



Parking Services Annual Report 2022/2023

www.dorsetcouncil.gov.uk/parking



Photos by Graham Stead

Forward



[Councillor Ray Bryan](#)
Portfolio Holder for Highways, Travel and Environment

Welcome to the Parking Services annual report for Dorset Council for 2022/2023.

Parking remains an important element to the services we deliver as a Council. This year has been a busy one, with many alignment and improvement changes.

As we make changes to the tariffs this year to ensure that funds are available for the essential work that we do as a Council in the Highways Service, my focus remains on keeping affordable parking for residents, businesses and for those who work in the Dorset Council area.

This year we implemented the new three tier charging strategy; this is designed to appreciate the uniqueness of Dorset's rural, market town and beach destinations, with tariffs that are set at the right level for each area.

To ensure that residents and businesses were not impacted by rising parking tariffs, we introduced two new car park permits, the Flexi Stay and the Short Stay permits. The Flexi Stay replaced previous season tickets and is intended for those who park for long periods of time, this could be for work or other reasons. The Short Stay permit is a new initiative for much of the Dorset Council area and is aimed for those who make quick and regular trips to the car park for the purpose of shopping, medical appointments, dog walking, sea swimming and so on.

We also undertook a review of our Blue Badge car park policy. In recognition that Blue Badge holders may need more time to transition to and from their destination, we introduced an uncharged hour of parking on top of the ticket purchased, so if a Blue Badge holder purchases 30 minutes of parking, they will be able to stay for 1 hour and 30 minutes.

Lastly, we introduced the Restricted Mobility car park permit, for Blue Badge holders with additional mobility needs. This permit gives Blue Badge holders 3 hours free parking in Dorset Council car parks.

In addition to this work, we also looked at improving the customer experience. To achieve this, we moved the first contact by customers from Parking Services to Customer Services, which means that now customer queries are dealt with much more quickly and has enabled the parking team to respond within recommended timescales to challenges and other.

Introduction

The purpose of this report is to provide financial; statistical and performance data relating to Parking in Dorset Council and covers the period from 1 April 2022 to 31 March 2023. Reports for previous years can be found on Dorset Council's website at <https://www.dorsetcouncil.gov.uk/parking>

Enforcement

The table below shows the number of PCNs issued from 2020/2021 to 2021/2022, categorised by the type of contravention and level of PCN.

PCN statistic	2021/2022		2022/2023	
	On-street	Off-street	On-street	Off-street
Higher Level PCNs issued	10075	1136	8732	1132
Lower Level PCNs issued	4748	10017	4619	5813
Total PCNs issued	14823	11153	13351	6945
PCNs paid at discount rate	9195	6413	8414	4142
PCNs paid at non-discount rate	2036	1393	1955	976
Total PCNs paid	11231	7806	10369	5118
Total PCNs unpaid	3592	3347	2982	1827
PCNs registered as Debts	2959	1679	3122	1041
Appeals/Representations received	2864	3160	2530	1884
PCNs cancelled through the use of discretion or due to evidence being supplied	756	1556	723	879
PCNs cancelled for statutory reasons	36	36	26	17
Total PCNs cancelled	792	1592	749	896
PCNs going to Adjudication	7	2	5	5
PCNs written off (untraceable keepers)	235	132	233	138
Vehicles clamped or removed	0	0	0	0

Financial Data

Income and expenditure statement 2022/2023

	2021/2022 (£)	2022/2023 (£)
Expenditure		
Internal Charges (Expenditure)	264,418	293,099
Pay Related Costs	1,224,147	1,132,510
Premises Related Costs	1,618,602	1,601,095
Transport Related Costs	43,811	39,623
Supplies and Services	606,605	770,220
Third Party (Contracted Out) Payments	14,485	18,347
Total Expenditure	3,772,068	3,854,896
Income		
Parking Waivers & Permits	728,849	795,350
Pay & Display Charges	7,663,772	8,138,240
Penalty Charge Notices	742,712	610,510
Internal Charges (Income)	21,868	179,087
Government Grants	153,759	0
Other income	172,843	211,794
Total Income	9,483,753	9,935,089
Financial adjustments		
Deficit/Surplus	5,711,685	6,080,193

Surplus funds are used as per the Road Traffic Regulation Act 1984, section 55. To this effect surplus has been used to maintain Dorset Council car parks, this includes cyclical vegetation maintenance work, lighting inspections and improvements and surface and relining works. Surplus has also been used to support work carried out across the highways network.