

South Gloucestershire Council

# Parking Services Annual Report 2024-2025

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## Foreword

It is my pleasure to introduce South Gloucestershire Council's Parking Annual Report for 2024-2025. 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 increasingly challenging financial times for local government and the public sector. This has been a unique year for the service being the last year where parking provision has been provided free of charge in our off street car parks.

The increasing pressure of enforcing parking restrictions across the district with no income generating options is clearly demonstrated by the deficit which the enforcement service is running at.

Cllr Sean Rhodes

Cabinet member for Communities and Local Place

## 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 536.6km<sup>2</sup> with a population of 290,423 as of the 2021 Census.

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 and most recently moving traffic contraventions

This report provides a summary of those activities, including financial information for the year 2024/25.

## Demographics / challenges

The majority of the population of South Gloucestershire live in built up areas around Bristol, such as Kingswood, Hanham, Staple Hill, Filton, Patchway, Bradley Stoke, Yate and Thornbury. 20% of the population live in more rural areas. The large size of the district 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.

Enforcement of the parking restrictions and bus lanes throughout the district is essential to ensure the safety of our roads and the smooth transit of our bus network.

## The Joint Local Transport Plan 4

The Joint Local Transport Plan 4 (JLTP4) – led by the West of England Combined Authority, working with Bath and North East Somerset, Bristol, North Somerset and South Gloucestershire councils – sets out the vision for transport up to 2036.

It shows how we will aim to achieve a well-connected sustainable transport network that works for residents across the region; a network that offers greater, realistic travel choices and makes walking, cycling and public transport the natural way to travel.

## Structures (establishment and management)

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 parking service is part of the Place Operations (Streetcare) within the Department for Place. The Team is led by the Parking Services Manager, supported by two Team leaders who are responsible for the enforcement and appeals teams.

There are 18 Civil Enforcement Officers (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 5 case officers who are overseen by one of the Team Leaders. We currently employ one CCTV CEO who is responsible for the reviewing of the CCTV footage and issuing of penalty charge notices.

All parking enforcement officers have taken professional qualifications, including customer care, and conflict management in support of their roles 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 32 car parks. Of these only Parkway North has parking charges in place. 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 on the [Council car parks](#) webpage.

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
Yate Park and Ride	Yate	BS37 5AF	198		

## Residents parking schemes

There are currently two virtual permit schemes in South Gloucestershire, the first was introduced in 2017/18 and the second in early 2022. This scheme helps residents to park near to their homes, but a permit does not guarantee a space. Further residents parking schemes will be considered where the criteria is met and subject to consultation with residents and other stakeholders. Details of the criteria can be found on the [Residents parking schemes webpage](#).

The table below shows the number of residents and visitors permits issued annually.

<b>Residents Permits Schemes</b>	<b>2020/21</b>	<b>2021/22</b>	<b>2022/23</b>	<b>2023/24</b>	<b>2024/25</b>
Residents Permits Issued (Warmley Residents Permit Scheme)	109	113	112	101	102
Visitors Permits Issued (Warmley Residents Permit Scheme)	883	581	752	501	727
Residents Permits Issued (Kingswood Residents Permit Scheme)		130	150	161	159
Visitors Permits Issued (Kingswood Residents Permit Scheme)		122	1603	1570	1616

In addition to the virtual permit scheme the council also has some historic paper waiver systems in place 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:

<b>Residents Waivers Schemes</b>	<b>2021/22</b>	<b>2022/23</b>	<b>2023/24</b>	<b>2024/25</b>
Frenchay	5	1	1	1
Filton	298	55	54	52
Kingswood	159	223	234	84
Stoke Gifford	243	36	53	30
Thornbury	111	480	584	645
Yate	15	1	1	1

## 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 ensure that the road network is kept clear and safe for all users.

The table below shows the 30 locations where the most PCNs have been issued in the year 2024/25 compared with 2023/24 and 2022/23. 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 significant sway in PCNs based on location clearly shows that the concentration of efforts in prime areas has an effect on the actions of the drivers.

<b>Location</b>	<b>2024/25</b>	<b>2023/24</b>	<b>2022/23</b>
St Mary Street, Carpark, Thornbury	395	360	144
Church Road, Kingswood	394	572	588
Cecil Road, Carpark, Kingswood	355	127	208
High Street, Staple Hill	302	220	197
Rock Street Carpark, Thornbury	287	281	131
Castle Court, Thornbury	273	320	538
Laburnum Road Car Park, Hanham	261	197	208
High Street, Thornbury	250	276	236
Page Road, Carpark, Staple Hill	211	152	232
Broad Street, Staple Hill	202	98	150
Page Road (New) Short Stay, Staple Hill	186	149	174
Kings Chase Surface Car Park, Kingswood	183	170	
Kings Chase Multi - Storey Car Park, Kingswood	181	225	
Church Road, Staple Hill	177	141	135
St James Street Car Park, Mangotsfield	176	142	171
Civic Centre Car Park, Kingswood	168	192	88
Holloway Road, Severn Beach	164	259	
South Road, Kingswood	162	123	119
Leisure Centre South Carpark, Yate	151	174	199
A46 Lay-By, Tormarton	150	90	41
South Road Carpark, Kingswood	147	100	125
Bank Road car park, Kingswood	143	95	148
Regent Street, Kingswood	140	113	109
Castle Street, Thornbury	137	183	68
Park Road, Kingswood	126	141	240
Moravian Road, Kingswood	124	120	171
Downend Road, Kingswood	121	119	120
East Fields Road, Stoke Gifford	116	133	126
Wright Way, Frenchay	115	105	64
Bright Street, Kingswood	114	86	137
Martins Road, Hanham	108	84	194

The following table shows the total number of PCNs issued by CEOs in the last six years, it can be seen that we are only now issuing the same level of PCNs as pre-covid.

<b>Year</b>	<b>2019/20</b>	<b>2020/21</b>	<b>2021/22</b>	<b>2022/23</b>	<b>2023/24</b>	<b>2024/25</b>
<b>Off Street (Car Parks)</b>	<b>2,761</b>	<b>1,628</b>	<b>692</b>	<b>2,249</b>	<b>3,074</b>	<b>3,549</b>
<b>On Street</b>	<b>10,207</b>	<b>5,038</b>	<b>7,597</b>	<b>7,945</b>	<b>8,169</b>	<b>9,046</b>
<b>Total</b>	<b>12,968</b>	<b>6,666</b>	<b>8,289</b>	<b>10,194</b>	<b>11,243</b>	<b>12,595</b>

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

<b>Year</b>	<b>2019/20</b>	<b>2020/21</b>	<b>2021/22</b>	<b>2022/23</b>	<b>2023/24</b>	<b>2024/25</b>
<b>No of PCN's issued</b>	<b>12,968</b>	<b>6,666</b>	<b>8,289</b>	<b>10,194</b>	<b>11,243</b>	<b>12,595</b>
<b>No paid at discount</b>	<b>10,917</b>	<b>4,430</b>	<b>5,562</b>	<b>6,485</b>	<b>7,138</b>	<b>8,290</b>
<b>No paid at full rate</b>	<b>1,373</b>	<b>712</b>	<b>924</b>	<b>1127</b>	<b>1239</b>	<b>1419</b>
<b>No Registered at TEC</b>	<b>1,324</b>	<b>669</b>	<b>916</b>	<b>1517</b>	<b>1635</b>	<b>1608</b>

## **CCTV enforcement**

In addition to the enforcement carried out by CEOs on foot patrols, the council also enforces using CCTV cameras. There are currently 10 CCTV cameras which are used to enforce bus lanes. This enforcement helps to improve the reliability and punctuality of public transport and provides free flowing access for Taxis and emergency vehicles. The free flow of buses encourages motorists to switch to alternative transport and helps to reduce carbon emissions and pollution.

There is also a mobile CCTV unit (camera car) which is used to carry out enforcement of 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 helps reduce pollution. The enforcement in bus stops ensures clear passage to allow buses to drop off and pick up passengers close to the kerb line reducing the risk of road traffic accidents and reduce congestion.

The council was granted the powers to enforce moving traffic contraventions and installed a CCTV camera to enforce a part time restriction in Filton. The legislation requires that for the first six months of any moving traffic enforcement regime, warning notices are sent to all drivers for the first contravention. This is to educate drivers to the restrictions and encourage behaviour change.

The table below shows the 20 locations where the most PCNs have been issued in the year 2024/25 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.

<b>CCTV Location</b>	<b>Contravention</b>	<b>2024/25</b>	<b>2023/24</b>	<b>2022/23</b>
Regent Street, Kingswood	Being In A Bus Lane	3285	3249	4369
Highwood Road, Patchway	Being In A Bus Lane	1741	1916	2173
Filton Avenue, Filton	Being In A Bus Lane	1647	1442	1155
Kenmore Drive, Filton	No Entry (warning)	1304		
Coldharbour Lane,	Being In A Bus Lane	1158	812	1112
Bradley Stoke Way Southbound,	Being In A Bus Lane	790	491	491
Bradley Stoke Way/A38 Roundabout,	Being In A Bus Lane	620	717	199
New Road/Brierly Furlong, Stoke Gifford	Being In A Bus Lane	529	502	560
A38 Gloucester Road, Patchway	Being In A Bus Lane	502	523	463
Stoke Gifford Bypass , Stoke Gifford	Being In A Bus Lane	379	326	486
Bradley Stoke Way, Bradley Stoke	Being In A Bus Lane	238	325	316
Kenmore Drive, Filton	No Entry	61		
Badminton Road, Downend	Restricted bus stop or stand	27	69	197
Hanham Road, Kingswood	Restricted bus stop or stand	25	50	125
Station Road, Kingswood	Restricted bus stop or stand	23	56	139
Regent Street, Kingswood	Restricted bus stop or stand	10	24	36
High Street, Kingswood	Restricted bus stop or stand	9	20	58
High Street, Staple Hill	Restricted bus stop or stand	9	17	30
Fiddlers Wood Lane, Bradley Stoke	Restricted bus stop or stand	8	2	1

The following table shows the number of PCNs issued by contravention by CCTV camera in the last five years, it can be clearly seen that whilst the bus lane cameras are capturing vehicles contravening the restrictions, the levels are not decreasing.

<b>Year</b>	<b>2020/21</b>	<b>2021/22</b>	<b>2022/23</b>	<b>2023/24</b>	<b>2024/25</b>
<b>Restricted School Area</b>	<b>88</b>	<b>128</b>	<b>160</b>	<b>60</b>	<b>41</b>
<b>Restricted bus stop or stand</b>	<b>1,034</b>	<b>977</b>	<b>916</b>	<b>378</b>	<b>176</b>
<b>Being In A Bus Lane</b>	<b>12,021</b>	<b>11,983</b>	<b>11,327</b>	<b>10,307</b>	<b>10,866</b>
<b>No Entry</b>					<b>61</b>
<b>Total</b>	<b>13,143</b>	<b>13,088</b>	<b>12,403</b>	<b>10,745</b>	<b>11,144</b>

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

<b>Year</b>	<b>2020/21</b>	<b>2021/22</b>	<b>2022/23</b>	<b>2023/24</b>	<b>2024/25</b>
<b>PCN's issued</b>	<b>13,143</b>	<b>13,088</b>	<b>12,403</b>	<b>10,745</b>	<b>11,144</b>
<b>Paid at discount</b>	<b>9,516</b>	<b>9,302</b>	<b>8,955</b>	<b>8,403</b>	<b>7,777</b>
<b>Paid at full amount</b>	<b>696</b>	<b>669</b>	<b>472</b>	<b>490</b>	<b>439</b>
<b>Registered at Court (TEC)</b>	<b>1,347</b>	<b>1,382</b>	<b>1,272</b>	<b>1,358</b>	<b>1,361</b>

## 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.

PCNs can be contested at three separate stages; an informal challenge, a formal representation and an appeal 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 either informally challenged or had representations made for on and off street PCNs issued in the last five years:

Year	2020/21	2021/22	2022/23	2023/24	2024/25
<b>Informal Challenges Received</b>	<b>933</b>	<b>1334</b>	<b>1127</b>	<b>1272</b>	<b>1508</b>
<b>Informal Challenges Accepted</b>	<b>345</b>	<b>364</b>	<b>123</b>	<b>110</b>	<b>177</b>
<b>Informal Challenges Rejected</b>	<b>588</b>	<b>970</b>	<b>1004</b>	<b>1162</b>	<b>1331</b>
<b>Formal Representations Received</b>	<b>249</b>	<b>244</b>	<b>349</b>	<b>334</b>	<b>365</b>
<b>Formal Representations Accepted</b>	<b>142</b>	<b>110</b>	<b>202</b>	<b>202</b>	<b>214</b>
<b>Formal Representations Rejected</b>	<b>107</b>	<b>134</b>	<b>147</b>	<b>29</b>	<b>151</b>

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

Year	2020/21	2021/22	2022/23	2023/24	2024/25
<b>Formal Representations Received</b>	<b>1,680</b>	<b>1,718</b>	<b>1,532</b>	<b>1,418</b>	<b>1,509</b>
<b>Formal Representations Accepted</b>	<b>1,083</b>	<b>991</b>	<b>1,081</b>	<b>996</b>	<b>1,076</b>
<b>Formal Representations Rejected</b>	<b>597</b>	<b>727</b>	<b>451</b>	<b>422</b>	<b>433</b>

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

Year	2020/21	2021/22	2022/23	2023/24	2024/25
<b>No. of Appeals to TPT</b>	<b>54</b>	<b>55</b>	<b>31</b>	<b>32</b>	<b>50</b>
<b>Dismissed</b>	<b>21</b>	<b>8</b>	<b>16</b>	<b>12</b>	<b>30</b>
<b>Allowed</b>	<b>27</b>	<b>19</b>	<b>11</b>	<b>11</b>	<b>12</b>
<b>Not contested</b>	<b>4</b>	<b>28</b>	<b>4</b>	<b>6</b>	<b>8</b>
<b>Agreed by consent</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>3</b>	<b>0</b>
<b>Appeals Outstanding</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

## Financial summary

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

PCN Income	2020/21	2021/22	2022/23	2023/24	2024/25
On-Street/Off-Street	£203,896	£266,600	£318,789	£310,795	£403,178
CCTV – Being in a Bus Lane	£360,696	£355,502	£366,536	£344,495	£275,663
CCTV – Restricted Bus stop or stand	£37,696	£33,853	£36,920	£14,246	£4,800
CCTV – Restricted School area	£3,661	£5,276	£6,442	£2,679	£1,465
<b>Total PCN income</b>	<b>£605,949</b>	<b>£661,231</b>	<b>£728,687</b>	<b>£672,215</b>	<b>£685,106</b>

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 current enforcement service is running at a deficit

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

<u>Year</u>	2020/21	2021/22	2022/23	2023/24	2024/25
Total Parking Expenditure	£1,304,701	£1,268,812	£1,454,479	£1,531,065	£1,933,955
Total Parking Income Car Parks, Permits & PCNs)	£708,954	£737,424	£797,552	£812,963	£799,825
Surplus/Deficit	(£595,747.00)	(£531,388.00)	(£656,927.00)	(£718,102.00)	(£1,134,129.00)

It should be noted that the expenditure for 2024/25 is higher because of the parking charges set up costs for 2025/2026. These costs have been covered by reserve funding however this is not included in the RO analysis returns. This is standard practice for the RO Returns but it does skew the data in this report.