

Parking Enforcement

Annual Report 2020-2021

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Foreword

It is my pleasure to introduce South Gloucestershire Council's Parking Annual Report for 2020-2021. 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 the challenges of a pandemic leading to extremely challenging financial times for local government and the public sector. This has been a unique year for the service seeing extremes of demands and travel having a significant impact on the roads and parking provisions.

In addition to the pedestrianisation of areas to support social distancing we have continued to support High Streets and local businesses by offering free parking in our off street car parks throughout the whole South Gloucestershire area.

Thank you for taking the time to read our Annual Report

Rachael Hunt

Introduction

South Gloucestershire is a unitary authority in South West England bordering the unitary authorities of Bristol, Bath and North East Somerset (BANES), and the counties of Gloucestershire and Wiltshire covers an area of 536.6km² with a population estimated in 2019 to be 285,000

South Gloucestershire Council is recognised as ‘a great place to live and work’ and one of the key priorities is “Promoting sustainable inclusive communities, infrastructure and growth”. Our road network is host for key junctions for five motorways, and both Severn crossings. We have high speed rail lines to London and South Wales making our transport connectivity a huge attraction to businesses. Through our Climate Emergency Plans we are looking to reduce carbon emissions whilst ensuring that we deliver a safe transport network meeting the needs of our communities.

South Gloucestershire council is responsible for managing the road and traffic network through various means such as the provision of on and off street parking and the management of bus lanes to ensure primary routes are kept free from obstructions.

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 2020-21.

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 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.

South Gloucestershire Council follows the principles set out in the Traffic Management Act 2004 which 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 Strong, Safer, 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. 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/.../parking/car-parks.../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

| | | | | | |
|--|----------------|----------|-----|----|----|
| 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. Further residents parking schemes are being introduced in 2022 and more will be considered 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 2019-2021 :-

| Residents Permits Schemes | 2019/20 | 2020/21 |
|--|----------------|----------------|
| Residents Permits Issued (Warmley Residents Permit Scheme) | 84 | 109 |
| Visitors Permits Issued (Warmley Residents Permit Scheme) | 667 | 883 |

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 Waivers Schemes | 2020/21 |
|----------------------------------|----------------|
| Frenchay | 5 |
| Filton | 289 |
| Kingswood | 165 |
| Stoke Gifford | 235 |
| Thornbury | 114 |
| Yate | 56 |

Penalty Charge Notices

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 2020/21

| Location | 2020/21 |
|--|---------|
| Laburnum Road, Hanham | 203 |
| Broad Street, Staple Hill | 189 |
| Page Road, Carpark, Staple Hill | 184 |
| High Street Staple Hill | 171 |
| Kimberley Road Kingswood | 159 |
| South Road, Kingswood | 154 |
| St Mary Street, Carpark, Thornbury | 149 |
| Cecil Road, Carpark, Kingswood | 138 |
| Martins Road, Hanham | 135 |
| London Street, Kingswood | 135 |
| Rock Street Carpark, Thornbury | 132 |
| South Road Carpark, Kingswood | 129 |
| Filton Avenue, Filton | 117 |
| Bank Road car park, Kingswood | 115 |
| Regent Street Kingswood | 112 |
| St James Street Car Park, Mangotsfield | 111 |
| Byron Street Car Park, Staple Hill | 110 |
| Downend Road, Kingswood | 99 |
| Jellicoe Avenue, Frenchay | 76 |

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.

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

| Year | 2017/18 | 2018/19 | 2019/20 | 2020/21 |
|-------------------------------|---------------|---------------|---------------|--------------|
| Off Street (Car Parks) | 1,945 | 2,251 | 2,761 | 1,629 |
| On Street | 8,447 | 10,274 | 10,207 | 5,039 |
| Total | 10,392 | 12,525 | 12,968 | 6,668 |

The following table shows the outcomes of the PCNs issued in the last four years:-

| Year | 2017/18 | 2018/19 | 2019/20 | 2020/21 |
|-----------------------------|---------------|---------------|---------------|--------------|
| No of PCN's issued | 10,392 | 12,525 | 12,968 | 6,668 |
| No paid at discount | 8,715 | 10,587 | 10,917 | 4,430 |
| No paid at full rate | 1,049 | 1,177 | 1,373 | 712 |
| PCNs outstanding | 628 | 761 | 678 | 1,526 |
| No Registered at TEC | 842 | 806 | 1,324 | 1,018 |

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 alternative transport and reduces carbon emissions and pollution.

There are also two mobile CCTV units (camera cars) which also carry out enforcement. The only contraventions which are enforced by the mobile units are parking outside schools on keep clears and stopping in bus stops. Parking outside schools is a priority for enforcement due to the increased risk of injury to children from road accidents. Enforcement outside schools also discourages vehicles idling and therefore helps reduce pollution. The enforcement in bus stops helps to allow buses to drop off and

pick up passengers close to the kerb line thereby reduces the risk of road traffic accidents and reduce congestion.

The table below shows the 20 locations where the most PCNs have been issued in the year 2020/21 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 | 4,847 |
| Highwood Road, Patchway | Being In a Bus Lane | 1,838 |
| Highwood Road, Westbound | Being In a Bus Lane | 1,149 |
| Coldharbour Lane, | Being In a Bus Lane | 981 |
| Bradley Stoke Way/A38 Roundabout | Being In a Bus Lane | 817 |
| Filton Avenue, Filton | Being In a Bus Lane | 646 |
| Bradley Stoke Way Southbound, | Being In a Bus Lane | 636 |
| Stoke Gifford Bypass, Stoke Gifford | Being In a Bus Lane | 471 |
| New Road/Brierly Furlong, Stoke Gifford | Being In a Bus Lane | 369 |
| Badminton Road, Downend | Restricted bus stop or stand | 220 |
| Bradley Stoke Way, Bradley Stoke | Being In a Bus Lane | 179 |
| Hanham Road, Kingswood | Restricted bus stop or stand | 167 |
| A38, Gloucester Road, Patchway | Being in a bus lane | 154 |
| Station Road, Kingswood | Restricted bus stop or stand | 120 |
| High Street, Kingswood | Restricted bus stop or stand | 43 |
| Flaxpits Lane, Winterbourne | Restricted school area | 41 |
| Gloucester Road A38, Almondsbury | Restricted bus stop or stand | 32 |

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

| Year | 2017/18 | 2018/19 | 2019/20 | 2020/21 |
|------------------------------|--------------|---------------|---------------|---------------|
| Restricted School Area | 114 | 424 | 143 | 88 |
| Restricted bus stop or stand | 1,692 | 1,827 | 1,435 | 1,034 |
| Being In A Bus Lane | 7,456 | 13,628 | 18,162 | 12,012 |
| Total | 9,262 | 15,879 | 19,740 | 13,134 |

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

| Year | 2017/18 | 2018/19 | 2019/20 | 2020/21 |
|---------------------------|---------|---------|---------|---------|
| PCN's issued | 9,262 | 15,879 | 19,740 | 13,134 |
| Paid at discount | 5,522 | 9,317 | 12,911 | 9,516 |
| Paid at full amount | 220 | 294 | 525 | 696 |
| Registered at Court (TEC) | 821 | 955 | 1,914 | 1,347 |

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

| Year | 2017/18 | 2018/19 | 2019/20 | 2020/21 |
|--|----------------|----------------|----------------|----------------|
| Informal Challenges Received | 1,496 | 1,602 | 1,946 | 933 |
| Informal Challenges Accepted | 504 | 601 | 892 | 345 |
| Informal Challenges Rejected | 992 | 1001 | 1054 | 588 |
| Formal Representations Received | 297 | 362 | 308 | 249 |
| Formal Representations Accepted | 164 | 195 | 111 | 142 |
| Formal Representations Rejected | 133 | 167 | 197 | 107 |

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

| Year | 2017/18 | 2018/19 | 2019/20 | 2020/21 |
|--|----------------|----------------|----------------|----------------|
| Formal Representations Received | 1,167 | 2,106 | 2,329 | 1,680 |
| Formal Representations Accepted | 655 | 1,227 | 1,287 | 1,083 |
| Formal Representations Rejected | 512 | 879 | 1,042 | 597 |

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

| Year | 2017/18 | 2018/19 | 2019/20 | 2020/21 |
|-----------------------------|----------------|----------------|----------------|----------------|
| No of Appeals to TPT | 46 | 104 | 89 | 54 |
| Dismissed | 19 | 29 | 28 | 21 |
| Allowed | 18 | 29 | 25 | 27 |
| Not contested | 9 | 34 | 23 | 4 |
| Agreed by consent | 0 | 12 | 7 | 2 |
| Appeals Outstanding | 0 | 0 | 6 | 0 |

If 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 at the 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 four years:-

| Year | 2017/18 | 2018/19 | 2019/20 | 2020/21 |
|-------------------------------------|-----------------|-----------------|-----------------|-----------------|
| On-Street | £350,715 | £404,920 | £350,673 | £203,896 |
| CCTV – Being in a Bus Lane | £226,944 | £349,472 | £540,998 | £360,696 |
| CCTV – Restricted Bus stop or stand | £63,375 | £60,410 | £77,111 | £37,696 |
| CCTV – Restricted School area | £4,338 | £13,425 | £16,028 | £3,661 |
| Total PCN income | £645,352 | £828,227 | £984,809 | £605,949 |

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 four years:-

| Year | 2017/18 | 2018/19 | 2019/20 | 2020/21 |
|--|-------------------|------------------|-------------------|-------------------|
| Total Parking Expenditure | £863,306 | £850,013 | £1,354,516 | £1,304,701 |
| Total Parking Income Car Parks, Permits & PCNs) | £668,072 | £828,227 | £1,183,470 | £708,954 |
| Surplus/Deficit | - £195,234 | - £21,786 | -£171,046 | -£595,747 |