



Civil Parking & Bus Lane Enforcement Annual Report

2020-2021



Welcome to Swindon Borough Council's Annual Report. It has been a busy year for our parking department. This report looks at changes and developments made to the service in the 2020/2021 financial year.

Whilst this has been a difficult year for many due to COVID-19, we have had to adapt to a new way of working with a number of staff working from home. The Government were issuing instructions, that required implementation quickly and we carried this out successfully, and I am pleased with how my parking team from operations manager, representation officers, team leaders to the various officers on the ground, kept operations going. Remaining consistent with the approach and adapting to the relaxed measures, whilst nothing was completely stopped, concentration on more important enforcement was implemented.

Parking continued to work hard to ensure that the digital permit solution would work, carrying out many elements to support a digital solution to residents and visitors to Swindon. This work again, did have to pause due to COVID-19; however, we did put in place virtual Critical Care permits for NHS staff/carers and volunteers, which has worked well and proven that Swindon is more than able to adapt to a more digital solution for permits. Swindon Borough Council, of course will continue to work towards providing a more digital solution for all types of permits including the residential visitor permits, allowing residents to pre-provide their visitors with a permit to visit them controlling the time it starts and giving you, the residents a full 24 hours parking for a day's visitor parking.

We have reviewed the way the Parking management team operate, adopting a multi skill method to ensure fair process and training of staff continues around the various tasks within parking.

We have continued to support the councils "paperless" policy, my representation team have stopped printing letters in response to representations received if there is an email address provided letters are sent via encrypted email. This has also been the case with informal challenges received and correspondence being sent out via email where possible.

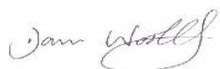
Swindon Borough Council launched the Traffweb map. Which is a map that lists all Traffic Regulation Orders and the restrictions in place. Residents and visitors to Swindon can go on line using the link below to find out details of restrictions in place at locations around Swindon. Helping the residents know what we the operations team can help them with, giving more targeted approach when enforcing.

https://www.swindon.gov.uk/info/20135/traffic_management/657/find_out_about_traffic_regulation_orders_tros

We assisted in the setting up and provision of staff at short notice to the various "MTU" (Mobile Testing Unit) at the County Ground car park, "LTS" (Local Testing Site) at the Civic Campus, and finally the "Regional Testing Site" was located at the Wroughton Park and Ride.

Foreword by Dawn Woollard, Parking Manager

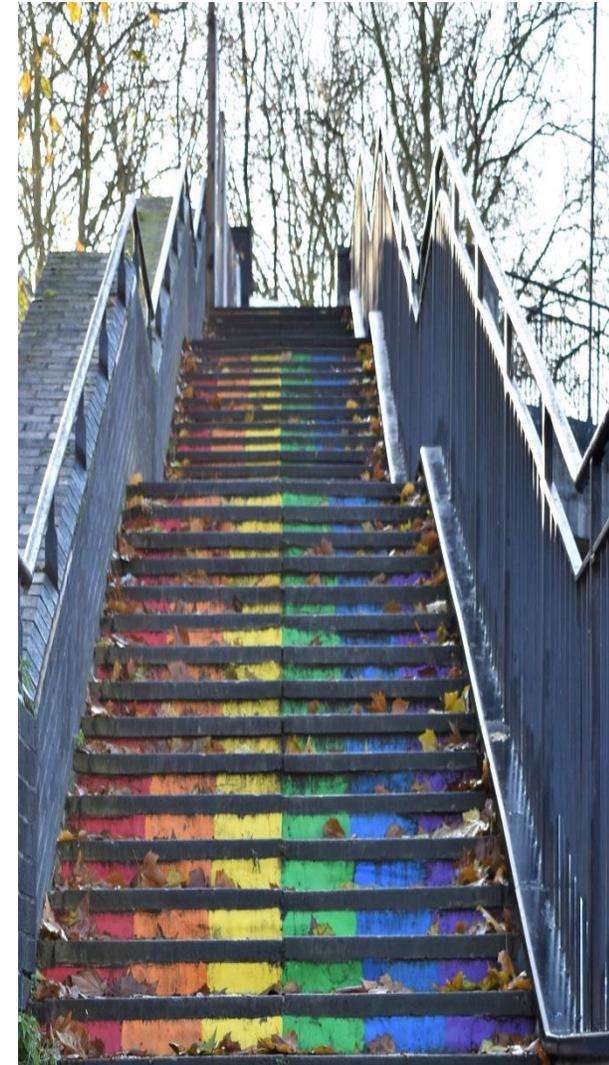
10 June 2021



SCHOOL — KEEP — CLEAR



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Rainbow steps leading to Wyvern Theatre



1. Introduction

The Traffic Management Act 2004 places an obligation on local authorities that carry out Civil Parking Enforcement to produce an annual report. Providing a report of our activities is a major part of the accountability that we will provide to our residents and visitors. This is our report for the year ended 31 March 2021.

2. Background

Since September 2003, Swindon Borough Council has adopted Decriminalised Parking Enforcement (DPE) powers. The Council is responsible for on-street enforcement (yellow lines, resident parking areas etc.) on all adopted highways within the Borough with the exception of the A419 and motorways. The Council is also unable to issue Penalty Charge Notices for obstruction as this power continues to be reserved by the Police authority.

Since 21st July 2014, Swindon Borough Council has expanded its responsibilities to include the enforcement of Bus Lanes and Bus Gates within the Borough.

3. Why Civil Parking Enforcement?

For many years, Local Authorities have been able to enforce their own car parks but until the 1990s on street enforcement was undertaken by police officers or traffic wardens employed by the police force. By the mid-1990s, the government gave local authorities the right to apply for powers to enforce on-street parking restrictions. This is now known as Civil Parking Enforcement. Many Local Authorities across the country rapidly adopted this opportunity.

There are a number of reasons why Local Authorities accepted the decriminalisation:

- Police forces let central government know that they would not regard parking enforcement as a priority given the many other demands on their resources.
- The majority of parking offences would be better dealt with under civil law rather than as a criminal matter. This would be more cost effective and would not clog up busy criminal courts.
- Local Authorities, as representatives of their community, felt they were best placed to design and run an enforcement regime that would meet the needs of the community.

From the inception of the scheme, the Department for Transport identified the prime purposes of Civil Parking Enforcement to be:

- Contribute to Authorities' transport objectives.
- Increase compliance with parking restrictions.
- To ensure the movement of traffic, including pedestrians and cyclists.



- To improve road safety.
- To improve the local environment.
- To improve the quality and accessibility of public transport.
- Meet the needs of disabled people, some of whom will be unable to use public transport systems and depend upon the use of a car.
- Managing and reconciling the competing demands for kerb space.

The guidance from Central Government is also clear that Civil Parking Enforcement should not be seen as a revenue raising exercise nor should Local Authorities set targets for revenue or the number of Penalty Charge Notices they issue.

4. Civil Parking Enforcement in Swindon

i. Staffing 2020/2021

The team responsible for the operation of Civil Parking Enforcement and the maintenance of our car parks and their fittings is:



ii. Enforcement and back office Processing

Swindon Borough Council directly employs all members of the Parking Team.

Our Business Support Unit deal with the processing of permits and season tickets. They also deal with challenges against Penalty Charge Notices received before the Notice to Owner form is sent to the registered keeper of the vehicle. The Unit act in accordance with the operational and policy guidelines issued by the Parking Team.

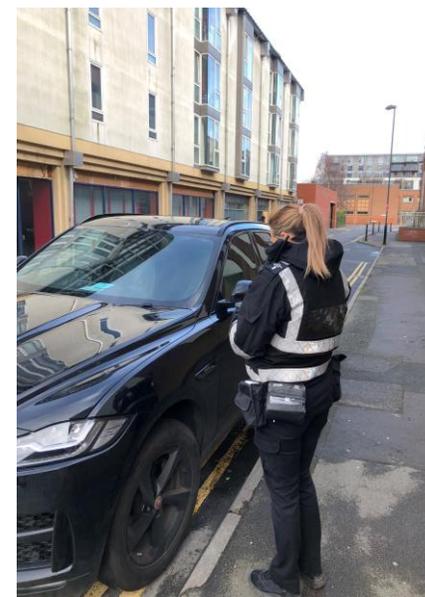
After the issuing of the Notice to Owner Council Officers consider the formal representations and deal with appeals to the Traffic Penalty Tribunal. These staff are also responsible for the registration of any debts owed to the Council at the Traffic Enforcement Centre and any subsequent instructions to Bailiff Companies.

Although it has the powers Swindon Borough Council, does not currently clamp or remove vehicles. The sanction of removing vehicles is, however, under review, to be invoked for vehicles which persistently evade payment of penalty notices or are posing a hazard to other road users or pedestrians.

iii. Day in the life of a CEO

Civil Enforcement Officers are the eyes and ears of the local community, patrolling areas, providing advice to residents, and members of the public, whilst enforcing road traffic orders and issuing parking fines. Listed below are a number of tasks that are carried out by the Civil Enforcement Officers on a daily basis.

- Checking tickets in car parks along with checking machines and car park equipment, and reporting damage and faults.
- Identify and reporting abandoned vehicles.
- Explain regulations to motorists and advise them about parking facilities.
- Helping members of the public.
- Standing in for the Kiosk Officer.
- Walk around streets and car parks checking members of the public are following the traffic and parking regulations.
- Report any areas of damage or vandalism to buildings, signs or lines within the car parks, streets and other areas around the borough to the team leader.
- Ensure all enquiries from the public are dealt with in a positive and courteous manner at all times.
- Report any action of criminal activity to the Police.
- Maintain good community relations and act in the best interests of the Council at all times.
- Ensure lifts in Multi Storey Car Parks are working at all times in a safe manner.
- Opening and closing car parks.
- Keep Parking fleet vehicles in a clean and tidy condition and carry out daily maintenance checks.
- Carry out first line maintenance of Ticket Machines, to include; cleaning, clearing ticket and coin jams, changing ticket rolls as well as ensuring ticket machines are showing accurate date/time.
- Working efficiently, professionally.
- To participate in public events i.e. Country Park Events



5. Penalty Charge Notices Issued

i. Parking

The numbers of Penalty Charge Notices issued by Swindon Borough Council for parking contraventions over the last three years are detailed below. The total Penalty Charge Notices are split between on street (contraventions that occur on the public highway) and off street, (usually contraventions that happen in Council owned car parks). The corresponding figures for the previous years are provided for comparison.

Year	Total Penalty Charge Notices	On Street	Off Street
2018/2019	23690	16776 (71%)	6914 (29%)
2019/2020	36575	26682 (73%)	9893 (27%)
2020/2021	26837	20846 (78%)	5991 (22%)

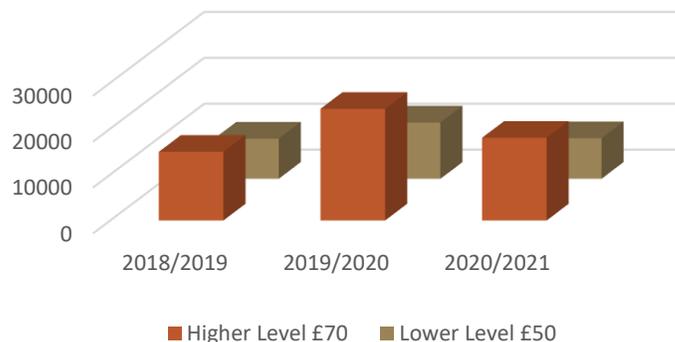
Penalty Charge Notices Issued - Parking



Penalty Charge Notices are issued at two price bands, higher and lower rates. The rate depends on the seriousness of the contravention. For example parking on double yellow lines is deemed as a higher rate contravention while overstaying in a car park is charged at the lower rate. The relative numbers issued were:

Year	Higher Level £70	Lower Level £50
2018/2019	14953 (63%)	8737 (37%)
2019/2020	24311 (66%)	12264 (34%)
2020/2021	18017 (67%)	8820 (33%)

Higher & Lower PCN's Issued - Parking

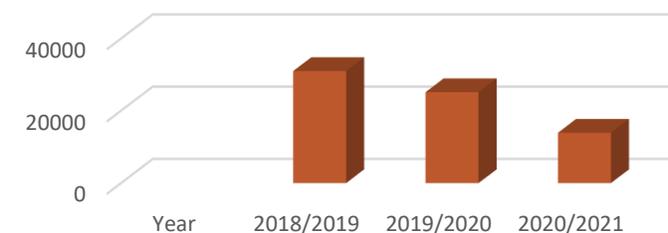


ii. Bus Lane

Swindon Borough Council issued the first Penalty Charge Notices during July 2014. Notices are issued at a charge of £60. The Notices issued since commencement in each financial years since then are:

Year	Total Issued
2018/2019	30979
2019/2020	25134
2020/2021	13916

Penalty Charge Notices Issued - Bus Lane



6. Enforcement After Issue

i. Parking

Penalty Charge Notices are issued at £50 or £70. However, a 50% discount applies to notices paid within 14 days of issue or where we receive an informal representation within 14 days of issue. The numbers, and percentages of the total issued, paid at this discounted rate are:

Year	Penalty Charge Notices paid at discounted rate	Year	Penalty Charge Notices paid at full or surcharged rate
2018/2019	13978 (59%)	2018/2019	2527 (11%)
2019/2020	22362 (61%)	2019/2020	3621 (10%)
2020/2021	15888 (59%)	2020/2021	2286 (9%)

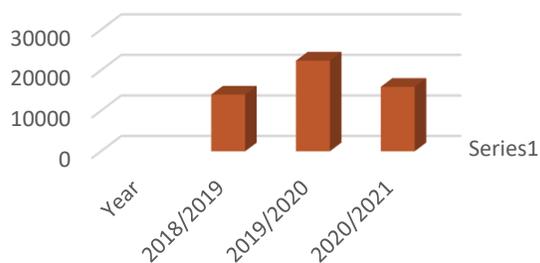
Following the initial 14 days the Penalty Charge Notice reverts to the full value and if not paid the outstanding amount increases by stages. This increase reflects the additional cost incurred by the Issuing Authority and to act as an incentive to promptly pay or challenge the charge.

ii. Bus Lanes

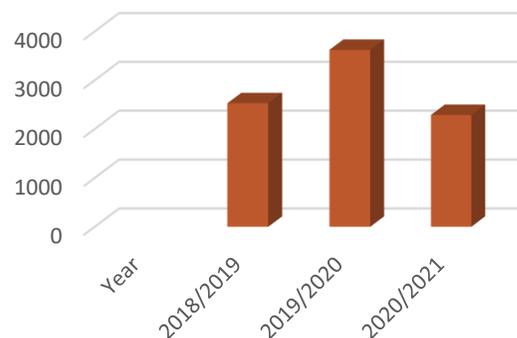
Penalty Charge Notices are issued at £60. However, a 50% discount applies to notices paid within 14 days of issue or where we receive an informal representation within 14 days of the date of service. The numbers, and percentages of the total issued, paid at this discounted rate are:

Year	Penalty Charge Notices paid at discounted rate	Year	Penalty Charge Notices paid at full or surcharged rate
2018/2019	21531 (69%)	2018/2019	3201 (10%)
2019/2020	17680 (70%)	2019/2020	2283 (9%)
2020/2021	9982 (72%)	2020/2021	1219 (9%)

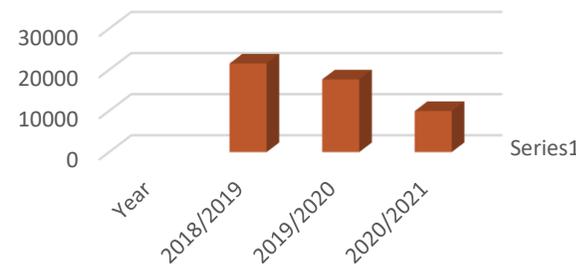
Enforcement After Issue - Parking



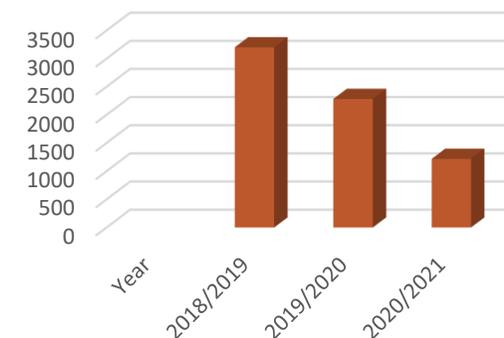
Penalty Charge Notices paid at full or surcharged rate



Penalty Charge Notices paid at discounted rate



Penalty Charge Notices paid at full or surcharged rate



7. Challenges, Representations and Appeals

i. Challenges - All motorists who receive a Parking Penalty Charge Notice are entitled to make an informal representation, usually called a Challenge, against its issue. The Traffic Management Act 2004 sets out a number of statutory grounds (shown at Appendix C), which if established means that the Council must cancel the Notice. However, in addition to these the Council must consider fully consider any mitigation put forward.

The system for Bus Lane Penalty Charge Notices is slightly different given that the Notice is served by post after the event. On these, the first Representation is at the 'formal' stage. Therefore, figures for Bus Gates start at the Representation stage below. Due to this the number of Penalty Charge Notices issued in the table below are for Parking contraventions only while the subsequent tables include these and Bus Gate ones.

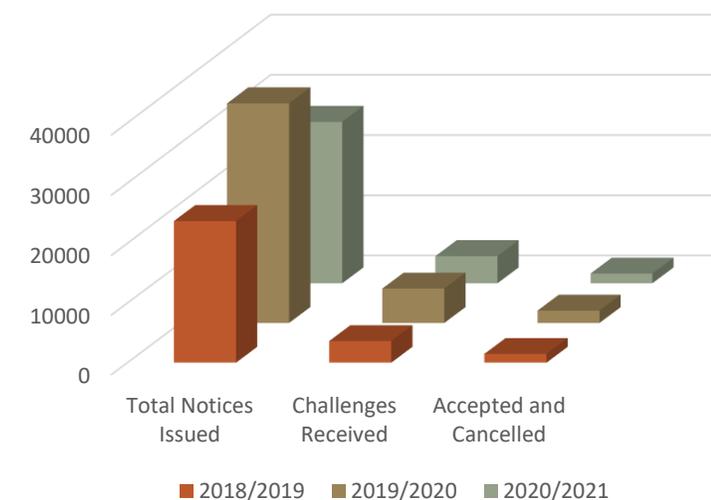
Over the last few years, the following challenges have been received. The percentage that these represent of Penalty Charge Notices issued is also shown. The end column shows the number of those challenges accepted, the percentage shown is the number of those challenges that were accepted and the Notice cancelled.

Where the challenge is accepted the Notice is cancelled. If it is not accepted, and if it was received within 14 days of the issue of the Penalty Charge Notice, a further period of 14 days at the discounted rate is offered and the Penalty Charge Notice can be settled at that amount. Alternatively, the motorist can await the issue of the Notice to Owner to the registered keeper who can then make a formal Representation.

Year	Total Notices Issued	Challenges Received	Accepted and Cancelled
2018/2019	23690	3614 (15%)	1464 (41%)*
2019/2020	36575	5772 (16%)	2071 (36%)*
2020/2021	26837	4534 (17%)	1627 (6%)*

***Records of the results of challenges are not separately maintained so figures shown are approximate.**

Challenges Received, Accepted and Cancelled



ii. **Representations Received** - The issue of the Notice to Owner is the beginning of the more 'formal' part of the process.

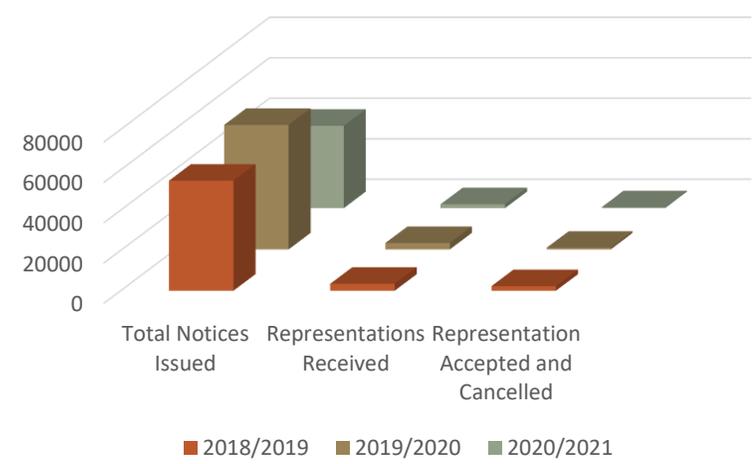
During the last three years, the following Representations have been received. The percentage that these represent of Penalty Charge Notices issued is also shown. The end column shows the number of those Representations accepted together with the percentage this is of the number received.

Where the Council decides not to cancel the Penalty Charge Notice at the formal Representation stage then the keeper can make an appeal to the Traffic Penalty Tribunal. This is a free service to the driver and will allow an independent adjudicator (who will be a barrister or senior solicitor) to review the issue and enforcement of the Notice. The decision is binding on both parties. The Council as part of the letter of rejection sends full details to the registered keeper.

Year	Total Notices Issued	Representations Received	Representations Accepted and Cancelled
2018/2019	54669	3459 (6%)	2279 (66%) *
2019/2020	61709	3175 (5%)	798 (25%) *
2020/2021	40753	1920 (5%)	402 (1%) *

*Records of the results of Representations are not separately maintained so figures shown are approximate.

Representations Received, Accepted and Cancelled

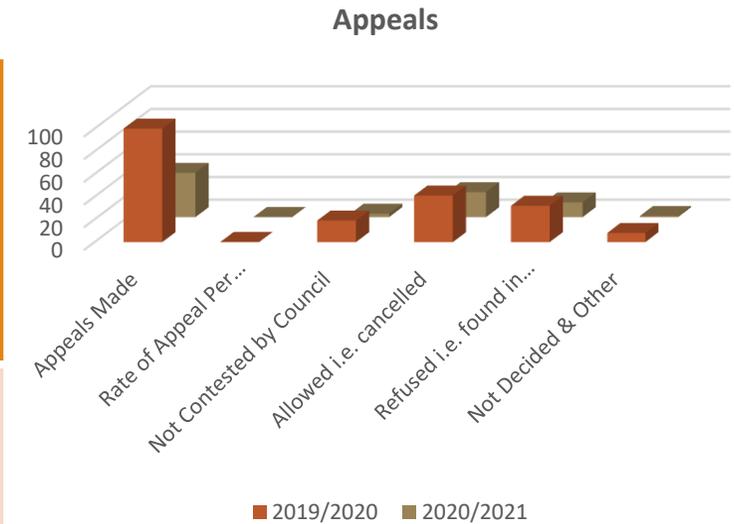


iii. Appeals - The Traffic Penalty Tribunal provides an important safeguard to the interests of the motorist. It also provides findings, information and advice, which can enable the Local Authority to improve their enforcement and back office work, by providing instruction and guidance. The Tribunal also publishes an Annual Report that gives examples of illustrative individual adjudications. We continue to look to use this to improve our service and practices.

Each year the Traffic Penalty Tribunal provides a report detailing the numbers and outcomes of the appeals they have received. Full details can be found on their website www.trafficpenaltytribunal.gov.uk

Figures of appeals for Penalty Charge Notices issued by Swindon Borough Council are shown on the right. Corresponding national figures can be found on the Traffic Penalty Tribunal website.

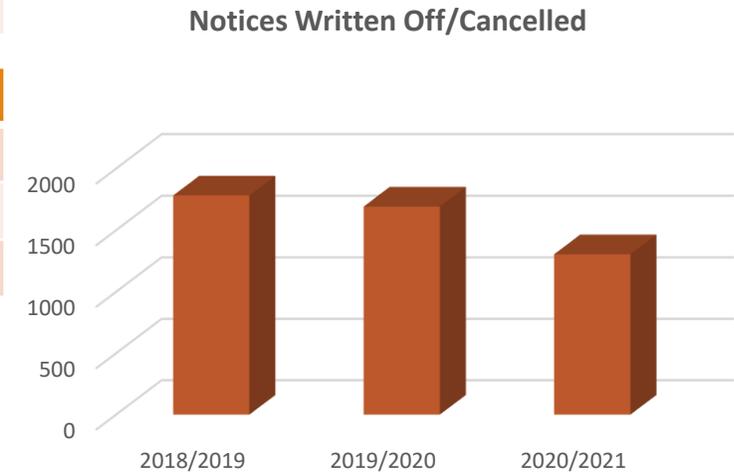
Year	Appeals Made	Rate of Appeal per Penalty Charge Notice	Not Contested by Council	Allowed i.e. cancelled	Refused i.e. found in favour of the Council	Not Decided & Other
2019/2020 Swindon	100	0.16	19	41	32	8
2020/2021 Swindon	39	0.09	3	22	13	1



iv. Notices Written off/Cancelled - A number of Penalty Charge Notices have to be cancelled or written off each year because the Registered Keeper cannot be traced. This can be due to inadequate or out of date records at DVLA or because the address details given are incorrect.

Year	Notices Written Off/Cancelled
2018/2019	1782
2019/2020	1692
2020/2021	1305

These figures are subject to change



v. How to submit an informal challenge

Email

Send an email to Parking@swindon.gov.uk. This should include reasons as to why the Penalty Charge Notice should be cancelled including any evidence.

Online

Via the Swindon Borough Council Website using the link below and clicking on the informal challenge button. You will then be taken through the form to complete.

Again you can upload any evidence. -

<https://parking.swindon.gov.uk/pcns/pages/OnlineChallengeEntry.aspx>

vi. How to submit a formal Representation – Parking (notice to owner) and Bus Lane/Gate

Email

Send an email to Parking@swindon.gov.uk. This should include reasons as to why the Penalty Charge Notice should be cancelled including any evidence.

Online

Via the Swindon Borough Council Website using the link below and clicking on the Representation button. You will then be taken through the form to complete. Again you can upload any evidence. - <https://parking.swindon.gov.uk/pcns/pages/OnlineChallengeEntry.aspx>



Challenge a Penalty Charge Notice

You have two opportunities to challenge a Penalty Charge Notice (PCN) dependent upon its stage of progression.

Informal Challenge

To be made prior to the issue of a Notice to Owner.

You may challenge the PCN in writing by clicking here.

If you make your challenge within 14 days of the date on which the PCN was issued and your challenge is rejected, the discount period will be reset for a further period of 14 days from the date of the rejection letter.

Representation

To be made after the issue of a Notice to Owner.

Make a representation against a Notice to Owner by clicking here.

If the PCN is not responded to within 28 days of the date on which it was served a Notice to Owner (NtO) will be sent. If you have received an NtO and wish to make a representation against it, please click here.

Swindon Borough Council

Civic Offices
Euclid Street
Swindon
SN1 2JH

Tel: 01793 445500

Email: parking@swindon.gov.uk

You are unable to make an informal challenge against a bus lane/gate PCN

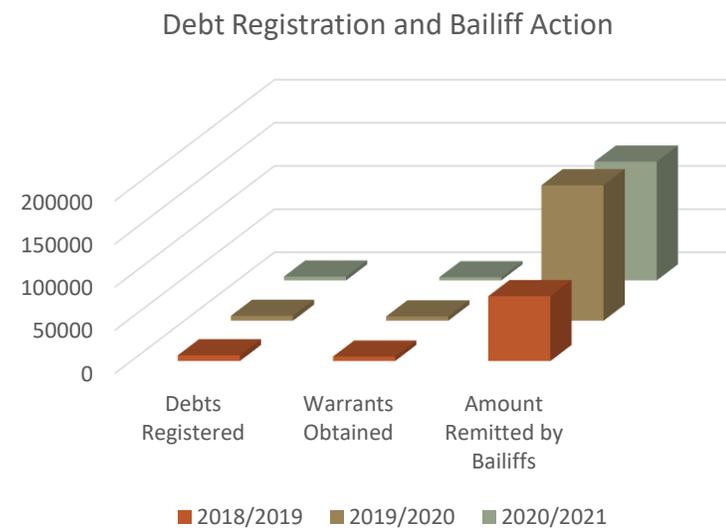


8. Debt Registration and Bailiff Action

If a Penalty Charge Notice has not been paid or successfully challenged and remains outstanding the notice may be registered as a debt in the County Court. If it is still not paid, the Authority will apply for a warrant to issue to our bailiffs for enforcement.

During last three financial years the numbers of Notices, which were registered as debts, were:

Year	Debts Registered	Warrants Obtained	Amount Remitted by Bailiffs
2018/2019	6607	5164	£75,164.60
2019/2020	5658	4974	£156,997.68
2020/2021	4435	3609	£137,682.90



9. Financial Aspects of Civil Parking Enforcement in Swindon

		Swindon Borough Council Car Park Account (Excludes Departmental Overheads & Central Support)		
	Bus Lanes			Bus Lanes
<u>2019/2020</u> <u>Actual</u>	<u>2019/2020</u> <u>Actual</u>		<u>2020/2021</u> <u>Actual</u>	<u>2020/2021</u> <u>Actual</u>
£'000	£'000		£'000	£'000
		Pay & Display Income		
-£3,794	£0	Off Street Pay & Display Income	-£1,270	£0
-£112	£0	On Street Pay & Display Income	-£57	£0
£0	£0	Leasing	£0	£0
-£1,132	£0	Season Tickets	-£646	£0
-£4	£0	Miscellaneous Income	-£1	£0
-£1,155	-£803	PCN Fee Paying	-£831	-£456
-£6,197	-£803	Total Income	-£2,805	-£456

		Summary Of Payroll		
£690	£84	Staffing , Maintenance & Management Costs	£747	£87
		Direct Costs		
£216	£0	Electricity	£142	£0
£1	£0	Water	£0	£0
£0	£0	Rents	£0	£0
£1,291	£0	NNDR	£1,180	£0
£8	£0	Premises Insurance	£0	£0
£33	£0	Structural Review	£40	£0
£35	£0	Car Park Equipment	£6	£0
£0	£0	Signs & Signpost	£0	£0
£0	£0	Contract Cleaning (Multi storey)	£0	£0
£5	£0	Vandalism (Part Insurance Claims)	£0	£0
£29	£0	Lifts	£63	£0
£118	£0	Ticket Machine Maintenance	£70	£0
£7	£0	Ticket Machine Airtime	£6	£0
£88	£0	Cash Collection & Security	£71	£0
£14	£34	Operational Eq.	£13	-£39
£40	£25	Materials	£20	£12
£1,885	£59		£1,611	-£27



9. Financial Aspects of Civil Parking Enforcement in Swindon Cont.

		<u>Other variable costs</u>		
£37	£0	DVLA Processing & Court Costs	£31	£0
£10	£0	NPAS Agency Fees	£14	£0
£0	£35	Court Fees	£0	£5
£3	£0	Ticket Supplies All	£4	£0
£50	£35		£49	£5

The surplus of (£276,421) has been fully spent during the year on public passenger transport services, highway improvement, maintenance & other environmental improvements. The contribution derived from Parking continues to bring improvements throughout the town.

		<u>Other costs</u>		
£0	£0	Clothing/Uniforms	£0	£0
£13	£0	Telephones/Mobiles	£14	£0
£0	£0	Printing & Stationary	£2	£0
£0	£0	Credit Card Service Charge	£0	£0
£7	£9	Postages	£4	£4
£0	£0	Computer Hardware/Software	£0	£0
£0	£0	Radio SCRIPT	£0	£0
£0	£0	Promotions Advertising	£0	£0
£0	£0	Misc	£7	£0
£85	£4	General Maintenance	£56	£2
£27	£0	Fleet Management Recharge	£19	£0
£1	£0	Subscriptions	£0	£0
£1	£0	Furniture & Fittings	£0	£0
£0	£0	Public Notices	£0	£0
£134	£13		£102	£6
£2,759	£191	Total Costs (Including Pay)	£2,509	£71
-£3,438	-£612	Costs - Income	-£296	-£385
£20	£0	Transfer To Car Park Reserve	£20	£0
-£3418	-£612	Surplus	-£276	-£385



10. COVID 19

What have we done?

Virtual Permits Critical Care

We introduced free parking for NHS staff, Social Care Staff, charities and Volunteer groups and volunteers. This allowed these groups to park for free in all our surface level car parks and on-street pay and display parking bays. This scheme was running alongside the National Government Scheme. SBC extended this offer to volunteers helping with the recovery from the pandemic. Applications were made via the MiPermit system, where they were requested to upload proof by way of a letter of confirmation/employment or authorised ID badge/card.



Vaccination Centre Free Parking

We offered all volunteers signed up to assist in the vaccination programme free parking in Bristol Street Car Park. Virtual permits were applied for via the MiPermit system as per the critical care permits



Residents

As a Local Authority due to the lockdown put in place, we announced various measures to assist residents with parking in Swindon. It was decided that from 24/03/2020, Penalty Charge Notices would only be issued to cars parked dangerously, on yellow lines, in disabled bays or to non-permit holders. Resident permit holders were also permitted to use shared use or limited waiting bays without the worry of a PCN being issued due to more people working from home.

Mobile COVID Testing Centre

Wroughton Park & Ride was converted into a coronavirus through testing centre for the South West Region. Wroughton's mobile drive is a regional testing site (RTS) Civic Campus is a Local Testing Site (LTS)



Season Tickets

Car park season tickets and leases for spaces were eligible for an extension of up to 12 weeks if they were due to expire during the Coronavirus lockdown. This also included our Country Parks where the car parks were closed due to the pandemic.



11. Resident Permit Fraud

As a Council we have been cracking down on fraud associated with the abuse of the resident permit scheme and where it has been found that a permit has been fraudulently obtained/used they have been cancelled.

Residents in a resident parking zone in Swindon can apply for up to 2 permits for either 6 or 12 months. A permit is only valid for the vehicle registration printed on the permit and registration form.

Swindon Borough Council reserves the right to refuse to issue a permit or to suspend and/or withdraw the permit at any time. All permits remain the property of Swindon Borough Council.

Spot checks are conducted and residents are requested to provide proof of residency and vehicle use. The evidence must be supplied within 21 days of receiving the written request.

Examples of acceptable documents for residency are: Original Bank Statement or Utility Bill dated within the last 2 months (not mobile phone or credit card statements).

Examples of acceptable documents for vehicle use/ownership are: Vehicle Registration Document, Certificate of Insurance (or cover note) Company Letter, Bill of Sale or Lease Documents. Photocopies are acceptable but must be legible.

If you are not the owner of the vehicle but are the sole user, we need to see the insurance documents and a letter from the owner stating that you are the sole user of the vehicle.

Failure to provide the documents requested within the period specified may result in the cancellation of the resident permit and lead to the issuing of Penalty Charge Notices.



12. Blue Badge General Information

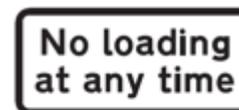
Where you can park

- Double or single yellow lines providing there are no kerb markings, for up to 3 hours and as long as they are not causing an obstruction. The Blue Badge and Clock (showing the time of arrival) should be clearly displayed on the dashboard.
- A designated Disabled Parking space providing the blue badge is clearly displayed on the dashboard.



Where you cannot park

- Places where a ban on loading/unloading is in force
- Pedestrian crossings (zebra, pelican, toucan and puffin crossings), including areas marked by zig-zag lines
- Clearways (no stopping)
- A bus stop clearway during its hours of operation
- An urban clearway within its hours of operation.
- School 'keep clear' markings during the hours shown on a yellow no-stopping plate.
- Bus, tram or cycle lanes or cycle tracks. Badge holders are not entitled to drive in bus lanes during their hours of operation.
- Where there are double white lines in the centre of the road, even if one of the lines is broken.
- Suspended meter bays or when use of the meter is not allowed.
- Where temporary parking restrictions are in force, for example by no-waiting cones.



In addition

Residents Permits/ Visitors Permits are free of charge to Disabled Badge Holders; however, the badge must be produced at the time of issue and is limited to one Resident Permit per Disabled Badge holder.

Disabled badge user guide can be found using the following link:

<https://www.gov.uk/government/publications/the-blue-badge-scheme-rights-and-responsibilities-in-england/the-blue-badge-scheme-rights-and-responsibilities-in-england>



Blue badge holders can park wherever they want.

Blue badge holders cannot just park anywhere. Blue badge holders can park on single and double yellow lines for up to 3 hours and must display the parking clock set at the time of arrival. They must still abide by some standard parking rules.

I won't have to pay a PCN if I drive off before it is issued to the vehicle/handed to the driver?

Driving off before the ticket is placed on the vehicle or handed to the driver does not cancel the PCN.

I am the registered keeper but I was not the driver at the time therefore I do not have to pay the PCN?

The DVLA registered keeper of the vehicle is ultimately responsible for any PCN issued against the vehicle regardless of who was driving at the time.

13. Truth Behind the Most Common Myths

PCN's cannot be issued at night

PCN's can be issued at night, on Sundays and bank holidays

I can park illegally to nip to the bank?

You cannot park illegally to talk on the phone, go to the toilet, pop to the bank or buy your lunch

Do CEO's have targets?

CEO's do not get bonuses for issuing tickets. They are paid a salary

I can drive in the bus gate my vehicle is a taxi?

The legal definition of a Taxi is a "hackney carriage" they are public transport vehicles which are licences to "ply for hire". They do not need to be pre-booked.



14. Future Plans

Over the coming year we will

- Work to come out of the global pandemic, and work on COVID-19 recovery.
- Look at bringing Swindon Borough Council Parking Operations into a more digital and cashless society.
- Introducing a different kind of season ticket that will support the post covid ways of working. With less people coming into the office
- Remove completely the cash payments in our Pay on Foot car parks.
- Look at introducing contactless payments in pay and display car parks.
- Work alongside various projects, supporting where and when we can.
 - Bus Boulevard Project
 - Moonraker's development
- Review the parking department structure.
- Continue to support the Council's "Paperless" Policy, to find ways to use less paper.

15. Useful links on the Swindon Borough Council Website

Swindon Borough Council website - <https://www.swindon.gov.uk>

Parking - https://www.swindon.gov.uk/info/20031/roads_parking_and_transport

Pay a parking fine -

https://www.swindon.gov.uk/info/20034/parking_tickets_and_bus_lane_fines/334/pay_a_parking_fine

List of car parks - https://www.swindon.gov.uk/directory/16/car_parks

Various permits can be applied for via the SBC website following the links below:

Resident, Visitors or business permit

https://www.swindon.gov.uk/info/20031/roads_parking_and_transport/322/parking_permits/2

Renew a resident permit

https://www.swindon.gov.uk/info/20031/roads_parking_and_transport/322/parking_permits/3

Season Tickets

All week - <https://parking.swindon.gov.uk/permits/pages/OnlinePermitDetailsForm.aspx?ID=33>

Coate Water - <https://parking.swindon.gov.uk/permits/pages/OnlinePermitDetailsForm.aspx?ID=55>

Lydiard & Coate - <https://parking.swindon.gov.uk/permits/pages/OnlinePermitDetailsForm.aspx?ID=56>

Lydiard Park - <https://parking.swindon.gov.uk/permits/pages/OnlinePermitDetailsForm.aspx?ID=54>

Mon-Fri - <https://parking.swindon.gov.uk/permits/pages/OnlinePermitDetailsForm.aspx?ID=3>

Mon-Sat - <https://parking.swindon.gov.uk/permits/pages/OnlinePermitDetailsForm.aspx?ID=4>

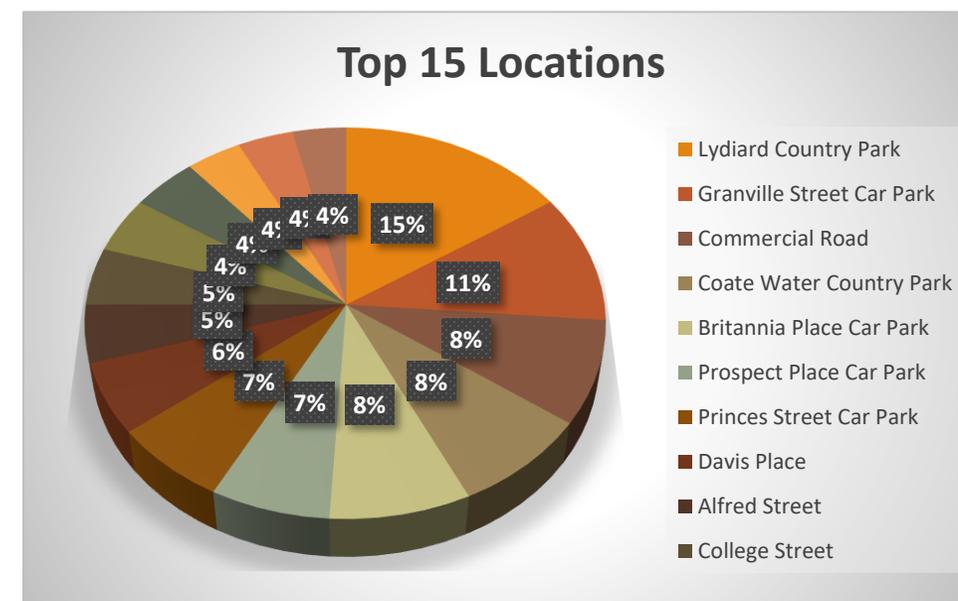
Traffic Regulation Orders

https://www.swindon.gov.uk/info/20135/traffic_management/657/find_out_about_traffic_regulation_orders_tros



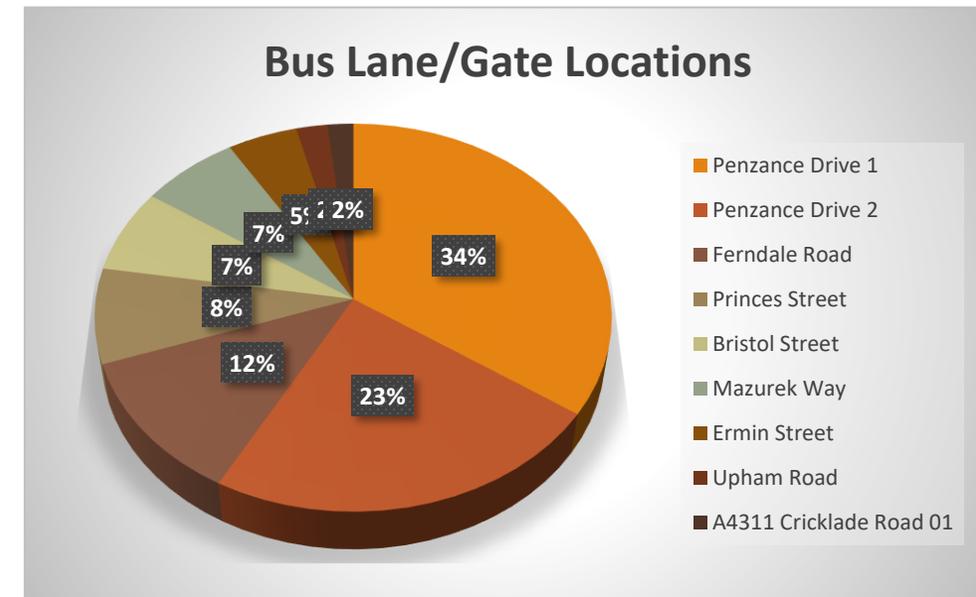
i) Top 15 locations where Parking Penalty Charge Notices were issued during 2020/2021

Location	Number Issued
Lydiard Country Park	1269
Granville Street Car Park	868
Commercial Road	696
Coate Water Country Park	659
Britannia Place Car Park	652
Prospect Place Car Park	553
Princes Street Car Park	541
Davis Place	475
Alfred Street	387
College Street	386
Sanford Street	374
Clifton Street	366
Redcliffe Street	307
Kent Road	307
Manchester Road	295



ii) Bus Lane/Gate Locations and Penalty Charge Notices issued

Location	Number Issued
Penzance Drive 1	5062
Penzance Drive 2	3421
Ferndale Road	1712
Princes Street	1160
Bristol Street	1019
Mazurek Way	989
Ermin Street	702
Upham Road	312
A4311 Cricklade Road 01	259



SCHOOL — KEEP — CLEAR

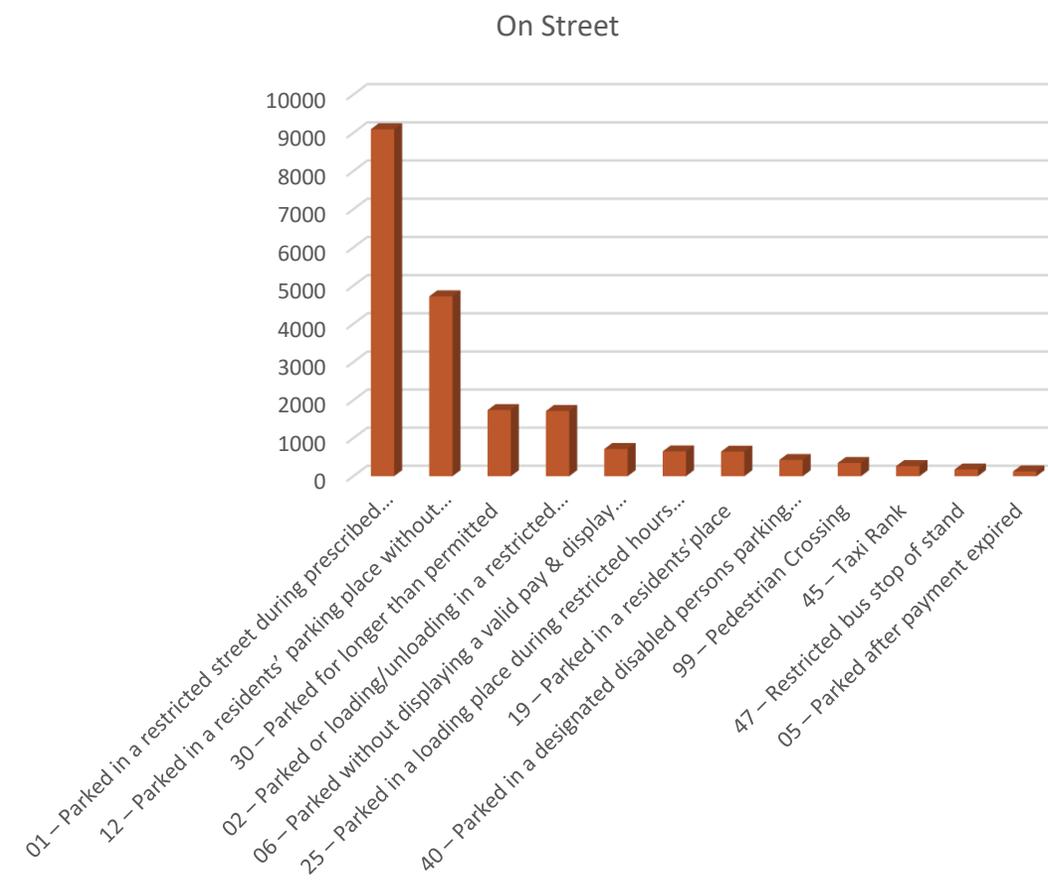


Appendix B – Parking Penalty Charge Notices issued against contravention.

Summary to show the principle contravention groups where 100+ Parking Penalty Charge Notices were issued.

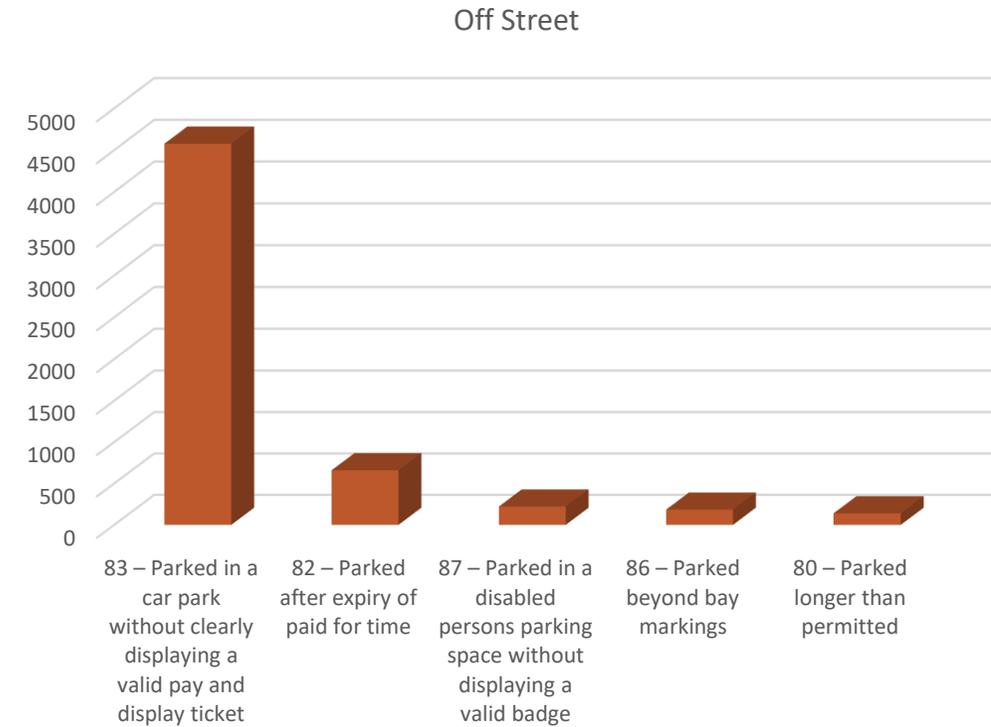
On Street:

Code and contravention	Charge Band	Number issued
01 – Parked in a restricted street during prescribed hours	Higher	9094
12 – Parked in a residents' parking place without clearly displaying a permit for that place	Higher	4721
30 – Parked for longer than permitted	Lower	1738
02 – Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	Higher	1714
06 – Parked without displaying a valid pay & display ticket (On Street)	Lower	716
25 – Parked in a loading place during restricted hours without loading	Higher	651
19 – Parked in a residents' place	Lower	645
40 – Parked in a designated disabled persons parking space without displaying the relevant badge	Higher	426
99 – Pedestrian Crossing	Higher	347
45 – Taxi Rank	Higher	265
47 – Restricted bus stop of stand	Higher	177
05 – Parked after payment expired	Lower	125

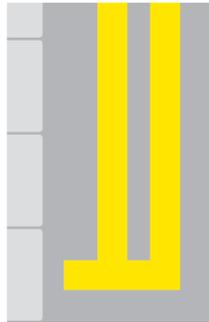


Off Street (Car Parks):

Code and contravention	Charge Band	Number issued
83 – Parked in a car park without clearly displaying a valid pay and display ticket	Lower	4576
82 – Parked after expiry of paid for time	Lower	660
87 – Parked in a disabled persons parking space without displaying a valid badge	Higher	221
86 – Parked beyond bay markings	Lower	184
80 – Parked longer than permitted	Lower	139



Below is an example of some of the signage and road markings motorists are likely to see for the above contraventions. These are all in the Highway Code.



No waiting at any time



Waiting is limited to the duration specified during the days and times shown



Entrance to controlled parking zone



Parking restricted to permit holders



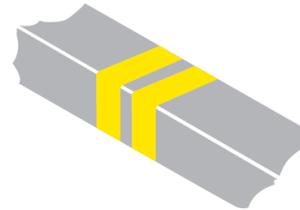
Loading bay



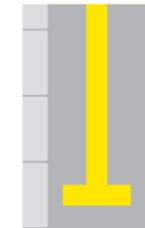
No waiting



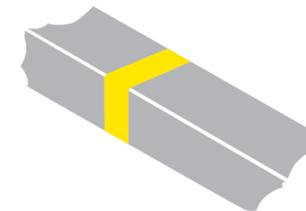
No stopping (Clearway)



No loading or unloading at any time



No waiting during times shown on sign



No loading or unloading at the times shown



Keep entrance clear of stationary vehicles, even if picking up or setting down children



Appendix C – Statutory Grounds for Cancellation of Penalty Charge Notices

1. The alleged contravention did not occur
2. I was never the owner of the vehicle OR I had ceased to be the owner before the date on which the contravention occurred OR I became the owner after the date on which the contravention occurred
3. The vehicle had been driven by a person without the consent of the owner
4. We are a vehicle-hire firm and the vehicle was on hire under a hiring agreement and the hirer has signed a statement acknowledging liability for any Penalty Charge Notice issued during the hire period
5. The Penalty Charge exceeded the amount applicable in the circumstances of the case
6. There has been a procedural impropriety by the enforcement authority
7. The order which is alleged to have been contravened is invalid
8. The Penalty Charge Notice has been paid either in full or at the discounted rate

Contact Us

Email - Parking@swindon.gov.uk

01793 463327 (8:30am-5pm Mon to Thurs 8:30am-4:30pm Fri closed Bank Holidays)

Address – Parking Management & Enforcement, Civic Office, Euclid Street, Swindon, SN1 2JH

You can also find us on:



<https://en-gb.facebook.com/SwindonBoroughCouncil>



<https://twitter.com/swindoncouncil>



<https://www.instagram.com/swindonboroughcouncil>

