

PARKING
SERVICES

ANNUAL REPORT

2023-24

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Glossary

ANPR	Automatic Number Plate Recognition
CCTV	Closed Circuit Television
CEA	Civil Enforcement Area
CEO	Civil Enforcement Officer
DfT	Department for Transport
EA	Enforcement Agent
F&D	Free and Display
MTE	Moving Traffic Enforcement
NtO	Notice to Owner
OfR	Order for Recovery
P&D	Pay and Display
PCN	Penalty Charge Notice
RDA	Refuse Disposal (Amenity) Act 1978
RTRA	Road Traffic Regulation Act 1984
TEC	Traffic Enforcement Centre
TfWM	Transport for West Midlands
TMA	Traffic Management Act 2004
TRO	Traffic Regulation Order
WMCA	West Midlands Combined Authority

Introduction

Paul Tovey – Head of Highway Management, Economy & Infrastructure Directorate



I am pleased to introduce Solihull's Parking Annual Report which summarises the Parking Services operation for 2023/24.

Parking Services are an essential service and have continued to run an efficient operation. We suspended enforcement during the Christmas festive period to allow families and friends to access residential properties in the town centre, and supported partners to hold events in various parts of the Borough.

Changes to the borough such as the planned redevelopment of the town centre have presented opportunities to embrace changes in travel behaviour and reevaluate our parking facilities to ensure they reflect the needs of our customers. Key objectives in the recently published Parking Services Operations Strategyⁱ demonstrate the need to provide for the increasing demand for electric vehicle charging space and cashless payment options for all our car parks.

We are also working closely with our partners at TfWM to meet our zero emission targets for the West Midlands by ensuring phase 2 of the Sprint bus priority corridor through Solihull is kept free of unauthorised vehicles by using camera enforcement along the route.

The Council is committed to the government's efficiency, transparency and accountability agenda and the financial accounts for the Parking Services operation for 2023/24 is included in this report.

Policy Context

The development and delivery of Parking Services is guided by the commitments of the Solihull Council Planⁱⁱ aim of achieving net zero carbon by 2041 as a borough and by 2030 as a Council, which influences day to day running of the and shapes the future of the service as demonstrated in the Parking Services Operations Strategy.

Service Overview

The legal statutory duty for managing the road network for the whole borough of Solihull under the TMA 2004 Part 2 section 16ⁱⁱⁱ and the RTRA Part 1^{iv} is delegated through the Council constitution to the Economy and Infrastructure Directorate.

As part of this Directorate, the Highways Management Team implement all types of TROs to manage the road network including static and moving traffic restrictions and on and off street parking places.

Parking Services are responsible for delivering civil enforcement of traffic contraventions as per the TMA part 6^v throughout the borough.

To fulfil this function, Parking Services manages all on and off-street car parking spaces, civil parking enforcement, including bus lanes and appeals and representations made against PCNs from end to end.

Civil Parking Enforcement

The whole borough of Solihull is designated as a CEA except for private land around the National Exhibition Centre who are responsible for managing parking on their own site.

Parking Services work in partnership with NSL to deliver on and off-street civil parking enforcement.

Static CCTV ANPR cameras enforce bus lanes in Lode Lane and Warwick Road. Footage captured of potential contraventions is reviewed by a qualified officer before importing the evidence pack to the back office notice processing system for issue.

Solihull do not use camera cars for civil enforcement.

Challenges and Representations

All appeal correspondence received by Parking Services is managed in house by qualified officers who make impartial decisions that are supported by legislation and robust policy.

When a customer makes an appeal using the online portal they are given a selection of common reasons given by appellants based on the contravention code that has been entered. This feature advises customer's whether or not their appeal may be successful based on the reasons given. This advice has reduced the number of appeals submitted that are likely to be rejected.

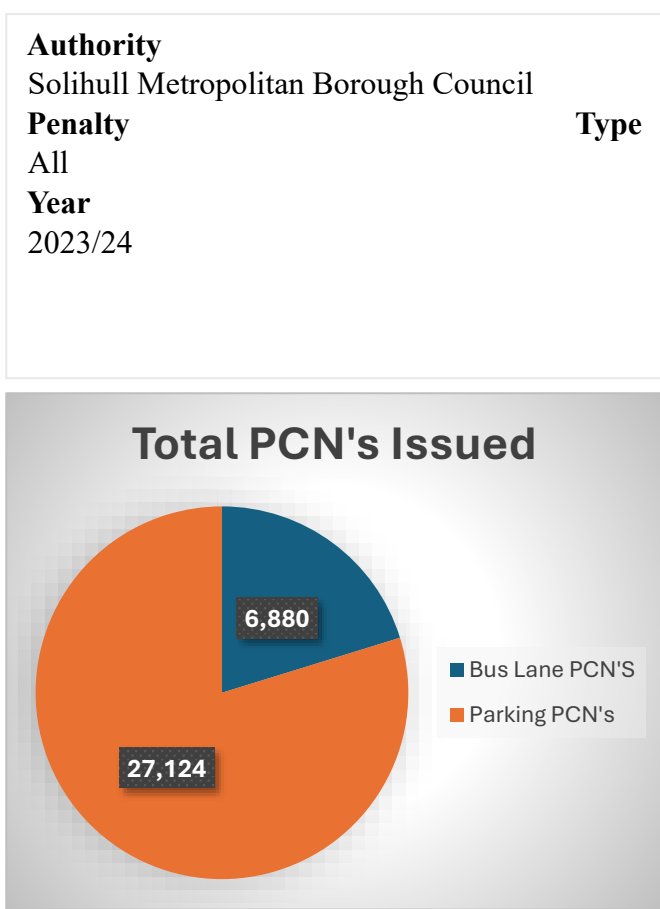
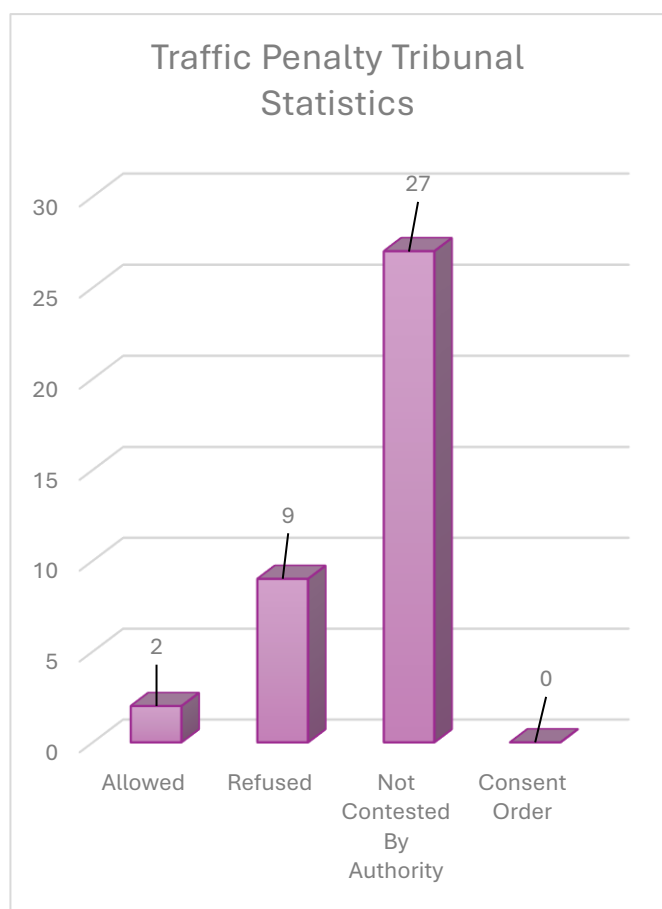
Adjudication

If a representation made against a PCN at the NtO stage is rejected and the appellant disagrees with the Council's decision, they have the opportunity to further appeal to an independent adjudicator.

The Traffic Penalty Tribunal^{vi} is responsible for deciding cases issued by local authorities in England outside of London. All decisions are final and must be accepted by the appellant and issuing authority.

2023/24 adjudication outcomes for Solihull are in the chart below.

Note: statistics are always 1 year in arrears.



PCNs Appealed	The total number of PCNs appealed to the Traffic Penalty Tribunal for the Authority, Penalty Type and Year selected.
Allowed / Refused	Appeals that were successful (allowed) or unsuccessful (refused) by an Adjudicator, based on the facts / evidence of the case.
Not Contested by Authority	Appeals that were successful, as the Authority chose not to contest the case.
Consent Order	Appeals that were closed, based on an agreement between the Authority and Appellant (e.g., payment of the original charge amount).

Enforcement Agents

If a PCN has gone through all stages of recovery and has not been discharged by either payment or successful appeal, the Council will apply to register the debt with the TEC at Northampton County Court.

Once registered an OfR will be issued to the registered keeper with a Witness Statement or in the case of a bus lane PCN, a Statutory Declaration form.

If payment is not received nor is a Witness Statement / Statutory Declaration form registered with TEC, a warrant will be issued for recovery by the Council's contracted EA.

It is the responsibility of the EA to pursue the debt and recover the outstanding amount through legal means.

Freedom of Information

Detailed information about data protection and how the Council manages Freedom of Information requests can be found on the About the Council webpage^{vii}.

Freedom of Information requests must be made in writing to the Council either by post or email to: infogov@solihull.gov.uk.

Once received the Corporate Information Governance team will assess the request and either direct the applicant to published online information or refer the request to the relevant team to be answered within the statutory time frame of 20 working days.

Financial information about the Council's income and expenditure including previous parking annual reports issued by Parking Services is available on the Open data^{viii} webpage.

On and Off-Street Parking

Short and long stay pay and display car parking operates in 16 surface and multistorey car parks throughout the borough. In addition, 2 on street pay and display parking places are available in Station Road and Stratford Road Shirley.

All Council car parks under the jurisdiction of Parking Services are Park Mark^{ix} accredited.

			Capacity and Space Type				
Solihull Town Centre Car Parks							
Ref	Car Park Name	Location	Weekday	Weekend	Disabled	EV Charging	Height restriction
1	Brueton Park	1021 Warwick Rd, Solihull B91 3HG	69	69	3	0	2m / 6ft 6in
2	Church Hill	Church Hill Rd, Solihull B91 3QS	127	127	0	2	2m / 6ft 6in
3	Civic Suite ^[1]	Manor Square, Solihull B91 3PX	0	174	0	4	3.8m / 12ft 5in
4	Dominion Court	Herbert Rd, Solihull B91 3QE	100	200	3	0	2m / 6ft 6in
5	Lode Lane	Lode Ln, Solihull B91 3AB	486	486	15	1	2.2m / 7ft 2in
6	Malvern Park	New Rd, Solihull B91 3EA	69	69	3	0	2m / 6ft 6in
7	Poplar Road (M&S)	Poplar Rd, Solihull B91 3AB	569	569	20	2	1.9m / 6ft 2in
8	Mell Square	Mell Square, Warwick Rd, Solihull B91 3DT	546	546	37	2	1.9m / 6ft 2in
9	Monkspath Hall Road	Monkspath Hall Rd, Solihull B91 3DN	1043	1043	10	0	2m / 6ft 6in
Shirley Car Parks							
Ref	Car Park Name	Location	Weekday	Weekend	Disabled	EV Charging	Height restriction
10	Rear of Aldi	240-244 Stratford Rd, Shirley, Solihull B90 3AE	36	36	0	0	None
11	Rear of Iceland	267-271 Stratford Rd, Shirley, Solihull B90 3AL	170	170	4	0	None
12	Church Road	The Old Library, Church Road, Shirley, Solihull B90 2AX	82	82	2	0	None
Knowle & Dorridge Car Parks							
Ref	Car Park Name	Location	Weekday	Weekend	Disabled	EV Charging	Height restriction
13	Greswolde Arms (rear)	St Johns Cl, Knowle, Solihull B93 3GB	125	125	5	0	None
14	NatWest Bank (rear)	St Johns Cl, Knowle, Solihull B93 0LL	34	34	2	0	None
15	Tesco (rear)	St Johns Cl, Knowle, Solihull B93 3GB	60	60	5	0	None
16	Left of Village Hall	St Johns Cl, Knowle, Solihull B93 3GB	28	28	0	0	None
17	Right of Village Hall	St Johns Cl, Knowle, Solihull B93 0LL	23	23	0	0	None
18	Rear of Village Hall	St Johns Cl, Knowle, Solihull B93 3GB	43	43	1	0	None
19	Dorridge Long Stay Car Park	Grange Road, Dorridge, B93 8QR	120	120	0	0	None

[1] Open to the public at weekends and on public holidays only

Car Park Name	Opening Hours		Monday – Saturday Tariff								Sunday Tariff				
	Monday - Saturday	Sunday	0-1	1-2	2-3	3-4	4-5	5-6	>6	O/N	0-1	1-2	2-3	>3	O/N
Bructon Park	24 Hours	24 Hours													
Church Hill	24 Hours	24 Hours		£2.70	£3.50	£4.50	£5.00	£6.00	£8.50	£1.50		£2.70	£3.50	£4.50	£1.50
Civic Suite[1]	24 Hours	24 Hours		£2.70	£3.50	£4.50	£5.00	£6.00	£8.50	£1.50		£2.70	£3.50	£4.50	£1.50
Dominion Court	24 Hours	24 Hours		£2.70	£3.50	£4.50	£5.00	£6.00	£8.50	£1.50		£2.70	£3.50	£4.50	£1.50
Lode Lane	24 Hours	24 Hours	£1.60		£3.50	£4.50	£5.00	£6.00	£8.50	£1.50	£1.60		£3.50	£4.50	
Malvern Park	24 Hours	24 Hours													
Poplar Road (M&S)	0730hrs - 2100hrs	0900hrs - 1730hrs		£2.70	£3.50	£4.50	£5.00	£6.00	£8.50			£2.70	£3.50	£4.50	
Mell Square	0700hrs - 2100hrs	0900hrs - 1800hrs	£1.60		£3.50	£4.50	£5.00	£6.00	£8.50	£1.50	£1.60		£3.50	£4.50	£1.50
Monkspath Hall Road	24 Hours	24 Hours						£3.50	£4.50						
Rear of Aldi	24 Hours	24 Hours				£0.50	£1.00	£1.50	£2.00						
Rear of Iceland	24 Hours	24 Hours				£0.50	£1.00	£1.50	£2.00						
Church Road	24 Hours	24 Hours				£0.50	£1.00	£1.50	£2.00						
Greswolde Arms (rear)	24 Hours	24 Hours			£1.20	£2.20	£3.20		£4.00						
NatWest Bank (rear)	24 Hours	24 Hours			£1.20	£2.20	£3.20		£4.00						
Tesco (rear)	24 Hours	24 Hours			£1.20	£2.20	£3.20		£4.00						
Left of Village Hall	24 Hours	24 Hours			£1.20	£2.20	£3.20		£4.00						
Right of Village Hall	24 Hours	24 Hours			£1.20	£2.20	£3.20		£4.00						
Rear of Village Hall	24 Hours	24 Hours			£1.20	£2.20	£3.20		£4.00						
Dorridge Long Stay Car Park	24 Hours	24 Hours			£1.20	£2.20	£3.20		£4.00						

[1] Monday to Saturday tariff only applies to Saturday and public holidays. Sunday charges apply after 1pm only.

Cashless Parking

In October 2014 Parking Services introduced a cashless parking solution for customers in all P&D and F&D car parks throughout the borough.

The F&D period is not available as a cashless parking session. Evidence of what time a motorist has begun their parking stay must be shown by obtaining a F&D paper parking ticket from a ticket machine located in the car park.






The cashless option is also available for customer's requiring season tickets for use in long stay car parks in addition to shorter parking sessions.

Cashless parking is provided by PaybyPhone and accessible online, or via an app available on Android, Apple and IOS platforms.

Strategy and Operational Policy

Parking Services have published an operational strategy to deliver on national and corporate objectives over a 5 year period from 2022 to 2027.

The objectives of the strategy focus on 5 core themes for car parks, customer services, enforcement, community engagement and working in partnership with key internal and external stakeholders.

Car Parks	Customer Services	Parking Enforcement	Community Engagement	Partnership Working
				
<ul style="list-style-type: none"> • Complete an asset review • Achieve Park Mark Plus • Legislative compliance • Install electric charging • Emission based charging • Maximise income to fund exceptional facilities 	<ul style="list-style-type: none"> • Cashless parking solution for all car parking places • Review permit pricing for residents and visitors • Provide virtual permit options for all permit types 	<ul style="list-style-type: none"> • Retender for the parking management system • Implement moving traffic enforcement • Support Sprint phase 2 priority bus corridor 	<ul style="list-style-type: none"> • Become a member of the Positive Parking Agenda • Engage the community through media channels • Raise awareness of parking issues around schools • Tackle engine idling outside school gates 	<ul style="list-style-type: none"> • Engage with digitalising Traffic Regulation Orders • Trial CCTV enforcement at <ul style="list-style-type: none"> - existing school streets • Develop a multiagency enforcement group

The strategic objectives will be delivered over the 5 year term by Parking Services in partnership with the Highway Management Team.

Operational Policy

All operational policy is publicly available on the Traffic and Transport strategy page^{xii}. Policy that relates to the operation of Parking Services is referenced below.

The Abandoned Vehicle Policy^{xiii} outlines the service's approach to managing reports of abandoned vehicles in accordance with the Council's statutory duty under the RDA.

The Blue Badge Enforcement Policy^{xiv} provides an overview of the Council's role in administering new applications, badge holder's rights and responsibilities, and where they can and can't park.

The Discretion and Mitigation Policy^{xv} are guidelines for the consideration of challenges and representations made against PCNs. The policy gives an overview of the statutory grounds for appeal and provides examples

of mitigating circumstances. These examples are not exhaustive, and all challenges and representations will be assessed on its individual merit.

The Drop Kerb Enforcement Policy^{xvi} states the legal definition of what constitutes an obstruction of a drop kerb and Parking Services’ enforcement approach.

The Enforcement Grace Period Policy^{xvii} defines what the grace period is and how it is applied by Parking Services to on and off-street car parking as per governing legislation.

The Winter Maintenance Policy^{xviii} explains the Council’s approach to managing severe weather in the off-street surface and multi-storey car parks throughout the borough and when enforcement may be suspended.

All operational policy is up-to-date and reviewed on a yearly basis to ensure they remain fit for purpose and legislatively compliant.

Service Performance

Key performance indicators measure appeal processing performance for the back office team and civil enforcement conducted by NSL as per the contact terms and conditions.

Performance is continually monitored through day to day management for the back office team and by monthly NSL contract meetings to ensure deployment and quality targets are being met.

Future Initiatives

The WMCA and TfWM are leading on adopting powers for MTE outside of London and are applying on behalf of all the partnership authorities to the DfT by the end of the 2022 financial year.

In preparation of receiving authorisation from the DfT Solihull will be completing a tender exercise for MTE equipment to enforce sites highlighted as priority in the application.

The implementation of MTE is one of the objectives in the Parking Services Operational Strategy.

Penalty Charge Notice Issue and Recovery Statistics

On and off-street PCN issue, appeal and recovery statistics for the last financial year is detailed in the table below.

	2023/24
Total No. Higher Level PCNs issued	21,645
Total No. Lower Level PCNs issued	12,359
Total No. PCNs issued	36,004
Total No. Recoverable PCNs issued ¹	33,770
Total No. PCNs paid	24,402
Total No. PCNs paid at discount rate	20,087
Total No. informal or formal representations made	9,510
Total No. PCNs cancelled upon successful appeal	4,815

¹ Total minus warning, spoilt and test PCNs

Total No. PCNs written off for other reasons	1,350
Total No. Vehicles Immobilised	0
Total No. Vehicles Removed	0

Financial Statement

Any surplus generated by parking services in respect of managing parking places or enforcing the road network is legally restricted to fund the delivery of the service and for the provision and maintenance of off-street multi-storey or surface parking accommodation as per the RTRA section 55^{xix}.

If the maintenance or development of parking accommodation is not necessary, any surplus remaining after funding of the service must be used for any of the functions listed below.

- For the provision or operation of public passenger transport services.
- For the purposes of a highway or road improvement project in the local authority's area.
- For the purposes of environmental improvement in the local authority's area.

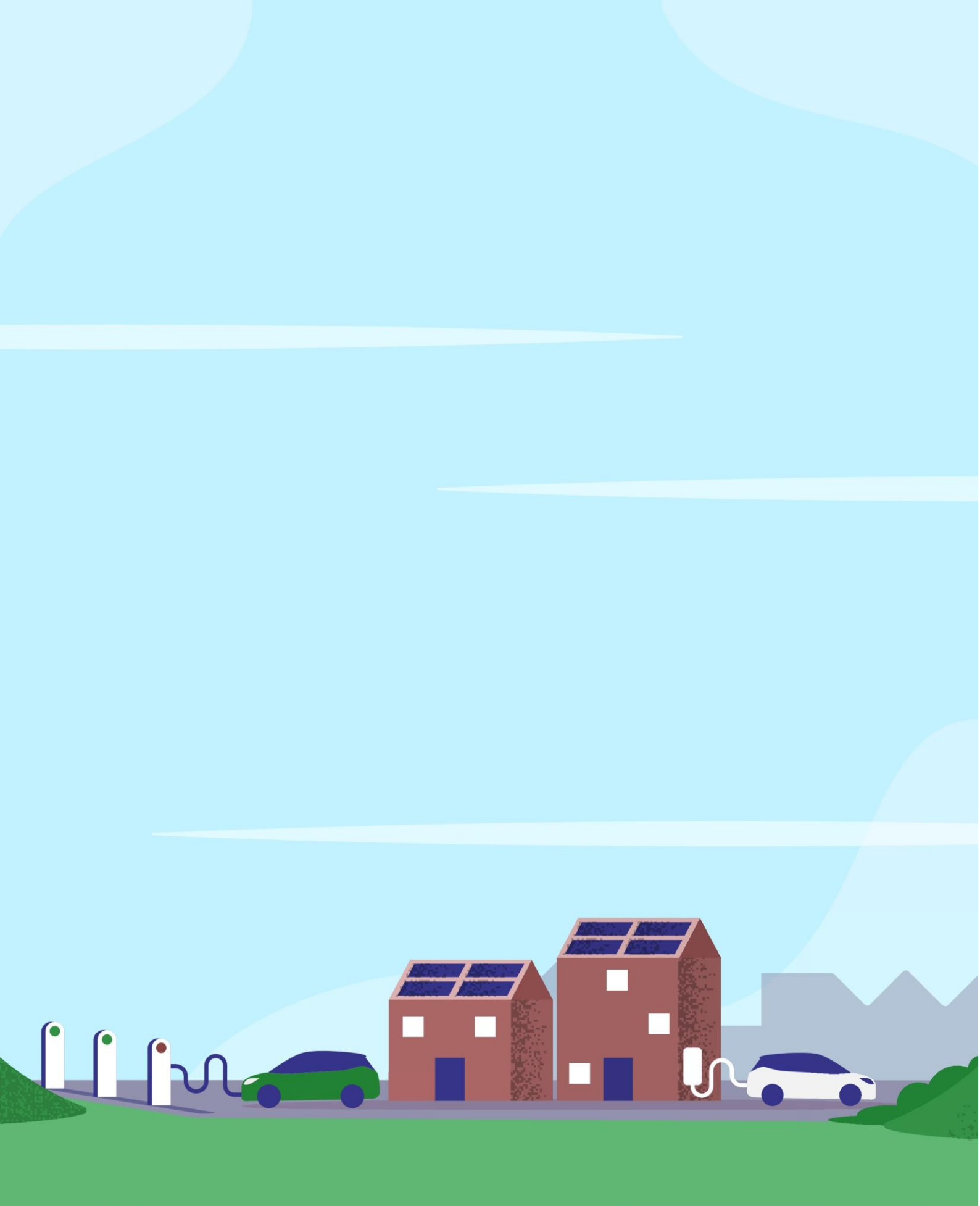
Parking Services Accounts 2023/24

Expenditure	Outturn (£)
Employee Costs	44,769
Utilities	318,709
Premises Costs	898,749
Maintenance	92,884
Equipment Costs	96,218
Contracts	318,482
Other Costs	- 3,811
Total Expenditure	£1,843,344
Income	
Parking Charges	- 1,435,172
Season Permits	- 224,014
Rents	- 321,070
Internal Income	0
Contributions	- 3,161

Grants (Covid related)	0
Total Income	- 1,983,417
Balance	- 140,074

Reference

- ⁱ [Solihull Parking Services Operations Strategy](#) ⁱⁱ [The Solihull Council Plan](#) ⁱⁱⁱ <https://www.legislation.gov.uk/ukpga/2004/18/section/16> ^{iv} <https://www.legislation.gov.uk/ukpga/1984/27/section/1> ^v <https://www.legislation.gov.uk/ukpga/2004/18/part/6>
- ^{vi} [About us - Traffic Penalty Tribunal](#) ^{vii} [About the Council | solihull.gov.uk](#) ^{viii} [What we spend and how we spend it \(solihull.gov.uk\)](#) ^{ix} [Park Mark](#) ^x <https://secure.mipermit.com/solihull/Account/PayAndStayAdd.aspx> ^{xi} <https://secure.mipermit.com/solihull/Application/ModuleLander.aspx>
- ^{xii} [Strategies - traffic and transport | solihull.gov.uk](#) ^{xiii} [Abandoned Vehicle Policy \(solihull.gov.uk\)](#) ^{xiv} [Blue Badge Enforcement Policy 2022 \(solihull.gov.uk\)](#) ^{xv} [Discretion and mitigation policy 2022 \(solihull.gov.uk\)](#) ^{xvi} [Drop kerb enforcement policy \(solihull.gov.uk\)](#) ^{xvii} [Enforcement Grace Period Policy 2022 \(solihull.gov.uk\)](#) ^{xviii} [Winter Maintenance Policy 2022 \(solihull.gov.uk\)](#) ^{xix} <https://www.legislation.gov.uk/ukpga/1984/27/section/55>



**YOUR
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METROPOLITAN
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