

Parking Services Annual Report 2021-2022

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Foreword

It is my pleasure to introduce South Gloucestershire Council's Parking Annual Report for 2021-2022. 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 2021-22.

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 32 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
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 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 annually

Residents Permits Schemes	2019/20	2020/21	2021/22
Residents Permits Issued (Warmley Residents Permit Scheme)	84	109	113

Visitors Permits Issued (Warmley Residents Permit Scheme)	667	883	581
Residents Permits Issued (Kingswood Residents Permit Scheme)			130
Visitors Permits Issued (Kingswood Residents Permit Scheme)			122

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	2021/22
Frenchay	5	5
Filton	289	298
Kingswood	165	159
Stoke Gifford	235	243
Thornbury	114	111
Yate	56	15

Penalty Charge Notices

Civil Enforcement Officers (CEOs)

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 2021/22 compared with 2020/21. 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.

Location	2021/22	2020/21
Broad Street, Staple Hill	295	189
Kimberley Road, Kingswood	266	159
High Street, Staple Hill	250	171
Martins Road, Hanham	183	135
South Road, Kingswood	161	154
Park Road, Kingswood	150	60
East Fields Road, Stoke Gifford	147	50
Jellicoe Avenue, Frenchay	146	76
Downend Road, Kingswood	142	99
Church Road, Kingswood	134	56
Parnell Road, Stoke Gifford	131	31
A46 Lay-By, Tormarton	123	69
Wright Way, Frenchay	122	69
Aldermoor Way, Longwell Green	120	0
Platts Wood, Stoke Gifford	106	32
Regent Street, Kingswood	99	112
Castle Street, Thornbury	96	42
Little Stony Leas, Stoke Gifford	92	31

Long Down Avenue, Stoke Gifford	91	27
Tinding Drive, Stoke Gifford	89	28
St Mary Street, Carpark,	75	149
Filton Avenue, Filton	75	117
London Street, Kingswood	74	135
Rock Street Carpark,	71	132
Cecil Road, Carpark,	54	138
South Road Carpark,	50	129
Page Road, Carpark, Staple	48	184
Bank Road car park,	42	115
Byron Street Car Park, Staple	35	110
St James Street Car Park,	31	111
Laburnum Road, Hanham	2	203

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

Year	2017/18	2018/19	2019/20	2020/21	2021/22
Off Street (Car Parks)	1,945	2,251	2,761	1,628	692
On Street	8,447	10,274	10,207	5,038	7,597
Total	10,392	12,525	12,968	6,666	8,289

The effects of the COVID19 pandemic on enforcement can be clearly seen on both on and off street PCN levels.

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

Year	2017/18	2018/19	2019/20	2020/21	2021/22
No of PCN's issued	10,392	12,525	12,968	6,666	8,289
No paid at discount	8,715	10,587	10,917	4,430	5,562
No paid at full rate	1,049	1,177	1,373	712	924
PCNs outstanding	628	761	678	1,524	1,803
No Registered at TEC	842	806	1,324	669	916

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 are also two mobile CCTV units (camera cars) which are 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 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.

CCTV Location	Contravention	2020/21	2019/20
Regent Street, Kingswood	Being In A Bus Lane	4140	4443
Highwood Road, Patchway	Being In A Bus Lane	2200	2935
Filton Avenue, Filton	Being In A Bus Lane	1337	1238
Coldharbour Lane,	Being In A Bus Lane	1128	2545
Bradley Stoke Way/A38 Roundabout,	Being In A Bus Lane	925	1201
New Road/Brierly Furlong, Stoke Gifford	Being In A Bus Lane	566	779
Bradley Stoke Way Southbound,	Being In A Bus Lane	554	1035
Highwood Road Westbound, Patchway	Being In A Bus Lane	543	1516
A38 Gloucester Road, Patchway	Being In A Bus Lane	383	510
Station Road, Kingswood	Restricted bus stop or stand	198	162
Badminton Road, Downend	Restricted bus stop or stand	159	546
Stoke Gifford Bypass , Stoke Gifford	Being In A Bus Lane	156	1149
Hanham Road, Kingswood	Restricted bus stop or stand	135	483
Bradley Stoke Way, Bradley Stoke	Being In A Bus Lane	51	811
Bath Road, Bitton	Restricted bus stop or stand	46	82
Flaxpits Lane, Winterbourne	Restricted bus stop or stand	45	41
High Street, Hanham	Restricted bus stop or stand	35	35
Sundridge Park, Yate	Restricted bus stop or stand	34	14
High Street, Kingswood	Restricted bus stop or stand	28	67

Alma Road, Kingswood	Restricted bus stop or stand	26	48
Broad Street, Staple Hill	Restricted bus stop or stand	21	47
Brook Road, Kingswood	Restricted school area	7	62
Hollow Road, Kingswood	Restricted school area	0	81

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

Year	2017/18	2018/19	2019/20	2020/21	2021/22
Restricted School Area	114	424	143	88	128
Restricted bus stop or stand	1,692	1,827	1,435	1,034	975
Being In A Bus Lane	7,456	13,628	18,162	12,021	11,971
Total	9,262	15,879	19,740	13,143	13,074

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. There is an increase in compliance in the bus lane restrictions over the last two years which can be clearly seen in the drop off of PCNs being issued.

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

Year	2017/18	2018/19	2019/20	2020/21	2021/22
PCN's issued	9,262	15,879	19,740	13,143	12,456
Paid at discount	5,522	9,317	12,911	9,516	9,302
Paid at full amount	220	294	525	696	669
Registered at Court (TEC)	821	955	1,914	1,347	1,382

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 either informally challenged or had representations made for on and off street PCNs issued in the last five years:-

Year	2017/18	2018/19	2019/20	2020/21	2021/22
Informal Challenges Received	1,496	1,602	1,946	933	1334
Informal Challenges Accepted	504	601	892	345	364
Informal Challenges Rejected	992	1001	1054	588	970
Formal Representations Received	297	362	308	249	244
Formal Representations Accepted	164	195	111	142	110
Formal Representations Rejected	133	167	197	107	134

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	2017/18	2018/19	2019/20	2020/21	2021/22
Formal Representations Received	1,167	2,106	2,329	1,680	1,718
Formal Representations Accepted	655	1,227	1,287	1,083	991
Formal Representations Rejected	512	879	1,042	597	727

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

Year	2017/18	2018/19	2019/20	2020/21	2021/22
No of Appeals to TPT	46	104	89	54	53
Dismissed	19	29	28	21	8
Allowed	18	29	25	27	19
Not contested	9	34	23	4	26
Agreed by consent	0	12	7	2	2
Appeals Outstanding	0	0	0	0	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 five years:-

Year	2017/18	2018/19	2019/20	2020/21	2021/22
On-Street	£350,715	£404,920	£350,673	£203,896	£266,600
CCTV – Being in a Bus Lane	£226,944	£349,472	£540,998	£360,696	£355,502
CCTV – Restricted Bus stop or stand	£63,375	£60,410	£77,111	£37,696	£33,853
CCTV – Restricted School area	£4,338	£13,425	£16,028	£3,661	£5,276
Total PCN income	£645,352	£828,227	£984,809	£605,949	£661,231

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 five years:-

<u>Year</u>	2017/18	2018/19	2019/20	2020/21	2021/22
Total Parking Expenditure	£863,306	£850,013	£1,354,516	£1,304,701	£1,268,812
Total Parking Income Car Parks, Permits & PCNs)	£668,072	£828,227	£1,183,470	£708,954	£737,424
Surplus/Deficit	(£195,234.00)	(£21,786.00)	(£171,046.00)	(£595,747.00)	(£531,388.00)