

North Yorkshire Council

Environment Executive Members

24 April 2025

NYC Parking Notice Processing and Permit System

Report of the Assistant Director – Highways and Infrastructure

<p>1.0 PURPOSE OF REPORT</p> <p>1.1 To seek authority from the Corporate Director Environment in consultation with the Executive Member for Highways and Transportation to procure a Notice processing system in compliance with Traffic Management Act 2004 and</p> <p>1.2 To seek authority from the Corporate Director Environment in consultation with the Executive Member for Highways and Transportation to procure a Permit Processing system in compliance with Traffic Management Act 2004.</p>
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2.0 BACKGROUND

- 2.1 In the years prior to Local Government Reorganisation (LGR), Civil Parking Enforcement (CPE) was the responsibility of the Highway Authority, North Yorkshire County Council (NYCC). This responsibility was to provide On-Street enforcement and Penalty Charge Notice (PCN) processing in accordance with legislation. To discharge this obligation, NYCC delegated its authority through two Service Level Agreements (SLA's) as follows:
- Scarborough Borough Council – to enforce the former districts of Scarborough, Ryedale, Hambleton and Richmondshire and;
 - Harrogate Borough Council – to enforce the former districts of Harrogate, Craven and Selby
- 2.2 These two SLAs included, within their scope On and Off – Street Car Parks in those former council areas. To achieve that, each of the two councils procured their own notice processing and permit systems. Therefore, following LGR the Council has inherited two separate contracts albeit with the same provider. Equally, the individual boroughs and districts each had their own versions of permits, some of which were managed in house, and some are distributed by third party arrangements.

3.0 DETAILED PRESENTATION OF THE SUBSTANTIVE ISSUE

- 3.1 Having undergone a service restructure since LGR, parking services has identified a number of key areas for improvement and one of those is to replace the notice processing and permits system.
- 3.2 The Council currently has two contracts, one for each system, and one of those systems sits on a Council server whilst the other is hosted on the web. There are also two permits systems that sit independently of each other on Council servers and these two systems are both at end of life and currently unsupported, meaning that there are no further spare parts available or engineers with the necessary knowledge to fix problems.

- 3.3 As part of an improved service the parking team will also be processing Moving Traffic PCN's that require additions to the current system and the introduction of a digital, self-service permit system to replace the ageing and unsupported paper-based system that is currently used.
- 3.4 The intent is to procure a new, hosted notice processing system incorporating the necessary modules for moving traffic enforcement and the handheld computer system to enable PCN issue.
- 3.5 As part of the same procurement it is also proposed to replace the existing permit systems with a hosted, digital permit system that can issue both virtual and paper permits.

4.0 CONSULTATION UNDERTAKEN AND RESPONSES

- 4.1 This project has been developed through the Parking Transformation project group containing representatives from all relevant departments of the Council.

5.0 ALTERNATIVE OPTIONS CONSIDERED

- 5.1 The 'do nothing' option is not recommended as the Council is mandated under the Traffic Management Act 2004 to process PCN's in accordance with the procedures laid down in the act and statutory guidance issued by the Department for Transport (DfT). The current contracts for the Notice Processing and Permit Systems expire in March 2026 with no further option to extend. The proposed way forward set out in this report will allow the Council to continue to meet the requirements of the Traffic Management Act 2004.

6.0 FINANCIAL IMPLICATIONS

- 6.1 The current cost of the systems is approximately £112k and 50% of these costs are met by the Corporate IT budget with the remainder being funded by the CPE surplus account. Future costs are expected to increase, however will not be fully known until the procurement takes place. They are estimated to be £120k for 25/26 increasing by £5k per year over the next three years and would have to be met using the Corporate IT and CPE Surplus budgets. Any funding pressures will be identified and dealt with as part of the procurement gateway process.

7.0 LEGAL IMPLICATIONS

- 7.1 The Traffic Management Act 2004 (TMA) Part 6: Provides a framework for the civil enforcement of traffic contraventions, including parking, bus lanes, and moving traffic offences.
- 7.2 The Civil Enforcement of Road Traffic Contraventions (Approved Devices, Charging Guidelines and General Provisions) (England) Regulations 2022 govern how certain road traffic contraventions, such as parking violations, bus lane misuse, and moving traffic offences, are enforced. There are a number of enforcement options, and the Council currently uses Regulation 9 PCN's, these are issued by patrolling Civil Enforcement Officers (CEO's) who manually issue a PCN by either fixing it to the vehicle or handing it to the driver. Parking Services can also issue Regulation 10 PCN's, these are PCN's that are issued by post when a CEO has been physically prevented from issuing a PCN. The council has recently been awarded the powers to carry out the enforcement of moving traffic offences, such as box junctions and banned turns and the proposals set out in this report will facilitate this type of enforcement.
- 7.3 Any procurement must be undertaken in accordance with the Procurement Act 2023 and the Council's Procurement and Contract Procedure Rules.

8.0 EQUALITIES IMPLICATIONS

8.1 There are no specific equality issues in this statutory process. A copy of the EIA assessment is contained at Appendix A.

9.0 CLIMATE CHANGE IMPLICATIONS

9.1 There are no Climate issues in this statutory process. A climate change implications assessment is contained at Appendix B.

10.0 PERFORMANCE IMPLICATIONS

10.1 Statutory guidance for parking, refers to official recommendations provided by the government to help local authorities enforce parking regulations effectively. In England, this guidance is issued under the Traffic Management Act 2004 and is designed to ensure that parking enforcement is fair, consistent, and transparent. This guidance details the necessity for the council to provide an annual report and a Notice Processing system with a robust and modern reporting module is vital for both performance and compliance.

11.0 POLICY IMPLICATIONS

11.1 CPE helps to deliver the has policy objectives in the Local Transport Plan through better local traffic management. The notice processing system is integral to the delivery of CPE. Officers are developing a Parking Principles document that will provide a framework for parking policy and will be the subject of future report.

12.0 ICT IMPLICATIONS

12.1 Half of the current system sits on Council servers and as such has resource implications for I.T. Whereas the other half is hosted with I.T. providing a system overview requiring less resources. It is intended that in any new procurement the whole system will be hosted meaning less physical resource from I.T. but there is an additional resource requirement as set out in section 6.1 of this report.

13.0 CONCLUSIONS

13.1 As part of the CPE process, PCN's must be administered in accordance with statute. To achieve this, it is best value to have one system for processing PCN's and one permit system. It is also an opportune time to move away from paper-based permits to a self-service digital system while providing safeguards for vulnerable groups without internet access.

14.0 REASONS FOR RECOMMENDATIONS

14.1 A Penalty Charge Notice (PCN) processing system is necessary to comply with the statutory obligations of Civil Parking Enforcement (CPE) set out in the TMA 2004.

14.2 A new hosted, self-service digital permit system is recommended to replace the existing, end of life system.

15.0 RECOMMENDATION(S)

- 15.1 Following consultation with the Executive Member for Highways and Transportation the Corporate Director for Environment be authorised to undertake a procurement for the purchase of a new Notice Processing System for Parking.
- 15.2 Following consultation with the Executive Member for Highways and Transportation the Corporate Director be authorised to undertake a procurement for the purchase of a new Permit Processing System for Parking.

APPENDICES:

Appendix A – EIA

Appendix B – Climate Change

BACKGROUND DOCUMENTS: [Resource Justification Notice Processing.docx](#)

Barrie Mason
Assistant Director Highways and Infrastructure
County Hall
Northallerton
20 March 2025

Report Author – Steve Brown Head of Parking Services
Presenter of Report – Steve Brown Head of Parking Services

Initial equality impact assessment screening form			
This form records an equality screening process to determine the relevance of equality to a proposal, and a decision whether or not a full EIA would be appropriate or proportionate.			
Directorate	Environment		
Service area	Parking Services		
Proposal being screened	New Notice Processing (PCN's) and Permit System		
Officer(s) carrying out screening	Steve Brown Head of Parking Services		
What are you proposing to do?	Procure a new Notice Processing and Permit System		
Why are you proposing this? What are the desired outcomes?	The council will be out of contract with the current supplier in March 2026 with no further extension permitted		
Does the proposal involve a significant commitment or removal of resources? Please give details.	No		
Impact on people with any of the following protected characteristics as defined by the Equality Act 2010, or NYC's additional agreed characteristics			
As part of this assessment, please consider the following questions:			
<ul style="list-style-type: none"> To what extent is this service used by particular groups of people with protected characteristics? These systems are available to all groups and provision exists within the systems to accommodate all groups of people including those with protected characteristics. Does the proposal relate to functions that previous consultation has identified as important? No Do different groups have different needs or experiences in the area the proposal relates to? Provision is made in both systems for vulnerable groups to interact with it. 			
If for any characteristic it is considered that there is likely to be an adverse impact or you have ticked 'Don't know/no info available', then a full EIA should be carried out where this is proportionate. You are advised to speak to your directorate representative for advice if you are in any doubt.			
Protected characteristic	Potential for adverse impact		Don't know/No info available
	Yes	No	
Age		X	
Disability		X	
Sex		X	
Race		X	
Sexual orientation		X	
Gender reassignment		X	
Religion or belief		X	
Pregnancy or maternity		X	
Marriage or civil partnership		X	
People in rural areas		X	
People on a low income		X	
Carer (unpaid family or friend)		X	
Are from the Armed Forces Community		X	
Does the proposal relate to an area where there are known	The Notice Processing System follows a statute path whereby the same opportunities to		

Appendix A

<p>inequalities/probable impacts (for example, disabled people's access to public transport)? Please give details.</p>	<p>challenge exists for all groups. It is also an opportune time to move away from paper-based permits to a self-service digital system while providing safeguards for vulnerable groups without internet access.</p>		
<p>Will the proposal have a significant effect on how other organisations operate? (for example, partners, funding criteria, etc.). Do any of these organisations support people with protected characteristics? Please explain why you have reached this conclusion.</p>	<p>NO</p>		
<p>Decision (Please tick one option)</p>	<p>EIA not relevant or proportionate:</p>	<p>X</p>	<p>Continue to full EIA:</p>
<p>Reason for decision</p>			
<p>Signed (Assistant Director or equivalent)</p>	<p>Barrie Mason</p>		
<p>Date</p>	<p>04/04/2025</p>		

Climate change impact assessment

The purpose of this assessment is to help us understand the likely impacts of our decisions on the environment of North Yorkshire and on our aspiration to achieve net carbon neutrality by 2030, or as close to that date as possible. The intention is to mitigate negative effects and identify projects which will have positive effects.

This document should be completed in consultation with the supporting guidance. The final document will be published as part of the decision-making process and should be written in Plain English.

If you have any additional queries which are not covered by the guidance, please email climatechange@northyorks.gov.uk

Version 2: amended 11 August 2021

Please note: You may not need to undertake this assessment if your proposal will be subject to any of the following:

- Planning Permission
- Environmental Impact Assessment
- Strategic Environmental Assessment

However, you will still need to summarise your findings in the summary section of the form below.

Please contact climatechange@northyorks.gov.uk for advice.

Title of proposal	Notice Processing and Permit System
Brief description of proposal	To procure a new notice processing and parking permit system
Directorate	Environment
Service area	Parking Services
Lead officer	Steve Brown
Names and roles of other people involved in carrying out the impact assessment	Jane Wilson Parking Policy and Technical Operations Manager
Date impact assessment started	24/03/2025

Options appraisal

Were any other options considered in trying to achieve the aim of this project? If so, please give brief details and explain why alternative options were not progressed.

These systems are required under the auspices of the Traffic Management Act 2004. The systems current contracts expire in March 2026 without the option for further extensions. In order to obtain best value, whilst complying with statute, a new system is now required with no other alternatives.

What impact will this proposal have on council budgets? Will it be cost neutral, have increased cost or reduce costs?

Please explain briefly why this will be the result, detailing estimated savings or costs where this is possible.

The notice processing and permits systems are now some 20 years old. The cost of the systems are already being met from within existing budgets and will continue to do so. Whilst it anticipated that a countywide operation will provide some economies of scale this system will need to accommodate some new technologies and these will include some savings potential, for example, within the notice processing system a new module for moving traffic offences will need to be added to the current specification and while that is an additional cost initially it will bring new PCN revenue as a result. For the permit system it is intended that the council will transition to digital permits from the current paper-based system, and this will help reduce carbon emissions and add saving for paper, printing and postal costs. Overall, this will have positive impact on budgets whilst assisting the climate agenda.

<p>How will this proposal impact on the environment?</p> <p>N.B. There may be short term negative impact and longer term positive impact. Please include all potential impacts over the lifetime of a project and provide an explanation.</p>	<p>Positive impact (Place a X in the box below where</p>	<p>No impact (Place a X in the box below where</p>	<p>Negative impact (Place a X in the box below where</p>	<p>Explain why will it have this effect and over what timescale?</p> <p>Where possible/relevant please include:</p> <ul style="list-style-type: none"> • Changes over and above business as usual • Evidence or measurement of effect • Figures for CO₂e • Links to relevant documents 	<p>Explain how you plan to mitigate any negative impacts.</p>	<p>Explain how you plan to improve any positive outcomes as far as possible.</p>
<p>Minimise greenhouse gas emissions e.g. reducing emissions from travel, increasing energy efficiencies etc.</p>	Emissions from travel		X			
	Emissions from construction		X			
	Emissions from running of buildings		X			
	Emissions from data storage		X			
	Other		X			
<p>Minimise waste: Reduce, reuse, recycle and compost e.g. reducing use of single use plastic</p>	X			<p>It is intended that the new permit system will be largely digital and self-service. Currently, 40,000+ paper permits are distributed for parking every year and many more tens of thousands of scratch cards. The proposed digital system will reduce that</p>	<p>It is accepted that some people may not be able to access online services so provision will exist within the new system</p>	<p>As the years progress more and more people will use online facilities further reducing the reliance upon paper permits.</p>

Appendix B

<p>How will this proposal impact on the environment?</p> <p>N.B. There may be short term negative impact and longer term positive impact. Please include all potential impacts over the lifetime of a project and provide an explanation.</p>	<p>Positive impact (Place a X in the box below where</p>	<p>No impact (Place a X in the box below where</p>	<p>Negative impact (Place a X in the box below where</p>	<p>Explain why will it have this effect and over what timescale?</p> <p>Where possible/relevant please include:</p> <ul style="list-style-type: none"> • Changes over and above business as usual • Evidence or measurement of effect • Figures for CO₂e • Links to relevant documents 	<p>Explain how you plan to mitigate any negative impacts.</p>	<p>Explain how you plan to improve any positive outcomes as far as possible.</p>
				<p>down to just a few hundred for those without internet access.</p>	<p>to create paper permits to support vulnerable groups</p>	
<p>Reduce water consumption</p>		X				
<p>Minimise pollution (including air, land, water, light and noise)</p>		X				
<p>Ensure resilience to the effects of climate change e.g. reducing flood risk, mitigating effects of drier, hotter summers</p>		X				
<p>Enhance conservation and wildlife</p>		X				

Appendix B

<p>How will this proposal impact on the environment?</p> <p>N.B. There may be short term negative impact and longer term positive impact. Please include all potential impacts over the lifetime of a project and provide an explanation.</p>	<p>Positive impact (Place a X in the box below where</p>	<p>No impact (Place a X in the box below where</p>	<p>Negative impact (Place a X in the box below where</p>	<p>Explain why will it have this effect and over what timescale?</p> <p>Where possible/relevant please include:</p> <ul style="list-style-type: none"> • Changes over and above business as usual • Evidence or measurement of effect • Figures for CO₂e • Links to relevant documents 	<p>Explain how you plan to mitigate any negative impacts.</p>	<p>Explain how you plan to improve any positive outcomes as far as possible.</p>
<p>Safeguard the distinctive characteristics, features and special qualities of North Yorkshire's landscape</p>		<p>X</p>				
<p>Other (please state below)</p>		<p>X</p>				

Are there any recognised good practice environmental standards in relation to this proposal? If so, please detail how this proposal meets those standards.

The Local Transport Plan which the Parking Principles supports has fundamental aims around the climate effects of traffic and the notice processing and permit systems support these. The move to digital permits significantly reduces paper, printing and postal arrangements thus aiding environmental and climate standards.

Summary Summarise the findings of your impact assessment, including impacts, the recommendation in relation to addressing impacts, including any legal advice, and next steps. This summary should be used as part of the report to the decision maker.

These two systems are necessary to comply with statute but equally provides the opportunity for the council to further enhance its climate and environmental standards by introducing digitised permits. Equally, the permits will enhance the overall customer experience which is at the heart of everything that we do.

Sign off section

This climate change impact assessment was completed by:

Name	Steve Brown
Job title	Head of Parking Services
Service area	Parking
Directorate	Environment
Signature	Steve Brown
Completion date	24/03/2025

Authorised by relevant Assistant Director (signature): Barrie Mason

Date: 04/04/2025