



South Gloucestershire Council

# Parking Enforcement

Annual Report April 2011 to March 2012

[www.southglos.gov.uk](http://www.southglos.gov.uk)



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# Parking Enforcement in South Gloucestershire

## Annual Report April 2011 – March 2012

A report on the aims, objectives and achievements of the Parking Services Team

### Policy

South Gloucestershire parking policy is lead by the Joint Local Transport Plan (the JLTP), a partnership agreement between South Gloucestershire Council, Bristol City Council, Bath and North East Somerset Council and North Somerset Council, and driven by the shared priorities of improving Congestion, Road Safety, Air Quality and Accessibility.

Parking restrictions, and therefore the enforcement of those restrictions, are designed:

- To improve traffic flow and relieve congestion;
- To ensure safety for pedestrians, cyclists and vehicles;
- To improve access to Businesses and our wider community;
- To ensure a fair use of limited parking spaces;
- To improve our environment;
- To encourage, where appropriate, the use of alternative modes of transport.

The JLTP includes a Parking Action Plan Hierarchy setting out guidelines on the imposition of parking restrictions in a range of situations across the district and ensuring a consistency of approach across the wider area.

Through the JLTP with our partner Councils of Bristol, Bath and North East Somerset and North Somerset we aim to reduce congestion and make real improvements to road safety, accessibility and air quality throughout our region.

Traffic flow through South Gloucestershire is already amongst the highest in the Country and is predicted to grow significantly; by adopting a co-ordinated approach to traffic management with our neighbours we will best be able to meet the challenge that faces the district.

The Council is guided by all possible Best Practice with regard to access for disabled or disadvantaged groups when designing traffic schemes or in providing off-street Car Parking.

The Council is currently formulating a Policy on the potential introduction and use of residents and other Parking Permit Schemes.

Further information can be found on the Council's website. See link below

<http://www.southglos.gov.uk/TransportandRoads/Parking/>

## **Background and History**

South Gloucestershire Council received Decriminalised Parking Enforcement status effective from the 2 July 2007. Previously all Parking Enforcement had been carried out by the Police and Community Support Officers of Avon and Somerset Constabulary – Traffic Wardens having ceased to operate in the district in March 2005.

Civil Enforcement Officers employed by the Council are authorised to enforce any Parking restriction created by a Traffic Regulation Order raised under the Road Traffic Regulation Act 1984, the enforcement of other offences, such as “Obstructing the Highway” and any moving traffic violations remaining with the local Police Force.

This report identifies the achievements of the period April 2011 to March 2012. Contact information and where to find further information is given at the end of this report.

## **Road Safety**

Parking restrictions, and therefore the enforcement of those restrictions, are intended to reduce congestion, improve traffic flow and discourage or eliminate instances of dangerous parking where the visibility of other road users or pedestrians is adversely affected.

Regular patrols in our on and off-street parking areas will also help to maintain a safe environment in our communities and attract visitors to local facilities.

It is intended that over time a clear and improving trend will be shown to result from our Enforcement activities.

Tables indicating our current achievements are given at the end of this report along with information on the number of assaults experienced by Civil Enforcement Officers enforcing parking restrictions on behalf of the council

## **Structure (Establishment & Management)**

All Parking Services staff and any staff employed in Parking Enforcement management are directly employed by South Gloucestershire Council. Parking Services operates within Strong, Safer Communities section of the Council. The team is managed by the Assistant Parking Manager.

The Council employs, in addition to the Assistant Parking Manager, Ten Civil Enforcement Officers led by two Senior CEOs in two teams on a two shift basis covering the district seven days a week. The Council also employs a further 4 Appeals Officers which equate to three full time posts.

No bonus payments are made to any staff and the issuing of Penalty Charge Notices for the contravention of parking restrictions is not linked to any award or reward system.

Less than 3% of the total road network in the district is subject to a parking restriction with the primary and secondary enforcement area indicated in blue and orange on the district map below.

All Primary areas are patrolled daily with Secondary areas being patrolled between 2 to 4 times per week. The decision on when and where to enforce was taken after a review of intelligence and the practical experience of the Civil Enforcement Officers.

South Gloucestershire Council works in partnership with the Highways Agency for the enforcement of Trunk Roads in the District.

## **OFF-STREET CAR PARKS**

The Council provides 31 off-street car parks subject to parking regulations. A table detailing the facilities available is at the end of this report along with information on maintenance and other costs.

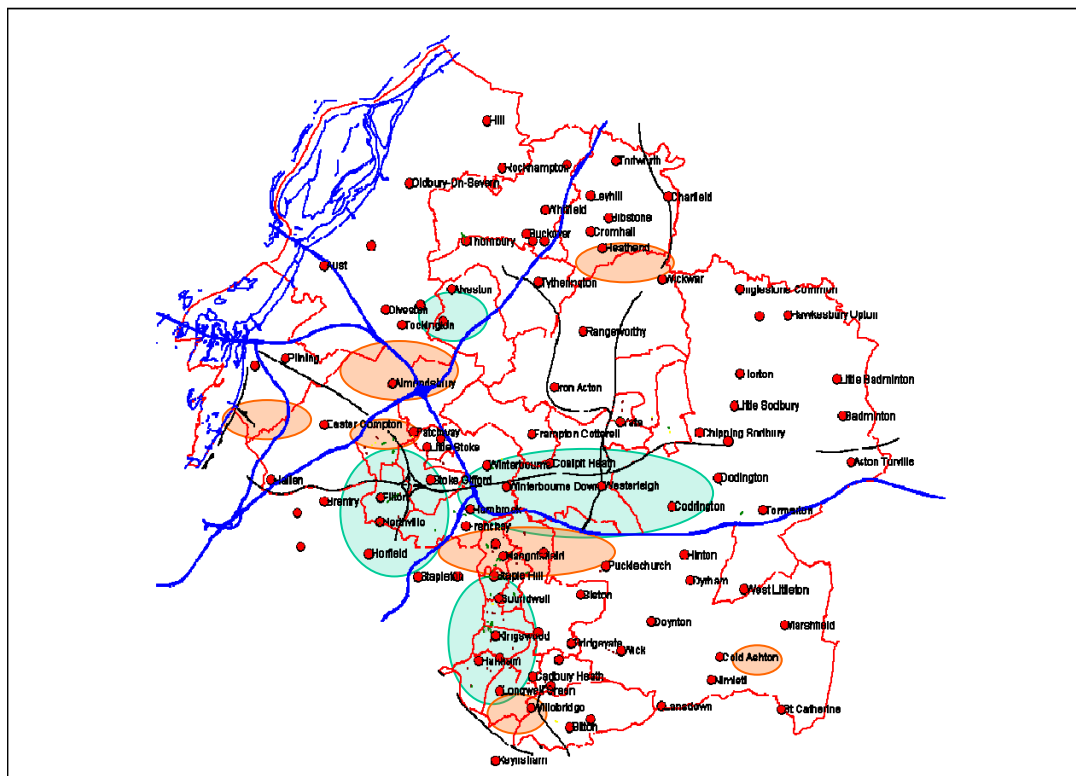
### **Parking charges**

In June 2011 South Gloucestershire Council opened its first pay and display car park, which is part of the wider transport initiative in the North Fringe development, on Hunts Ground Road Stoke Gifford.

Prior to this car park South Gloucestershire Council did not operate any charging schemes for any on-street or off-street car parks and all revenue received yearly was via issued Penalty Charge Notices (PCNs).



## PATROLS IN SOUTH GLOUCESTERSHIRE



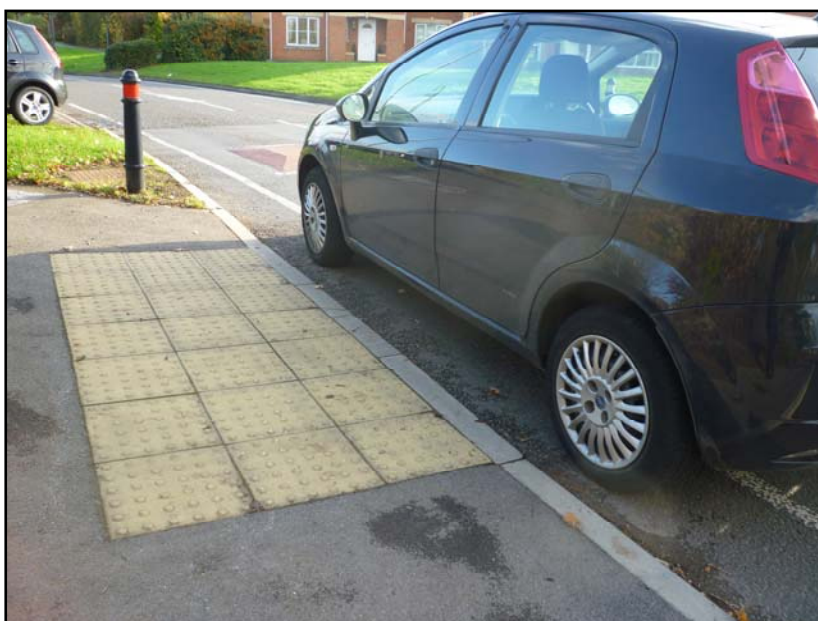
This map is for indicative purposes only and patrols visit other areas on demand or on a random basis.

### Parking across dropped kerbs and more than 50cm from the Kerb

The Traffic Management Act introduced two new contraventions, parking across dropped curbs and parking more than 50cm from the curb that can be enforced without the need to raise a Traffic Regulation Order.

South Gloucestershire Council now enforces these restrictions.

### Parking across a dropped kerb



Vehicles parked across dropped kerbs obstruct the access for disabled wheelchair users, push chair users and pedestrians with other disabilities.



## Parking 50cm from kerb



Vehicles parked 50cm or more from the kerb creates a hazard for other moving vehicles on the highway by reducing the passing width between vehicles.

## Training

All Civil Enforcement Officers and Case Officers working for South Gloucestershire attended a violence and aggression training session in January 2012. This is done to keep all staff trained in defusing potential aggressive situations when dealing with the public. This is done annually to ensure all existing and any new staff fully trained and updated on changes to previous years training.

One Senior Civil Enforcement Officer and one case officer are currently enrolled on the Level 3 Certificate in Management course. The current operational manager has also enrolled on the Level 5 Certificate in Management course.

This year has also seen the introduction of in-house training at all monthly team meetings to improve consistency and keep all officers up to date.

## Abuse of Civil Enforcement Officers

Civil Enforcement Officers are frequently subjected to verbal abuse and intimidation while on patrol, often requiring Police action or support. Parking Services has a very good working relationship with local Police stations, individual officers and Police Community Support Officers.

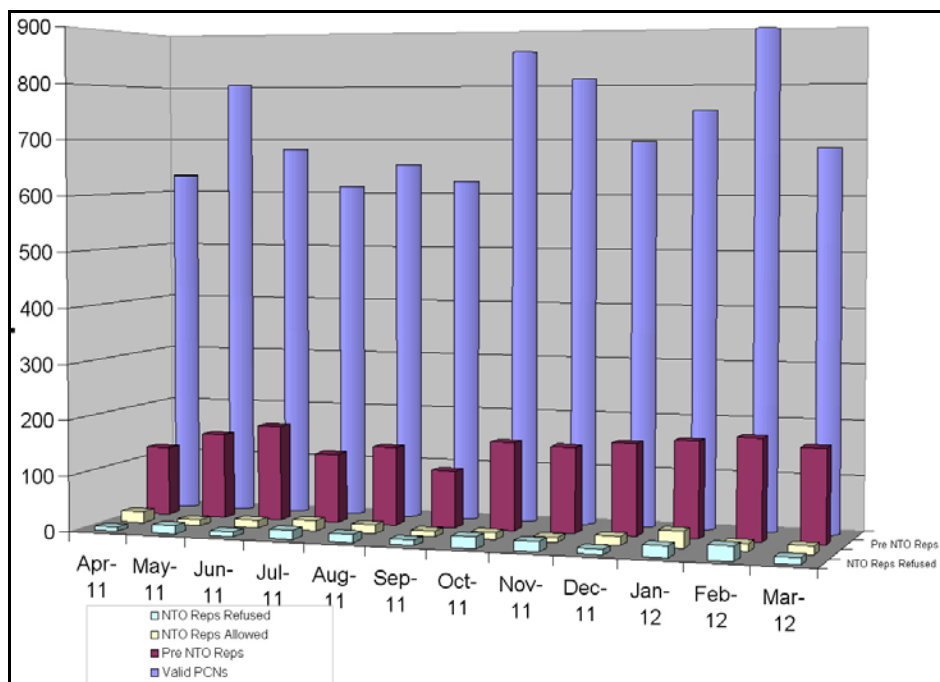
Having the police now based in the same building as Parking Services means any abuse can be immediately dealt with and this has proven more efficient and time saving in following up incidents.

## Appeals Officers

South Gloucestershire Council employs 3 Appeals Officers (2.5FTE) and one Senior Appeals Officer (0.6 FTE).

During this financial year the Case Officers have dealt with approximately 3900 pieces of correspondence, 1100 telephone calls and sent out around 4,600 letters not including

acceptance and rejection letters. The Case Officers also deal with the appeals process and processing resident's waivers/permits where in operation.



The above chart shows the number of Penalty charges issued against appeals dealt with by the Appeals Officers.

To minimise the amount of appeals the Officers dealing with incoming Penalty Charge Notices thoroughly vets them to ensure the issued PCNs are valid and if deemed not valid the PCN is cancelled.

## FINANCE

The information below does not include funding to cover additional costs over and above charges received annual from Parking Enforcement. For 2011-12 financial year the income from notices was £255,737 but the total cost of Parking Enforcement was £406,700

At the end of the 2011 financial year Parking Services was left with an under spend of £4435 which is comparable to 2010-11 financial year under spend of around £10000. This was managed whilst having to replace the Civil Enforcement Officers hand held computers at a cost of £14500 and purchase new mobile phones at a cost of £4000. These figures are as a result of careful monitoring of all expenditure and prioritizing the department's requirements.

### Action taken with respect to a deficit on the 2011-12 Parking Account

1. Review of staff performance:

As part of the review of staff performance a team building (development) day was arranged giving staff the freedom to express any issues or ideas they may have in the way the department is run. Out of this came the need for consistency in the teams. Procedures and processes were re-visited at and the need to fine tune or implement new procedures was agreed on and have been actioned.

New performance targets have now been put in place so staff is aware of their performance and the need for additional training if necessary can be highlighted.

2. The hand held computers have been replaced with the latest Psion model.

3. Upgrade Civil Enforcement Officers phones to the new Sonim phones which are more fit



for purposed with better emergency features, coverage and battery life.

4. Change to smaller more efficient cars and reduce the number of cars from 4 to 3.
5. Review signing and lining to ensure all correspond with the Traffic Regulation Order.

### Performance against Targets

Parking Services is currently being reviewed to see where targets can be bench marked against other local authorities. The proposed targets and previous performance are outlined in the table below:

Performance Target	2012/13 Target	2011/12 Performance	2010/11 Performance	2009/10 Performance
% of Appeals received against PCNs issued	3.0	4.3	4.5	3.9
% of successful Appeals received that were successful.	45	53	51	49
% of appeals to TPT	0.15	0.275	0.25	0.165
% of successful appeals to TPT	35	45.8	68.5	73
% Of primary enforcement areas visited on a daily basis	100	100	100	100
% of secondary enforcement areas visited on a weekly basis	35	25	25	25
% of PCN appeals closed within 5 working days	50	56	66	63
% of outstanding debt re-covered on a monthly basis.	26	21.97	24.93	23.16

## Benchmarking against similar authorities

The table on the next page shows the comparisons with other councils issuing between 8000 and 10000 Penalty Charge Notices per year

SPA/PPA Area April 11 - March 12	PCNs Appealed	PCN's issued	Rate of appeal per PCN	Not Contested by council	Allowed by Adjudicator	Total allowed including not contested by council	Refused by Adjudicator incl. out of time and withdrawn by appellant	Consent order	Witness Statement - No Appeal	Awaiting decision Incl. other decided
South Gloucestershire Apr 11- Mar 12	20	8,763	0.23%	4	6	10	10	0	0	0
				20%	30%	50%	50%	0%	0%	0%
West Berkshire Apr 11- Mar 12	20	8,474	0.24%	8	7	15	5	0	0	0
				40%	35%	75%	25%	0%	0%	0%
Redcar & Cleveland Apr 11- Mar 12	45	8,744	0.51%	12	13	25	20	0	0	0
				27%	29%	56%	44%	0%	0%	0%
Tonbridge & Malling Apr 11- Mar 12	22	8,450	0.26%	1	10	11	5	0	5	1
				5%	45%	50%	23%	0%	23%	5%
Hartlepool Apr 11- Mar 12	24	8,385	0.29%	5	5	10	13	1	0	0
				21%	21%	42%	54%	4%	0%	0%
Blackburn with Darwen Apr 11- Mar 12	50	8,459	0.59%	13	15	28	12	0	8	2
				26%	30%	56%	24%	0%	16%	4%
Middlesbrough Apr 11- Mar 12	45	8,813	0.51%	7	3	10	30	1	4	0
				16%	7%	22%	67%	2%	9%	0%
East Staffordshire Apr 11- Mar 12	6	9,130	0.07%	0	3	3	2	1	0	0
				0%	50%	50%	33%	17%	0%	0%
Rugby Apr 11- Mar 12	27	9,038	0.30%	3	3	6	18	0	3	0
				11%	11%	22%	67%	0%	11%	0%
Crawley Apr 11- Mar 12	16	8,624	0.19%	3	3	6	10	0	0	0
				19%	19%	37%	62%	0%	0%	0%
Denbighshire Apr 11- Mar 12	27	8,800	0.31%	10	4	14	13	0	0	0
				37%	15%	52%	48%	0%	0%	0%
Barrow-in- Furness Apr 11- Mar 12	19	9,234	0.21%	6	4	10	8	1	0	0
				32%	21%	53%	42%	5%	0%	0%

There are currently plans to visit other Councils which have a similar rural layout to South Gloucestershire and have had CPE in operation for a longer period.

As part of the benchmarking we will be looking at the types of hand held computers and phones and compare their effectiveness.

We will also be looking at the vehicles used and how its decided where to use them and where to patrol on foot also discussing how they review their signing and lining and how its linked in with their highways section.

### Review of Primary and Secondary areas in light of intelligence received

We have prioritised main areas such as Kingswood, Yate, Thornbury and Chipping Sodbury in light of on the ground intelligence from the Civil Enforcement Officers and in response to complaints from either members of the public, shop keepers, Councillors or emergency services.

This allows the Civil Enforcement Officers to target areas where there are regular contraventions of the parking restrictions.

The review also allows for all areas to be covered with the flexibility to target certain areas at short notice.

### **Performance Targets for 2012/13**

Here we would like to see a reduction in cases going to the Traffic Penalty Tribunal by looking more closely at challenges we receive and how we decide whether to agree with or reject that challenge.

We are also looking to reduce the number of spoilt tickets by the Civil Enforcement Officers looking also to reduce travel times to patrol areas by looking at routes taken and where another route may be quicker so allowing more time to be spent patrolling.

### **Appealing a Penalty Charge Notice**

When a Penalty Charge Notice is served the recipient has the right to appeal (challenge) that PCN. This must be done in writing and the Appeals Officers will then decide whether to accept or dismiss that challenge. Should the challenge be dismissed the appellant will be given the chance to make a formal appeal which will be dealt with by the Traffic Penalty Tribunal

### **Traffic Penalty Tribunal**

The Traffic Penalty Tribunal is an independent organisation that deals with appeals when the Council has rejected the appeal at the informal and formal stage. It is not possible to appeal to the Traffic Penalty Tribunal until a Notice to Owner has been issued and rejected by the Council.

The Traffic Penalty Tribunal look at the facts, ensure that the PCN has been correctly issued and a Traffic Regulation Order is in place. The Appellant completes the form sent by the Council to them and then send it directly to The Traffic Penalty Tribunal and they then notify the Council who can either No Contest or Contest the appeal.

All of the paperwork from the Council is sent to both the appellant and the Traffic Penalty Tribunal, who also send copies of everything received to the Council. The decision made by The Traffic Penalty Tribunal is final and binding. The hearing can be either by Post, in Person or by Telephone. The type of hearing is decided by the appellant.

There have been 24 cases taken to the Traffic Penalty Tribunal during 2011/12 of which 13 were won, 7 were lost and 4 were 'no contest' meaning the Council did not contest the appeal. There are very few of these cases and they occur when insufficient or late information is submitted to the adjudicator.

To ensure there is consistency and fairness in the way appeals area dealt with, cases are monitored and reported on monthly and prior to the Council contesting an appellants challenge sent to the Traffic penalty Tribunal the case has to be signed off by the manager.

To assist staff in dealing more effectively with the appeals process an annual refresher training day is arranged for all Appeals staff including the Civil Enforcement Officers. From this training staff are made aware of any part of the process that may need tightening up on such as evidence gathering and making sure all points of an appeal is addressed.

## Bailiffs

As part of the councils drive to minimise costs whilst providing effective services an efficient procurement process was implemented and 2 bailiff companies were chosen to cover both the recovery of Penalty Charges and non payment of community charges. Previously there were 4 bailiff companies providing these services.

During 2011-12 financial year 577 cases were sent to the Bailiff Companies of which 126 cases were paid. The collection rate from the bailiffs varied between 9.5% and 23% of the outstanding penalty charge being sought.

Uncollected payments are usually written off after a year, this being the length of time the bailiffs will put into recovering unpaid Penalty Charge Notices.

Reasons for uncollected payments will range from the bailiff companies being unable to trace the owner of the vehicles to the social status of the vehicle owner.

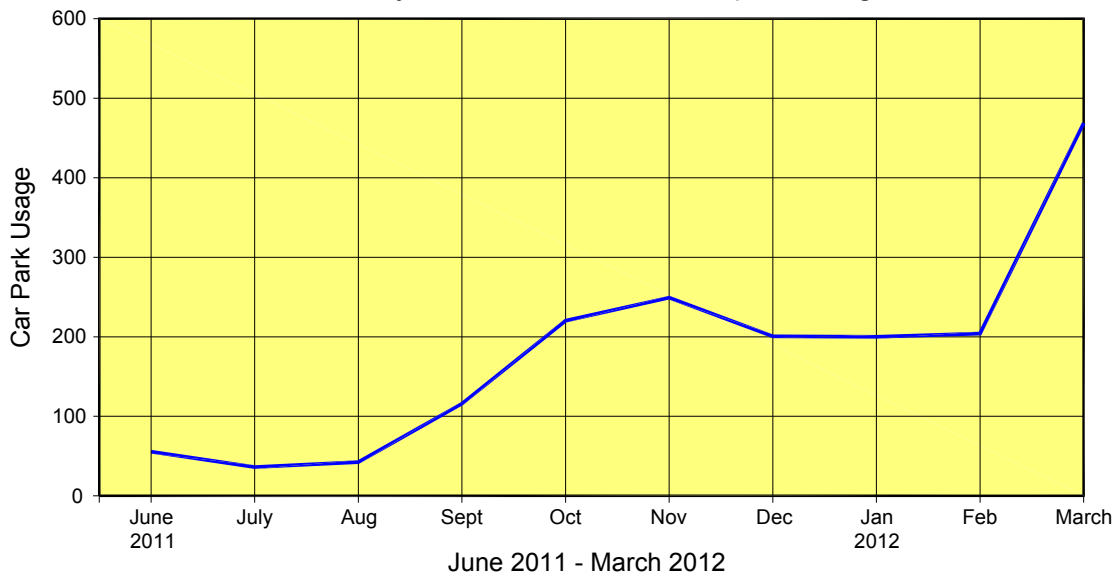


## Parkway North Park and Ride

In the early months of opening the car park had a slow take up and various options to encourage its use have been acted upon. The average daily use of the car park is around 30 cars, far below expected usage.

There are currently plans underway to use it as an overflow car park for Parkway Station during their own car park extension works. This will ensure this car park is at full capacity during the week and will make more users aware of its location and cost effectiveness.

Parkway North Park & Ride Car park Usage



## Parkway North Park and Ride income / running costs 2011-12

Description	Actual
Security Systems	1,508.80
Publicity & Promotions	1,898.00
Interest on Balances	0
Bank Charges	1,000.00
Credit Card Charges	329.86
Other Supplies & Services	4,158.84
Miscellaneous Income	-7,379.80
<b>TOTAL</b>	<b>1,515.70</b>

### CONCLUSION

Performance figures for the year show that Parking Services has maintained a high level of patrol and observation comparable with the previous year.

South Gloucestershire Parking Service has seen a slight increase of Penalty Charge Notices (PCN'S) issued during this financial year even though due to long term sickness the service has been operating with one less Civil Enforcement Officer than in 2010-2012 (see PCN statistics).

The overall trend over the years though is a gradual reduction in Penalty charge notices which is expected as drivers become more educated in where to park legally.

There are a number of factors why this is the case:

- 1) South Gloucestershire Council Parking Strategy and west of England partnership continue to work together in improving public transport links, Rail links, and Cycle Lanes across the west.
- 2) Motorists are becoming more aware of the presence of the Civil Enforcement officers on the street and thus putting more thought into where they choose to park.
- 3) Due to economic situation and high fuel cost more motorist are using public transport or other means of transport.

## CONTACTS AND FURTHER INFORMATION

**Parking Services** can be contacted:

- On the internet - [www.southglos.gov.uk/parklegally](http://www.southglos.gov.uk/parklegally)
- By email - [parklegally@southglos.gov.uk](mailto:parklegally@southglos.gov.uk)
- Telephone - 01454 86 8000
- In writing - Parking Services  
Strong, Safer Communities  
PO Box 2081  
The Council Offices  
Castle Street  
Thornbury  
BS35 9BP

Further information on topics covered by this report on the Council web site, local Libraries and Council Offices and at:

### **The British Parking Association**

*Please note that the BPA is not set up to deal with individual complaints from the public.*

British Parking Association  
Stuart House  
41-43 Perrymount Road  
Haywards Heath  
West Sussex  
RH16 3BN

<http://www.britishparking.co.uk/>

E-mail: [info@britishparking.co.uk](mailto:info@britishparking.co.uk)

Tel: 01444 447 300

Fax: 01444 454 105

### **The Traffic Penalty Tribunal and “PATROL”**

<http://www.patrol-uk>



## Statistical Tables and Further Information Car Parks in South Gloucestershire

Location	Standard bays	Disabled	Max stay
<b>Filton</b>			
Station Rd/Filton Ave	12	3	2 hours
Link Rd/Church View	31	4	2 hours
Gloucester Rd North/Filton Rd	58 + 1 motorcycle	2	12 hours
Abbeywood	45 + 1 motorcycle		12 hours
<b>Hanham</b>			
Abbots Road	11	3	24 hours
Laburnham Rd	43 + 2 parent/child	3	2 hours
<b>Kingswood</b>			
Bank Road	24 + 1 motorcycle	3	2 hours
Boultons Road	50 + 1 motorcycle	3	12 hours
Cecil Road	53 + 1 motorcycle	3	2 hours
South Road	13 + 1 motorcycle	3	2 hours
<b>Stoke Gifford</b>			
Hunts Ground Road (P&R)	200 + 5 motorcycle	10	24 hours
<b>Mangotsfield</b>			
St. James Street	20 short stay + 13 long stay	3	2 hours and 12 hours
<b>Patchway</b>			
Coniston Road	31	3	2 hours
The Parade	87 + 7 staff	10	12 hours
<b>Staple Hill</b>			
Byron Place	49	3	2 hours
Haynes Lane	26	3	2 hours
Page Road L/S*	35	3	12 hours
Pages Road S/S*	27	3	2 hours
<b>Chipping Sodbury</b>			
Wickwar Road	162	4	12 hours
<b>Thornbury</b>			
St Mary Street	85	6	2 hours
Castle Court S/S*	78 + 10 Natwest	8	2 hours
Castle Court L/S*	174		12 hours
Rock St L/S and S/S*	347	20	2 hours and 12 hours
Park Rd	13	3	12 hours
<b>Winterbourne</b>			
Flaxpits Lane	32 short stay + 17 long stay	4	2 hours and 12 hours
<b>Warmley</b>			
Warmley Station	27	3	24 hours
<b>Yate</b>			
Longs Drive	12	3	2 hours
Cranleigh Court Rd	21	2	12 hours
Kennedy Way	71	4	12 hours
Abbotswood	38	3	12 hours

### Breakdown of income by source

	2011-12	2010-11
PCN off street	£58212.02	£66,605.06
PCN on street	£184953.40	£176,039.31
Bailiff recovery	£11147.64	£14,320.77
Surplus / Deficit	£11256.17	-£6560

### Operational costs 2011-12

Description	Actual	Budget	Variance
Operational Staff Pay	416,052	406,700	-9,352
Training Expenses	2,604	8,720	6,116
Service Contracts	1,688	4,080	2,392
Street Care - Transport	21,910	19,200	-2,710
Public Transport - Staff	0	30	30
Car Mileage Allowances - Staff/Volunteers	823	850	28
Office Supplies & Equipment	227	2,450	2,223
Uniforms & Clothing	2,246	1,500	-746
Printing & Stationery	2,421	630	-1,791
Books & Publications	0	1,000	1,000
Catering	7	0	-7
Telephones	6,497	1,740	-4,757
Radio Pager/Mobile Phones	2,361	5,250	2,889
Computer Services	2,027	3,070	1,043
Software Support & Maintenance	9,087	9,000	-87
Fees - General	11,585	8,160	-3,425
Membership Fees	570	0	-570
Credit Card Charges	158	0	-158
Other Supplies & Services	139	0	-139
Graphics & Mapping	0	370	370
Fees & Charges Income - General	-190	0	190
Recovery of Expenditure	-14,406	0	14,406
Miscellaneous Income	-241,141	-244,480	-3,339
<b>TOTAL</b>	<b>224,666</b>	<b>228,270</b>	<b>3,604</b>

The above chart show that £416,052 was paid on staff salaries, £21910 on vehicles and the rest on general staff / office requirements. £224,666 was collected from PCNs and £228,270 was budgeted by the council.

## Operational costs 2010-11

Description	Actual	Budget	Variance
Operational Staff Pay	286,845.63	285,019.00	(1,826.63)
Training Expenses	3,199.00	9,294.00	6,095.00
Service Contracts	3,376.76	4,080.00	703.24
Street Care - Transport	19,213.57	15,136.00	(4,077.57)
Public Transport - Staff	332.40	0.00	(332.40)
Car Mileage Allowances - Staff/Volunteers	10.88	145.00	134.12
Office Supplies & Equipment	0.00	2,448.00	2,448.00
Operational Equipment	746.57	510.00	(236.57)
Uniforms & Clothing	914.25	1,040.00	125.75
Street Care - Highways	403.47	0.00	(403.47)
Printing & Stationery	565.50	8,342.00	7,776.50
Books & Publications	0.00	1,000.00	1,000.00
Other Consumable Materials	0.00	306.00	306.00
Catering	0.00	0.00	0.00
Telephones	1,257.87	991.00	(266.87)
Radio Pager/Mobile Phones	1,304.60	5,712.00	4,407.40
Computer Equipment - Purchase	25.00	0.00	(25.00)
Computer Services	1,954.40	3,000.00	1,045.60
Software Support & Maintenance	11,405.20	9,000.00	(2,405.20)
Subsistence	309.40	0.00	(309.40)
Fees - General	6,960.31	8,160.00	1,199.69
Membership Fees	550.00	612.00	62.00
Credit Card Charges	0.00	0.00	0.00
Graphics & Mapping	477.00	894.00	417.00
Recovery of Expenditure	(14,320.77)	0.00	14,320.77
Miscellaneous Income	(242,644.37)	(244,481.00)	(1836.63)
<b>Totals</b>	<b>11944.00</b>	<b>111,208.00</b>	<b>6560.00</b>

## Penalty Charge Notice Statistics

### PCNs Issued

	2011-12	2010-11	2009-10
PCNs Issued	8712	8330	9065
PCNs Paid	7152	6810	7456

The above table gives the amount of PCNs issued against the number that was paid. PCN's registered as not paid are either ones cancelled because of a successful challenge by the person issued with the PCN, The vehicle owner cannot be traced either by the DVLA or bailiff services, or an appeal to the Traffic Tribunal against the issued PCN has been successful.

### PCNs Paid

	2011-12	2010-11	2009-10
Full Rate (Off street)	166	163	163
Full Rate (On street)	305	453	453
Discounted Rate (Off street)	1600	1762	1762
Discounted Rate (On street)	2271	4279	4279

Full rate signifies the full fee payable for the contravention.

Off street relates to spaces in a car park

On street relates to parking spaces on the street

### Appeals / Challenges

	2011-12	2010-11	2009-10
Informal	1824	1713	1844
Formal	365	377	353

Informal challenges are the initial challenge to the PCN and the Formal is where the appellant is unhappy with the outcome of the informal challenge

### PCNs Written off

	2011-12	2010-11	2009-10
DVLA	35	93	28
Bailiff returned	452	444	427
CEO cancelled	336	377	546

This table refers to PCN fees that cannot be collected due to the owner of the vehicle being untraceable and also where the PCN is cancelled by The Civil Enforcement Office to on site error

### Traffic Penalty Tribunal Appeals

	2011-12	2010-11	2009-10
Won	13	5	12
Lost	7	10	20
Not contested	4	2	6
<b>Total</b>	<b>24</b>	<b>17</b>	<b>38</b>

This table refers to the amount of appeals sent to the Traffic Penalty Tribunal. **Won** is where the appellant has won the appeal and **Lost** is where the Council has lost in their defence of that appeal. No contest is where the Council does not contest the appeal due to new evidence provided by the appellant

### Average Penalty Charge Notice Issued by Civil Enforcement Officer

2011-12	2010-11	2009-10
726	694	755

### Penalty Charge Notices Issued By Category by Town

Location	On Street 2011-12	Off street 2011-12	On Street 2010-11	Off street 2010-11	On Street 2009-10	Off street 2009-10
Almondsbury	1	0	1	0	1	0
Alveston	0	0	0	0	0	0
Aust	0	0	0	0	1	0
Bradley Stoke	18	0	12	0	53	0
Bromley Heath	0	0	0	0	0	0
Cadbury Heath	0	0	0	0	0	0
Charfield	0	0	0	0	0	0
Chipping Sodbury	166	63	181	50	208	77
Cribbs Causeway	0	0	2	0	1	0
Downend	667	0	659	0	708	0
Emerson's Green	0	0	0	0	0	0
Filton	321	30	393	69	411	52
Frenchay	545	0	358	0	353	0
Hambrook	47	0	3	0	2	0
Hanham	224	154	201	104	259	101
Harry Stoke	7	0	3	0	18	0
Kingswood	1761	550	1504	560	1882	573
Little Stoke	4	0	2	0	7	0
Longwell Green	12	0	9	0	1	0
Mangotsfield	111	242	93	39	79	46
Marshfield	14	0	12	0	23	0
Mayshill	0	0	0	0	0	0
North Common	0	0	0	0	3	0
Oldland Common	6	0	0	0	0	0
Olveston	0	0	0	0	5	0
Patchway	300	181	313	74	245	79
Redwick	0	0	2	0	0	0
Severn Beach	2	0	8	0	6	0
Staple Hill	479	242	436	273	572	313
Stoke Gifford	221	1	97	0	97	0
Thornbury	968	766	986	932	1026	943
Tormarton	194	0	182	0	0	0
Warmley	9	1	5	1	16	3
Wickwar	0	0	5	0	1	0
Winterbourne	50	27	67	46	113	88
Yate	149	423	209	436	89	611

## Notices Issued By Category by Contravention - Off Street

Code	Description	2011-12	2010-11	2009-10
80	Parked longer than permitted	761	991	1025
81	Parked in restricted area	7	9	188
83	Parked without clear display	1	0	0
86	Parked beyond the bay markings	986	880	886
87	Disabled person's parking	638	740	907
89	Wrong size of vehicle	1	0	0
90	Re-parked in the same place	1	28	29
91	Wrong Class of Vehicle	35	44	16

## Notices Issued By Category by Contravention - On Street

Code	Description	2011-12	2010-11	2009-10
1	Parked in a restricted street	2739	2739	2739
2	Loading in restricted street	20	20	20
22	Re-parked in the same place	149	149	149
23	Wrong class of vehicle	51	51	51
24	Not parked correctly	68	68	68
26	Double parking in a SEA	3	3	3
27	Dropped footway in a SEA	88	88	88
30	Parked longer than permitted	2410	2410	2410
40	Disabled person's parking	175	175	175
45	Parked on Cab Rank	92	92	92
47	Restricted Bus Stop	402	402	402
48	Restricted school area	13	13	13
99	Pedestrian crossing	72	72	72



**Accidents in South Gloucestershire in 2011-12  
(Excl Motorway & Trunk roads)**

	South Gloucestershire	Forum Area				
		The Chase	Frome Vale	Kings Forest	Southern Brooks	Severn Vale
All accidents	418	69	93	86	103	67
Vehicle manoeuvre = parked	33	9	8	9	3	4
Hit objects in carriageway = parked vehicle	29	7	6	9	3	4
Pedestrian casualty crossing from nearside masked by parked or stationary vehicle	2	1	0	1	1	0
Pedestrian casualty crossing from offside masked by parked or stationary vehicle	1	0	0	0	0	1
Pedestrian casualty standing in carriageway masked by parked or stationary vehicle	0	0	0	0	0	0
Contributory factor - 'vision affected by stationary or parked vehicle(s)' (701)	5	1	0	1	3	0
Contributory factor - 'pedestrian crossing road masked by stationary or parked vehicle' (801)	0	0	0	0	0	0

## Traffic Penalty Tribunal hearing results 2011-12

PCN	Date	Decision
GS70001179	11/04/2011	Allowed
GS10227413	20/07/2010	Dismissed
GS10243486	18/10/2011	Dismissed
GS50069941	15/04/2011	Dismissed
GS50131273	15/04/2011	Allowed
GS50141346	15/04/2011	Allowed
GS10194970	06/07/2010	Allowed
GS5014405A	10/01/2011	Dismissed
GS10265194	02/03/2011	No contest
GS50141506	18/01/2011	Dismissed
GS10259001	17/12/2010	Dismissed
GS10274173	09/04/2011	Dismissed
GS50139468	17/05/2011	Dismissed
GS10284461	20/07/2011	Dismissed
GS10273818	08/06/2011	Dismissed
GS10261091	18/01/2011	Allowed
GS70001634	11/10/2011	No contest
GS10302086	10/09/2011	Allowed
GS50082928	16/05/2011	Dismissed
GS50149042	06/05/2011	Allowed
GS50189193	05/12/2011	No contest
GS10334016	12/12/2011	Dismissed
GS50203181	15/02/2012	No contest
GS50167237	13/09/2011	Dismissed

## Traffic Penalty Tribunal hearing results 2010-11

PCN	Date	Decision
GS10161756	04/01/2010	Dismissed
GS50078691	11/03/2010	Allowed
GS10186076	22/03/2010	Allowed
GS50075310	21/01/2010	Allowed
GS50047858	10/03/2010	Dismissed
GS50078691	11/03/2010	Allowed
GS50101068	08/04/2010	Allowed
GS5009517A	25/06/2010	Allowed
GS1018708A	21/04/2010	No contest
GS50069169	21/04/2010	Dismissed
GS1021040A	26/06/2010	Allowed
GS10233438	19/08/2010	Dismissed
GS50099057	09/09/2010	Allowed
GS10240273	14/09/2010	Dismissed
GS50099057	09/09/2010	Upheld
GS10205851	17/01/2010	Upheld
GS10205589	15/08/2010	No contest
GS10227413	20/07/2010	Dismissed
GS10194970	06/07/2010	Upheld
GS10259001	17/12/2010	Dismissed
GS5014405A	10/01/2011	Dismissed

## Traffic Penalty Tribunal hearing results 2009-10

PCN	Date	Decision
GS70000460	17/04/2009	Dismissed
GS10122277	21/04/2009	Allowed
GS50044849	21/05/2009	Allowed
GS10092937	29/05/2009	Allowed
GS10091898	15/06/2009	No contest
GS50054569	16/06/2009	No contest
GS10133025	13/07/2009	Allowed
GS1011614A	31/07/2009	Allowed
GS10056219	13/08/2009	Allowed
GS10135472	10/08/2009	No contest
GS50070361	20/08/2009	Allowed
GS1013978A	23/09/2009	Dismissed
GS10142310	14/10/2009	Dismissed
GS50035429	18/10/2009	Dismissed
GS10151821	18/11/2009	Allowed

Explanation of the meaning of the above decisions

**Dismissed** –Traffic Penalty Tribunal decides in favour of the Council.

**Allowed** - Traffic Penalty Tribunal decides in favour of the Council

**No Contest** – The Council does not contest the appeal due to fresh evidence.

## Patrol / Observation Statistics

Financial Year	Patrols	Observations
2011-12	18530	33118
2010-11	16722	31420
2009-10	16668	17489

In the above table patrols signify the areas visited by the Civil Enforcement Officers both on street and in the car parks. The observations are where details are taken of vehicles in a limited waiting area car parks and parking bays where there is time limit in how long a vehicle is allowed to remain in that car park or marked bay on the street.

## Glossary of Terms

<p><b>Challenge</b> An objection made against a Penalty Charge Notice before a Notice To Owner is issued.</p> <p><b>Decriminalised</b> This means that it is not illegal to park in contravention of parking regulations. Enforcement of regulations within a Special Parking Area and is the sole responsibility of the Local Authority and not the police. Parking is a civil offence rather than a criminal offence. Unpaid charges are pursued through debt collection agencies and not through the courts.</p> <p><b>Decriminalised Parking Enforcement –DPE</b> This is the name given to the enforcement of parking regulations by Civil Enforcement Officers (CEO) under the Road Traffic Act 1991.</p> <p><b>Cancellations</b> A Penalty Charge Notice is cancelled when we believe that it would be unjust to pursue the case of when there is an applicable exemption.</p> <p><b>Civil Enforcement Officer – CEO</b> This is the name given to officers who used to be known as Parking Attendants.</p> <p><b>Notice To Owner – NtO</b> This is a statutory notice that is served by the authority to the registered keeper of the vehicle that was issued with the Penalty Charge Notice (PENALTY CHARGE NOTICE (PCN)). This will be served when a PENALTY CHARGE NOTICE (PCN) is unpaid for 28 days. When the registered keeper, or the person the council believed to be the keeper of the vehicle, receives this they can either;</p> <ul style="list-style-type: none"> <li>• make a payment of the full charge</li> <li>• make representation (an appeal)</li> </ul> <p><b>Off-street parking</b> These are facilities provided through car parks.</p> <p><b>On-street parking</b> These are facilities provided on the kerbside such as pay and display or permit parking.</p> <p><b>Penalty Charge Notice – (PCN)</b> This is issued to a vehicle that is believed to be parked in contravention of the local Traffic Regulation Order.</p>	<p><b>Civil Parking Enforcement – CPE</b> This is the name given to the enforcement of parking regulations by Civil Enforcement Officers (CEO) under the Traffic Management Act 2004.</p> <p><b>Contravention</b> Failure of the motorist to comply with traffic or parking regulations as set by local Traffic Regulation Orders (TRO).</p> <p><b>Department for Transport – DfT</b> This is the Government department responsible for the English transport network and transport matters in Scotland, Wales and Northern Ireland which are not devolved. The department is run by the Secretary Of State for Transport.</p> <p><b>Fixed Penalty Notice - FPN</b> These were introduced in Great Britain in the 1950s to deal with minor parking offences. These can only be issued by the police.</p> <p><b>Local Transport Plan – LTP</b> These are an important part of transport planning within England. We are required.</p> <p><b>Traffic Management Act 2004 – TMA</b> This act was passed by UK government in 2004. This law details street works and parking regulations. The act has been implemented since 31st March 2008.</p> <p><b>Traffic Penalty Tribunal –TPT</b> The Traffic Penalty Tribunal decides appeals against parking penalties issued by Civil Enforcement Authorities in England (outside London) and Wales and against bus lane penalties issued by Civil Enforcement Authorities in England (outside London). The Traffic Penalty Tribunal is the final stage of appeal for motorists or vehicle owners against a penalty issued by a council in England (outside London) and Wales.</p> <p><b>Traffic Regulation Order – TRO</b> This is the statutory legal document necessary to support any enforceable traffic or highway measures.</p> <p><b>Registered Keeper</b> The person who is deemed to be legally responsible for the payment of a PCN. These details are obtained from the Driver and Vehicle Licensing Agency (DVLA)</p> <p><b>Representation</b> This is a challenge against the PCN after the Notice To Owner is issued.</p>
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