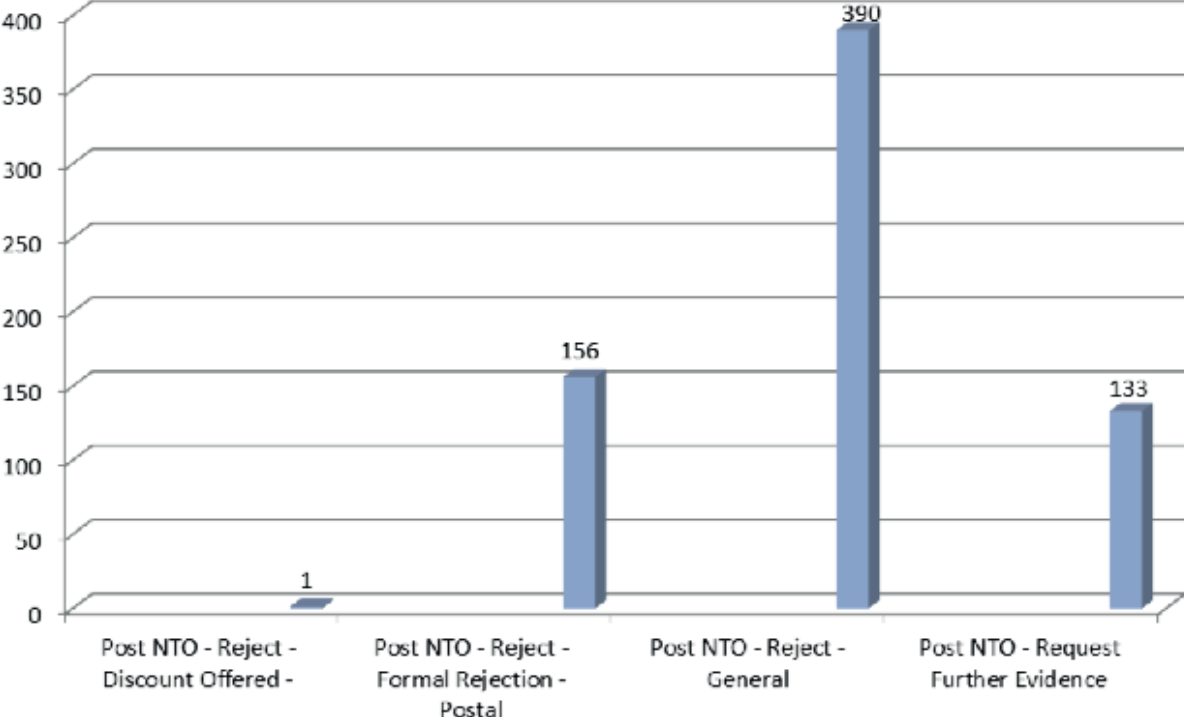
Post Charge Certificate - Rejected Appeals



Post Notice to Owner- Accepted Appeals



Post Notice to Owner- Rejected Appeals



Car Parks Balances as at 31/03/2017

Expenditure	Budget	Actual	Budget Remaining
Employee Cost	£23,000	£28,554	£5,554
Utilities	£176,130	£181,857	£5,727
Premises Costs	£674,570	£681,563	£6,993
Maintenance	£229,210	£96,882	-£132,328
Other Costs	£2,000	£47,275	£45,275
Equipment Costs	£145,450	£148,240	£2,790
Contracts	£282,030	£267,860	-£14,170
Internal Charges	£76,800	£69,443	-£7,357
Total	£1,609,190	£1,521,674	-£87,516

Income	Budget	Actual	Variation
Internal Income	-£41,000	-£17,645	£23,355
Parking Charges	-£3,042,150	-£2,548,686	£493,464
Season Permits	-£110,000	-£360,513	-£250,513
Rents	-£228,560	-£342,385	-£113,825
Contributions	-£146,440	-£135,821	£10,619
Total	-£3,568,150	-£3,405,050	£163,100

Outturn	Budget	Actual	Variation
Total Expenditure	£1,609,190	£1,521,674	-£87,516
Total Income	-£3,568,150	-£3,405,050	£163,100
Balance	-£1,958,960	-£1,883,376	£75,584

Civil Parking Enforcement Balances as at 31/03/2017

Expenditure	Budget	Actual	Budget Remaining
Employee Cost	£79,960	£74,174	-£5,786
Utilities	£0	£0	£0
Premises Costs	£550	£550	£0
Maintenance	£0	£0	£0
Other Costs	£19,330	£14,665	-£4,665
Equipment Costs	£10,680	£1,040	-£9,640
Contracts	£458,570	£408,780	-£49,790
Internal Charges	£1,030	£2,190	£1,160
Total	£570,120	£501,399	-£68,721

Income	Budget	Actual	Variation
Internal Income	£0	-£5,000	-£5,000
Parking Charges	-£553,930	-£461,964	£91,966
Season Permits	£0	£0	£0
Rents	£0	£0	£0
Contributions	-£39,200	-£30,917	£8,283
Total	-£593,130	-£497,881	£95,249

Outturn	Budget	Actual	Variation
Total Expenditure	£570,120	£501,399	-£68,721
Total Income	-£593,130	-£497,881	£95,249
Balance	-£23,010	£3,518	£26,528

Going forward – bus lane enforcement

From the 25 September 2017 CCTV cameras will monitor our bus lanes. A PCN will be sent to the registered keeper of those vehicles that use bus lanes or drive through a bus gate, when not permitted to do so. The charge for driving in a bus lane is £60 (reduced to £30 if paid within 14 days).



The enforcements, which began on Monday 25 September 2017, involve using bus lane traffic management cameras to ensure the bus lanes are used for public transport and not abused by other vehicles.

The bus lanes are clearly signposted and state that pedal bikes, motorcycles and Hackney Carriages will be allowed to use the bus lane on Lode Lane. Private hire taxis cannot use any of the bus lanes. Only pedal bikes will be able to use the short section leading from Lode Lane to Warwick Road.

Councillor Ted Richards OBE, Cabinet Member for Transport and Highways, said “I hope the introduction of these traffic enforcements will ease congestion and pollution in the town centre as well as encourage more people to use public transport. These new regulations have also been developed to help make the roads safer for pedestrians and cyclists which continues to be a priority.”

During the first 14 days of the new rules coming into force, offenders were issued a warning notice. From Monday 9 October 2017, fines of £60 will be issued to offending motorists. Fines can be reduced to £30 if paid within 14 days of the ticket being issued. Any income received will be reinvested into the scheme or used to fund other Council traffic or road safety projects.

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