

Parking Enforcement Activities

There are presently 7 full time Civil Enforcement Officers employed by the Council plus 2 relief staff. There are also 2 full-time members of staff who collect cash from the Pay and Display machines. We also employ an individual on a part-time basis to count and process all the cash that is collected.

In 2012-13 the net surplus generated by enforcement activities was £6,429. During the same period, the total income from fines was £281,055. It should also be noted that the Civil Enforcement Officers also enforce the public car parks as part of their duties which helps improve compliance and thus income from the Pay and Display machines.

The fines issued by Civil Enforcement Officers are officially known as Penalty Charge Notices (PCNs) rather than Fixed Penalty Notices which are what the Traffic Wardens used to issue. A table summarising the PCNs issued since 1st April 2012 is listed in Appendix 2. This also provides a breakdown by MAG area.

The number of PCNs issued every year has steadily decreased almost since 2006. The number of Civil Enforcement Officers employed by the authority has also decreased during the same period. Please see the tables below which show the number of PCNs issued by calendar year and by MAG area.

2005	2006	2007	2008	2009	2010	2011	2012
14,498	17,473	14,013	13,339	10,313	9,675	9,203	8,894

Total number of Penalty Charge Notices issued by calendar year

	2012-13		2013-14 (1/4/13 to 14/7/13)*	
MAG	Number issued	Percentage of total (%)	Number issued	Percentage of total (%)
Rhyl	6335	76.1	1335	60.2
Prestatyn	790	9.5	334	15.1
Elwy	69	0.8	45	2.0
Denbigh	337	4.0	224	10.1
Ruthin	395	4.7	126	5.7
Dee Valley	376	4.5	152	6.9
Total issued	8322		2216	

Number of Penalty Charge Notices issued by MAG area

The annual decreases in PCNs issued are generally because compliance amongst drivers has improved over the years, therefore, reducing the number of PCNs that are issued and hence the number of Civil Enforcement Officers that need to be employed. Please note, however, that Civil Enforcement

Officers also have an important deterrent effect for helping to prevent illegal parking.

In recent months, there have been some complaints raised by the general public concerning alleged discourteous behaviour by Civil Enforcement Officers. In most of these cases, the comments have been about Civil Enforcement Officers in general rather than about a specific individual. However, this is obviously something that we must take very seriously. The Parking Enforcement team is currently being reviewed as part of the wider restructuring exercise that has been ongoing in Highways and Environmental Services. As part of this review the issue of conduct has been focused upon. It is also intended to introduce the wearing of body cameras as standard practice amongst all Civil Enforcement Officers. The cameras will have obvious security benefits but will also help provide vital evidence in instances where the Civil Enforcement Officer is alleged to have been rude or discourteous.