



*Basingstoke
and Deane*

PARKING MANAGEMENT AND ENFORCEMENT

ANNUAL PARKING REPORT 2011-2012

(1 April 2011 to 31 March 2012)

CLE2/6LA
Part 2

Warning Notice Vehicle Tax

Reg Number Date of Offence



**DVLA DEVOLVED POWERS TO REMOVE
UNTAXED VEHICLES**

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1 **Introduction**

1.1 **Overview**

This annual parking report covers the period from 1 April 2011 to 31 March 2012 and includes all relevant enforcement activities and information for this period.

The council commenced parking enforcement in October 2002 under the Road Traffic Act 1991 and regulations made under it. This was referred to as Decriminalised Parking Enforcement. At this time the whole of the borough was designated a Special Parking/Permitted Parking Area.

On 31 March 2008 the Road Traffic Act 1991 was replaced by Part 6 of the Traffic Management Act 2004, and the regulations made under it, providing a single framework in England for the civil enforcement of parking.

1.2 **Changes brought about by Part 6 of the Traffic Management Act 2004**

The most significant changes to parking enforcement within the borough, brought about by the Traffic Management Act 2004, were summarised in the first annual report covering 2008-2009.

The new regulations introduced differential penalty charge levels and subsequently the council adopted a 'Band 2' level of penalty charges of £50 for low level contraventions and £70 for high level contraventions.

The discounted and surcharged levels for these two penalty charges are shown in the following table:

		Penalty Charge	Penalty Charge paid within 14 days of issue (50% discount)	Penalty Charge paid after service of a Charge Certificate
Band 2	High Level	£70	£35	£105
	Low Level	£50	£25	£75

The number of penalty charge notices issued per higher and low level contraventions are shown at Appendix 4.

In summary, most on-street parking contraventions are subject to a higher penalty charge, whereas most off-street (car park) contraventions are subject to a lower penalty charge. The abuse of disabled bays, both on and off-street, is subject to a higher penalty charge.

2 Additional and amended regulations under the Traffic Management Act 2004

2.1 Parking at dropped kerbs and double parking enforcement

Amended Regulations came into force in June 2009 allowing enforcement authorities to enforce prohibitions of parking at dropped kerbs and double parking, without the need for Traffic Regulation Orders, traffic signs and road markings to be provided.

Subsequent to the amended regulations coming into force, the council adopted an 'Enforcement Policy for Dropped Kerb and Double Parking Prohibitions' and commenced enforcement of these prohibitions on 1 October 2009.



The enforcement policy for dropped kerb and double parking prohibitions' is included with the council's Civil Parking Enforcement Policy, which can be found on the council's website at:

<http://www.basingstoke.gov.uk/NR/rdonlyres/17769C80-FAEF-42A9-AEC4-DE95B8F6D923/0/CivilParkingEnforcementPolicyOctober2010.pdf>

3 Scope of the council's parking service

3.1 Provision of parking service

The provision of the parking service is delivered by an in-house Parking Control team consisting of office staff and enforcement officers (see Section 4 for more details). The team aspires to deliver a high quality parking service to all customers in a fair and consistent manner.

The office staff undertake management and administrative functions of the service together with providing support and guidance to the enforcement officers and customers.

Enforcement officers (Parking Attendants) are fully uniformed and badged and undertake patrols of all the parking controls within the borough. The main objective of these officers is to ensure that parking controls are observed and enforced in a fair, accurate and consistent manner. They also provide an important role in giving advice and guidance to the public and often act as the first point of contact.

3.2 Objectives of the parking service

The objectives of the parking service, as set out in the Civil Parking Enforcement Policy, are to:

- Improve traffic conditions and road safety thereby making the borough a more pleasant and environmentally safe place to live and visit.
- Safeguard the need and requirements of residents, businesses, organisations and shops thereby sustaining the borough's economic growth.
- Increase and improve pedestrian and cyclist mobility and safety to ensure that the borough is accessible to all.
- Support the needs of disabled people to ensure that those with disabilities are able to have equal access to the borough's facilities.
- Manage and reconcile the competing demand for kerb space.

3.3 The functions of the parking service

The functions of the parking service are:

- On and Off-Street parking enforcement.
- Management of residents' permit parking schemes.
- Management of the council's pay and display car parks.

These functions are outlined below, but parking enforcement and car parking are covered in more detail in later sections.

3.4 On and Off-Street parking enforcement

The basic premise of parking enforcement is that motorists should:

- park within the law as required by Traffic Regulation or Parking Place Orders;
- pay and park where appropriate; and
- park in accordance with the terms and conditions of a permit, dispensation or other agreement.

Those who do not comply with these requirements may be issued with a penalty charge notice.

Parking enforcement is undertaken in accordance with the council's Civil Parking Enforcement Policy, which can be found on the council's website at:

<http://www.basingstoke.gov.uk/browse/transport-and-streets/parking/TrafficManagementAct04.htm>

The policy covers penalty charge notice issuing criteria, the penalty charge notice process, challenges and appeals process and adopted service standards.

3.5 Management of residents' permit parking schemes

During 2011/12 the parking control team was responsible for the operation, management and enforcement of thirteen residents' on-street permit parking schemes.

Further information is provided at Section 7.

3.6 Management of the council's pay and display car parks.

The parking control team is responsible for the management, operation, maintenance and enforcement of sixteen pay and display car parks. Fifteen operate from Monday to Sunday and have approximately 1,610 parking spaces. A further car park operates on Saturdays only and provides a further 170 parking spaces.

During December through to early January an approx 200 space car park at Basing View is opened to the public to provide extra Christmas parking.

Further information is provided at Section 8.

4 Work and responsibilities of the parking control team

4.1 Work activities

The key work activities of the team are:

- Manage and monitor performance of the enforcement officers.
- Provide advice and information to external and internal customers.
- Deal with complaints and enquiries.
- Manage residents' permit parking schemes, involving allocation of permits and dealing with permit complaints and enquiries.
- Issue dispensations, business permits, season tickets and various other permits (following the outcome of an Efficiency and Savings review, permits are now issued by the customer access team).
- Process penalty charge notices and deal with informal challenges (following the outcome of an Efficiency and Savings review, appeals and all stages of the process beyond this are now dealt with by an appeals officer within the exchequer services team).
- Purchase and maintenance of parking equipment.

The following table provides some approximate statistical workload information in relation to the above activities:

Work Activity	Quantity (2009/10)	Quantity (2010/11)	Quantity (2011/12)
Permits and dispensations Issued	4932	5226	2717 (see note 1)
Receipt of informal challenges and appeals to penalty charge notices	2778	2446	2329
Processing payments and refunds	738	551	270 (see note 1)
Updating penalty charge notice records (address, DVLA info etc)	1386	2215	830 (see note 1)
Other items of post and telephone calls	9993	8568	9186

Note 1: The decrease's are due to work functions being transferred to other teams.

4.2 Civil Enforcement Officers (Parking Attendants)

During the period covered by this report, the enforcement team consisted of seven officers whose key work activities are:

- Issuing penalty charge notices.

- Checking functionality of car park ticket machines and resolving minor faults.
- Reporting of faults with lines and signs.
- Reporting of defects, litter, graffiti, overgrown hedges etc.
- Provide general assistance and advice to members of the public.
- Completion of DVLA forms for vehicles displaying no/or out of date tax disc.
- Completion of vulnerable vehicle forms where valuable items have been left on display within a vehicle.

4.3 Issue of Penalty Charge Notices

The total number of penalty charge notices Issued between 1 April 2011 and 31 March 2012 was **8303**, compared to a total of 8025 in 2010/11 and 8644 in 2009/10.

Section 9 provides all statistical information in relation to the penalty notices issued.



4.4 Issue of DVLA forms for vehicles displaying no tax disc or out of date tax disc

The parking control team work in partnership with the DVLA to report vehicles displaying an out of date tax disc or for not displaying any tax disc.

When a vehicle tax disc expires, the law requires the keeper of the vehicle to either re-licence the vehicle or make a SORN declaration to confirm that the vehicle is being kept off the road and therefore does not require a current tax disc.

DVLA vehicle records are not always correct or complete and hence it is not always possible to identify the current keeper unless they are seen on the road or in a council car park. The receipt of a report of an untaxed vehicle therefore gives the DVLA the ability to investigate and pursue further.



Without these reports, offenders will increasingly avoid paying excise duty on their vehicles which is unfair and increases the burden on honest motorists who do pay. In addition it further helps the DVLA to achieve improvements to the accuracy of vehicle records which parking enforcement authorities are reliant upon in pursuance of unpaid penalty charge notices.

The following table provides information on the number of reports that have been issued over the last three years:

Year	Reports issued On-Street	Reports issued within Car Parks	Totals
2009/10	152	618	770
2010/11	117	549	666
2011/12	120	350	470

4.5 Identification of “vulnerable vehicles”

A few years ago the council in partnership with Hampshire Constabulary launched a vehicle crime reduction strategy called Safer Vehicles. As part of this strategy the enforcement officers identify “vulnerable vehicles” (where valuable items have been left on display within a vehicle) and inform the Police, who in turn contact the vehicle owners explaining the risks of leaving valuable items on display.

Hopefully this part of the enforcement officer’s work helps to reduce vehicle crime.

Between 1 April 2010 and 31 March 2011 the enforcement officers submitted **46** vulnerable vehicle forms.



5 DVLA devolved powers to remove untaxed vehicles

It is clearly in the public interest for untaxed vehicles to be reported to the DVLA. Therefore as previously stated the civil enforcement officers issue DVLA report forms for untaxed vehicles. The completed forms are submitted to the DVLA with a copy left on the offending vehicle.



In addition as of April 2011 the council now operate the DVLA devolved powers to remove untaxed vehicles from the public highway.

5.1 Benefits of taking on devolved powers from the DVLA

By having DVLA devolved powers, the council is able to remove untaxed vehicles from the public highway, and subject to certain exceptions, from private areas. It is hoped that the powers will help to reduce the number of abandoned vehicles, incidents of certain crime, vandalism and uninsured drivers.

5.2 Criteria to be met

A vehicle can only be removed when the following criteria are met:

- The vehicle tax has expired by at least two months.
- The council has good reason to believe that the conditions of the Statutory off Road Notification (SORN) have been broken.
- DVLA authorisation is obtained before taking action against a vehicle.

5.3 Circumstances where untaxed vehicles cannot be removed

A vehicle cannot be removed if:

- It is parked on land associated with a dwelling (for example private driveways, garages and parking bays).
- It is kept by a motor trader or vehicle tester at business premises.
- It is kept off-road with a valid Statutory off Road Notification (SORN) in force. However if the SORN has been breached, the vehicle can be removed.

5.4 Impounding of vehicles

Upon DVLA authorisation being given to remove an untaxed vehicle it will be 'soft-lifted' by the council's contractor and taken to the contractors secure vehicle compound.

The contractor will inform the Police as soon as possible after removing a vehicle and the DVLA will write to the vehicle owner within 24 hours of being notified about it being impounded.

5.5 Fees and Charges

Once a vehicle is impounded a release fee becomes payable. Daily storage charges are also payable together with a surety fee where a vehicle is released to a motorist who provides no valid tax disc.

Authorities (or their contractors) who act as partners to the DVLA retain all impounding and storage fees and any unredeemed surety fees. In addition, unclaimed vehicles over a certain value can be sold through a reputable auction house.

The following table shows the legislative fees which become payable by a motorist in order to reclaim a vehicle:

Activity	Charge
Release from pound within 24 hours	£100
Release from pound after 24 hours	£200
Daily storage charge (per 24 hour period or part of)	£21
Surety (release in lieu of licensing), light passenger vehicles, light goods and motorcycles	£160
Surety (release in lieu of licensing), buses, haulage and goods vehicles	£330

5.6 Number of untaxed vehicles removed

Ten untaxed vehicles were removed between 1 April 2011 and 31 March 2012.

6 Parking enforcement

Since 31 March 2008 the council has undertaken parking enforcement under Part 6 of the Traffic Management Act 2004, the Regulations made under it and the procedures included in Statutory and Operational Guidance.

Enforcement of unpaid penalty notices is through civil rather than criminal processes. There are both statutory and informal challenges for a vehicle owner to object to a penalty notice being imposed. If all such challenges are rejected by the council (but not before such rejections), the owner can formally appeal to an independent tribunal. These appeals are dealt with by independent legally qualified adjudicators through the Traffic Penalty Tribunal Service.

6.1 On-Street parking enforcement

‘On-street’ relates to enforcement of regulations pertaining to parking on the highway. This includes (but is not limited to) permitted limited parking, permit bays, restricted and/or prohibited parking.

The council undertakes on-street parking enforcement on behalf of Hampshire County Council, as the highway authority, under an Agency Agreement dated 11 July 2002.

6.2 Off-Street parking enforcement

‘Off-Street’ relates to enforcement in the council’s car parks and off street (non highway) parking places. It also relates to controlled areas which prohibit traffic (e.g. the pedestrian zone at the Top of Town, Basingstoke).

6.3 Implementation of parking controls

Council officers in conjunction with the Police, investigate complaints relating to traffic congestion and parking matters and introduce suitable parking controls where deemed necessary. The council undertakes this role on behalf of Hampshire County Council, as the highway authority, under an Agency Agreement dated 1 April 2009.

When considering requests for new parking controls there are a number of factors that are considered. These include:

- whether the existing parking situation is dangerous or impedes traffic flow;
- the characteristics of the road and the local environment;
- the likely cost of any solution and its effect on the environment;
- the level of enforcement to be expected; and
- any links to other local initiatives and the degree of local concern.

Each factor is scored and the results included on a prioritised list of all roads that have been assessed. Priority is generally given to schemes that would be beneficial to road safety and improve traffic flow; residents’ permit parking schemes are generally considered to be a lower priority. The highest priority

schemes are considered for inclusion on Hampshire County Council's annual works programme. Thereafter, the approved schemes are developed in detail and at that stage local residents and businesses are consulted.

Upon introduction of a parking control it is the responsibility of the parking control team to manage and provide an appropriate level of enforcement to ensure the objectives of the control are met.

A list of proposed and implemented parking control schemes can be found on the council's website at:

<http://www.basingstoke.gov.uk/browse/transport-and-streets/roads-and-pavements/ptro.htm>

6.4 Maintenance of lines and signs

Once in place, future maintenance of lines and signs relating to a parking control is the responsibility of the highway authority (Hampshire County Council Highways); maintenance issues are reported to them to deal with.

In instances where a short break occurs in a length of yellow line (due to a highway repair etc) it is policy to continue to enforce the parking control. This also applies where a line is partially worn but still reasonably visible. In instances where a considerable length of line is missing enforcement is suspended.

Controls are supported by the appropriate signs and these should be visible at all times. If a sign is missing or cannot be read it is policy to suspend enforcement until the problem has been rectified.



7 Residents' permit parking schemes

The parking control team was responsible for the operation, management and enforcement of 13 residents' on-street permit parking schemes during 2011/12. Residents are able to apply for a parking permit which will provide them with the necessary permission to park in the roads covered by each scheme.

Except in a limited number of roads, residents are entitled to apply for both resident and visitor permits. There is an annual fee for residents' permits, but visitor permits are free. The fee for a resident's permit in 2011/12 was £24.00; there being a £0.50 increase from the previous year.



Resident and visitor permits expire annually and reminder letters are sent to all eligible residents before the expiry date.

Between 1 April 2011 and 31 March 2012 an approximate total of **922** resident's permits and **1149** visitor's permits were issued. The table below shows the number of permits issued per scheme.

Resident Permit Scheme	Residents permits issued	Visitor permits issued	Total number of permits issued
Chequers Road (incl New Road/Seal Road)	15	21	36
Church Square (incl Elbow Corner)	30	42	72
Eastrop Area	31	43	74
Fairfield's Area	196	234	430
Flaxfield Road (incl Hadleigh Place/Mortimer Lane)	39	n/a	39
Hackwood Road	8	12	20
Kingsclere Road	32	42	74
Northern Area (Soper Grove, Lyford Road, Norden Close, Norn Hill, Coronation Road)	136	176	312
Penrith Road Area	118	160	278
Rayleigh Road Area	116	144	260
Sherborne Road Area	127	190	317
Worting Road	16	27	43
North Whitchurch Area	58	58	116
TOTALS	992	1149	2071

8 Borough council car parks

8.1 Pay and display car parks (Basingstoke town centre)

The parking control team is responsible for the management, operation, maintenance and enforcement of sixteen pay and display car parks. Fifteen operate from Monday to Sunday and have approximately 1,610 parking spaces. A further car park operates on Saturdays only and provides an additional 170 parking spaces.

A map showing the location of the car parks is available on the council's website at:

<http://www.basingstoke.gov.uk/browse/transport-and-streets/parking/carparks.htm>

Further information relating to each car park is shown at Appendix 1.

There are 30 pay and display ticket machines located within the various car parks. These are manufactured by Metric Parking and this company are contracted to undertake annual servicing and maintenance repairs of the machines. There is an ongoing renewal programme to replace the older Accent machines with new Aura Metric machines.

8.2 Alencon Link pay on foot car park

Alencon Link car park is a surface car park at roof top level above the council owned shopping centre (The Malls). It provides direct access to the shopping centre and is linked to an adjacent privately operated shopping centre and larger car park (Festival Place).

This car park has a pay on foot (pay on exit) charging system and is operated by a private company on behalf of the council.

8.3 Rural car parks

The parking control team is also responsible for several free rural car parks, these being:

- Silk Mill car park, Whitchurch
- Bell Street car park, Whitchurch
- Church Street car park, Whitchurch
- London Road car parks, Overton
- Anchor Yard car park, Kingsclere
- Jibbs Meadow car park, Bramley.

8.4 Parking charges

The town centre car parks offer a range of payment options. The pay and display ticket machines accept various coins and a parking card, while the payment machines at Alencon Link car park also accept credit cards. A mobile telephone payment (pay by phone) system is also operational in the majority of the car parks giving customers a further payment choice.

In formulating the parking charges for 2011/12 the following factors were taken into account:

- Competitiveness and comparison to other car park operators within the town, and to other authorities' charges.
- The council's budget strategy for 2011/12.
- The proposed increases take account of the rise in VAT from 17.5% to 20% in January 2011 and the current inflation rate.
- In line with national practice, parking tariffs are rounded to the next 10p and hence it is not possible to apply a standard percentage increase to all existing charges.

As a consequence of the annual review of the parking charges a number of increases were implemented, as per the following:

Car park tariffs (except Alencon Link and Vyne Meadow)

- Except the '4 to 5 hour' and '5 to 6 hour' all other tariffs increased by 10p.
- A new tariff band of 50p for 30 minutes introduced into all car parks except for Castons Yard which is only a 30 minute short stay car park.
- The 30 minute tariff in Castons Yard car park increased by 10p (from 30p to 40p).
- The 'all day parkcard' charge increased by 20p (resulting in the discounted all day tariff increasing from £4 to £4.20).

Sunday charging

- The Sunday charge of £1 to be applicable wholly between the hours of 8am to 6pm (instead of 10am to 4pm).

Alencon Link car park

- Except the 'up to 1 hour' tariff all other tariffs increased by 10p or 20p.
- The '6 to 7 hour' and 'over 7 hour' tariff bands replaced with an 'over 6 hour' tariff band with a charge of £5.20.
- The 'all day parkcard' charge increased by 20p (resulting in the discounted all day tariff increasing from £4.20 to £4.40).

Vyne Meadow car park

- The Monday to Friday all day tariff increased by 10p (£4.80 to £4.90)
- The Saturday tariffs increased by 10p or 40p.
- Introduction of an evening charge of £1 per visit from 6pm to 8am (as per all other car parks).
- Quarterly permits increased by £5 (£145 to £150) and annual permits increased by £10 (£470 to £480).

Crossborough Hill car park

- The quarterly parking permit increased by £2.50 (£32.50 to £35).

Business Permits

- Business permits (various locations) increased by £7.50 (£157.50 to £165), £14 (£126 to £140) and £27.50 (£157.50 to £185).

Residents parking permits

- Residents annual parking permits increased 50p (£23.50 to £24).

The 2011/2012 parking fees and charges are shown at Appendix 2. All currently applicable parking fees and charges are shown on the council's website at:

<http://www.basingstoke.gov.uk/browse/transport-and-streets/parking/carparkcharges.htm>

8.5 Payment by parking card

A parking card is the size of a credit card and is electronically pre-credited with money. Each time the parking card is used, the cost of the parking ticket purchased is deducted from the value on the card.

In addition to the convenience of not having to find cash for the ticket machines, the advantage of the parking card is that it provides a discount on the full daily charge, and allows the user to park all day in some of the short stay car parks.

Parking cards can be purchased at the Civic Offices. Initially each card is sold pre-loaded for £85 (this cost includes a £5 deposit for the card and £80 worth of parking credit). Thereafter the parking card can be 'topped up' at the Civic Offices payments hall. The £5 deposit along with any value remaining on the card is refundable should it no longer be required and it is surrendered.

8.6 Pay by Phone payments

Pay by phone parking is an alternative method of paying for a parking session via a mobile phone. This parking payment system was introduced into the majority of the town centre car parks in September 2008.

The service provider chosen to operate the pay by phone system is Parkmobile who were successful in being awarded a three year contract following a 12 month trial period.

The system enables the motorist to use their mobile phone to start and end their parking session. Although the actual parking charges are the same as for purchasing a pay and display ticket the customer is charged a small fee by Parkmobile for each parking occurrence (for regular users this may alternatively be a minimal monthly fee). In addition mobile phone calls are charged by the mobile phone provider, which vary according to the network operator.

The council sees the main customer benefits of a pay by phone scheme to be:

- an alternative payment method;
- no need to ensure that you have coins, and no need to find or queue at ticket machines;
- no need to predict the length of stay; and
- able to start and end a parking session from the security of the vehicle (safer for lone females during darkness).

For the period of 1 April 2011 to 31 March 2012 there were a total of **14,674** parking occurrences by motorists using the system, equating to an average of 282 parking events per week. Overall usage data for each car park is shown at Appendix 3, while the following table shows annual data:

Period	Total number of parking events	Total annual income	Average weekly number of parking events	Average weekly income
2008-09 (Part)	3058	£8,998.20	99	£290.26
2009-10	7590	£29,416.40	146	£565.70
2010-11	11861	£38,873.70	228	£747.57
2011-12	14674	£43,870.30	282	£843.66

8.7 Park Mark, Safer Parking Award

In 1992 the Association of Chief Police Officers (ACPO) launched a Secure Car Parks scheme as part of their Secured by Design initiative to encourage those responsible for car parks to improve security standards as a means of reducing criminal activity, the fear of crime and the perception of crime in car parks.

In 2004 the scheme was re-launched as the Safer Parking Scheme. Parking facilities that meet the required standards are awarded the Park Mark Safer Parking Award.

The scheme is managed by the British Parking Association through Development Managers and supported by the Home Office and all Police Forces.



As the primary aim of the scheme is to prevent criminal behaviour the owners/operators of a parking facility are required to adopt an active management strategy to ensure that there is minimal occurrence of crime.

After undertaking an assessment the Police can award Park Mark status to a parking facility that is properly managed and maintained. The facility will also have achieved appropriate standards in relation to:

- Lighting
- Pedestrian access

- Vehicle access
- Signage
- Boundaries and perimeters
- Surveillance
- Cleanliness
- Maintenance

In 2010 ten town centre car parks, plus staff and visitor car parks at the Civic Offices, had Park Mark Safer parking award status. These car parks successfully retained award status in 2011 together with one additional car park gaining the award, making a total of eleven car parks now with award status.

Those car parks that have award status are shown in the table at Appendix 1.

9 The Penalty Charge Notice process and statistical information

The following sections provide a summary of the penalty charge notice process. More detailed information is provided within the council's Civil Parking Enforcement Policy.

9.1 Penalty Charge Notice issuing criteria

The method of enforcing parking restrictions is by serving penalty charge notices on drivers or vehicles observed by enforcement officers to be parked in contravention of the regulations. Such penalty charge notices are issued whenever the established criteria are met. The council's Civil Parking Enforcement Policy sets out the required criteria together with specific policy on the handling of challenges, representations and the cancellation of penalty charge notices.

9.2 The Penalty Charge Notice processing timetable

All penalty charge notices issued contain details of how to pay or make an appeal. Staff within the parking control team deal with all correspondence at all stages of the appeals process.

The council is required to comply with legislation, and its own enforcement policy, during the various stages of the penalty charge notice process (from issue of the notice to closing the case).

Legislation requires the issue of six statutory notices at certain pre-determined times/intervals. These are:

- Penalty Charge Notice
- Notice to Owner
- Charge Certificate
- Order of Recovery
- Witness Statement
- Warrant of Execution

The following table shows the legislative times/intervals which need to be followed by the council:

Processing Timetable	
Activity	Statutory Days
Issue of Penalty Charge Notice	Day one
Deadline for Discounted Payment	Fourteen
Issue of Notice To Owner	Twenty Eight
Deadline for Representations	Fifty Six
Issue of Charge Certificate	Fifty Seven
Issue of Pre Debt letter	Not Applicable
Debt Registration	Seventy One
Issue of Pre Warrant letter	Not Applicable
Warrant Application	One Hundred & Six

9.3 Challenges, Representations and Appeals

An important aspect of the parking enforcement process is the ability of motorists and owners to have their objections heard and considered fully and impartially.

The council's aim therefore is to deal with challenges and representations against the issue of a penalty charge notice in a fair, unbiased and equal manner. The process includes the ultimate right of all appellants to refer the matter to an independent arbitrator, the Traffic Penalty Tribunal.

A vehicle owner may dispute the issuing of a penalty charge notice at three stages:

- They may make informal representation (challenge) against the penalty charge notice before the council has issued a 'Notice to Owner'.
- They may make a formal representation to the council once a Notice to Owner has been issued.
- If a formal representation is rejected by the council they may appeal against the council's Notice of Rejection to the Traffic Penalty Tribunal.

9.4 Traffic Penalty Tribunal (Adjudication Service)

The Traffic Penalty Tribunal decides appeals against parking penalties issued by Civil Enforcement Authorities in England (outside London) and Wales.

It is an independent tribunal whose impartial Adjudicators consider appeals by motorists and vehicle owners.

If the council rejects a Formal Representation at the 'Notice to Owner' stage the vehicle owner can appeal to the Tribunal. There are specified statutory grounds that an appellant can appeal on; details of these grounds for appeal can be found at: www.patrol-uk.info.

The Tribunal may allow an appeal if one of the statutory grounds for appeal applies. It reviews the case and makes an independent decision as to the validity of the penalty charge notice based on its legality. The Tribunal's decision is final and binding on both parties.

9.5 Penalty Charge Notice statistical information

The total number of penalty charge notices issued between 1 April 2011 and 31 March 2012 was **8303**.

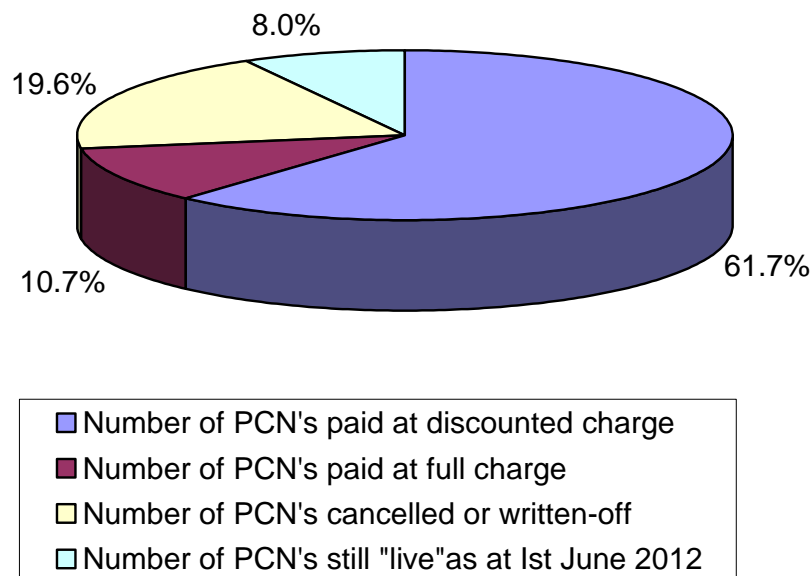
- **2514** penalty charge notices were issued On-Street
- **5789** penalty charge notices were issued Off-Street (within car parks or non-highway areas).

The following table provides the main statistical data, further data is provided at Appendix 4 and 5 which includes: number of penalty charge notices issued per parking contravention and number of penalty charge notices issued per location.

Penalty Charge Notice statistics for 2010/11 and 2011/12 (as at 1 June of each year).

	2010/2011				2011/2012			
	On-Street	Off-Street	Total	% of total issued	On-Street	Off-Street	Total	% of total issued
Number of higher level (£70) Penalty Charge Notices issued	1576	367	1943	24.2%	1982	538	2520	30.4%
Number of lower level (£50) Penalty Charge Notices issued	494	5588	6082	75.8%	532	5251	5783	69.6%
Total number of Penalty Charge Notices issued	2070	5955	8025		2514	5789	8303	
Number of Penalty Charge Notices paid at discounted charge	1309	3745	5054	63.0%	1528	3595	5123	61.7%
Number of Penalty Charge Notices paid at full charge	215	681	896	11.2%	262	631	893	10.7%
Total number of Penalty Charge Notices paid	1524	4426	5950	74.1%	1790	4226	6016	72.5%
Number of Penalty Charge Notices which had an informal or formal representation made against them	521	1363	1884	23.5%	652	1395	2047	24.7%
Number of Charge Certificates registered at Traffic Enforcement Centre	115	368	483	6.0%	210	469	679	8.2%
Number of postal Penalty Charge Notices issued (vehicle drive away/prevented from being issued)	12	10	22	0.27%	12	25	37	0.45%
Number of Penalty Charge Notices which resulted in adjudication at Traffic Penalty Tribunal	3	8	11	0.14%	5	7	12	0.14%
Number of Penalty Charge Notices cancelled or written-off	379	1133	1512	18.8%	476	1148	1624	19.6%
Number of Penalty Charge Notices still "live" as at 1 June	167	396	563	7.0%	248	415	663	8.0%

Penalty Charge Notice Info for 2011/12



9.6 Cancellation and write-off of Penalty Charge Notices

The council will give due consideration to all challenges and representations and make judgement on the merits of each case, and legislation requires that the council should consider any mitigating circumstances.

The making of a challenge in no way detracts from the ability of the vehicle owner to make a subsequent formal representation against the issue of a penalty charge notice or make an appeal to the Traffic Penalty Tribunal.

Officers cancel or write-off penalty charge notices in accordance with the Parking Enforcement Policy. Appendix 6 shows the number of penalty charge notices cancelled or written-off per reason.

9.7 Appeals that went to Adjudication at Traffic Penalty Tribunal

Of the 8303 Penalty Charge Notices that were issued 12 went to appeal at the Traffic Penalty Tribunal. The outcomes of these cases as at 1 June 2012 were:

- 7 appeals unsuccessful (5 decided in favour of the council and 1 paid before a hearing took place).
- 5 appeals successful (decided in favour of appellant).

10 Parking income and expenditure

The council's parking budget consists of income from pay and display car parks, season tickets, permit fees and penalty charge notices. Expenditure is on maintaining the car parks, enforcement staff, support staff and debt recovery.

The council makes yearly projections of the estimated income it will receive, from a forecast number of penalty notices and a forecast number of car park admissions, based on a previous year's performance. This allows effective monitoring to be undertaken throughout the year.

The level of parking enforcement that is undertaken is subject to staff resources. It is however the council's aim to enforce to an adequate level that encourages compliance. A further aim of the council is that its enforcement operates efficiently, effectively and economically.

The net income from parking contributes to the council's spending priorities.

The following table shows the actual expenditure and income for the last two financial periods.

Expenditure	2010/2011			2011/2012		
	On-Street (HCC Agency)	Off-Street (Car Parks)	Total (£)	On-Street (HCC Agency)	Off-Street (Car Parks)	Total (£)
Land and Buildings	0.00	507,124.37	507,124.37	0.00	594,341.04	594,314.04
Transportation	2,068.07	0.00	2,068.07	1,457.11	3,753.47	5,210.58
Supplies and Services	1,186.62	103,686.72	104,873.34	2,264.32	128,613.37	130,877.69
Support Services	221,800	413,297.73	635,097.73	169,500.00	332,000.00	501,500.00
Depreciation and Other Capital Costs	0.00	0.00	0.00	0.00	0.00	0.00
Third Party Payments	0.00	0.00	0.00	0.00	0.00	0.00
Total Expenditure	225,054.69	1,024,108.82	1,249,163.51	173,221.43	1,058,707.88	1,231,929.31
Income	On-Street (HCC Agency)	Off-Street (Car Parks)	Total (£)	On-Street (HCC Agency)	Off-Street (Car Parks)	Total (£)
Car Park Admission	0.00	(1,772,034.97)	(1,772,034.97)	0.00	(1,966,179.27)	(1,966,179.27)
Season Tickets/Permits	(30,280.37)	(168,629.98)	(198,910.35)	(31,616.65)	(172,510.86)	(204,127.51)
Penalty Charge Notices	(65,205.12)	(147,488.22)	(212,693.34)	(93,164.07)	(139,074.07)	(232,238.14)
Other	0.00	(6,239.69)	(6,239.69)	0.00	(4,804.76)	(4,804.76)
Total Income	(95,485.49)	(2,094,392.86)	(2,189,878.35)	(124,708.72)	(2,282,568.96)	(2,407,349.68)
Sub Total	129,569.20	(1,070,284.04)	(940,714.84)	48,440.71	(1,223,861.08)	(1,175,420.37)
AGENCY SUBSIDY	(129,569.20)	129,569.20	0.00	(48,440.71)	48,440.71	0.00
NET TOTAL	0.00	(940,714.84)	(940,714.84)	0.00	(1,175,420.37)	(1,175,420.37)

11 Service standards and customer information

11.1 Response to correspondence and progression of Penalty Charge Notices

The parking control team is required to comply with the statutory timescales and corporate response times. It dealt with 2329 written challenges and appeals to the penalty charge notices issued together with approx 9,200 other items of post and telephone calls.

The notice processing software does not produce correspondence response reports and therefore it is not possible to report on the teams' efficiency with respect to response times. However all challenges and appeals are responded to within 10 days, with the majority of informal challenges being dealt with within one to two days.

In relation to progressing unpaid penalty charge notices, no notices were cancelled due to not being progressed within the required timescale. In comparison 5 notices were cancelled for not being progressed within the timescale in the previous year.

11.2 Corporate complaints

A total of 14 corporate complaints were received during 2011/12, in comparison nine were received in the previous year. A summary of the complaints include:

- Unclear car park tariff board signage
- Attitude of enforcement officer
- Parking abuse/lack of parking enforcement
- Unsuccessful challenge against issue of penalty charge notice
- Cost of resident and visitor permits

Of the 14 complaints received seven were considered to be justified.

11.3 Customer satisfaction surveys

The last customer satisfaction survey was undertaken during 2009 with the resultant feedback relating to car parking being shown in the 2009/10 annual parking report. A further survey is planned to be undertaken during 2012/13.

11.4 Benchmarking and comparison data

The council is part of the Transport Research Laboratory (TRL) parking benchmarking initiative which includes a mixture of authorities from across the country. The purpose of the initiative is to allow participating authorities to compare their performance in the management of parking with that of other authorities with a view to maintaining and improving standards.

Further benchmarking and comparison data is obtained from neighbouring and other local authorities. Unfortunately TRL have been unable to complete recent benchmarking exercises and as such the council are unable to report on its comparable performance for 2011/12. However the council will regularly review and analyse the service to seek customer service improvements and make the service operationally and financially more effective and efficient.

Town centre car park information

Car park name	Length of stay	Number of spaces	Number of disabled bays	Park Mark Award Status	Pay by phone facility
Central	3 Hours	138	14	√	√
Joices Yard	3 Hours	60	5	√	√
Feathers Yard	3 Hours	18	2	√	√
Albert Yard	3 Hours	17	2	√	√
Jacobs Yard	3 Hours	28	2	√	√
Brinkletts	All day	37	0	x	√
Sarum Hill	All day	45	2	√	√
Castons	All day	126	0	√	√
Southern Road	All day	103	0	√	√
Churchill Way	All day	100	0	x	√
Churchill Way East	All day	24	0	x	√
Eastland's (public parking Saturdays only)	All day	170	5	√	√
Parklands (Civic Offices visitor car park)	1.5 Hours	36	4	√	n/a
Vyne Meadow	All day	345**	0	√	x
Alencon Link	All day	510	16	√	√
Castons Yard	30 Minutes	60	8	√	√

** Vyne Meadow car park: 25 pay and display parking bays, and 320 permit holder Bays

APPENDIX 2

Car park charges

Car Park(s)	Charge Period	2010-11 Tariffs	2011-12 Tariffs
Central, Joices Yard and Feathers Yard	Up to 30 minutes	n/a	£0.50
	Up to 1 hour	£0.80	£0.90
	1 to 2 hours	£1.40	£1.50
	2 to 3 hours	£1.90	£2.00
	Evening Charge	£1.00 per visit	£1.00 per visit
	Sunday Charge	£1.00 per visit	£1.00 per visit
Albert Yard and Jacobs Yard	Up to 30 minutes	n/a	£0.50
	Up to 1 hour	£0.80	£0.90
	1 to 2 hours	£1.40	£1.50
	2 to 3 hours	£1.90	£2.00
	All Day Park Card	£4.80	£4.90
	Evening Charge	£1.00 per visit	£1.00 per visit
Sunday Charge	£1.00 per visit	£1.00 per visit	
Castons, Southern Road, Churchill Way, Churchill Way East Eastland's (Saturdays only)	Up to 30 minutes	n/a	£0.50
	Up to 1 hour	£0.80	£0.90
	1 to 2 hours	£1.40	£1.50
	2 to 3 hours	£1.90	£2.00
	3 to 4 hours	£2.40	£2.50
	4 to 5 hours	£3.20	£3.20
	5 to 6 hours	£3.80	£3.80
	Over 6 hours	£4.80	£4.90
	All Day Park Card	£4.00	£4.20
	Evening Charge	£1.00 per visit	£1.00 per visit
	Sunday Charge	£1.00 per visit	£1.00 per visit
Brinkletts and Sarum Hill	Up to 30 minutes	n/a	£0.50
	Up to 1 hour	£0.70	£0.80
	1 to 2 hours	£1.30	£1.40
	2 to 3 hours	£1.80	£1.90
	3 to 4 hours	£2.40	£2.50
	4 to 5 hours	£3.20	£3.20
	5 to 6 hours	£3.80	£3.80
	Over 6 hours	£4.80	£4.90
	All Day Park Card	£4.00	£4.20
	Evening Charge	£1.00 per visit	£1.00 per visit
	Sunday Charge	£1.00 per visit	£1.00 per visit

Car Park(s)	Charge Period	2010-11 Tariffs	2011-12 Tariffs
Alencon Link (Charges applicable Monday to Sunday)	Up to 1 hour	£0.90	£0.90
	1 to 2 hours	£1.60	£1.70
	2 to 3 hours	£2.00	£2.10
	3 to 4 hours	£2.50	£2.60
	4 to 5 hours	£3.10	£3.30
	5 to 6 hours	£3.70	£3.90
	Over 6 hours	n/a	£5.20
	6 to 7 hours	£4.50	n/a
	Over 7 hours	£5.00	n/a
	All Day Park Card	£4.20	£4.40
Evening Charge	£1.00	£1.00	
Castons Yard	Up to 30 minutes	£0.30	£0.40
	Evening Charge	£1.00 per visit	£1.00 per visit
	Sunday Charge	£1.00 per visit	£1.00 per visit
Vyne Meadow (Monday to Friday)	Daily Spaces	£4.80	£4.90
	Month	£55.00	n/a
	Quarter	£145.00	£150.00
	Annual	£47.00	£48.00
Vyne Meadow (Saturdays)	Up to 1 hour	£0.70	£0.80
	1 to 2 hours	£1.30	£1.40
	Over 2 hours	£2.60	£3.00
	Evening Charge	n/a	£1.00 per visit
	Sunday Charge	£1.00 per visit	£1.00 per visit

Other fees and charges

Residents Parking	2010-11 Charge	2011-12 Charge
On-Street Residents Parking Permit	£23.50 (annual)	£24.00 (annual)

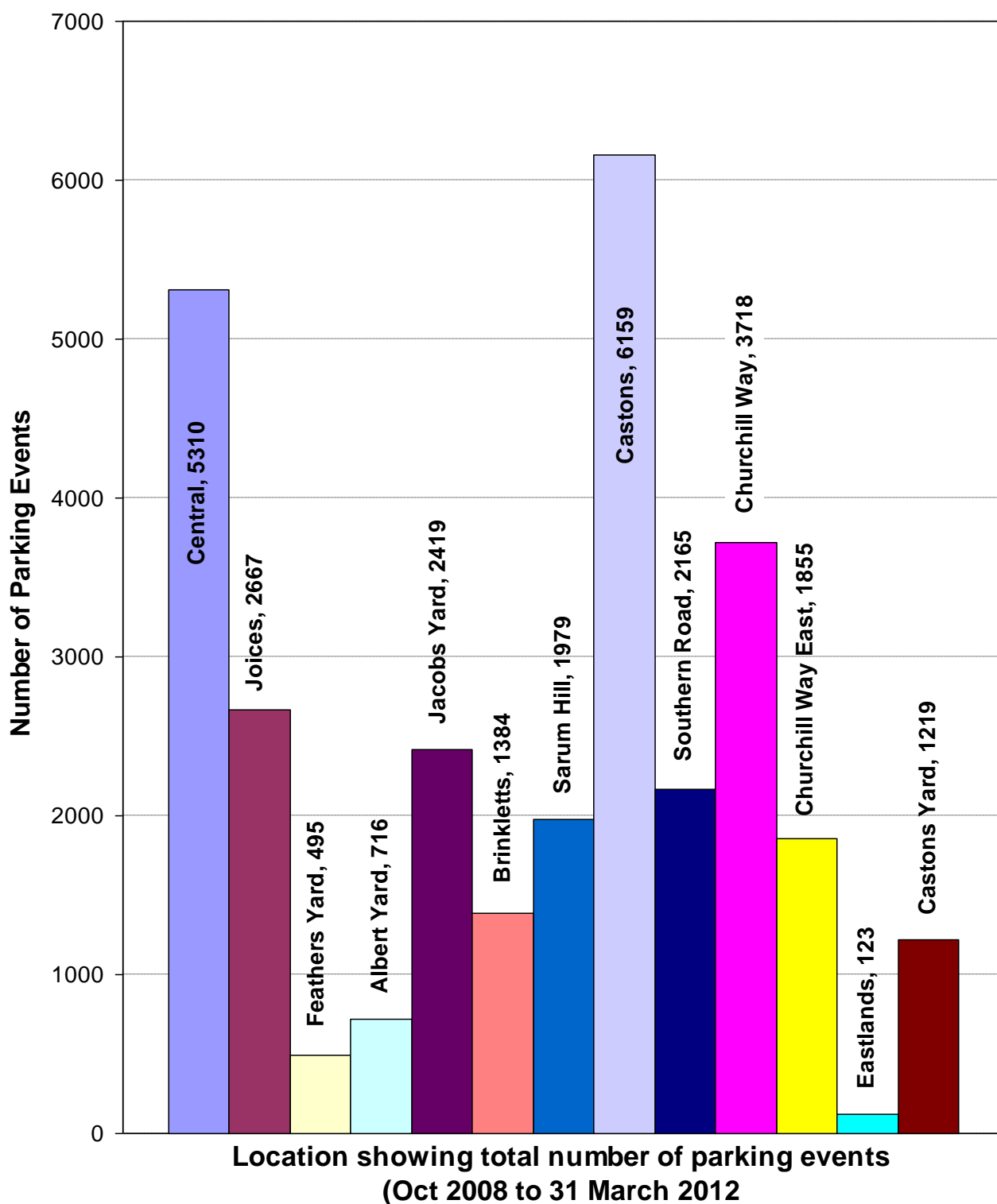
Business Permits	2010-11 Charge	2011-12 Charge
Victoria Street car park	£126.00 (quarterly)	£140.00 (quarterly)
Southern Road car park	£157.50 (quarterly)	£165.00 (quarterly)
Red Lion Lane		
Feathers Yard		
Jacobs Alley		
Joices Yard	£157.50 (quarterly)	£185.00 (quarterly)
Joices Yard	£185.00 (quarterly)	£185.00 (quarterly)
Haymarket Yard		
Anchor Yard		

Business Permits cont.	2010-11 Charge	2011-12 Charge
Victoria Street	£25.00 (monthly)	Monthly n/a
Cliddesden Road	Quarterly n/a	£75.00 (quarterly)
Chequers Road		

Other Permits	2010-11 Charge	2011-12 Charge
Fairfield's key worker	£17.35 (monthly) Quarterly n/a	Monthly n/a £52.05 (quarterly)
Crossborough Hill car park	£32.50 (quarterly)	£35.00 (quarterly)

Pay-by-phone data

Chart showing total pay-by-phone usage in each car park.

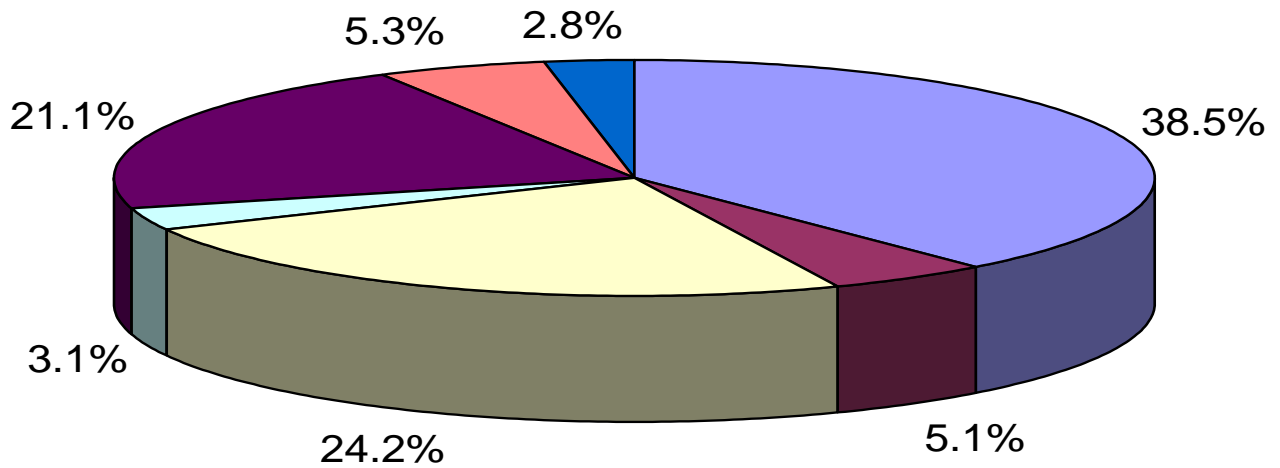


Number of Penalty Charge Notices issued per parking contravention**On-Street**

Code	Contravention	2010/2011		2011/2012	
		£70 Penalty Charge	£50 Penalty Charge	£70 Penalty Charge	£50 Penalty Charge
01	Parked in a restricted street during prescribed hours	838		968	
02	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	92		128	
16	Parked in a permit space without displaying a valid permit	412		608	
22	Re-parked in the same parking place or zone within one hour (or other specified time) of leaving		5		1
23	Parked in a parking place or area not designated for that class of vehicle	66		77	
24	Not parked correctly within the markings of the bay or space		1		1
25	Parked in loading place during restricted hours without loading	12		19	
27	Parked adjacent to a dropped kerb	19		38	
30	Parked for longer than permitted		489		530
40	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge	108		132	
45	Parked on a taxi rank	18		8	
48	Parked in a restricted area outside a school	3		0	
49	Parked on a cycle track or lane	7		4	
TOTALS		1575	495	1982	532
		2070		2514	

Percentages of Penalty Charge Notices issued per parking contravention for 2010/2011

On-Street



- 01 Parked on single or double yellow lines
- 02 Parked or loading/unloading where not permitted
- 16 Parked in a permit space without displaying a valid permit
- 23 Parked in a parking place or area not designated for that class of vehicle
- 30 Parked for longer than permitted
- 40 Parked in disabled parking place without a valid disabled person's badge
- All Other

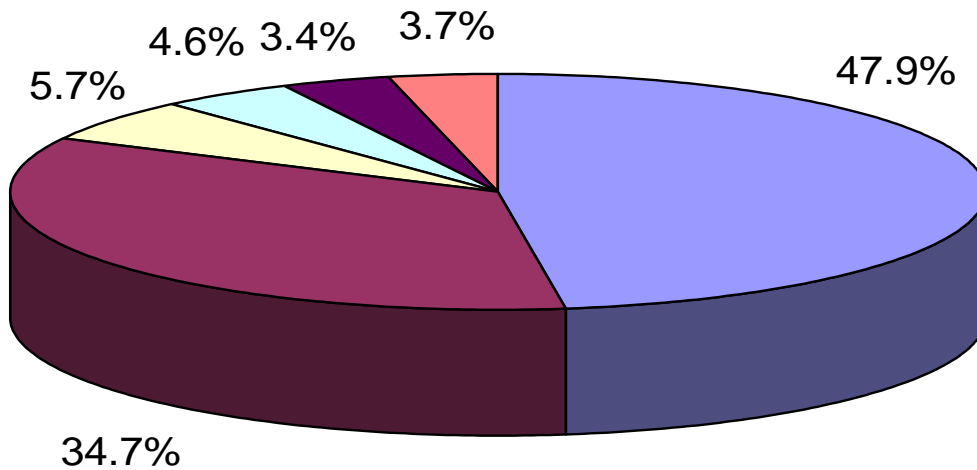
Number of Penalty Charge Notices issued per parking contravention

Off-Street (car parks/non highway areas)

Code	Contravention	2010/2011		2011/2012	
		£70 Penalty Charge	£50 Penalty Charge	£70 Penalty Charge	£50 Penalty Charge
80	Parked for longer than the maximum period permitted		139		188
81	Parked in a restricted area in a car park	0		3	
82	Parked after the expiry of paid for time		2777		2771
83	Parked in a car park without clearly displaying a valid pay and display ticket		2444		2008
84	Parked with additional payment made to extend the stay beyond time first purchased		9		20
85	Parked in a permit bay without clearly displaying a valid permit	217		332	
86	Parked beyond bay markings		219		264
87	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge	142		199	
91	Parked in a car park or area not designated for that class of vehicle	3		2	
92	Parked in a car park causing an obstruction	5		2	
TOTALS		367	5588	538	5251
		5955		5789	

Percentages of Penalty Charge Notices issued per parking contravention for 2010/2011

Off-Street (car parks/non highway areas)



- 82 Parked after the expiry of paid for time
- 83 Parked in a car park without displaying a pay and display ticket
- 85 Parked in permit bay without clearly displaying a valid permit
- 86 Parked beyond bay markings
- 87 Parked in a disabled parking place without displaying a disabled badge
- All Other

Number of Penalty Charge Notices issued per location-listed alphabetically**Basingstoke: On-Street**

Location	2010/2011	2011/2012
	Number of PCN's issued	Number of PCN's issued
Abbey Road	6	2
Achilles Close, Chineham	1	0
Albert Yard	3	8
Alencon Link	3	6
Alexandra Road	6	4
Allnut Avenue	0	3
Anchor Yard	13	15
Armstrong Road	1	0
Banbury Way	2	0
Basing View	27	11
Beaconsfield Road	10	17
Bermuda Close	1	3
Black Dam Way	1	1
Blackwater Close	15	40
Bolton Crescent	1	2
Bounty Rise	7	5
Bounty Road	26	16
Bowyer Close	1	0
Bramblys Close	3	6
Bramblys Drive	9	19
Brighton Hill school approach/entrance	0	2
Brunel Road	2	0
Budds Close	10	15
Bunnian Place	15	14
Burgess Road	35	26
Carpenters Down	1	0
Castle Road	4	5
Castons Yard	48	41
Charles Street	2	0
Chaucer Close	3	5
Chequers Road	23	55
Chester Place	16	17

	2010/2011	2011/2012
	Number of PCN's issued	Number of PCN's issued
Church Square	39	125
Church Street	102	170
Churchill Way	12	4
Civic Offices	2	4
Cliddesden Road	57	42
Clifton Terrace	57	69
Cordale Road	0	1
Coronation Road	17	8
Council Road	33	90
Cranbourne Lane	1	0
Crockford Lane	1	0
Cromwell Road	12	5
Cross Street	1	1
Crossborough Gardens	0	10
Crossborough Hill	0	11
Danebury Road	2	3
Darlington Road	5	0
Devonshire Place	10	4
Doswell Way	0	9
Downsland Road	1	8
Dryden Close	2	7
Eastfield Avenue	1	3
Eastrop Lane	87	117
Eastrop Way	64	68
Edison Road	1	0
Essex Road	14	37
Fairfield's Road	39	42
Falkland Road	0	1
Feathers Yard	19	31
Festival Place-Hackney Stand	1	1
Festival Place Service Area	19	9
Flaxfield Court	0	1
Flaxfield Road	106	77
Foyle Park	1	1
Frances Road	14	12
Frithmead Close	0	1
Frome Close	4	6
Gainsborough Road	4	2

Location	2010/2011	2011/2012
	Number of PCN's issued	Number of PCN's issued
George Street	12	4
Gershwin Road	1	3
Goat Lane	9	4
Hackwood Road	4	4
Hamelyn Road	10	16
Hanmore Road	0	1
Haydn Road	0	1
Haymarket Yard	60	55
Highwood Ridge	1	1
Hurne Court	0	1
Jacobs Alley	1	7
Jacobs Yard	18	19
Joices Yard	60	76
Jubilee Road	22	49
Kenilworth Road	1	0
Kimberley Road	0	1
Kings Furlong Drive	0	1
Kings Road	32	21
Kingsclere Road	14	26
Lea Close	14	6
Lehar Close	0	3
Loddon Mall/Access	14	12
London Street	1	0
Longmoor Road	3	1
Lower Brook Street	1	0
Ludlow Close	1	0
Lyford Road	2	2
Lytton Road	10	15
Market Place	1	0
May Place	9	14
Melrose Walk	1	2
Merton Road	10	3
Millard Close	17	11
Montserrat Road	3	2
Mortimer Lane	11	5
Mozart Close	1	1
Neath Road	6	4
New Road	1	3

Location	2010/2011	2011/2012
	Number of PCN's issued	Number of PCN's issued
New Street	2	5
Norden Close	5	4
Norn Hill	4	6
Old Reading Road	1	3
Osborne Close	5	4
Pelton Road	6	19
Pembroke Road	0	1
Penrith Road	42	65
Phoenix Park Terrace	7	7
Priestley Road	75	41
Queen Mary Avenue	6	1
Queens Road	2	7
Quilter Road	0	1
Rankine Road	1	1
Rayleigh Road	13	19
Red Lion Lane	23	35
Richmond Road	9	1
Rochford Road	15	12
Roman Road	3	3
Romsey Close	1	0
Russell Road	1	0
Sandys Road	0	3
Sarum Hill	10	13
Seal Road	27	39
Shakespeare Road	3	1
Sheppard Road	0	1
Sherborne Road	13	4
Sibelius Close	0	1
Solbys Road	13	5
Soper Grove	5	2
South Ham Road	2	0
Southend Road	14	8
Southern Road	14	57
St Andrews Road	3	1
St Pauls Road	1	0
Stephenson Road	3	0
Stukeley Road	9	10
Sullivan Road	0	1

Location	2010/2011	2011/2012
	Number of PCN's issued	Number of PCN's issued
Telford Road	32	18
The Danes	6	9
Timberlake Road	29	22
Upper Chestnut Drive	3	0
Victoria Street	48	58
Victoria Street car park	8	11
Vyne Road	8	2
Wallis Road	41	30
Warton Road	0	1
Wella Road	1	0
West Ham Leisure Park	10	8
White Hart Lane	1	0
Whitney Road	1	0
Willoughby Way	2	0
Winchcombe Road	16	18
Winchester Road	1	2
Winchester Street	1	0
Winterthur Way	57	106
Winton Square	5	9
Worting Road	4	10
TOTALS	1986	2379

Summary table of locations with highest number of Penalty Charge Notices issued

(20 plus Penalty Notices issued)

Basingstoke: On-Street

Location	2010/2011	2011/2012
	Number of PCN's issued	Number of PCN's issued
Church Street	102	170
Church Square	39	125
Eastrop Lane	87	117
Winterthur Way	57	106
Council Road	33	90
Flaxfield Road	106	77
Joices Yard	60	76
Clifton Terrace	57	69
Eastrop Way	64	68
Penrith Road	42	65
Victoria Street	48	58
Southern Road	14	57
Chequers Road	23	55
Haymarket Yard	60	55
Jubilee Road	22	49
Cliddesden Road	57	42
Fairfield's Road	39	42
Castons Yard	48	41
Priestley Road	75	41
Blackwater Close	15	40
Seal Road	27	39
Essex Road	14	37
Red Lion Lane	23	35
Feathers Yard	19	31
Wallis Road	41	30
Burgess Road	35	26
Kingsclere Road	14	26
Timberlake Road	29	22
Kings Road	32	21

Number of Penalty Charge Notices issued per location

Rural Area: On-Street

Location	2010/2011	2011/2012
	Number of PCN's issued	Number of PCN's issued
London Street, Whitchurch	7	22
High Street, Overton	6	18
Church Street, Whitchurch	12	17
Newbury Street, Whitchurch	19	14
Bell Street, Whitchurch	14	11
Fairfield, Whitchurch	0	9
Swan Street, Kingsclere	5	8
Down Street, Dummer	0	7
Test Road, Whitchurch	3	5
Evingar Road	0	4
Kingsley Park, Whitchurch	1	3
Winchester Street, Whitchurch	5	3
Bere Hill, Whitchurch	0	2
The Mead, Old Basing	2	2
Strokins Road, Kingsclere	0	2
George Street, Kingsclere	0	1
London Road, Overton	0	1
Moat Close, Bramley	0	1
Oakley Lane, Oakley	0	1
Pheabens Field, Bramley	0	1
Station Road, Whitchurch	0	1
The Green, Tadley	0	1
Waltham Road, Overton	0	1
Gravelly Close, Tadley	3	0
Anchor Road/Yard, Kingsclere	1	0
Ashford Hill Road, Kingsclere	1	0
Blakes Lane, Tadley	1	0
Foxmoor Close, Oakley	1	0
Franklin Avenue, Tadley	1	0
Linton Close, Tadley	1	0
Oakmead, Bramley	1	0
TOTALS	84	135

Number of Penalty Charge Notices issued per location

Off-Street (car parks/non highway areas)

Location	2010/2011	2011/2012
	Number of PCN's issued	Number of PCN's issued
Central	1505	1554
Castons Yard	863	758
Joices Yard	662	743
Vyne Meadow	228	512
Castons	428	453
Jacobs Yard	340	333
Civic Offices	163	260
Albert Yard	179	179
Southern Road	128	168
Brinkletts	86	156
Feathers Yard	162	129
Churchill Way	109	102
Haymarket Yard	57	102
Churchill Way East	67	82
Sarum Hill	73	75
West Ham Leisure Park	53	69
Eastland's	41	54
Basing View	31	35
Crossborough Hill	16	11
Alencon Link	747 (See note 1)	10
Anchor Yard	7	4
Loddon Mall access	7	0
Red Lion Lane	3	0
TOTALS	5955	5789

Note 1 : The large decrease in the number of PCN's issued at Alencon Link car park was due to the charging regime changing from 'pay and display' to 'pay on foot' in October 2010. Enforcement officers are not required to enforce a 'pay on foot' system as this is undertaken by means of entrance and exit barriers.

Number of Penalty Charge Notices cancelled or written-off per reason

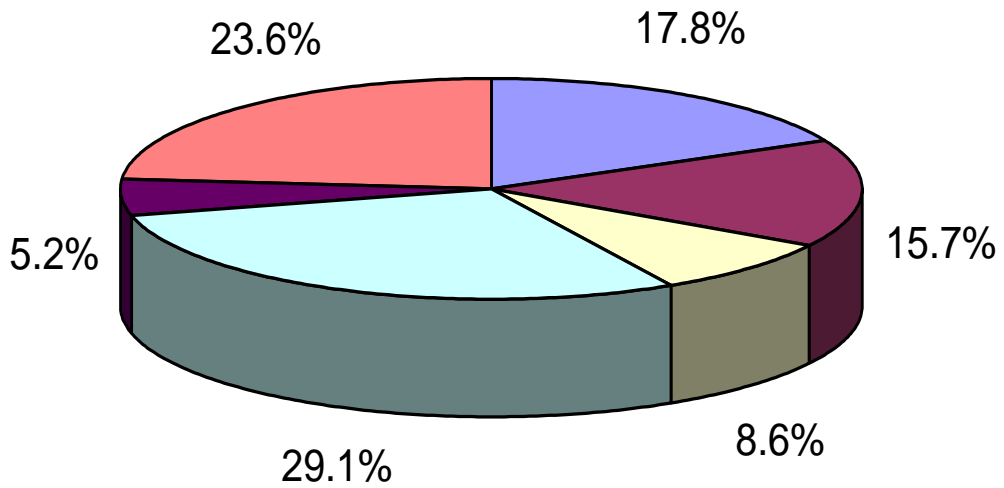
Reason	Number of PCN's		
	On-street	Off-Street	TOTAL
Computer/processing error/not issued	4	5	9
Enforcement officer error	33	41	74
Foreign vehicle/driver/diplomatic	15	57	72
Vehicle unregistered at DVLA	23	62	85
Valid pay and display ticket produced	0	289	289
Valid permit produced	112	143	255
Pay and display machine malfunction	0	79	79
Valid disabled badge produced	51	88	139
Vehicle broken down	7	4	11
Loading/unloading taking place	38	0	38
Officer discretion (see note below)	171	302	473
Pay-by-phone session active	0	48	48
Out of time	0	0	0
Document not served-returned in post	0	1	1
Technical fault with TRO/Parking Order	6	7	13
Stolen vehicle	2	2	4
Vehicle owner bankrupt	1	0	1
Adjudication case	2	3	5
Bailiff unable to recover on Warrant	11	17	28
	476	1148	1624

Note:

Some main reasons under officer discretion include:

- held up at meetings and other delays
- taken ill and health problems
- unable to trace owner
- Service Care staff on visits and meetings
- not understanding changes to TRO's
- not understanding car park tariffs

Percentages of Penalty Charge Notices cancelled or written-off per reason



- Valid Pay and Display Ticket Produced
- Valid Permit Produced
- Valid Disabled Badge Produced
- Officer Discretion
- Vehicle Unregistered at DVLA
- All Other