

# FAREHAM

BOROUGH COUNCIL

## Annual Parking Enforcement Report 2014-2015



Osborn Road Multi-Story Car Park

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## Abbreviations that may be shown or mentioned within this report

- TMA** Traffic Management Act 2004
- CEO** Civil Enforcement Officer – previously known as parking warden/attendant
- PCN** Penalty Charge Notice – previously known as a parking ticket
- TRO** Traffic Regulation Order – the legal order that puts in place, parking restrictions, and therefore permits enforcement
- NTO** Notice to Owner – a form which is served on the registered keeper of the vehicle no sooner than 28 days after the issue of the PCN, if it has not been paid.
- TPT** Traffic Penalty Tribunal - the independent body where impartial lawyers consider appeals by motorists and vehicle owners whose vehicles have been served a Penalty Charge Notice.
- TEC** Traffic Enforcement Centre - where unpaid charges are registered
- HCC** Hampshire County Council
- CPE** Civil Parking Enforcement

## Contacts and Web Links

Parking Services  
Fareham Borough Council  
Civic Offices  
Civic Way  
Fareham  
PO16 7AZ

Tel: 01329 236100

If you have any questions or comments about our Annual Parking report, please let us know by telephoning our Customer Service Centre on 01329 236100, or e-mail [parkingservices@fareham.gov.uk](mailto:parkingservices@fareham.gov.uk)

- Email address for and parking services and challenging a PCN:
  - [parkingservices@fareham.gov.uk](mailto:parkingservices@fareham.gov.uk)
- For enquiries relating to disability/less abled, blue badge parking:
  - [www.gov.uk/blue-badge-scheme-information-council](http://www.gov.uk/blue-badge-scheme-information-council)
- Email address for disability blue badge applications in Hampshire
  - [blue.badge@hants.gov.uk](mailto:blue.badge@hants.gov.uk)
- For independent advice relating to parking and challenges or appeals:
  - [www.patrol-uk.info](http://www.patrol-uk.info)
- Independent Tribunal for all appeals:
  - [www.trafficpenaltytribunal.gov.uk](http://www.trafficpenaltytribunal.gov.uk)
- For details of Traffic Regulation Orders in Fareham

- o [www.fareham.gov.uk/tro](http://www.fareham.gov.uk/tro)

This report is also available upon request, in large print, Audio and Braille. If there is a requirement this report can also be translated.

## **Overview and Background to Enforcement**

Fareham Borough Council is a busy south coast town situated midway between the cities of Portsmouth and Southampton with a population of around 113,600.

Fareham Borough Council took over parking enforcement, from the Police, on 2 April 2007. The Council is known as the Enforcement Authority for all off street contraventions and act as "agents", for Hampshire County Council, for all on street contraventions.

The Fareham Parking Enforcement Service aims to discourage, indiscriminate parking that causes obstruction to other motorists, pedestrians, cyclists and people with disabilities. This ensures that the Borough is accessible to all, equally and safely. The service is delivered by Council employees and consists of two distinct areas:

1. Office employees who deal with the processing of parking penalty charge notices.
2. Civil Enforcement Officers (CEOs) who are responsible for enforcing traffic regulation orders.

The Department of Environmental Services is responsible for the delivery of the Fareham Parking Enforcement Service, which falls within the Public Protection Portfolio. The service includes maintaining all of the Council's car parks, including all of the Pay on Foot and Pay and Display equipment, and responsibility for the procurement of CCTV.

The service is delivered in line with [the Council's parking enforcement policy](#), which sets out the main principles for enforcement associated with the delivery of the service. The parking enforcement policy is reviewed every two years or sooner, if required by changes in legislation. The policy was last reviewed by the Executive on 10 June 2013 and is scheduled to be reported to the Executive on 10 September 2015.

The provision of off-street parking is viewed as a facility for residents, businesses and visitors. On-street enforcement is not viewed as a 'revenue raiser' and Fareham Borough Council does not have targets for the serving of Penalty Charge Notices. The priority is to keep the free flow of traffic moving throughout the Borough and to ensure the safety of its pedestrians and motorists.

The aim of this report is to make the work of the Council understandable to all service users and to provide data showing performance over the last financial year.

## **What we do**

### **Staffing**

There is one team of in house Civil Enforcement Officers (CEOs), who enforce parking regulations and Traffic Regulation Orders (TROs) both on and off-street. The CEOs also enforce verge parking, residents parking areas and traffic management issues such as around schools. Income from PCNs is used to cover the cost of the enforcement service. The Government guidelines include the objective that no cost should fall onto the Council Tax payers in the delivery of the service.

The CEOs, when on patrol, also report other enforcement related issues that may affect the street scene or adjoining areas. These reports can include issues such as abandoned vehicles; fly tipping, graffiti or vandalism. This compliments the work being undertaken by the Council in developing a "zero tolerance" approach to these issues.

All parking employees have been trained to appropriate City and Guilds level 2 standards. Regular on-site training and updates are carried out when any new legislation or procedures are implemented.

### **Patrolling**

Patrols occur throughout the week, including weekends and bank holidays. In accordance with the requirements of the Traffic Management Act 2004 the CEOs wear a uniform which identifies the wearer with the following information.

- Specifically being on parking duties
- Working for Fareham Borough Council
- A unique identifying number and identity badge.

The CEOs aim to cover as much of the Borough as they can during their patrols. The officers also provide operational cover for the Osborn road multi storey car park lifts. The Borough has been divided into 15 zones and officers aim to patrol each zone at least twice a week. More frequent visits are made to schools and known "hot spots" to ensure safe passage on the highway. Evening patrols are also undertaken, at various times of the year, to discourage parking contraventions outside normal patrolling hours.

The CEOs liaise with the police and police community support officers (PCSOs) to carry out joint working/patrolling, especially outside schools during busy periods. These joint patrols have proved very effective in deterring parents who wait on restricted areas of the roads including the zigzag markings.

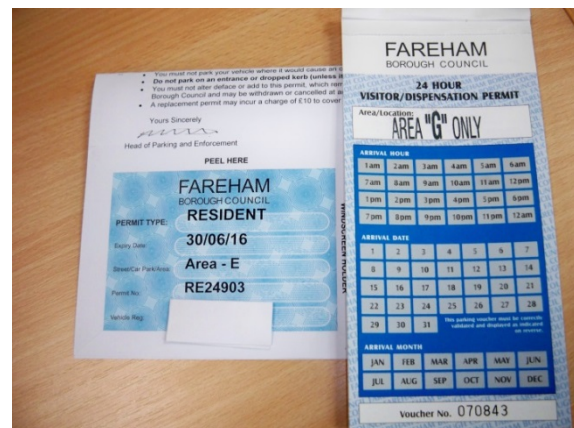
Complaints received from residents, schools or Councillors are brought to the attention of Parking Services and are included in future patrols.

## A Coordinated Approach

As part of introducing decriminalised parking enforcement, the opportunity was also taken to review the other similar functions of the Council. Following the review the Parking Enforcement Service, Enforcement Team and Traffic Management were brought together under one Head of Service. This arrangement has resulted in a more unified approach to parking and enforcement.

The Head of Service provides an overall co-ordinating role to ensure the service is delivered at in an efficient and effective way.

## Resident Parking



In 2011 Fareham Borough Council implemented a resident parking scheme across a number of streets, within the Borough. This was implemented following requests and concerns expressed by residents about the problems with parking near their home. Currently there are over 840 residents' permits in circulation covering 34 roads, which are split into 8 areas within the Town Centre.

At present a residents' permit costs £40.00 for 1 year or £75.00 for 2 years. Residents are permitted to purchase visitor permits at a cost of £1 for a 24hr stay or 50p for a 4hr stay. Every resident who purchases a permit is given a supply of visitor permits free of charge. For a 1 year permit, the resident is given one book of 10 visitor permits and 2 books, or 20 visitor permits are given with a 2 year permit.

We have provided answers to a [list of Frequently Asked Questions](#) on the residents' permit scheme, which are available on the Council's website.

The scheme on a whole has been welcomed by the residents.

## Body worn CCTV cameras



After several Civil Enforcement Officers had suffered assaults and serious verbal abuse from members of the public, during their duties, it was decided in 2010 to introduce body worn video cameras for the officers to wear whilst on patrol. Since the introduction of the body worn video cameras, instances of abuse and assaults have reduced dramatically.

Fareham Borough Council takes the welfare and safety of its employees very seriously and will take any action necessary as a result of evidence gathered through the use of body worn video cameras.

Upgraded cameras were introduced, for all CEOs, in 2014.

## Pay and display

There are two types of pay and display car parks in Fareham, inner and outer, they are all within easy walking distance of the shopping centre. All pay and display machines accept payment by coin and credit or /debit cards via chip & pin.



Pay and display car parks are open 7 days a week with the following opening/charging hours:

- Monday to Saturday from 8am to 6pm
- Sundays and Bank Holidays 10:30am to 4pm in the inner car parks. In Outer car parks there is no charge for parking on a Sundays or Bank Holidays.

Details of the [tariffs for the pay and display car parks](#) can be found on the Council's website.

## Pay on foot

Fareham Borough Council operates a pay on foot system in 3 Town Centre, inner car parks:

- Market Quay
- Osborn Road multi-storey
- Fareham Shopping Centre multi-storey

These car parks are barrier controlled and allow customers to pay the correct fee prior to their departure. Within these car parks there are a total of 14 pay machines and 12 entry/exit terminals, together with the associated barriers, which need to be maintained at all times. There are Mother and Toddler bays located in ORMSCP.



Osborn Road multi-storey



Market Quay

To ensure that any breakdowns in equipment and IT systems are kept to a minimum, a robust maintenance contract is in place.

## CCTV

All the pay on foot car parks are covered extensively by closed circuit television cameras (CCTV). These are monitored by the CEOs, from monitors within Osborn Road multi storey car park, during operational hours. The CCTV has proved to be a valuable tool in helping with any public nuisance occurring within the pay on foot car



parks. Some of the Pay and Display car parks are covered by CCTV, which is monitored separately by the CCTV public space control room.

## **Parking for Blue Badge Holders**

Fareham Borough Council makes every effort to be accommodating and will do all we can to give less able drivers and/or passengers better access to the available amenities. Many car parks have marked bays, specifically for the use by blue badge holders, but they can use any available bay that is not reserved for another use.

The CEOs regularly carry out spot checks on vehicles, with blue badges, to ensure that the blue badge is not being abused.

The following also apply to assist blue badge holders.

- Exemptions from restricted parking times in on-street limited waiting bays unless signage states otherwise
- Facility to park in all pay and display car parks for as long as is required, providing a valid blue badge belonging to the driver or a passenger of that vehicle, is on display showing the serial number and expiry date.

These are available to all blue badge holders and are not limited to UK or euro holders. Residents of Fareham, who have a blue badge, can apply for a swipe card, which allows them entry and free parking in all pay on foot car parks.

## **Penalty Charge Notices (PCNs)**

Penalty Charge Notices, within the Borough of Fareham, are set at the following traffic.

- £70 for more serious contraventions
- £50 for the less serious contraventions

The Charge Level is discounted by 50%, if payment is made within 14 days of the contravention. An additional 50% will be added, to the amount payable, on issue of a Charge Certificate. Following rejection of an informal challenge or under certain other circumstances, such as a formal representation, the Council will allow a further 14 days for the payment to be made at the discounted rate.

PCNs are served by the CEOs using computerised hand-held ticket issuing devices. When issued a PCN will be affixed to the vehicle or handed to the driver. These units store the complete list of roads and off-street car parks, together with the list of contravention codes and offences.

Where the CEO is prevented from serving a PCN to a vehicle or the person, as a result of physical force or the driver driving away, a PCN can be served by post. This is known as a Regulation 10 Penalty Charge Notice and 38 of these notices were served in the last financial year.

When serving a PCN the following details are recorded:

- Vehicle type and colour
- The location
- The contravention description

All of this information is printed on the PCN paper notice.

Photographs are taken, where possible, of the vehicle to show the registration and the nature of the parking contravention. Any photographs must show the PCN stuck to the vehicle's windscreen. The taking of photographs is not a legal requirement, but is considered best practice, because they provide clear evidence when a PCN is challenged.

At the end of the patrol the CEO downloads all of the details, of the PCNs issued and photographs taken, and this is automatically linked to the PCN record. The recovery process automatically commences the day after the PCN was issued.

The work of administering the parking function in relation to PCN processing is undertaken by the Parking Office Team and managed by the Head of Parking and Enforcement. This team is located at the Civic Offices and is responsible for the receipt of payments, the processing of Notices and Charge Certificates, and for dealing with all correspondence and challenges in response to the issue of PCNs, as well as the issue of all parking permits.

Since the introduction of decriminalised parking the Council, and as a result of a County Court warrant, has recovered nearly £112,000 through the use of an Enforcement Agent (formerly called a Bailiff). The use of an Enforcement Agent is always a last resort and every effort is made to obtain payment prior to a warrant being issued.

Challenges from those who have been served with PCNs can be received and dealt with in writing or via e-mail.

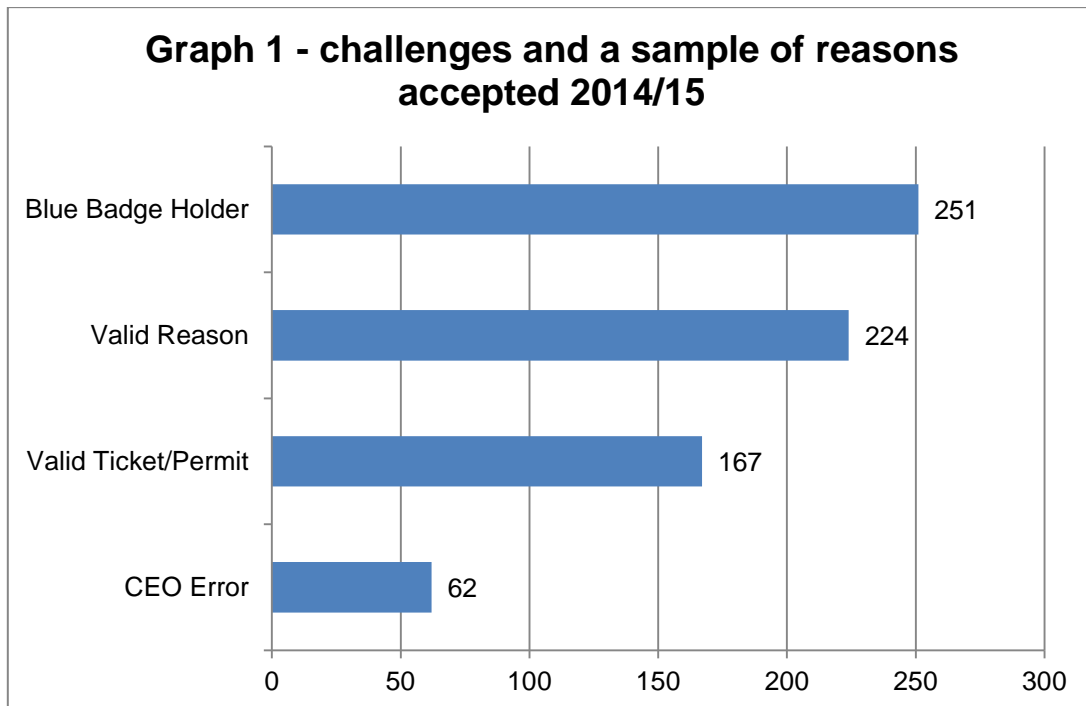
The Council utilises an up to date ICT system, called Chipside, to support the service and uses appropriate interfaces to external organisations including the DVLA, the County Court and the Traffic Penalty Tribunal (TPT).

It is possible for members of the public to pay their PCNs in a variety of ways:

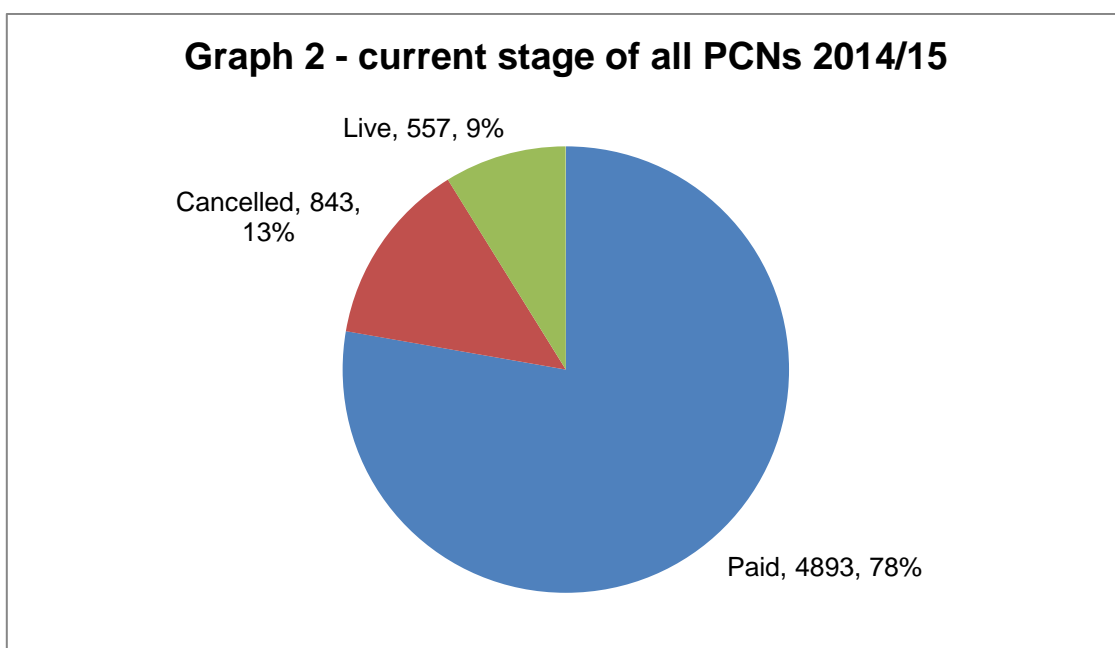
- By post to the Director of Finance and Resources
- Through an automated telephone system on a number identified on the PCN
- In person at the Cash Office at the Civic Offices
- Through the Council's 'Pay It' website using a credit or debit card
- By contacting the parking office or the Customer Service Centre by telephone

## Our performance in 2014/15

The tables and graphs in this section provide an overview of the performance of the Parking Enforcement service over the past financial year.



A challenge is the initial letter of appeal; this is known as an informal challenge, which will be answered by the Council. Further consideration of an unresolved dispute includes a representation by the owner of the vehicle after a Notice to Owner has been served. A representation is part of the formal procedure, the next stage of which can be an appeal to an Independent Adjudicator, at the Traffic Penalty Tribunal.



A total of 6,293 PCNs were issued in 2014/15. As the above pie chart shows the Council has recovered 78% of the income. The high recovery rate reflects that PCNs are being correctly issued and are well supported by evidence when challenges are received.

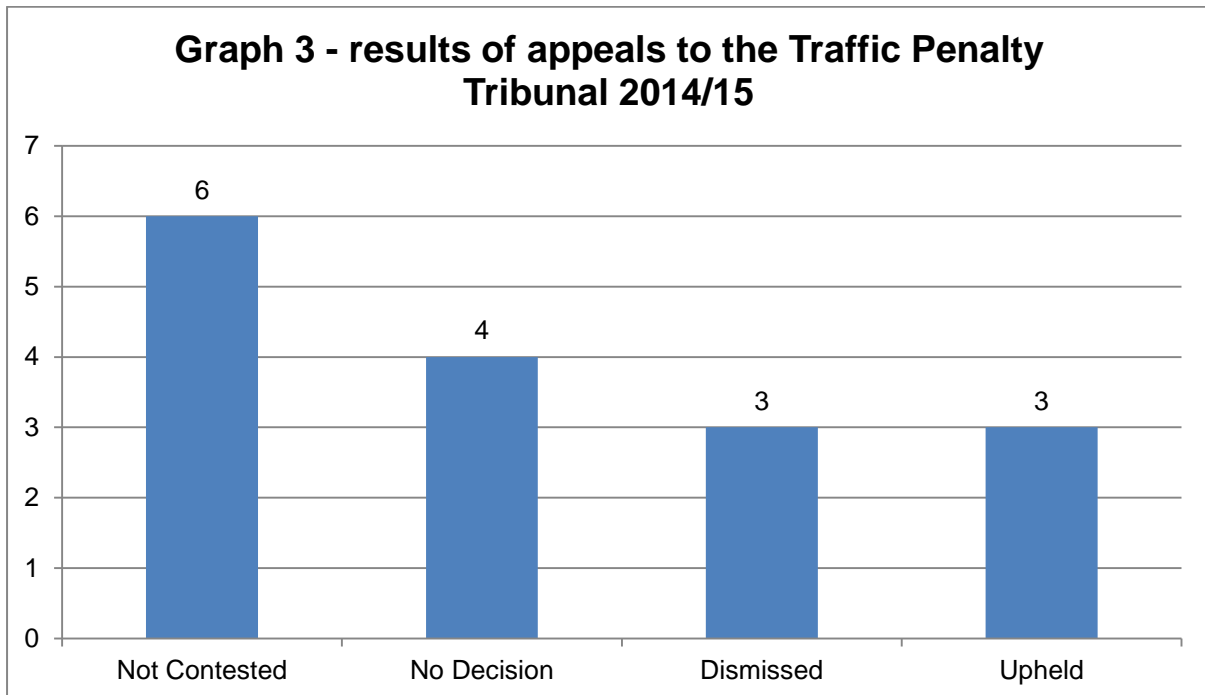
<b>Table 1 – number of PCNs paid by financial year</b>				
<b>Year</b>	<b>On-street</b>	<b>Off-street</b>	<b>Percentage paid</b>	<b>Number paid at discount rate</b>
2009/10	4,759	3,679	78.49%	7,181
2010/11	4,307	3,879	75.66%	7,254
2011/12	5,193	4,219	73.00%	5,977
2012/13	4,482	3,567	79.23%	5,339
2013/14	3,713	2,009	75.10%	4,983
2014/15	3,314	1,578	77.73%	4,218

<b>Table 2 – PCN challenges by financial year</b>			
<b>Year</b>	<b>Received</b>	<b>Accepted</b>	<b>Percentage accepted</b>
2009/10	3,814	1,679	44.02%
2010/11	3,352	1,658	49.46%
2011/12	3,573	1,641	45.93%
2012/13	3,135	1,565	49.92%
2013/14	2,723	1,289	47.34%
2014/15	1,485	701	47.20%

### **The Traffic Penalty Tribunal**

When a formal challenge has been rejected a motorist may make an appeal to the Traffic Penalty Tribunal, which is an independent body. If an appeal is made the appellant may elect to have a personal, postal or a telephone hearing. Appeals are

heard by an experienced solicitor. For independent advice about parking challenges and appeals please visit [www.patrol-uk.info](http://www.patrol-uk.info).

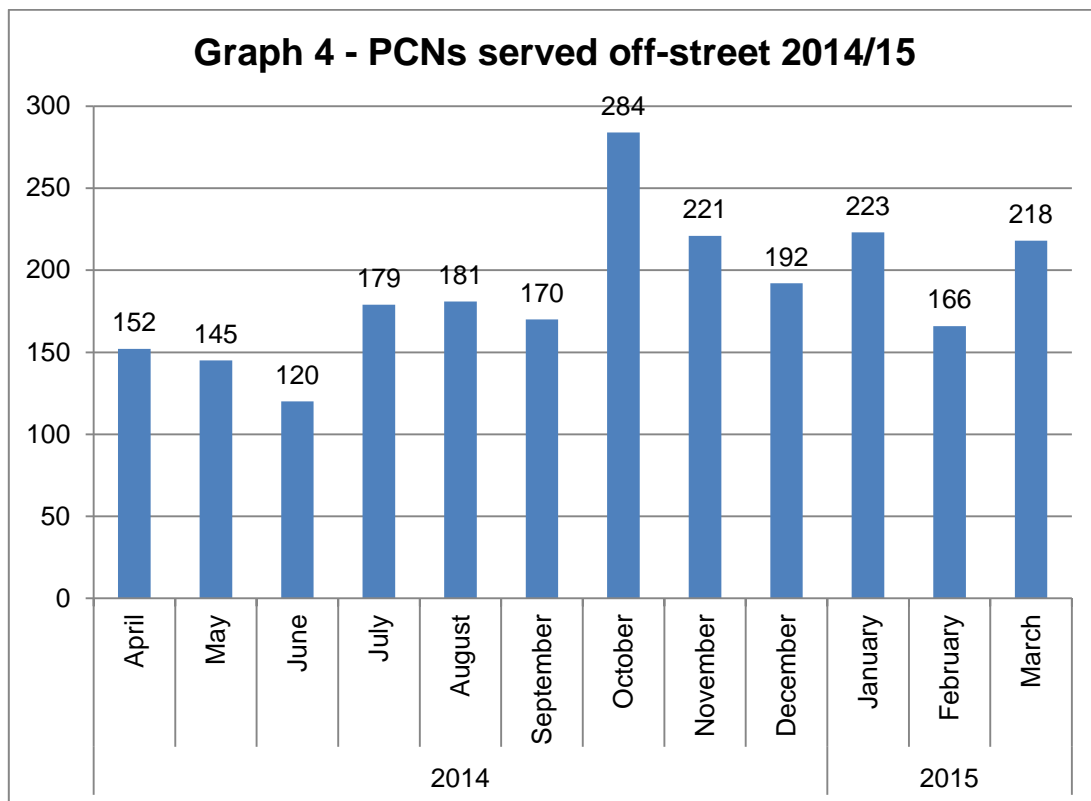


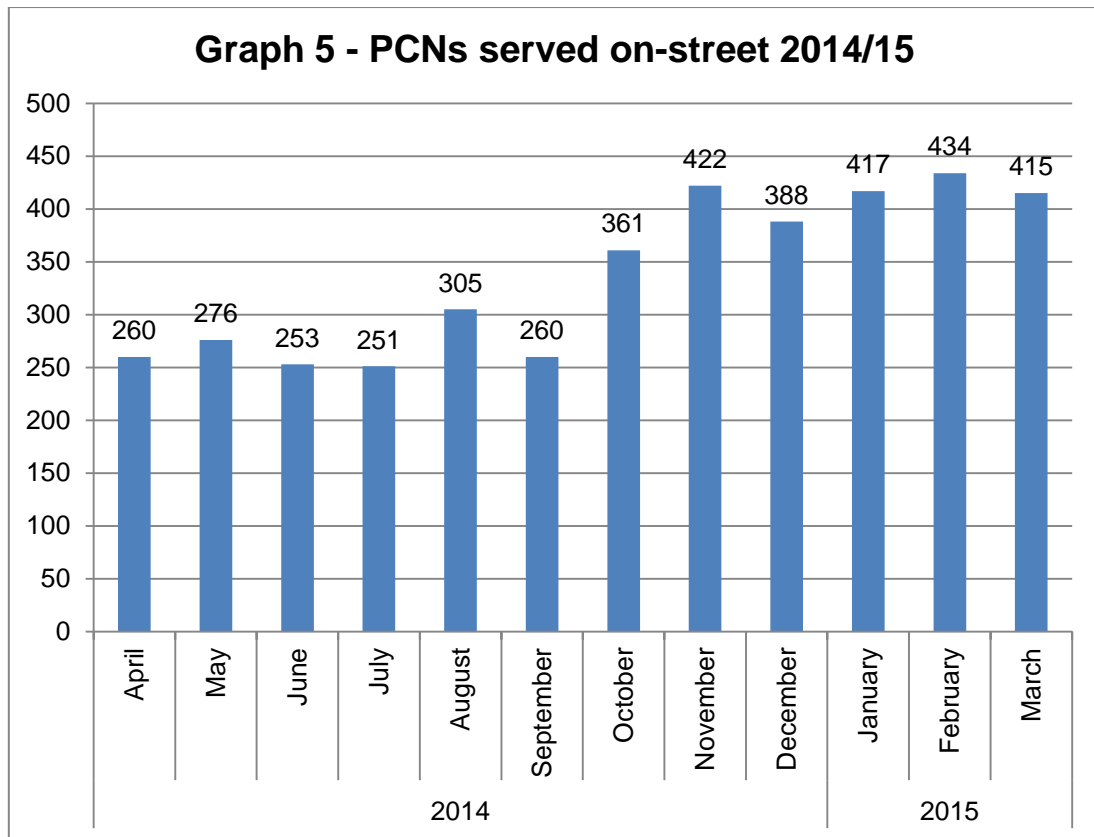
**Table 3 – Appeals made to Traffic Penalty Tribunal**

Year	Dismissed (Council Won)	Upheld (Council Lost)	Not Contested by the Council	Pending
2009/10	14	11	9	0
2010/11	4	4	8	0
2011/12	6	1	4	0
2012/13	13	3	10	0
2013/14	12	10	9	1
2014/15	3	3	6	4

<b>Table 4 – Cases registered at County Court</b>			
<b>Year</b>	<b>Registered</b>	<b>Warrants Issued</b>	<b>Warrants Paid</b>
2009/10	683	410	145
2010/11	653	543	86
2011/12	652	444	160
2012/13	570	368	108
2013/14	539	533	207
2014/15	308	290	83

**PCNs issued**





Below is a breakdown of PCNs served with a description, of the contravention, based on the National Standard PCN Contravention codes. The table includes details of whether the charge is a higher or lower level penalty charge.

The higher charge is £70, which is reduced to £35 if paid within 14 days of service. The lower charge is £50, which is reduced to £25 if paid within 14 days of service.

<b>Table 5 – PCNs served off-street</b>		
<b>Charge</b>	<b>Contravention Description</b>	<b>Number Issued</b>
Lower	Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock	639
Higher	Parked in a disabled person's parking space without clearly displaying a valid disabled person's badge	455
Lower	Parked after the expiry of paid for time	445
Higher	Parked in a car park or area not designated for that class of vehicle	258
Lower	Parked for longer than the maximum period permitted	222
Lower	Parked beyond the bay markings	207
Higher	Parked in a permit bay without clearly displaying a valid permit	16
Higher	Parked in a restricted area in a car park	7
Higher	Parked in a loading area during restricted hours without reasonable excuse	2
<b>Total</b>		<b>2,251</b>

<b>Table 6 – PCNs served on-street</b>		
<b>Charge</b>	<b>Contravention Description</b>	<b>Number Issued</b>
Higher	Parked in a restricted street during prescribed hours	1,153
Lower	Parked for longer than permitted	1,108
Lower	Parked in a residents or shared use parking place without clearly displaying either a permit or voucher for that place	624
Higher	Parked in a parking place or area not designated for that class of vehicle	302



Higher	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	205
Higher	Parked with one or more wheels on any part of an urban road other than a carriageway (footway parking)	149
Higher	Parked on a taxi rank	107
Higher	Parked in a designated disabled person's parking place without clearly displaying a valid disabled person's badge	100
Higher	Parked adjacent to a dropped footway	93
Lower	Re-parked in the same parking place or zone within 2 hours of leaving	89
Higher	Stopped on a restricted bus stop or stand	57
Higher	Parked in a loading place during restricted hours without loading	20
Higher	Stopped on a pedestrian crossing and/or crossing area marked by zigzags	20
Higher	Stopped in a restricted area outside a school	11
Lower	Parked in a residents' or shared use parking place without clearly displaying either a permit or voucher or pay and display ticket issued for that place	2
Higher	Vehicle parked more than 50 centimetres from the edge of the carriageway and not within a designated parking place	1
Lower	Parked with engine running where prohibited	1
<b>Total</b>		<b>4,042</b>

The table below provides details of the total number of PCNs issued by Ward and includes details of the areas with the most on and off-street PCNs issued.

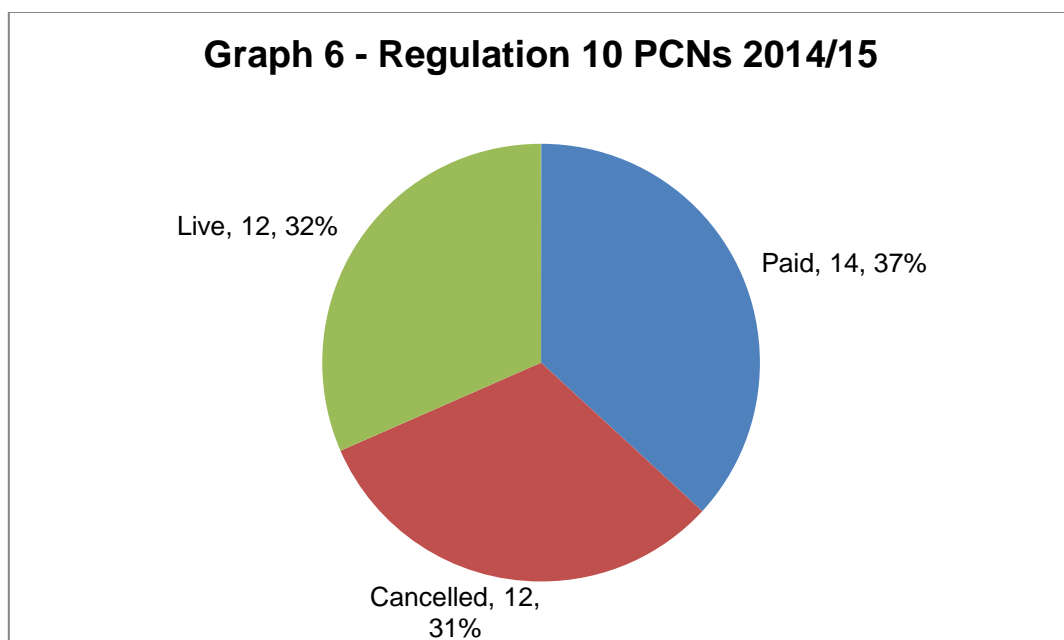
<b>Table 7 – PCNs issued by Ward and hotspots 2014/15</b>			
<b>Area</b>	<b>Total PCNs issued</b>	<b>Off-street (number issued)</b>	<b>On-street (number issued)</b>
Fareham	291	Not applicable	West Street (245)
Fareham East	3,445	Osborn Road Multi-storey car park (236)	High Street East (309)
Fareham North	893	Leisure Centre Car Park (108)	West Street (325)
Fareham North West	89	Not applicable	Stow Crescent (37)
Fareham South	358	Not applicable	Speedfields (189)
Fareham West	17	Not applicable	Blackbrook Road (5)
Hill Head	29	Not applicable	Solent Road (7)
Locks Heath	13	Not applicable	Crompton Way (5)
Park Gate	218	Middle Road Car Park (75)	Middle Road (52)
Portchester	7	Not applicable	Oysell Gardens (7)
Portchester East	195	Portchester Precinct Car Park (83)	White Hart Lane (16)
Portchester West	53	Not applicable	The Hill Way (15)
Sarisbury	97	Holly Hill Car Park (20)	Gull Coppice (53)
Stubbington	275	Stubbington Community Centre Car Park (82)	Stubbington Green (80)
Titchfield	120	Barrys Meadow Car Park (23)	West Street (33)
Warsash	193	Passage Lane Car Park (35)	Newtown Road (24)

## Regulation 10 Penalty Charge Notices

The Traffic Management Act 2004 permits a Penalty Charge Notice to be served by post rather than being affixed to the windscreen or handed to a driver or person who appeared to be in charge. There are three circumstances in which a PCN may be served in this way.

- 1 Where the contravention has been detected on the basis of evidence from an approved device, for example a CCTV camera.
  - a. Please note that Fareham Council do not enforce by this method.
- 2 If the CEO has been prevented, for example by force, threats of force, obstruction or violence, from serving the PCN.
- 3 If the CEO had started to issue the PCN, but did not have enough time to finish or serve it before the vehicle was driven away and would otherwise have to write off or cancel the PCN.

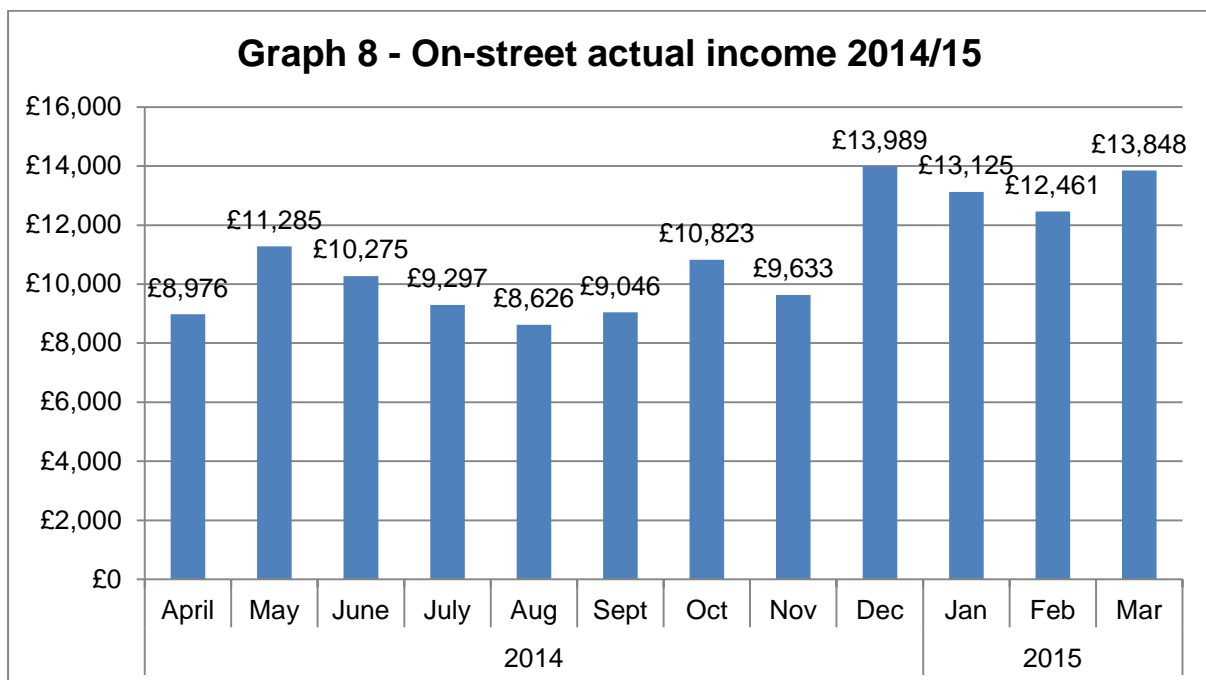
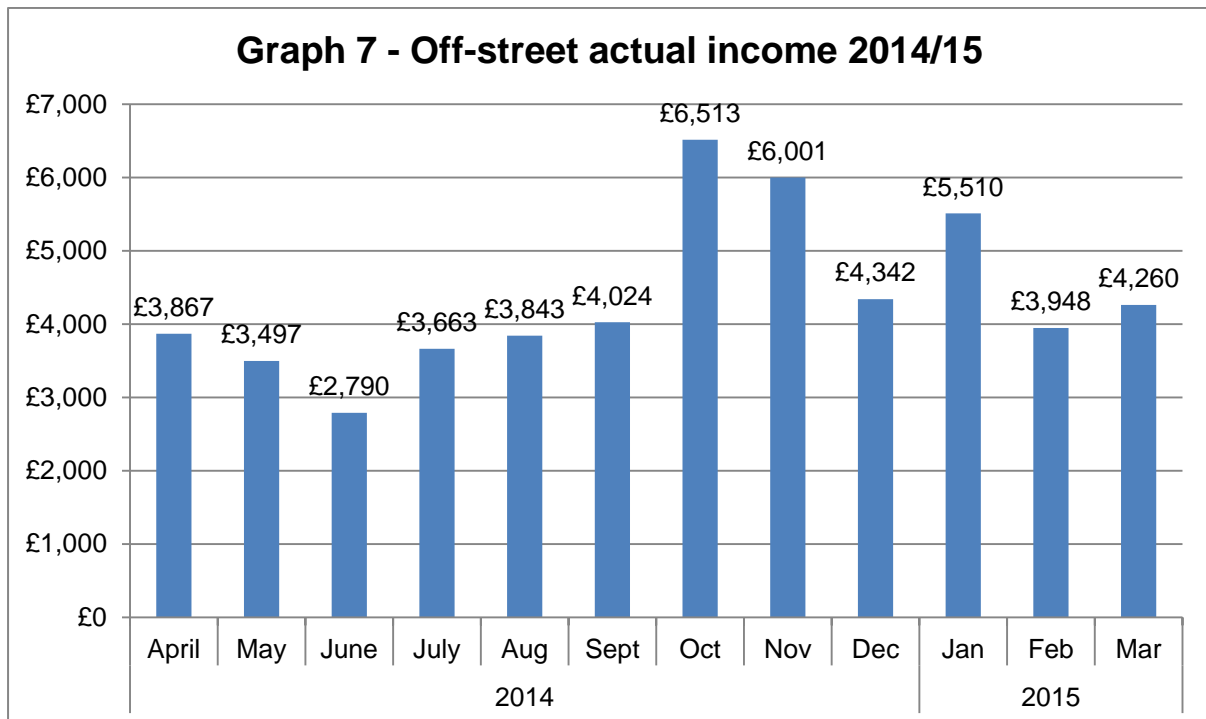
In any of the cases listed above the PCN is served by post on the owner of the vehicle, which is ascertained from the DVLA, this notice also acts as the Notice to Owner.



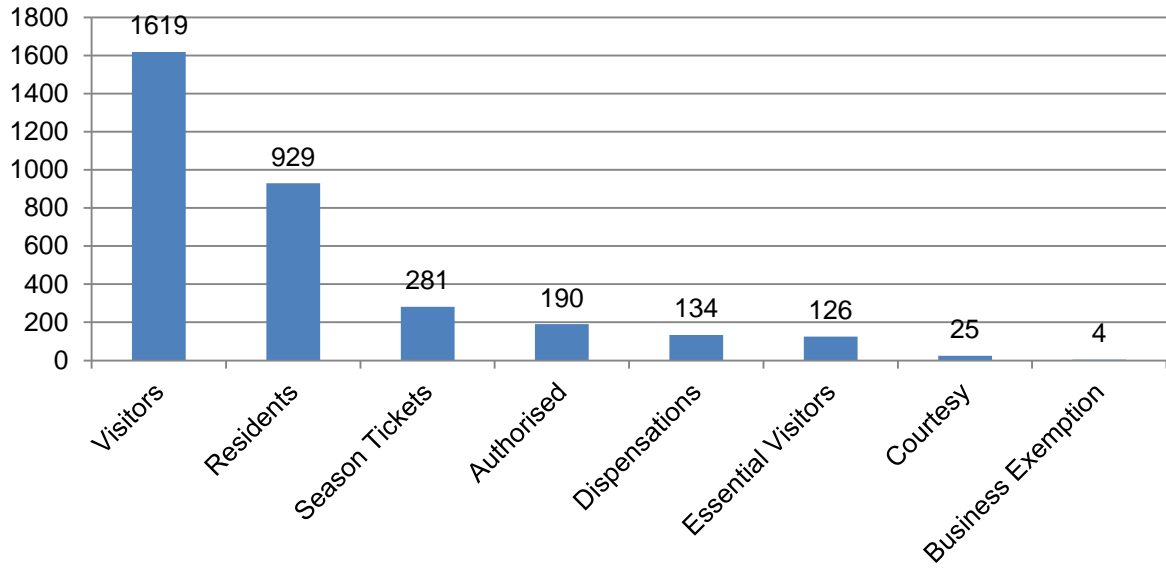
## Financial Performance 2014/15

The introduction of Civil Parking Enforcement (CPE) is intended to be self-financing. The introduction of the service in Fareham was based upon a feasibility study. The resources for delivering the service are closely monitored and any increase or reduction in the establishment and staffing resource would be the subject of a business case being made to ensure any proposal does not negatively affect the Council or council tax payers.

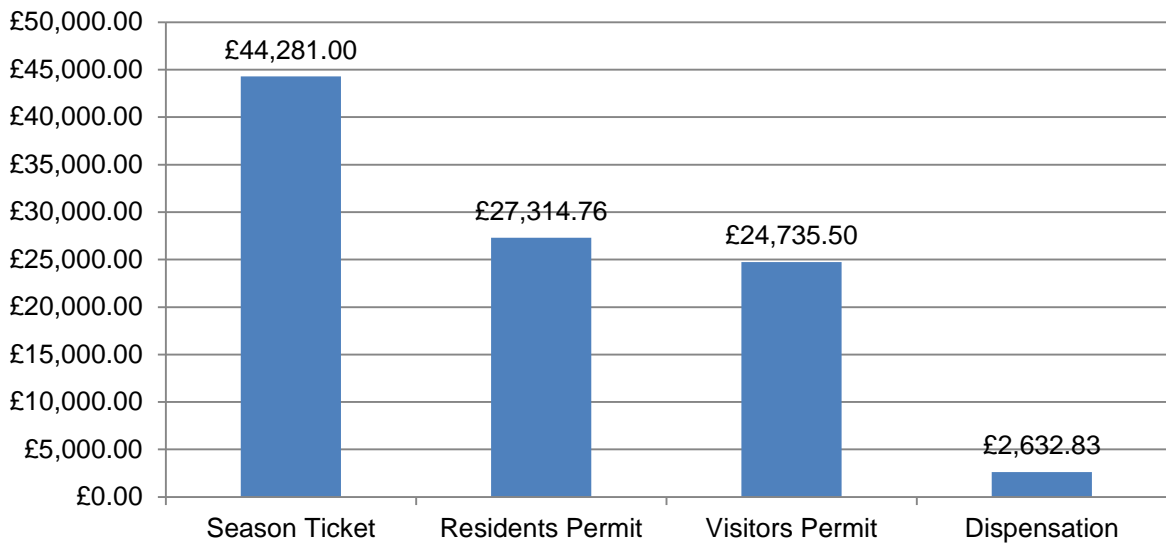
## Penalty Charge Notice Income



**Graph 9 - Permits Issued 2014/15**



**Graph 10 - Permit Income 2014/15**



## Budget Details

In order to carefully monitor the provision of the Parking Enforcement Service, the budget has been split between the on and off-street enforcement. The tables below provide details of the budget and expenditure for 2014/15.

<b>Table 8 – On-street Enforcement Budget and Expenditure 2014/15</b>			
	<b>Budget</b>	<b>Expenditure</b>	<b>Variance</b>
Employees	£167,400	£139,213	£28,187
Premises	£0	£45	£45
Transport	£7,800	£7,224	£576
Supplies and Services	£5,900	£5,357	£543
Third Party Payments	£300	£89	£211
Internal Recharges	£47,000	£39,586	£7,414
<b>Gross Expenditure</b>	<b>£228,400</b>	<b>£191,514</b>	<b>£36,886</b>
Fees and Charges	£162,100	£175,493	£13,393
Transfer from on-street parking reserve	£66,300	£16,021	£50,279
<b>Gross Income</b>	<b>£228,400</b>	<b>£191,514</b>	<b>£36,886</b>
<b>Net Expenditure</b>	<b>£0</b>	<b>£0</b>	<b>£0</b>

<b>Table 9 – Off-street Enforcement Budget and Expenditure 2014/15</b>			
	<b>Budget</b>	<b>Expenditure</b>	<b>Variance</b>
Employees	£296,900	£259,854	£37,046
<b>Gross Expenditure</b>	<b>£296,900</b>	<b>£259,854</b>	<b>£37,046</b>
Fees and Charges	£119,000	£87,020	£31,980
<b>Gross Income</b>	<b>£119,000</b>	<b>£87,020</b>	<b>£31,980</b>
<b>Net Expenditure</b>	<b>£177,900</b>	<b>£172,834</b>	<b>£5,066</b>

