



# ANNUAL PARKING SERVICE REPORT

2024/25



**BOROUGH OF  
BROXBOURNE**  
[www.broxbourne.gov.uk](http://www.broxbourne.gov.uk)

SP250972

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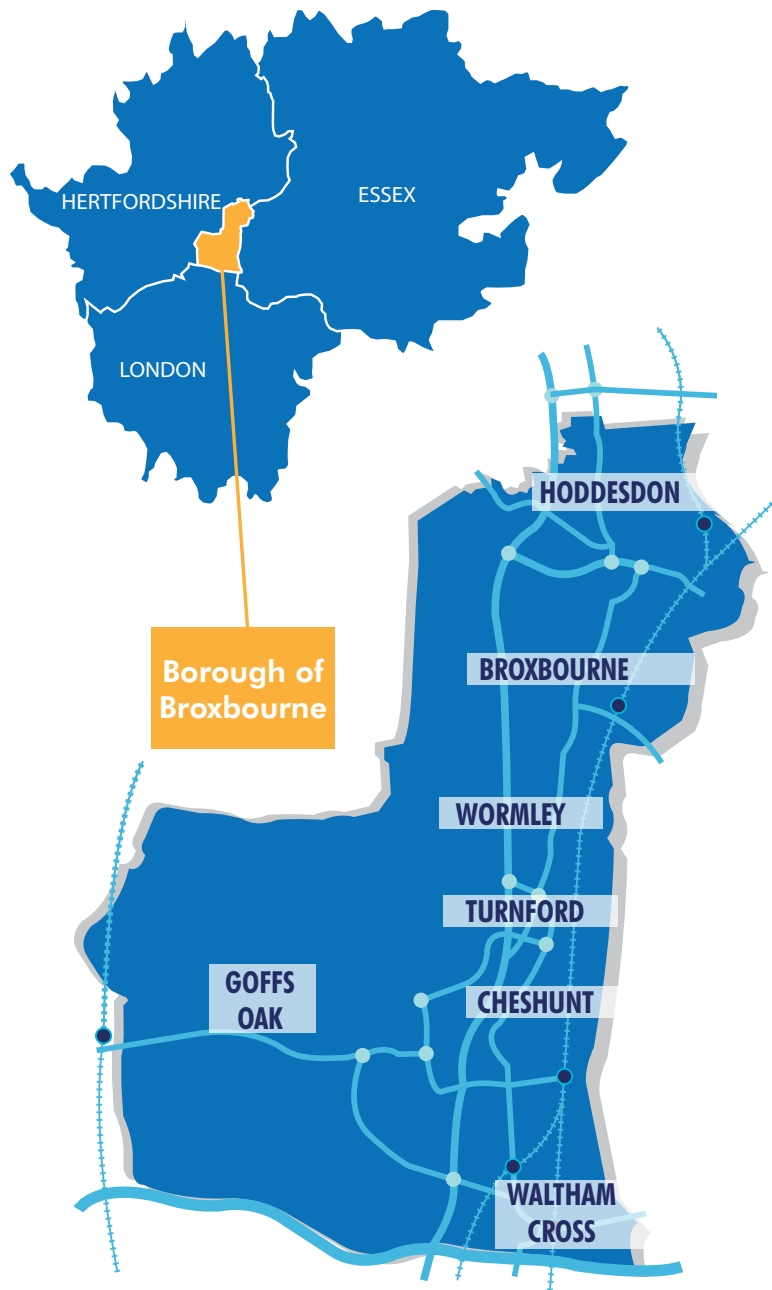
# INTRODUCTION

The Borough of Broxbourne lies in south east Hertfordshire, adjoining London and the M25 to the south. It has an area of approximately 20 square miles and a population of around 99,000 (Office of National Statistics Census 2021). Among a balanced wealth of residential and commercial properties, the Borough boasts large areas of green belt countryside. There are good road and rail links into London and Stansted Airport, with many residents commuting to work on a daily basis.

The geography and demographics of the Borough present many challenges when it comes to setting a parking policy and attempting to balance the often competing requirements of different groups of stakeholders, including residents, businesses, commuters, visitors, schools and blue badge holders.

The three main town centres are Hoddesdon, Cheshunt and Waltham Cross. There are a number of small local shopping parades throughout the Borough, where local businesses are supported with the provision of sufficient free or low-priced short-stay parking in the vicinity to achieve a good level of turnover of spaces and to encourage shoppers and visitors.

Overall, car ownership is above average, with more than 80% of households having one or more cars. This results in a high demand for on-street spaces in many residential areas. In common with the rest of the country, the proportion of older residents is projected to continue to increase over the coming years, as is it the number of Blue Badge holders.



## Key achievements 2024/25

The Council continues to focus on school parking enforcement. 'Parking Buddies' have been issued to nine primary schools in the Borough to highlight the safety issues arising from illegal and dangerous parking.

The Council worked with the DVLA throughout the year to tackle the issue of untaxed vehicles. A total of 90 vehicles were clamped, 75 were issued with a warning and two vehicles were removed.

# PARKING MANAGEMENT STRATEGY

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The Council's current Parking Management Strategy was adopted in October 2018 and was updated in 2024/25.

The Strategy aims to assist the Council in its management of the parking needs of residents, visitors, local businesses and their workforces, long-stay visitors and commuters, principally in the Borough's residential areas and town centre locations. It works alongside the Broxbourne Local Plan 2018-2033 and the Council's town centre strategies.

## Strategic Parking Objectives and Policies

The Council's priorities for parking in Broxbourne are:

- Minimise the impact of commuter parking on local residents
- Meet the needs of local business and their workforce - promote business and leaseholder permits
- Keep traffic moving and streets clear so they are accessible to all, including emergency services and refuse vehicles

A set of guiding principles about delivering these objectives can be found in the Parking Strategy which can be viewed online at [www.broxbourne.gov.uk/parking/parking-strategies-policies](http://www.broxbourne.gov.uk/parking/parking-strategies-policies).

# PARKING PROVISION



## Car parks:

The Council owns or operates 16 pay and display car parks across the Borough. These car parks provide 1,400 parking spaces including 56 disabled bays and 54 Electric Vehicle charging points.

The Council's car parking charges reflect the need for 'value for money' and are regularly benchmarked against the charges made in neighbouring boroughs. Charges are subject to an annual review.

A mobile payment scheme was introduced in January 2019 and offers a number of alternative payment options, including IVR (Interactive Voice Response), telephone app, text message or online.

The table below provides an overview of the car parks operated by the Council and the facilities within each.

Location	Ordinary spaces	Electric Vehicle Charging	Disabled Badge Holder's bays	Motorcycle bays	Leased/reserved	Total
<b>Cheshunt</b>						
Newham Parade	76	6	2	2	10	96
Community Hospital	31	6	5	1	1	44
Windmill Lane	217	6	13	3	0	239
Wycliffe Close	38	6	2	3	2	51
Borough Offices	36	6	4	0	3	49
Borough Offices South	126	0	0	0	0	126
Borough Offices North	13	0	0	0	0	13
Whit Hern Court	32	0	0	0	0	32
<b>Waltham Cross</b>						
Eleanor Cross Road	86	0	5	3	5	99
High Street	131	6	7	2	14	160
Playing Fields	86	6	3	1	0	96
<b>Hoddesdon</b>						
Burford Street	37	0	3	1	10	51
Taverners Way North	34	6	3	2	0	45
Taverners Way South	24	0	2	2	12	40
<b>Goffs Oak</b>						
Valley View	20	6	3	1	18	48
<b>Broxbourne</b>						
Lido	276	0	4	2	0	282
<b>Total</b>	<b>1,263</b>	<b>54</b>	<b>56</b>	<b>23</b>	<b>75</b>	<b>1,471</b>

# PARKING CHARGES

**The Council reviews its parking charges annually. The charges for 2024/25 are detailed below:**

Charges in Newnham Parade, Cheshunt Community Hospital, Windmill Lane, Wycliffe Close, Eleanor Cross Road, High Street, Playing Fields, Burford Street, Taverners Way North, Taverners Way South, Goffs Oak Valley View and Lido (Riverside) car parks are as follows:

Cost	Length of stay
£1.30	up to 1 hour
£2.40	up to 2 hours
£3.50	up to 3 hours
£4.50	up to 4 hours
£6.50	all day*

\*Windmill Lane Car Park is restricted to a maximum stay of 6 hours

Charges in the Borough Offices Car Park are as follows:

Cost	Length of stay
free	up to 1 hour
£2.40	Up to 2 hours
£3.50	up to 3 hours
£4.50	up to 4 hours
£6.50	up to 5 hours
£7.00	up to 6 hours
£12.00	all day

Charges in the Borough Offices Car Park North/South and Whit Hern Court are as follows:

Cost	Length of stay
£1.30	up to 1 hour
£2.40	Up to 2 hours
£3.50	up to 3 hours
£4.50	up to 4 hours
£6.50	up to 5 hours
£7.00	up to 6 hours
£12.00	all day

To encourage local workers not to park in the short-term parking bays in the town centres, the Council provides the option for local workers to purchase a season ticket to park in a Council pay and display car park or companies to lease parking bays at a discounted rate. This helps free up the short term parking bays for customers to the local retail outlets.

Local Worker Season Ticket	
12 month	£530
6 month	£320
3 month	£170

Leased Parking Bay	
Annual	£860
6 month	£470

Customers can also purchase a season ticket.

Commuter Season Ticket	
Annual	£810
13 Weekly	£310



## On-Street

In addition to its car parks, the Council provides more than 320 free on-street parking bays, principally in the Borough's town centres and at local shopping parades.

### Disabled parking provisions

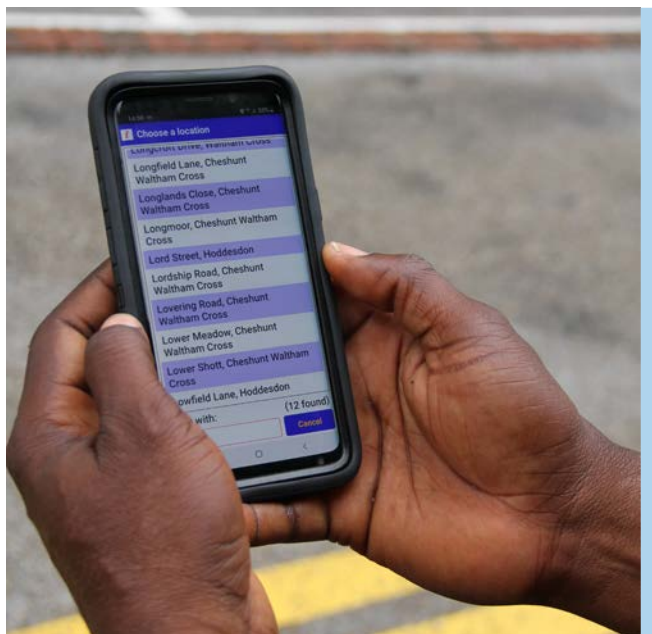
The Blue Badge scheme is managed by Hertfordshire County Council. The scheme allows cars carrying people who have a disability, including disabilities that are not visible, to park near their homes, shops, stations and other facilities.

All Council-run pay and display car parks have designated disabled bays. Blue Badge holders may park free of charge in these car parks whilst displaying a valid Blue Badge. However, Blue Badge holders cannot park in reserved or permit bays, or bays dedicated to other vehicles such as motorcycles. Blue Badge holders may also park on single or double yellow lines for up to three hours, provided they are displaying a valid Blue Badge, but not where there are restrictions for loading or unloading.

There are currently more than 450 on-street disabled parking bays within the Borough, with this number increasing each year. These are provided free of charge and are supported by Traffic Regulation Orders.



# PARKING ENFORCEMENT



The Council employs a team of Civil Enforcement Officers (CEOs) who patrol seven days a week, in order to provide coverage of all parking restrictions throughout the Borough. CEOs are strategically deployed to the areas where the most parking problems are experienced.

Early morning and late evening patrols are also carried out to enforce commercial vehicle restrictions, double yellow lines, bus stops, taxi ranks and schools.

CEOs use hand-held computers and cameras to record the details of all PCNs issued, and to provide supporting evidence of parking contraventions.

Body cameras worn by CEOs are used to deter aggressive behaviour towards them, to provide evidence of any criminal behaviour and to support penalty charges issued. The Council's Enforcement Policy outlines the criteria governing the issuing of PCNs and the challenge process. The Parking Enforcement Policy can be viewed on the Council's website.

Parking enforcement in the Borough of Broxbourne aims to:

- Maintain and, where possible, improve the flow of traffic
- Take into account the need to improve safety and environmental conditions
- Discourage indiscriminate parking causing obstruction and hindering the free flow of traffic, thereby ensuring a safe environment for highway users and maximum turnover of parking spaces
- A greater focus on school patrols, resulting in an enforcement presence at one or more schools on three days out of every four and the implementation of broader initiatives to address issues at the most problematic schools.

## Enforcement of Untaxed Vehicles

The Council collaborates with NSL, the DVLA's national contractor, to tackle untaxed vehicles. NSL visited the Borough 6 times during 2024/25 with a total of 167 untaxed vehicles clamped, warned or removed.

## Blue Badge Enforcement



The Council works alongside the Hertfordshire Shared Anti-Fraud Service (SAFS) to combat Blue Badge fraud. Patrols are conducted to provide reassurance

to legitimate Blue Badge Holders that Blue Badge fraud will not be tolerated.

The Council will continue to tackle misuse of Blue Badges in order to maintain the high level of compliance in the Borough.

# PERFORMANCE

## Issue of Penalty Charge Notices

PCNs are issued at two levels depending on the severity of the contravention. The higher band is £70 (reduced to £35 if paid within 14 days) and the lower band is £50 (reduced to £25 if paid within 14 days).

The table below details the number of PCNs issued at higher and lower level:

	2022/23	%	2023/24	%	2024/25	%
PCNs issued @ higher level	14,014	53	17,549	57	16867	55
PCNs issued @ lower level	12,417	47	13,368	43	13795	45
<b>Total number of PCNs issued</b>	<b>26,431</b>		<b>30,917</b>		<b>30,662</b>	

## Penalty Charge Notices issued by contravention 2024/25

PCN Description	Code	Number	Higher or lower charge (H/L)
<b>On-street</b>			
Parked in a restricted street during prescribed hours	01	7,138	H
Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	02	2,628	H
Parked after the expiry of paid for time	05	308	L
Parked without clearly displaying a valid pay and display ticket or voucher	06	1,957	L
Parked without payment of the parking charge	11	274	L
Parked in a permit space or zone without clearly displaying a valid permit	16	327	H
Parked wholly or partly in a suspended bay or space	21	372	H
Re-parked in the same parking place or zone within one hour after leaving	22	42	L
Parked in a parking place or area not designated for that class of vehicle	23	1,282	H
Not parked correctly within the markings of the bay or space	24	688	L
Parked in a loading place or bay during restricted hours without loading	25	611	H
Parked in a special enforcement area adjacent to a footway, cycle track or verge lowered to meet the level of the carriageway	27	881	H
Parked in a special enforcement area on part of the carriageway raised to meet the level of a footway, cycle track or verge	28	328	L
Parked for longer than permitted	30	1,741	L
Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	40	1,523	H

PCN Description	Code	Number	Higher or lower charge (H/L)
Stopped on a taxi rank	45	381	H
Stopped on a restricted bus stop or stand	47	190	H
Stopped in a restricted area outside a school, a hospital or a fire, police or ambulance station when prohibited	48	63	H
A commercial vehicle parked in a restricted street in contravention of the Overnight Waiting Ban	55	10	H
Parked in contravention of a commercial vehicle waiting restriction	56	2	H
Parked with one or more wheels on or over a footpath or any part of a road other than a carriageway	62	300	H
Stopped on a pedestrian crossing and or crossing area marked by zig-zags	99	87	H
<b>Total On-street PCNS</b>		<b>21,133</b>	
<b>Off-street</b>			
Parked in a loading place or bay during restricted hours without loading	70	1	H
Parked in an electric vehicle charging place during operating hours without charging	71	379	L
Parked without payment of the parking charge	73	2,686	L
Parked for longer than permitted	80	95	L
Parked in a restricted area in a car park	81	468	H
Parked after the expiry of paid for time	82	332	L
Parked in a car park without clearly displaying a valid pay and display ticket or voucher or parking clock	83	4,739	L
Parked in a permit bay without clearly displaying a valid permit	85	280	H
Not parked correctly within the markings of a bay or space	86	226	L
Parked in a disabled person's parking space without clearly displaying a valid disabled person's badge	87	273	H
Parked in a car park or area not designated for that class of vehicle	91	50	H
<b>Total Off-street PCNs</b>		<b>9,529</b>	
<b>Total PCNs issued</b>		<b>30,662</b>	

# DEALING WITH CHALLENGES AND APPEALS AGAINST PCNs

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Penalty Charge Notice challenge processing is carried out by the Council's notice processing team. The officers are trained to provide a consistent, fair and accurate approach when dealing with PCN challenges.

Vehicle owners may choose to dispute a PCN that has been issued to their vehicle if they feel that it has been incorrectly issued, or there are mitigating circumstances that they would like to be considered.

There are three stages to this process:

## **Stage 1: Informal Challenge**

An informal challenge should be made in writing within 28 days of the date the PCN was issued. The case will be placed on hold while the challenge is being assessed. The Council aims to provide a response within 14 days. If the challenge was received within 14 days of the date the PCN was issued, the Council will re-offer the discount for a further period of 14 days if the challenge is rejected. Only one informal challenge will usually be considered for each PCN.

## **Stage 2: Formal Representation**

If a PCN is not paid within 28 days from the date it was issued, a Notice to Owner (NTO) will be served. The NTO provides details on how to make a formal representation. The Council will consider the representation and will respond within 56 days of receipt of the representation. The case will be placed on hold whilst it is being considered.

## **Stage 3: Appeal to the Traffic Penalty Tribunal**

If the formal representation is rejected, an appeal can be raised with an independent adjudicator at the Traffic Penalty Tribunal (TPT). The TPT ensures that unresolved disputes between the motorist and the Council can be heard at a formal tribunal. The tribunal's decision is final. TPT is independent of the Council and details of how to make an appeal are enclosed with the notice of rejection of the formal representation.

If the PCN remains unpaid, the Council may register it as a debt at the Traffic Enforcement Centre (TEC) at the County Court, to recover the outstanding amount.

## Informal or formal representations made

The table below shows the number of PCNs issued and the number and percentage which were informally and formally challenged.

	2022/23		2023/24		2024/25	
	PCNs	%	PCNs	%	PCNs	%
Valid PCNs issued	26,431		30,917		30,622	
No of PCNs informally challenged	5,325	20.1	6,447	20.8	6,877	22.4
No of PCNs formal representations	846	3.2	995	3.2	991	3.2
<b>Total number of challenges received</b>	<b>6,171</b>	<b>23.3</b>	<b>7,442</b>	<b>24</b>	<b>7,868</b>	<b>25.6</b>

## Penalty Charge Notices Cancelled

The table below shows the number of PCNs cancelled as a result of informal and formal challenges, including the percentages of each against the total number of PCNs issued:

	2022/23		2023/24		2024/25	
	PCNs	%	PCNs	%	PCNs	%
Total PCNs issued	26,431		30,917		30,622	
Number of PCNs formally and informally challenged	6,171	23.3	7,442	24.1	7,868	25.6
PCNs cancelled following an informal challenge	2,779	10.5	3,509	11.3	3,196	10.4
PCNs cancelled following a formal representation	308	1.2	309	1	262	0.9
<b>Total cancelled</b>	<b>3,087</b>	<b>11.7</b>	<b>3,818</b>	<b>12.3</b>	<b>3,458</b>	<b>11.3</b>

## Cancellation reason

The table to the right shows the reasons why PCNs were cancelled in 2024/25.

42% of cancelled PCNs were as a result of a valid pay and display ticket or evidence of a booked parking session being produced, with a further 18% following a valid blue badge or permit being produced. 8% of cancelled PCNs were because of a CEO error.

Cancellation Reason	Number Cancelled
Pay and Display ticket produced	1462
Valid permit produced	411
Blue badge produced	629
CEO error	289
Mitigating circumstances	328
Loading/Unloading	50
Vehicle broken down	27
Representation accepted	262
<b>Total</b>	<b>3,458</b>

## Appeals to Adjudicator

The table below shows the total number of appeals lodged and heard by the Traffic Penalty Tribunal (Independent Adjudicator) and their outcomes.

	2022/23		2023/24		2024/25	
	PCNs	%	PCNs	%	PCNs	%
Appeals Received	40		18		30	
Allowed	23	57.5	8	44	9	30
Rejected	17	42.5	10	56	21	70

# FINANCIAL INFORMATION

## Penalty Charge Notices issued and paid

	2022/23		2023/24		2024/25	
	PCNs	%	PCNs	%	PCNs	%
PCNs issued	26,431		30,917		30,662	
PCNs paid @ discounted amount	13,832	52	17,559	57	16,909	55
PCNs paid @ full amount	2,897	11	3,271	11	2,915	9.5

## Pay and display tickets and season tickets issued

	2022/23	2023/24	2024/25
Pay and display off-street	£632,063	£656,781	£650,753
Pay and display on-street	£25,092	£29,917	£31,503
Leased bays	£14,285	£10,579	£12,796
Season tickets	£41,020	£36,650	£18,199
<b>Total Income</b>	<b>£712,460</b>	<b>£733,927</b>	<b>£713,251</b>

## Financial Summary of 2024/25

All income and expenditure in connection with on-street charging and enforcement activity, both on-street and off-street, is governed by Section 55 of the Road Traffic Regulation Act 1984 as amended. This requires that any surplus is used for specified purposes, namely the provision or maintenance of car parking facilities, public transport, road improvement projects or environmental improvements.

In the year 2024/25 the Council made a deficit of **£412,462** on its enforcement activities and on-street parking. Generally it is only those authorities with a significant amount of on-street parking income that generate a surplus under Section 55.

## 2023/24 and 2024/25 Parking control account under S55 RTA 1984 as amended

	2023/24	2024/25
Employee Related Costs	£732,420	£806,173
Direct Operating Costs	£226,192	£274,953
Internal Support Charges	£289,172	£262,070
<b>Total Expenditure</b>	<b>£1,247,784</b>	<b>£1,343,196</b>
Parking Income	£32,321	£69,296
PCN Income	£854,852	£930,734
<b>Total Income</b>	<b>£887,173</b>	<b>£912,137</b>
<b>Deficit</b>	<b>-£360,611</b>	<b>-£412,462</b>

## The Council's car parks generated a surplus as follows:

	2023/24	2024/25
Employee Related Costs	£38,548	£42,430
Direct Operating Costs	£480,659	£408,729
Internal Support Charges	£51,030	£74,814
<b>Total Expenditure</b>	<b>£570,237</b>	<b>£525,973</b>
Parking Income	£865,523	£834,991
<b>Surplus</b>	<b>£295,286</b>	<b>£309,018</b>