

# FAREHAM BOROUGH COUNCIL

## Annual Parking Enforcement Report 2012-2013



Fareham Shopping Centre Multi Storey car park

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

<b>TMA</b>	Traffic Management Act 2004
<b>CEO</b>	"Civil Enforcement Officer" (used to be parking warden/attendant)
<b>PCN</b>	"Penalty Charge Notice" (used to be known as parking ticket)
<b>TRO</b>	"Traffic Regulation Order" The legal order that puts in place, the restrictions and therefore permits enforcement.
<b>NTO</b>	"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.
<b>TPT</b>	"Traffic Penalty Tribunal" is the independent body where impartial lawyers consider appeals by motorists and vehicle owners whose vehicles have been served a Penalty Charge Notice.
<b>TEC</b>	Traffic Enforcement Centre, where unpaid charges are registered
<b>HCC</b>	Hampshire County Council
<b>CPE</b>	Civil Parking Enforcement

## Contacts and Web Links

Fareham Borough Council  
Parking Services  
Civic Offices, Civic Way  
Fareham, PO16 7AZ  
Telephone 01329 236100

<http://www.fareham.gov.uk/> Fareham Borough Council web site

[parkingservices@fareham.gov.uk](mailto:parkingservices@fareham.gov.uk) e-mail for parking services and for challenges

<https://www.gov.uk/blue-badge-scheme-information-council> for enquiries relating to disability/less abled, blue badge parking

[blue.badge@hants.gov.uk](mailto:blue.badge@hants.gov.uk) e-mail address for disability blue badge applications in Hampshire

<http://www.patrol-uk.info/site/index.php> for independent advice relating to parking and challenges/appeals

<http://www.trafficpenaltytribunal.gov.uk/site/index.php> Independent Tribunal for all appeals

[http://www.fareham.gov.uk/parking\\_and\\_traffic/traffic\\_management/intro.aspx](http://www.fareham.gov.uk/parking_and_traffic/traffic_management/intro.aspx)  
for Traffic Regulation Orders for Fareham Borough Council

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

## INTRODUCTION

### **Councillor Trevor Cartwright MBE, Executive Portfolio Holder for Public Protection**



It is my Pleasure to introduce this year's parking report. The Aim of the report is to give an overview of the Parking Enforcement Service over the last financial year, how it was delivered and the policies and procedures that are followed in order to give you a better insight into why and how the service is provided.

Following on from the report of last year there has not been a great deal of development within the parking services, I will re-iterate that at Fareham we have always recognised the importance of the provision of good parking facilities for residents, businesses and visitors and the fair enforcement of parking regulations to ensure parking takes place in a safe and controlled manner. Equally it is important that parking facilities are convenient, safe to use and do not cause obstruction or inconvenience to others.

The enforcement function is delivered in line with a Parking Enforcement Policy, with the emphasis being to improve the management of both on and off street parking for the benefits of residents and in the interests of safety. The service is delivered seven days a week and provides the flexibility for evening work to target problem areas about which the Council receive complaints. The report also sets out what the budget is for the delivery of this service and the income that results from the enforcement functions undertaken.

Since the introduction of the residents parking scheme in 2010 and the subsequent review which was undertaken in 2011 the scheme is working well, a small section of Wickham Road was added to the scheme in 2013.

There is a programme of regular inspections and maintenance of the Council off street Pay on Foot and Pay and Display car parks to provide good quality facilities and this involves a significant amount of investment which in part is met from the charges made to use these car parks. In September 2012 re-surfacing works were undertaken within the Portchester precinct car parks, earlier this year various car parks in the Borough have been re-lined including Lysses and Market Quay car parks.

In December 2012 the Executive approved the Fareham Town Centre parking strategy, which included making changes to the parking charges within the town centre, the also approved the changes to the designations of the car parks from Long/Short stay car parks to Outer/Inner car parks. Two town centre car parks were re-designated to outer car parks, these were Malthouse Lane and Trinity Street car parks, all of these changes came into effect on 1<sup>st</sup> April 2013.

With the introduction of the new tariffs and designation of the car parks, the opportunity was taken to update all of the parking tariff boards with the council's new branding; the rest of the signs throughout the borough will be changed when required.

Enforcement of the regulations both on and off street result in Penalty Charge Notices (PCNs) being served and this is used to offset the cost of providing the service. Details of the number and reasons why PCNs are issued and where appropriate cancelled are detailed in this report.

The Civil Enforcement Officers (CEOs) as well as ensuring parking regulations are complied with also assist and provide advice to car park users as well as providing a presence within the car parks that assists and supplements the security and CCTV coverage that is present in a number of the Council's off street car parks.

The number of Penalty Charge Notices served has fallen over the past 4 years from a peak in 2009/10 when 10,750 were served over the year compared with 2012/13 covered by this report where 8043 were served. This improved compliance and familiarity with the parking regulations helps keep traffic moving.

The CEO's continue to wear the body worn video cameras and legal action will be taken against any member of the community that either verbally or physically threaten or injure staff whilst undertaking their duties.

As a Council we are always looking to improve the quality and efficiency of the services we provide. The purpose of this report is to give you a better understanding of the way the Fareham Parking Enforcement Service is delivered which I hope you will find both helpful and informative.

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 our parking services team at: [parkingservices@fareham.gov.uk](mailto:parkingservices@fareham.gov.uk)

Councillor Trevor Cartwright MBE  
Executive Portfolio Holder for Public Protection

## Overview and Background to Enforcement

Fareham Borough Council is a busy south coast town situated midway between the cities of Portsmouth and Southampton, covering areas in between, from Sarisbury Green to Stubbington, Funtley to Portchester and has been enforcing car park regulations in off street car parks under the powers granted in the Road Traffic Act 1984.

The population is around 111,000 and has a major motorway M27 nearby.

Fareham is a popular market town and over the years has had a proud and important role servicing the many nearby service establishments.

The Road Traffic Act 1991 introduced powers for local authorities to also take over enforcement of on street contraventions, (non-endorsable) from the Police and Traffic Wardens. This became known as Decriminalised Parking Enforcement (DPE) which was later changed to Civil Parking Enforcement (CPE) under a new act; The Traffic Management Act 2004, (TMA) which came into operation on 31<sup>st</sup> March 2008. This also changed the name of Traffic /Parking Wardens, to "Civil Enforcement Officers, (CEO's)".

Fareham Borough Council took over the enforcement of this from the Police on 2<sup>nd</sup> April 2007 as a result of a successful application made to the Secretary of State for Transport. The Council is therefore known as the Enforcement Authority for all off street contraventions and act as "agents" for Hampshire County Council, who remain the Enforcement Authority, for all on street contraventions.

The Fareham Parking Enforcement Service covers the management and enforcement of both off and on street parking throughout the Borough. The 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 officers and consists of two distinct areas: office staff that deal with processing and management of the challenge process and a team of Civil Enforcement Officers (CEO'S).

The introduction of Fareham Parking Enforcement has achieved a standardised and consistent approach to enforcement now that the Council is responsible for on and off street enforcement.

Responsibility for the delivery of the Fareham Parking Enforcement Service, which includes the day to day functions of maintaining the car parks and equipment; including the provision of CCTV in certain car parks, pay on foot and pay and display equipment, lies with the Department of Regulatory and Democratic Services and falls within the Public Protection Portfolio.

The TMA attempts to standardise, customs and practices throughout all contributing Authorities involved in parking enforcement, to increase the standards for which it operates and attempts to make parking issues understandable to members of the public. This is done by working to published guidelines and policies, and by presenting an annual parking report that is available to all, it provides openness and transparency in the way the service is delivered.

The service is delivered in line with the parking enforcement policy (link below)

[http://www.fareham.gov.uk/PDF/parking/enforcement\\_policy2013.pdf](http://www.fareham.gov.uk/PDF/parking/enforcement_policy2013.pdf)

This is reviewed at least biennially and was last reported to and approved by the Executive on 10<sup>th</sup> June 2013. The policy sets out the main principles for enforcement associated with the delivery of the service. The policy itself is publicised on the Council web pages and sets out in an open and transparent way the approach of the Council in the enforcement of both on and off street parking.

The provision of off street parking is viewed as a facility for residents, businesses and visitors and the Council's car parks are maintained and managed to a high standard which includes upgrades to all Pay and Display and Pay on Foot machines.

The provision of on street enforcement should not be viewed as a 'revenue raiser' but as a service that should in delivering the objectives of the service be self funding.

Fareham Borough Council does not have targets for the serving of Penalty Charge Notices for its Civil Enforcement Officers. 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 "parking" understandable to all service users and to provide data showing how Fareham has performed over the last financial year.

## **What we do and what happened in 2012-2013**

### **Staffing**

There is one team of in house Civil Enforcement Officers (CEO'S), who enforce the parking regulations and Traffic Regulation Orders both on and off street. They also enforce verge parking, residents parking areas and traffic management issues such as around schools. The opportunity was taken for the CEO'S to undertake other enforcement activities whilst on patrol within the District, such as issuing Fixed Penalty Notices (FPN'S) for littering as an example. The CEO'S have been authorised to issue FPN'S and are now carrying out this function. However, their primary role is the serving of PCN'S on vehicles that contravene the parking regulations and restrictions with the objective that this regulatory function is undertaken at a minimum cost to the Council. Income from PCN's 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

In addition, the CEO's report other enforcement related issues that may affect the street scene or other adjoining areas, for example, abandoned vehicles, fly tipping, graffiti, vandalism and other environmental defacement and related issues whilst on patrol. This compliments the work being undertaken by the Council in developing a "zero tolerance" approach to these issues. This is facilitated by the Parking Enforcement Service working closely with the Council's enforcement team in dealing with such issues. The officers from these services are all in the same team under the Head of Community Safety and Enforcement.

All CEO's and back office staff have been trained to appropriate City and Guilds level 2 standard by an external trainer and had up to date training with the introduction and new provisions of the Traffic Management Act in 2008. Regular on-site training and updates are carried out when any new legislation or procedures are implemented.

An initial establishment of 19.3 Full Time Equivalent (FTE) posts was put in place to deliver the parking Enforcement service. This included all of the back office staff. The establishment has been reviewed and is now 15 FTE, broken down as 1x parking office Supervisor with 1x parking Office Support worker, 1 x CEO Supervisor, 2 x team leaders and 8 Civil Enforcement officers and 1 control room operator. This allowed the CEO Supervisor to be removed from the shift rota and provided better continuity in the day to day work of the service allowing also more flexibility within the teams and better cover throughout the borough on evenings and weekends.

## **Patrolling**

CEO's are properly and prominently identified as Fareham Borough Council employees and CEO's by badges and wording on their uniforms.

At any one time Monday to Saturday (excluding Tuesdays), there are two teams of three officers plus one or two team leaders on duty. On Sundays there is a team of officers, also with a team leader, on duty. This enabled Sunday charges to be introduced at no additional cost to the Council in terms of patrolling. On Sundays the emphasis is on the Town centre, but "hot spot" areas are also visited if required. Monday to Saturday one team works within the Town Centre area to operate pay on foot, CCTV within car parks and immediate on street areas which now include the "resident parking only" areas. The officers also provide operational cover for the Osborn road multi storey car park lifts, should a problem arise. The other team are mobile and patrol the areas away from the Town Centre across the Borough. The Borough has been divided into 15 zones and each zone receives a patrol at least twice a week, with more frequent visits made to schools and other known "hot spots" to ensure the safe passage of the highway. The CEO's also carry out evening patrols at various times of the year to discourage parking contraventions outside the normal hours.

The CEO's continue to liaise with the police and police community support officers (PCSO's) and carry out joint working/patrolling, especially outside schools during busy periods. This has proved very effective in deterring parents who wait on restricted areas of the roads including the zig zag markings. This is ongoing and has formed part of normal operations. Complaints received from residents, the schools themselves or Members are brought to the attention of Parking Services and these are included in the patrols.

## **Combination of Enforcement Teams**

As part of introducing decriminalised parking enforcement, the opportunity was also taken to review some of the other enforcement functions, management and services provided by the then Department of Regulatory Services that could give further added value and efficiencies. To this effect the Parking Enforcement Service and the Enforcement Team were brought together under one Head of Service. The benefit of this has been a more unified Enforcement Team that has one manager. This has also delivered efficiency savings and a more co-ordinated approach to enforcement where



officers could be further developed to take on additional enforcement responsibilities as appropriate and when the opportunity arises.

The Head of Service provides an overall co-ordinating role to ensure the service is delivered at minimal cost to the Council in an efficient, effective and co-ordinated way and is responsible for providing regular performance reports. There are clear similarities in the work that these two teams provide that will build upon the uniformed presence within the Borough and the joint approach to enforcement that is required.

The opportunity was also taken to bring Community Safety and Traffic Management together with parking and Enforcement so that they all now fall under the responsibility of the Head of Community Safety and Enforcement. This provides further integration and builds upon the close relationships and information sharing between these related services that are now all co-ordinated under one Head of Service.

## **PARKING ENFORCEMENT POLICY**

The "Enforcement Policy" is reviewed every two years and a report is presented to the, Public Protection Policy, Development and Review Panel who after considering the policy make any recommendations to the Executive for final approval. It sets out the main principles and approach of this authority for enforcement associated with the delivery of the service and advises of any changes in legislation or practices.

The Parking Enforcement Policy was last considered and approved by the Executive on 10<sup>th</sup> June 2013, a copy of which is available on the council's website:

[http://www.fareham.gov.uk/PDF/parking/enforcement\\_policy2013.pdf](http://www.fareham.gov.uk/PDF/parking/enforcement_policy2013.pdf)

In accordance with the requirements of the Traffic Management Act 2004 the CEO's must and do wear a uniform which shows that the wearer is specifically identified as being on parking duties; the name of this authority and the CEO's own unique identifying number and identity badge.

## **Resident Parking**



In 2009 Fareham Borough Council undertook a review of the on-street parking arrangements for residents who live in the Town Centre area. This followed on from requests and concerns expressed by residents about the problems with all-day parking by non residents. The initial review consisted of several studies including two periods of

public consultations and public meetings, held over June/July 2009 and October/November 2009. Additional comments, objections and requests were welcomed up to the 30th April 2010. All suggestions received were carefully considered and changes were made in pursuit of achieving priority for residential parking.

The Council have now issued over 790 permits to qualifying residents in 34 roads, split into 8 areas within the Town Centre. Residents are also permitted to purchase visitor permits. At present the permit costs the resident £40.00 for 1 year or £75.00 for 2 years. Visitor permits are £1 for a 24hr stay or 50p for a 4 hr stay. As part of a recent review, every resident who purchases a permit for 1 year is given one book of 10 visitor permits free of charge and 2 books (20 visitor permits) free of charge when a 2 year permit is purchased. This scheme was implemented from September 2010.

A further review was undertaken in 2011 after several representations were received by the council, these were considered by the Executive in the spring of 2011 and further schemes introduced or extended in October/November 2011. Also a small part of Wickham Road had a resident parking bay introduced in February 2013.

We have provided answers to a list of Frequently Asked Questions on the residents' permit scheme; these are available on the council's website:

[http://www.fareham.gov.uk/parking\\_and\\_traffic/parking\\_permits/intro.aspx#FAQs](http://www.fareham.gov.uk/parking_and_traffic/parking_permits/intro.aspx#FAQs)

Following implementation a six month review was carried out taking into account any written observations of the parking situation and any problems that came to light during this period. This review resulted in the implementation and changes of a small number of changes to the scheme and the introduction of more resident parking only areas; these were introduced in Sept/Oct 2011. The scheme on a whole has been welcomed by the residents.

### **Body Worn CCTV Cameras**



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 in this method. This is reflected in the Parking Enforcement Policy

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

## 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.

The current opening/charging hours are 7 days a week Monday to Saturday 8am to 6pm and Sunday 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.

Below is a link to the Fareham Council web site for car park information and tariffs.

[http://www.fareham.gov.uk/parking\\_and\\_traffic/parking\\_in\\_fareham\\_town\\_centre/intro.aspx#fees](http://www.fareham.gov.uk/parking_and_traffic/parking_in_fareham_town_centre/intro.aspx#fees)

## Pay on Foot

Fareham Borough Council operates a pay on foot system in 3 Town Centre, inner car parks. These car parks are barrier controlled car parks, which allows shoppers to park and then pay the correct fee prior to departure from the car park, thus they only pay for the time that they have used the car park. They are Market Quay, Osborn Road multi storey and Fareham Shopping Centre multi storey car park. 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.

To coincide with the building and opening of Fareham Shopping Centre multi storey car park, the opportunity was also taken to replace all the ageing machines, barriers and ANPR in Market Quay car park and upgrade all the equipment and machines in Osborn Road multi storey car park, some of the Pay on Foot machines now accept credit/debit card payments.

## Osborn Road Multi Storey Car Park



## Market Quay Car Park



To ensure that any breakdowns in equipment and IT systems are kept to a minimum, a robust maintenance contract has been entered into.

## Fareham Shopping Centre Multi Storey car park



This new pay on foot, multi storey car park replaces the previous Civic Way MSCP and has been provided as part of the new development in the Shopping Centre. The car park opened on 15<sup>th</sup> August 2011, providing three floors of additional spaces (209) for short stay parking with direct access to the shopping centre.

## CCTV

All of the car parks above are covered extensively by closed circuit television cameras, (CCTV). These are monitored frequently by the CEO's from monitors within Osborn Road multi storey car park, during all operational hours and have proved a valuable tool in any public order or public nuisance occurring from within. Some of the other Pay and Display car parks within the borough are also covered by CCTV. These cameras are monitored separately by the CCTV control room.

## Cash Collections

For a number of years the cash collection from all pay and display and pay on foot machines had been carried out in house by the CEO's. In order to remove the health and safety and the legal risk associated with this activity, this service was outsourced to a private contractor. This has also freed up the CEO's time which has allowed them to undertake more enforcement duties, both on and off street.

## **Parking for Blue Badge Holders**

Fareham Borough Council make every effort to be accommodating, and will do all we can to give less able drivers/passengers, better access to the amenities offered in the area.

Many car parks have marked bays specifically for the use of badge holders but you may use any other available bay that is not reserved for any other use.

Civil Enforcement Officers regularly carry out spot checks on vehicles with blue badges to ensure that the use of the blue badge permit is not being abused.

Badge holders are exempt from restricted parking times in all limited waiting bays on street (unless signs state otherwise) and from 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. This is not limited to UK or euro holders as all badge holders will be welcome. Residents of Fareham are also exempt from charges within the Pay on Foot car parks, residents are issued with a swipe card on application, which allows them entry into these car parks free of charge.

For further information on parking for blue badge holders please refer to the guideline booklet sent to you with your badge or alternatively please visit the government web site at by e-mail at [Blue.badge@dft.gsi.gov.uk](mailto:Blue.badge@dft.gsi.gov.uk) or alternatively the web site: <https://www.gov.uk/government/publications/the-blue-badge-scheme-local-authority-guidance-england>

or if you require an audio tape or CD you can order them by calling them on 0870 1226 236.

## **Penalty Charge Notices (PCNS) Served**

The Penalty Charge in the Borough was originally set at £60 but, as a result of the changes introduced by the TMA, has been set at a higher tariff of £70 for the more serious contraventions and £50 for the less serious contraventions. The Charge Level is discounted by 50% if payment is made within 14 days of the contravention, and will be incremented by 50% on issue of a Charge Certificate. Following rejection of an initial informal challenge or under certain circumstances, such as a formal representation, the Borough Council will offer a further 14 days for the payment of a Penalty Charge Notice at the discounted rate.

The PCNs are served by the CEOs using computerised hand-held ticket issuing devices and the PCN 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, it is now possible to serve the PCN by post. This is known as a Regulation 10 Penalty Charge Notice and 36 of these notices were served in the last financial year.

When serving a PCN the vehicle type, colour, location and contravention description are entered by a selection from a drop down menu, and these details are printed on a paper notice by a printer unit linked by blue tooth technology.

Every time a PCN is served and where possible, photographs are taken of the vehicle showing the Vehicle Registration Mark (VRM), and the nature of the contravention. The photograph(s) must also show the PCN actually stuck to the vehicle windscreen. Photographs are taken with a digital camera giving high quality images which may be enlarged to show the smallest detail. For example, the details from a vehicle excise licence. Although the taking of photographs is not a legal requirement, it is considered best practice and aids evidence to any challenges received.

At the end of the patrol the CEO plugs the hand-held unit into a download 'cradle' and the PCN issue information is automatically downloaded into the 'Chipside' parking enforcement system. The camera memory card is also downloaded in a similar fashion, and the photographs taken are automatically linked to the relevant PCN record.

The recovery process therefore commences automatically from the day after service of the PCN.

Payments taken at the Civic Offices or via MOTO (Mail Order Telephone Order) are also transferred on a daily basis and are automatically linked to the relevant PCN, providing the correct PCN number is entered by the payer. Payments which do not find their correct record are manually linked by one of the back office Parking Support Officers.

The work of administering the parking function in relation to PCN processing is undertaken by the Parking Office Team and managed by the Parking Office Supervisor. 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.

The team also deals with subsequent stages of correspondence relating to PCNs, including handling representations, dealing with cases and preparation of files called for by the adjudicator, dealing with cases which the Authority wishes to pursue to the County Court, and any subsequent action, which includes issuing a warrant for the Bailiffs to take recovery action on behalf of Fareham Borough Council, and any subsequent civil court hearing. Previously the Council had to pursue the non-payment of Standard Charge Notices (SCNs) through the Magistrates' Court. However, because of decriminalised parking, the non-payment of a PCN is pursued as a civil debt at no cost to the Council.

Since the introduction of decriminalised parking the Council and as a result of a County Court warrant being issued for non payment of the PCN, has recovered £85,421.78 from our Bailiff, (to 31/03/2013) which may otherwise not have been achieved. This is always seen as a last resort and all effort to obtain payment prior to a warrant being issued is made by the serving of 4 forms of documentation being made prior to the registration at Court.

Challenges from those who have been served with PCNs can be received and dealt with in writing or via e-mail, responses to which are dealt with in corporate and legal guidelines which are set out in the TMA 2004.

Back office staff receive challenges in various formats in this current electronic age, e-mail is being used to send completed Traffic Penalty Tribunal files for adjudication and also cases that are sent to the Traffic Enforcement Centre.

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

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

- by post to the Director of Finance;
- through an automated telephone system on a number identified on the PCN by way of credit or debit card payment;
- in person by cash, postal order, cheque, credit or debit card at the Cash Office at the Civic Offices , Fareham;
- through an existing automated telephone system on Fareham Borough Council's switchboard by way of credit or debit card;
- through the existing automated system on Fareham Borough Council's 'Pay It' website by way of credit or debit card;
- The parking office may also take payments by telephone directly onto M.O.T.O (Mail Order Telephone Order).

## Performance

The service has now been running for 6 years and the performance is being compared to the assumptions and profiles contained in the consultants' feasibility and financial model, the details of which were reported to and approved by the Executive as part of the implementation of the service.

However, these assumptions have proved to be optimistic and the figures of the past five years are continually being used to review current and future performance. **Graph 5 and 6** shows the number of PCNs issued off street and on street respectively over the last financial year and is based upon the performance over the previous two years.

**Graph 1** below, indicates the amount of correspondence, received and sent, that the back office team is dealing with in respect of delivering the service, addressing queries, challenges and representations received.

In terms of performance the service is delivered in line with the Parking Enforcement Policy and as such anyone has the opportunity to challenge a Penalty Charge Notice. 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 on the web site.

<http://www.patrol-uk.info/site/index.php>

**Graph 2** Shows a sample of cancellations made and reasons why.

**Graph 3** shows a pie chart which indicates the Council has recovered 73.3% of income from PCNs issued in 2012/13. The high recovery rate reflects that PCNs are being correctly issued and supported by an efficient back office that makes use of technology including digital photos to address any representations and appeals received.

**Graph 4** shows appeals to the Traffic Penalty Tribunal and outcomes

**Table 1 and 2** show the number of PCN's served off and on street and by the contravention code.

**Table 3** shows the highest issue statistics by ward for on/off street.

**Table 4** show the performance summary by year

**Graphs 8 and 9** shows the actual income, against the projected income for both on and off street enforcement.

The Council have been instrumental in setting up a benchmarking group in Hampshire and whilst it is early days our performance is very favourable when compared to data provided from other local authorities.

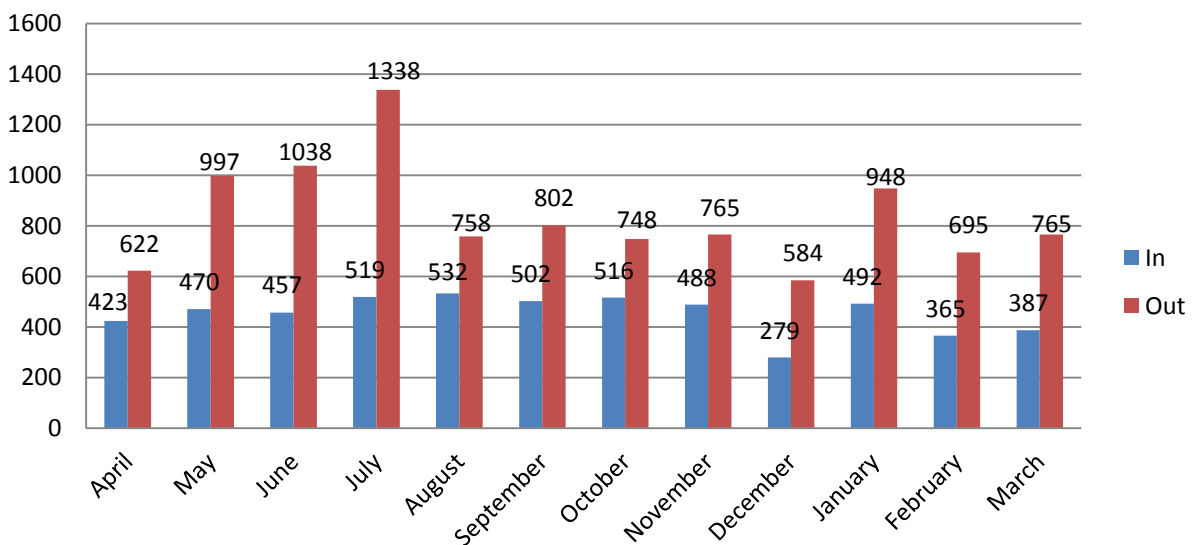
### Correspondence

The back office deals with many challenges each year and as can be seen by the graph below, 2012-2013 has been no exception. Customers who have received a PCN may now challenge by post or e-mail directly to [parkingservices@fareham.gov.uk](mailto:parkingservices@fareham.gov.uk).

The correspondence out, also includes statutory documentation and permits.

### GRAPH 1

**Correspondence In/Out 2012-2013**

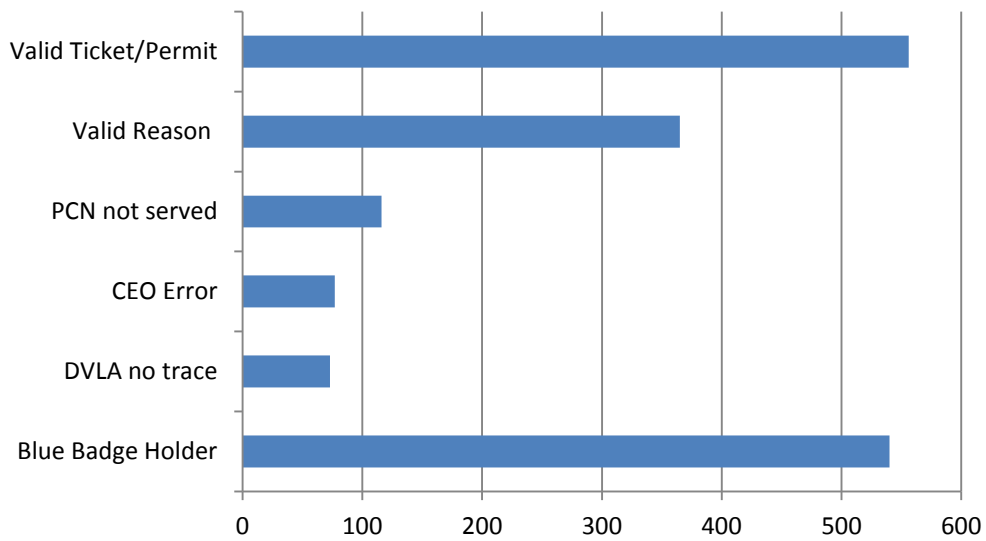




## GRAPH 2

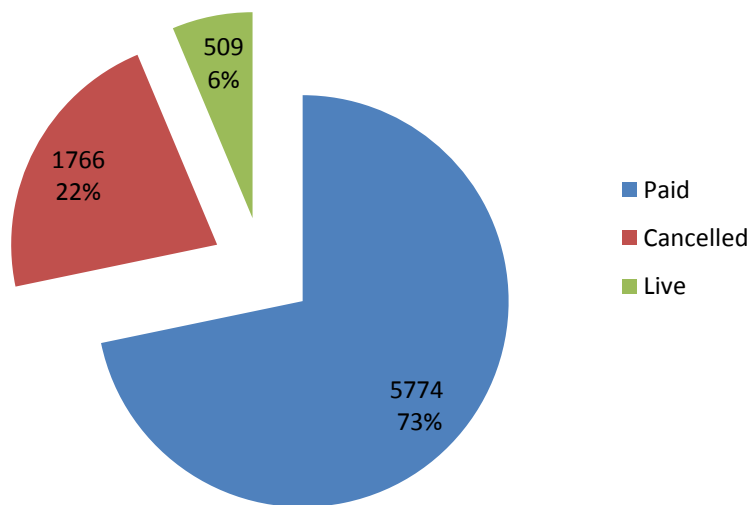
Indicates the various reasons for challenges to the service of a PCN being accepted

### Challenges and a sample of reasons accepted 2012-2013



## GRAPH 3

Below is a pie chart indicating the current stage of PCNs served 2012-2013



## **THE TRAFFIC PENALTY TRIBUNAL**

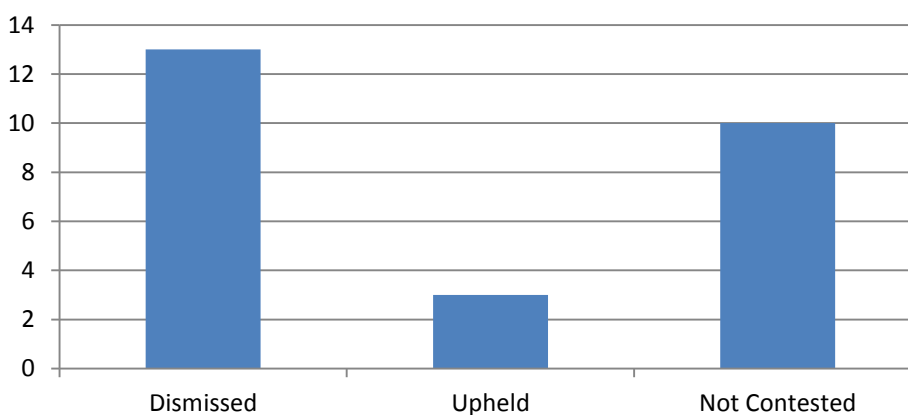
When a formal challenge has been rejected, the motorist may make an appeal to the Traffic Penalty Tribunal, an independent body based in Manchester. If an appeal is made the appellant may elect to have a personal, postal or a phone hearing.

This is heard by an experienced solicitor selected to hear these appeals.

Please visit <http://www.patrol-uk.info/site/index.php> for independent advice relating to parking and challenges/appeals.

### **GRAPH 4**

#### **APPEALS TO THE TRAFFIC PENALTY TRIBUNAL 2012-2013**



**Table 4**

**PERFORMANCE SUMMARY BY YEAR**

<b>PCN'S PAID</b>	<b>ON ST</b>	<b>OFF ST</b>	<b>% OF PAID</b>	<b>PAID AT DISCOUNT RATE</b>
2007-2008	4310	2882	75.27%	6179
2008-2009	4076	3004	78.64%	6031
2009-2010	4759	3679	78.49%	7181
2010-2011	4037	3879	75.66%	7254
2011-2012	5193	4219	73%	5977
2012-2013	4482	3567	79.23%	5339

<b>CHALLENGES</b>	<b>RECEIVED</b>	<b>ACCEPTED</b>	<b>% ACCEPTED</b>
2007-2008	3875	1756	45.31%
2008-2009	3478	1621	46.60%
2009-2010	3814	1679	44.02%
2010-2011	3352	1658	49.46%
2011-2012	3573	1641	45.93%
2012-2013	3135	1565	49.92%

**APPEALS MADE TO TRAFFIC PENALTY TRIBUNAL**

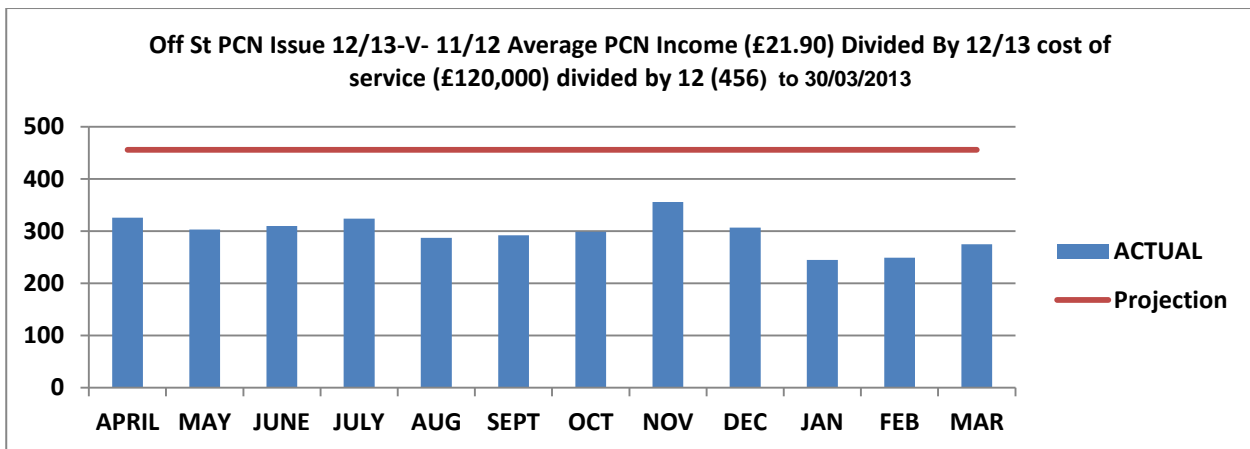
	<b>Dismissed(Won)</b>	<b>Upheld(Lost)</b>	<b>NOT CONTESTED</b>	<b>PENDING</b>
2007-2008	5	3	0	0
2008-2009	2	10	8	0
2009-2010	14	11	9	0
2010-2011	4	4	8	0
2011-2012	6	1	4	0
2012-2013	13	3	10	0

**REGISTERED AT COUNTY COURT**

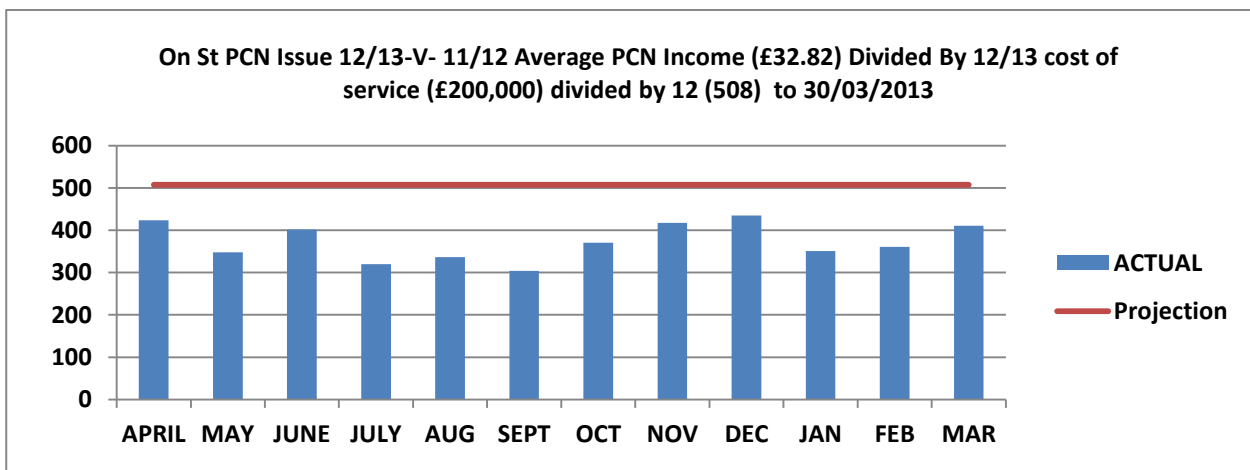
	<b>REGISTERED</b>	<b>WARRANTS ISSUED</b>	<b>WARRANTS PAID</b>
2007-2008	437	251	127
2008-2009	494	303	150
2009-2010	683	410	145
2010-2011	653	543	86
2011-2012	652	444	160
2012-2013	570	368	108

## Graph 5

### 2012-2013 PCNS SERVED



## Graph 6



In addition to serving PCN's when Civil Enforcement Officers and Enforcement Officers patrol areas of the Borough and they come across a vehicle which has an out of date tax disc they issue the vehicle with a CLE form, these are forms provided by the DVLA, a carbon copy of this form is then forwarded to the DVLA to inform them of the vehicle not having an up to date tax disc.

From the information provided the DVLA action each and every report that they receive. If an offender does not settle the matter by way of out of court settlement they will proceed to prosecution, Fareham Borough Council submitted 225 CLE forms to the DVLA for 2012/13, however to date we have not yet received a breakdown of the action taken.

Below is a breakdown of PCN's served with a list and description of the National Standard PCN Contravention codes currently enforced by Fareham Borough Council and whether the charge is a HIGHER or LOWER, (H) (L), level penalty charge.

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

**Table 1**

**OFF STREET ISSUES**

<b>Code</b>	<b>Higher/Lower Charge</b>	<b>Contravention Description</b>	<b>Issued</b>
70	H	Parked in a loading area	3
74	H	Parked for sale of goods	1
81	H	Parked in a restricted area	10
85	H	Parked in a permit bay	27
87	H	Disabled person's parking	769
89	H	Wrong size of vehicle	1
91	H	Wrong class of vehicle	187
80	L	Parked for longer than permitted	136
82	L	Parked after payment expired	810
83	L	Parked without clear display	1349
86	L	Parked beyond the bay markings	291
93	L	Parked in closed car park	0
94	L	Parked without clear display 2	1
		<b>TOTAL</b>	<b>3585</b>

Table 2

## ON STREET ISSUES

Code	Higher/Lower Charge	Contravention Description	Issued
1	H	Parked in a restricted street	1268
2	H	Loading in a restricted street	201
12	H	Parked in a resident's place	757
16	H	Parked in a permit space	2
23	H	Wrong class of vehicle	220
25	H	Parked in a loading space	7
26	H	Double parking in a SEA	9
27	H	Dropped footway in a SEA	80
40	H	Disabled person's parking	170
41	H	Diplomatic vehicles	0
45	H	Taxi rank	102
47	H	Restricted bus stop or stand	92
48	H	Restricted school area	14
62	H	Footpath parking	265
99	H	Pedestrian crossing	31
5	L	Parked after payment expired	1
19	L	Parked in a resident's place	0
30	L	Parked longer than permitted	1161
22	L	Re-parked in the same place	78
		<b>Total</b>	<b>4458</b>

Table 3

WARD	PCN'S ISSUED	CAR PARK	PCN'S ISSUED	ON STREET	PCN'S ISSUED
Fareham East	5095	Trinity Street	517	High Street West	245
Fareham North	1047	Leisure Centre	57	West street	493
Fareham N/West	134	Highlands Road	25	Stow Crescent	59
Fareham South	294	N/A	N/A	Speedfields	151
Fareham West	26	N./A	N/A	Blackbrook	1
Hill Head	87	Salterns Road	1	Solent Road	9
Locks Heath	9	N/A	N/A	Hardy Close	1
Park Gate	149	Middle Road	11	Middle Road	29
Portchester East	323	Castle Large	19	East Street	1
Portchester West	65	N/A	N/A	Richmond rise	14
Sarisbury	58	holly Hill	28	Bridge Road	7
Stubbington	369	Community Centre	86	Stubbington Green	119
Titchfield	93	Community Centre	12	The Square	23
Warsash	270	Passage Lane	74	Warsash Road	51

## REGULATION 10 PENALTY CHARGE NOTICES

The Traffic Management Act 2004 (TMA) permits circumstances where a Penalty Charge Notice may be served by post and not have to be affixed to the windscreen or handed to a driver or person who appeared to be in charge.

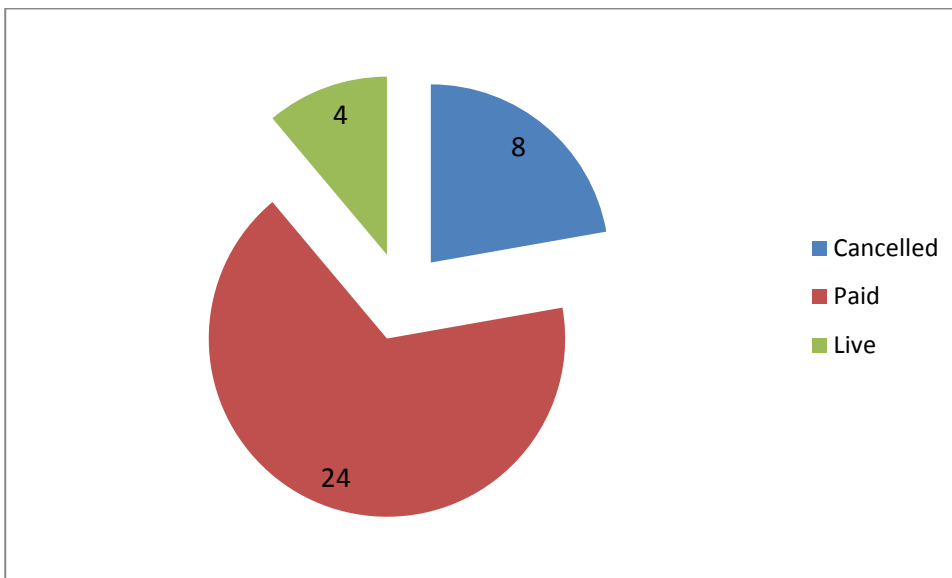
There are three circumstances in which this may be served.

- 1 Where the contravention has been detected on the basis of evidence from an approved device, for example a CCTV camera. (Fareham Council do not enforce by this method as yet).
- 2 If the CEO has been prevented, for example by force, threats of force, obstruction or violence, from serving the PCN either by affixing it to the vehicle or by giving it to the person who appears to be in charge of the vehicle.
- 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 ascertained from the DVLA, this notice also acts as the Notice to Owner

### Graph 7

#### Regulation 10 PCN 2012-2013



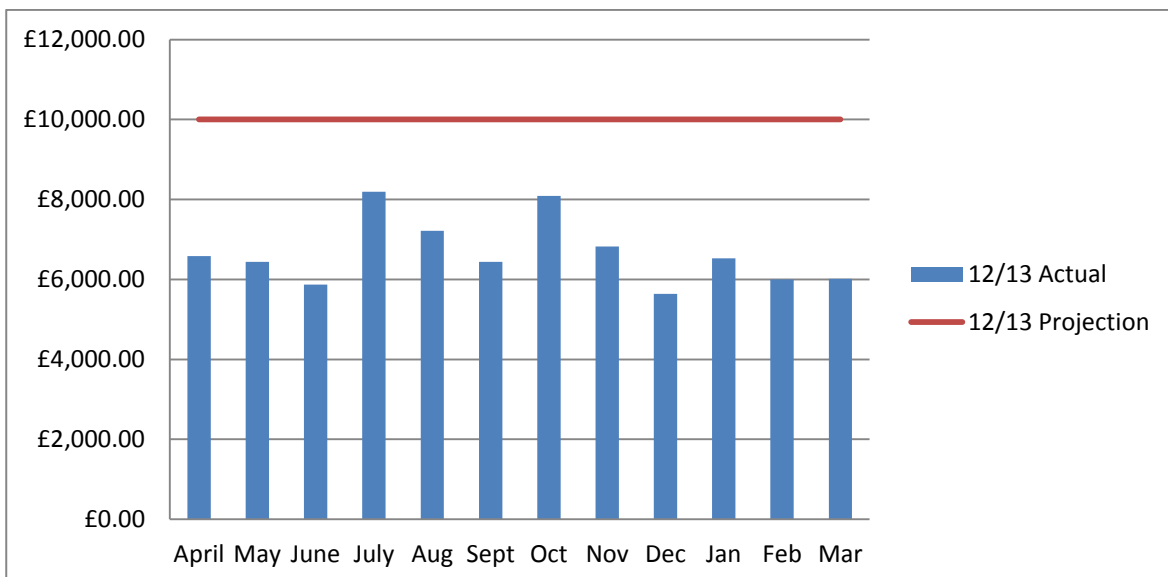
## **FINANCIAL PERFORMANCE FOR 2012-2013**

The introduction of decriminalised parking enforcement, DPE, now Civil Parking Enforcement, (CPE), once set up and running, is intended to be self financing. The introduction of the service in Fareham was based upon a feasibility study and financial model. This used assumptions for implementation based upon an initial establishment, but reference was made to increasing the establishment, potentially, up to the maximum establishment identified in the initial feasibility study, to allow for flexibility in implementation.

However the first five years of operation of the service has enabled the officers to review the assumptions made in the original model and these are now being used to project the costs and likely income associated with delivering this service. The resources for delivering this service are being closely monitored and any increase in the establishment and staffing resource would be the subject of a business case being made to ensure this does not become a cost to the Council.

### **PENALTY CHARGE NOTICE INCOME**

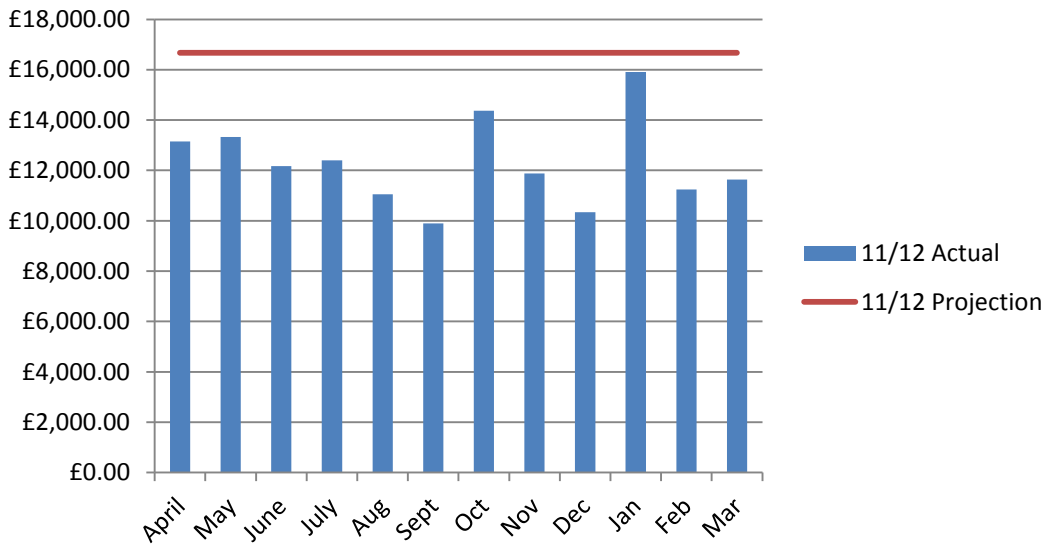
**GRAPH 8**                      **2012-2013 Off street actual annual Income**  
**2012-2013 Projection to cover the cost of the service**



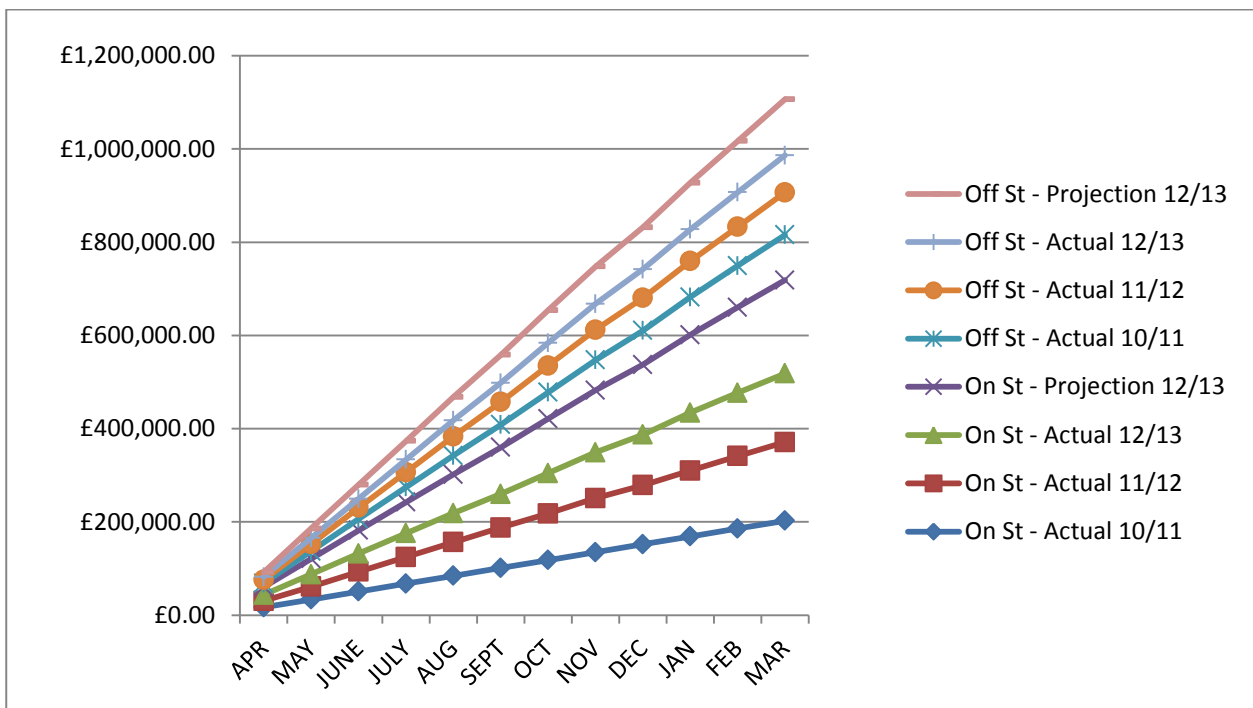


**GRAPH 9**

**2012-2013 On street actual annual income  
2012-2013 Projection to cover the cost of the service**

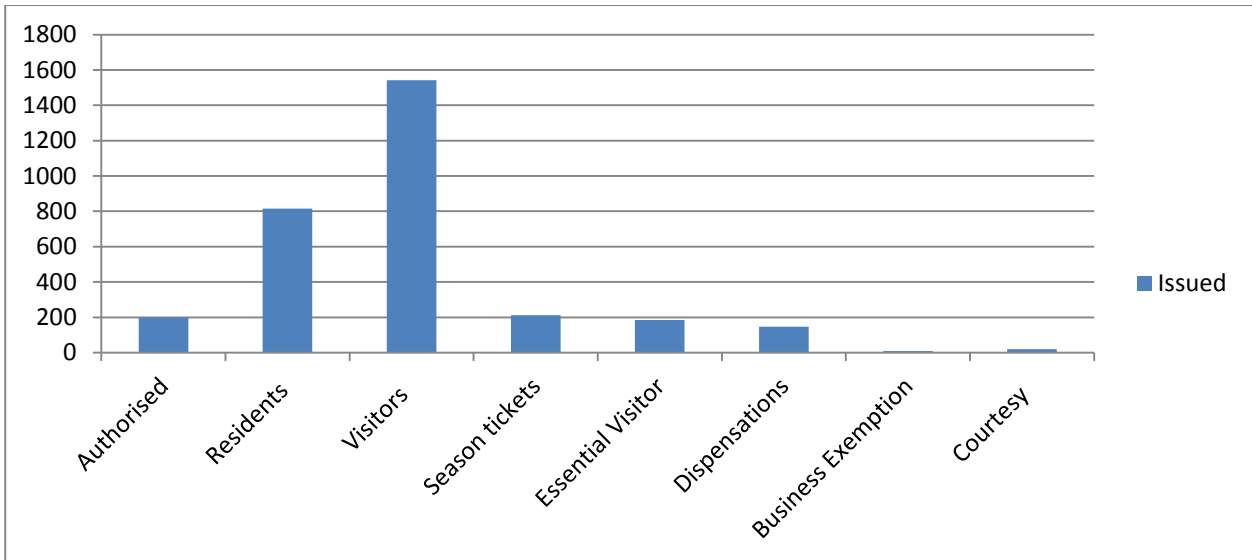


**Graph 10 Cumulative PCN Income**



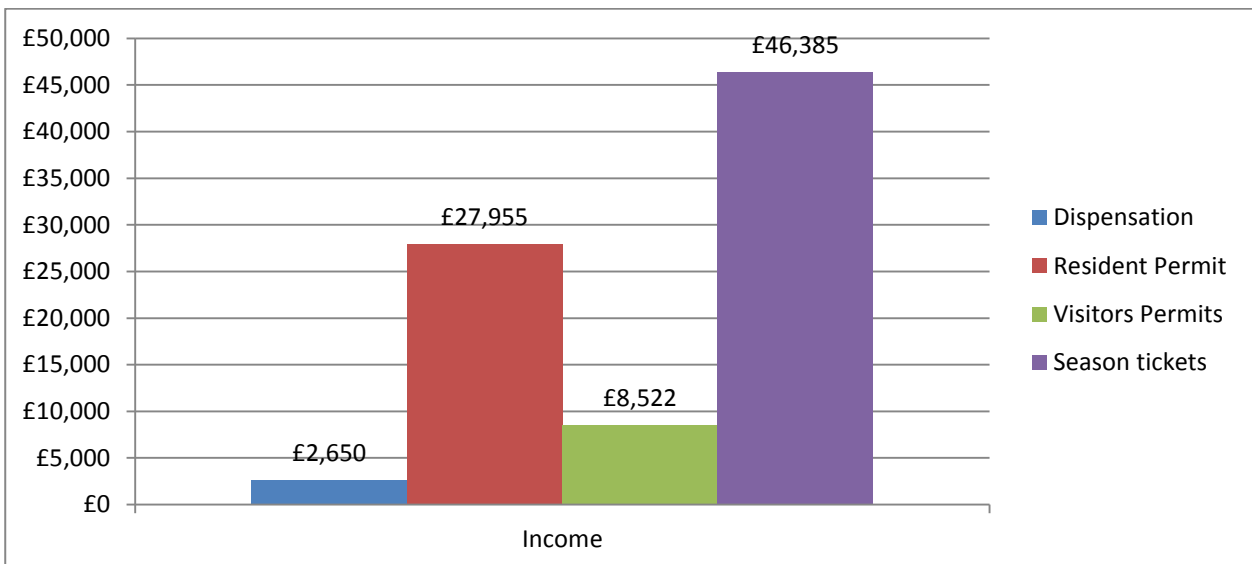
**GRAPH 11**

**PERMITS ISSUED 2012-2013**



**GRAPH 12**

**PERMIT INCOME 2012-2013**



## EXPENDITURE

In order to carefully monitor the provision of the service, the budget has been split between the off and on street enforcement. The table below indicates the on and off street budget and expenditure for 2012 - 2013 and the base budget for 2013- 2014.

**Table 1 On-Street Enforcement Budget Details**

	2012/13 Revised Budget	2012/13 Actual	2012/13 Variance	2013/14 Base Budget
Employees	173,400	153,519	-19,881	175,600
Transport	7,800	7,320	-480	7,300
Supplies & Services	5,900	11,780	5,880	5,900
Internal Recharges	49,300	45,559	-3,741	49,600
<b>GROSS EXPENDITURE</b>	<b>236,400</b>	<b>218,178</b>	<b>-18,222</b>	<b>238,400</b>
Fees & Charges	-182,100	-183,532	-1,432	-182,100
Transfer from on street parking reserve	-54,300	-34,646	19,654	-56,300
<b>GROSS INCOME</b>	<b>-236,400</b>	<b>-218,178</b>	<b>18,222</b>	<b>-238,400</b>
<b>NET EXPENDITURE</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Table 2 Off-Street Enforcement Budget Details**

	2012/13 Revised Budget	2012/13 Actual	2012/13 Variance	2013/14 Base Budget
Employees	288,000	273,470	-14,530	287,700
<b>GROSS EXPENDITURE</b>	<b>288,000</b>	<b>273,470</b>	<b>-14,530</b>	<b>287,700</b>
Fees & Charges	-90,000	-84,868	5,132	-90,000
<b>GROSS INCOME</b>	<b>-90,000</b>	<b>-84,868</b>	<b>5,132</b>	<b>-90,000</b>
<b>NET EXPENDITURE</b>	<b>198,000</b>	<b>150,032</b>	<b>-9,398</b>	<b>197,700</b>

