

Parking Enforcement

Annual Report 2019-2020



Contents

Introduction	4
Demographics/Challenges	5
Policy	6
Structure (Establishment and Management)	7
Car Parks	8
Park and Ride Car Parks	9
Residents Parking Schemes	9
Penalty Charge Notices	10
CCTV Enforcement	11
Challenges, representations and appeals	13
Financial Summary	15

Foreword

It is my pleasure to introduce South Gloucestershire Council's tenth Parking Annual Report. The report provides an overview of publicly operated parking in the area, highlighting initiatives and developing trends.

This report demonstrates how the team and its partners continued to support the safe and expeditious movement of traffic despite extremely challenging financial times for local government and the public sector. This has been a busy year for the service with the introduction of 6 new bus lane cameras to reduce congestion and encourage the use of public transport and the more effective use of on-street officers to maximise the enforcement of parking restrictions in South Gloucestershire.

In 2019-2020 we have continued to support High Streets and local businesses through the continuation of "Free Parking", where we offer limited free car parks and limited waiting throughout the whole South Gloucestershire area.

Thank you for taking the time to read our Annual Report

Rachael Hunt

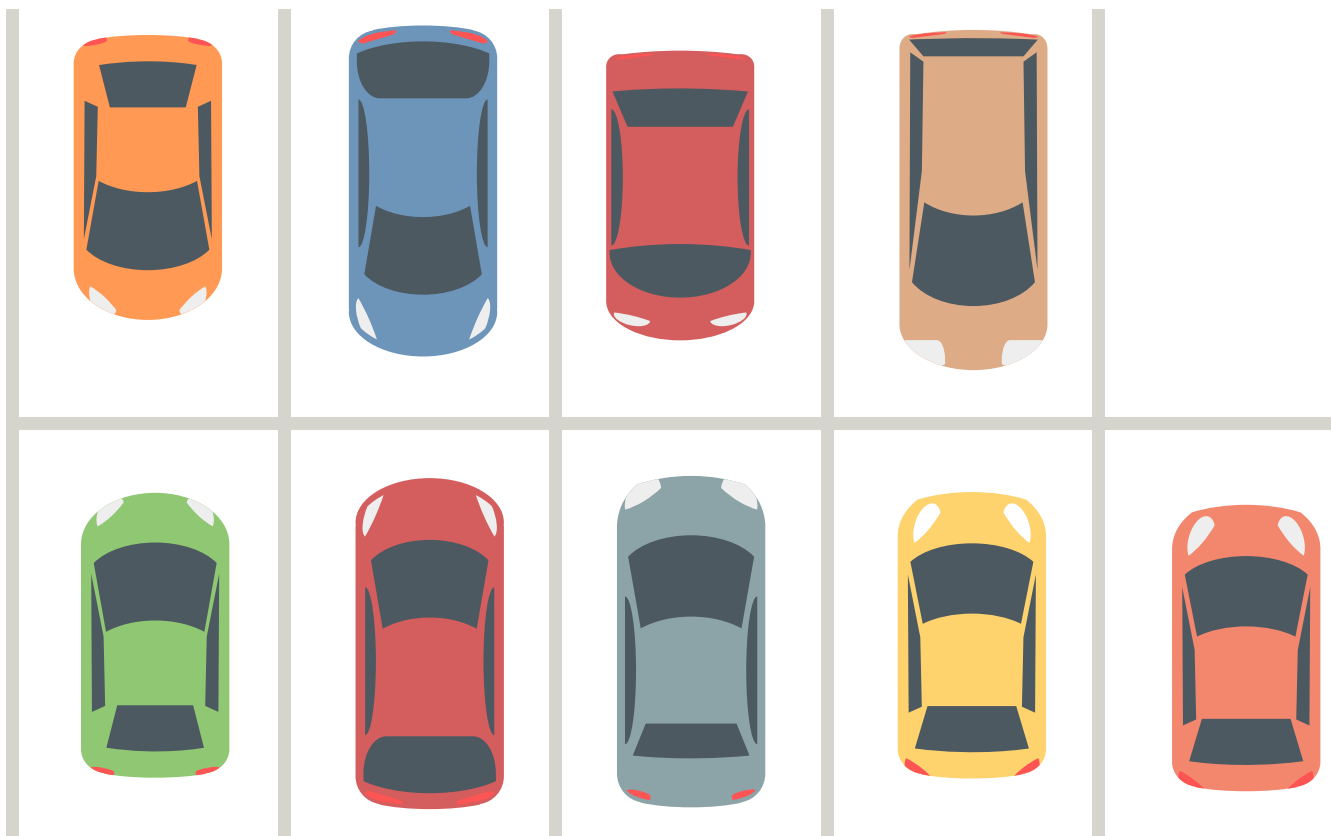


Introduction

South Gloucestershire Council has been responsible for the enforcement of parking regulations since July 2007. Prior to this date parking enforcement was the responsibility of the police.

Enforcement of the parking restrictions is carried out by Civil Enforcement Officers (CEOs) employed by the Council. Some contraventions are carried out by CCTV, such as those affecting bus lanes, bus stops and outside of schools.

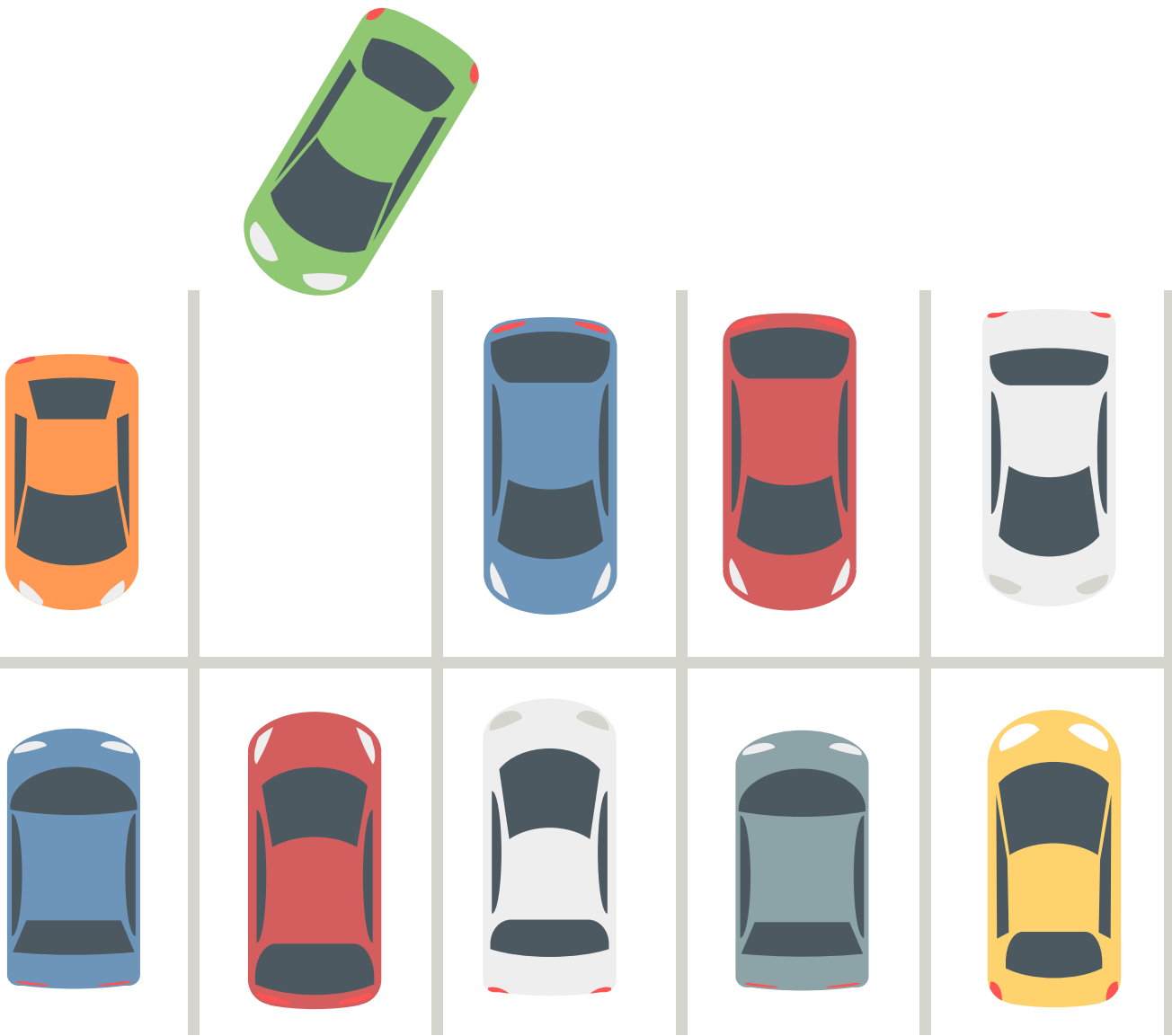
This report provides a summary of those activities, including financial information for the year 2019-20. This is the tenth annual report for South Gloucestershire Council Parking Services.



Demographics/Challenges

South Gloucestershire is one of the largest unified authorities geographically, with a population estimated in 2019 to be 285,000 and possibly raising to 300,000 by 2025. The majority of the population live in built up areas around Bristol, such as Kingswood, Hanham, Staple Hill, Filton, Patchway, Bradley Stoke and in small towns such as Yate and Thornbury.

20% of the population live in more rural areas. The large size of the borough provides a challenge for parking enforcement to ensure that all areas are patrolled whilst maintaining a daily presence in areas with heavy traffic and those with a high priority such as outside schools and town centres.



Policy

The main policy drivers for South Gloucestershire Council and consequently parking services are the Sustainable Communities Strategy and the Council plan. Parking Enforcement can contribute to the delivery of several different aims in the Sustainable Communities Strategy and Council plan including:

- Getting Around – Connect people to places through transport networks that make it safe and easy for people to walk, cycle and use affordable public and community transport (Our Place).
- Town and District Centres – Sustain and improve and vibrancy and vitality of Town and District Centres (Our Economy)

The Parking Enforcement Service helps to achieve these outcomes by enforcing the parking restrictions which are designed to

- Maintain and where possible improve traffic flow
- Ensure safety for pedestrians, cyclists and motorists
- Ensuring access to businesses to improve the local economy
- Ensure a fair use and high turnover of limited parking spaces particularly in town centres and by local amenities
- Improve the environment
- Ensuring the effectiveness of alternative modes of transport
- Ensuring the effective provision of spaces for vulnerable people such as blue badge holders
- Ensuring the provision of parking for residents near their homes
- Improve safety and air quality around schools

Traffic flow through South Gloucestershire is already amongst the highest in the country and is predicted to grow significantly; by adopting a coordinated approach to traffic management with our partners through the West of England Joint Local Transport Plan we will best be able to meet the challenges that face the district.

The enforcement of the parking restrictions in the district is carried out in accordance with the Councils Parking Enforcement Policy which is published on the Councils website.

Structure (Establishment and Management)

Parking Enforcement, including the administration of permits, is undertaken by staff directly employed by South Gloucestershire Council. All staff, including CEOs are PAYE.

South Gloucestershire Council follows the principles as set out in the Traffic Management Act 2004. This states that “The primary purpose of penalty charges is to encourage compliance with parking restrictions... As far as possible, the performance of contractors and of staff should be judged according to how far desired transport objectives have been achieved... Performance and rewards/penalties should never be based on the number of penalty charge notices, immobilisations or removals”.

The service is part of the Safe and Strong Communities section within the Environment and Community Services Department. The Team is led by the Parking Services Manager, supported by two Team leaders.

There are 14 CEOs, including two senior CEOs. The CEOs are split into two teams who work alternatively on a 4 day rota normally between the hours of 7am and 9pm. However there are patrols carried outside of these hours from time to time.

The administration of Penalty Charge Notices (PCNs) and permits is carried out by 4 FTE case officers who are overseen by one of the Team Leaders.

All staff, including office based staff have taken professional qualifications, including customer care in support of their role as recommended in the Traffic Management Act 2004. All staff receive customer care refresher training, annually as well as equalities & diversity and legislative updates.

Civil Enforcement Officers are frequently subjected to verbal abuse and intimidation while on patrol, often requiring police action or support. All CEOs wear body worn videos cameras which act as a deterrent and recorded evidence is used to support police prosecutions of assailants.

In addition monthly team meetings include feedback sessions on enforcement issues, the appeals procedure and the sharing of best practice.



Car Parks

The Council currently operates 31 car parks. Of these only Parkway North has pay for parking. This car park is located adjacent to Parkway Railway Station and usually used by commuters. Further details of these car parks and any restrictions that apply can be found at: <https://www.southglos.gov.uk/transport-and-streets/parking/car-parks-council/council-car-parks/>

Name	Address	Postcode	No of standard car spaces	No of Disabled spaces	No of motor cycle spaces
Abbey Wood	Filton	BS34 7JL	45		1
Gloucester Rd (N)	Filton	BS34 7HB	58	2	1
Link Road	Filton	BS34 7BD	31	4	
Station Road	Filton	BS34 7JL	12	3	
Abbots Road	Hanham	BS15 3LH	11	3	
Laburnham Road	Hanham	BS15 3EJ	43	3	
Bank Road	Kingswood	BS15 8LP	24	3	1
Boultons Road	Kingswood	BS15 1RU	50	3	1
Cecil Road	Kingswood	BS15 8NA	53	3	1
South Road	Kingswood	BS15 8JQ	13	3	1
St James St	Mangotsfield	BS16 9JB	33	3	
Coniston Road	Patchway	BS34 5JP	31	3	
The Parade	Patchway	BS34 5JP	87	10	
Byron Place	Staple Hill	BS165HW	49	3	
Haynes Lanes	Staple Hill	BS16 5JE	26	3	
Page Road	Staple Hill	BS16 4NE	27	3	
Page Road (new)	Staple Hill	BS16 4NE	49	5	
Leisure Centre	Thornbury		295	11	
Castle Court	Thornbury	BS35 2BQ	174		
Park Road	Thornbury	BS35 1FW	13	3	
Rock St	Thornbury	BS35 2FH	347	20	
St Mary St	Thornbury	BS35 2AB	85	6	
Warmley Station	Warmley	BS30 8YE	27	3	
Flaxpits Lane	Winterbourne	BS36 1JY	49	4	
Abbotswood	Yate	BS37 4NL	38	3	
Cranleigh Court	Yate	BS37 5DN	21	2	
Kennedy Way	Yate	BS37 4DQ	71	4	
Longs Drive	Yate	BS37 5XR	12	3	
Leisure Centre	Yate	BS37 4DQ	15	1	

Park and Ride Car Parks

Name	Address	Postcode	No of standard car spaces	No of Disabled spaces	No of motor cycle spaces
Lyde Green Park and Ride	Emersons Green	BS16 7GG	246	16	1
Parkway North, Hunts Ground Road Park and Ride	Stoke Gifford	BS34 8PU	200	10	10

Residents Parking Schemes

There is currently one virtual permit scheme in South Gloucestershire which was introduced in 2017/18. This scheme helps residents to park near to their homes but a permit does not guarantee a space. Consideration will be given to introduce further residents parking schemes in the future where the criteria is met and subject to consultation with residents and other stakeholders. Details of the criteria can be found at <https://www.southglos.gov.uk/transport-and-streets/parking/residents-parking-schemes>

The table below shows the number of residents and visitors permits issued in 2019/20:

Residents Permits Schemes	2019/20
Residents Permits Issued (Warmley Residents Permit Scheme)	84
Visitors Permits Issued (Warmley Residents Permit Scheme)	667

In addition to the virtual permit scheme the council also issues paper waivers allowing residents in certain areas where parking is at a premium to park one vehicle. There are no visitors permits issued in these schemes. The table below shows the number of permits issued to the areas where the scheme applies this will in some case will include replacements:

Residents Permits Schemes	2019/20
Frenchay	6
Filton	220
Kingswood	612
Stoke Gifford	123
Thornbury	150
Yate	36

Penalty Charge Notices

Civil Enforcement Officers

The CEOs patrol the parking restrictions throughout the district. The issuing of Penalty Charge Notices (PCNs) is one way to enforce against drivers who park in contravention of the regulations. Where the driver is present the CEOs will advise the driver to move and wherever possible suggest a nearby location to park their vehicle. The main aim for parking enforcement is to achieve complete compliance of the parking controls which are in place to achieve the benefits referred to above in Policy.

The discretion to cancel a PCN is the responsibility of the case officers. Once a PCN has been issued the CEO cannot cancel it. PCNs are normally attached to the windscreen of the vehicle or handed to the driver. If the driver drives away before the PCN can be served or prevents the CEO from issuing it, the PCN can be served by post to the registered keeper. The registered keeper of the vehicle is always the person liable for the PCN and not the driver. The CEOs do not have any incentives or targets relating to the number of PCNs they issue.

The table below shows the 20 locations where the most PCNs have been issued in the year 2019/20. This reflects busy roads and a low level of compliance. Whilst the frequency of CEO patrols at these locations is high and takes place on a daily basis, the Council aims to ensure patrols take place at all locations. This is challenging, taking into account the size of the district and the number of CEOs on patrol each day.

Location	PCNs Issued
High Street, Thornbury	445
Church Road, Staple Hill	420
High Street Staple Hill	365
Regent Street Kingswood	359
Kimberley Road Kingswood	281
Leisure Centre South Carpark, Yate	239
Broad Street, Staple Hill	239
Rock Street Carpark, Thornbury	228
Civic Centre Carpark, Kingswood	213
South Road Carpark, Kingswood	200
South Road, Kingswood	199
Laburnum Road, Hanham	193
Page Road, Carpark, Staple Hill	187
Martins Road, Hanham	183
Cecil Road, Carpark, Kingswood	179
Downend Road, Kingswood	166
St Mary Street, Carpark, Thornbury	166
Concord Road, Patchway	165
Aldermoor Way, Longwell Green	161
Park Road, Kingswood	151

The following table shows the total number of PCNs issued by CEOs in the last three years:

Year	2017/18	2018/19	2019/20
Off Street (Car Parks)	1,945	2,251	2,761
On Street	8,447	10,274	10,207
Total	10,392	12,525	12,968

The following table shows the outcomes of the on-street PCNs issued in the last three years:

Year	2017/18	2018/19	2019/20
No of PCN's issued	10,392	12,525	12,968
No paid at discount	8,715	10,587	10,917
No paid at full rate	1,049	1,177	1,373
PCNs outstanding	628	761	678
No Registered at TEC	842	806	1,324

CCTV Enforcement

In addition to the enforcement carried out by CEOs on foot patrols, the council also enforces using CCTV cameras. There are currently 11 CCTV cameras which enforce bus lanes. Enforcement in bus lanes helps to improve the reliability and punctuality of public transport for not only buses but provides free flowing access for Taxis and emergency vehicles. As part of the Council's objectives allowing the free flow of buses encourages motorists to switch to alternative transport and reduces carbon emissions and pollution.

There are also two mobile CCTV units (camera cars) which are used for enforcement. The contraventions which we can use these mobile units for are: Parking outside schools on Yellow zig zags and stopping in Bus stops. We prioritise the enforcement of the areas outside of schools due to the increased risk of injury to children from road accidents. This enforcement also discourages vehicles from idling and therefore helps to reduce pollution. The enforcement of bus stops keeps the area clear and allows passengers to alight and embark close to the kerb reducing the risk of accidents and prevents congestion.

The table below shows the 20 locations where the most PCNs have been issued in the year 2019/20 by CCTV cameras and the contravention at each location. This reflects the busiest roads and a low level of compliance. The number of PCNs issued at each location is regularly monitored to establish if a satisfactory level of compliance has been achieved. If this is the case consideration is given to moving the camera to a location where non-compliance has been observed.

Location	Contravention	PCNs Issued
Regent Street, Kingswood	Being In A Bus Lane	4,443
Highwood Road, Patchway	Being In A Bus Lane	2,935
Coldharbour Lane,	Being In A Bus Lane	2,545
Highwood Road, Westbound	Being In A Bus Lane	1,516
Filton Avenue, Filton	Being In A Bus Lane	1,238
Bradley Stoke Way/A38 Roundabout	Being In A Bus Lane	1,201
Stoke Gifford Bypass, Stoke Gifford	Being In A Bus Lane	1,149
Bradley Stoke Way Southbound,	Being In A Bus Lane	1,035
Bradley Stoke Way, Bradley Stoke	Being In A Bus Lane	811
New Road/Brierly Furlong, Stoke Gifford	Being In A Bus Lane	779
Badminton Road, Downend	Restricted bus stop or stand	546
A38, Gloucester Road, Patchway	Being in a bus lane	510
Hanham Road, Kingswood	Restricted bus stop or stand	483
Station Road, Kingswood	Restricted bus stop or stand	162
Flaxpits Lane, Winterbourne	Restricted school area	82
Hollow Road, Kingswood	Restricted school area	81
High High Street, Kingswood	Restricted school area	67
Brook Road, Kingswood	Restricted school area	62
Alma Road, Kingswood	Restricted bus stop or stand	48
Broad Street, Staple Hill	Restricted bus stop or stand	47

The following table shows the number of PCNs issued by contravention by CCTV camera in the last three years:

Year	2017/18	2018/19	2019/20
Restricted School Area	114	424	143
Restricted bus stop or stand	1,692	1,827	1,435
Being In A Bus Lane	7,456	13,628	18,162
Total	9,262	15,879	19,740

The substantial increase of the number of PCNs issued in 2019/20 compared with 2017/18 is as a result of the continued use of three new bus lane cameras and an additional CCTV car which was introduced in 2018/19.

The following table shows outcomes of the CCTV PCNs issued in the last three years:

Year	2017/18	2018/19	2019/20
PCN's issued	9,262	15,879	19,740
Paid at discount	5,522	9,317	12,911
Paid at full amount	220	294	525
Registered at Court (TEC)	821	955	1,914

Challenges, representations and appeals

After a PCN has been issued the motorist has the option to pay or to contest the PCN. The processing of PCNs is carried out by the Council's case officers who are trained to be fair and consistent in their approach to contested PCNs in line with the councils Parking Enforcement Policy.

<https://www.southglos.gov.uk/documents/parking%20enforcement%20policy%202013.pdf>

The PCN can be contested at three separate stages:

1. An informal challenge after the PCN has been issued and before the Notice to Owner (NTO) is served.
2. A representation can be made after a NTO has been served and before service of the Charge Certificate.
3. An appeal can be made to the independent Adjudicator at the Traffic Penalty Tribunal (TPT) if the Representation has been rejected.

The following table shows the outcomes of the on-street PCNs issued in the last three years:

Year	2017/18	2018/19	2019/20
No, of PCN's issued	10392	12525	12,968
No, paid at discount	8715	10587	10,917
No, paid at full rate	1049	1177	1,373
No, PCNs outstanding	628	761	678
No, Registered at TEC	842	806	1,324

The following table shows outcomes of the CCTV PCNs issued in the last three years:

Year	2017/18	2018/19	2019/20
PCN's issued	9,262	15,879	19,740
Paid at discount	5,522	9,317	12,911
Paid at full amount	220	294	525
Registered at Court (TEC)	821	955	1,914

The table below shows the number of cases which were informally challenged and had representations made for on street PCNs issued in the last three years:

Year	2017/18	2018/19	2019/20
Informal Challenges Received	1,496	1,602	1,946
Informal Challenges Accepted	504	601	892
Informal Challenges Rejected	992	1001	1054
Formal Representations Received	297	362	308
Formal Representations Accepted	164	195	111
Formal Representations Rejected	133	167	197

The table below shows the number of cases which were informally challenged and had representations made for CCTV PCNs issued in the last three years:

Year	2017/18	2018/19	2019/20
Formal Representations Received	1,167	2,106	2,329
Formal Representations Accepted	655	1,227	1,287
Formal Representations Rejected	512	879	1,042

The following table shows the number of cases referred to TPT in the last three years and the outcomes.

Year	2017/18	2018/19	2019/20
No of Appeals to TPT	46	104	89
Dismissed	19	29	28
Allowed	18	29	25
Not contested	9	34	23
Agreed by consent	0	12	7
Appeals Outstanding	0	0	6

In the event that a PCN remains unpaid after a charge certificate has been issued the Council may register the amount due as a debt at the Traffic Enforcement Centre (TEC) at Northampton County Court to aid recovery. A warrant of execution can be issued and enforcement agents instructed after the debt is registered.



Financial Summary

The following table shows the PCN income for the last three years:

Year	2017/18	2018/19	2019/20
On-Street	£350,715	£404,920	£350,673
CCTV – Being in a Bus Lane	£226,944	£349,472	£540,998
CCTV – Restricted Bus stop or stand	£63,375	£60,410	£77,111
CCTV – Restricted School area	£4,338	£13,425	£16,028
Total PCN income	£645,352	£828,227	£984,809

Any surplus from the parking account must, by law be used for specific purposes namely the provision of or maintenance of car parking facilities, public transport, road or environmental improvements.

The table below shows the overall parking account for the last three years:

Year	2017/18	2018/19	2019/20
Total Parking Expenditure	£863,306	£850,013	£1,354,516
Total Parking Income Car Parks, Permits & PCNs)	£668,072	£828,227	£1,183,470
Surplus/Deficit	- £195,234	- £21,786	-£171,046

