



# PARKING ENFORCEMENT ANNUAL REPORT

2015 - 2016

*South Gloucestershire Council*

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## Introduction

Geographically, at 53,665 hectares, South Gloucestershire is one of the largest unified local authorities. The population is estimated to be 269,100 at the mid-year point of 2013.

Trends indicate that the population could reach 318,400 by the year 2037. 62% of the population live in built up areas immediately adjoining Bristol 18% live in the towns of Yate, Chipping Sodbury and Thornbury 20% live in the more rural areas of South Gloucestershire.

The age structure of the district's population is similar to the national (England) average; 18.6% are children (aged 0-15), 63.5% are aged 16-64 and 17.9% are aged 65 or over. According to the last census in 2011, 5% of the population were of Black and Minority Ethnic (BME) origin.

South Gloucestershire is generally a prosperous area, with relatively little deprivation, low unemployment and good scores on health indicators. Alongside areas of relative prosperity, there are areas defined as priority neighbourhoods where extra support and effort is needed to bring them to the level of the rest of area. These are Kingswood, Staple Hill, Cadbury Heath, Patchway and West Yate/Dodington.

## Most frequent patrols in South Gloucestershire



The map represents some of the most frequently visited areas of South Gloucestershire, although other areas are visited frequently. These are areas that have been identified as either main arterial routes, or areas reported as an ongoing safety or access concern.

## 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 Community Strategy 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 the vibrancy and vitality of town and district centres (Our Economy) The Council Strategy also identifies that the Council aims:
- To have transport networks that make it easier for people and businesses to get around (Our Place).
- To have vibrant, thriving and accessible high streets, town and district centres (Our Economy)

In both cases the Parking Enforcement service helps achieve these outcomes by ensuring that motorists park within the rules and regulations laid down by Government and by the council. The priorities are driven to improve 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;
- ensure safety for pedestrians, cyclists and vehicles;
- improve access to Businesses and our wider community;
- ensure a fair use of limited parking spaces;
- improve our environment;
- encourage, where appropriate, the use of alternative modes of transport.

Traffic flow through South Gloucestershire is already amongst the highest in the country and is predicted to grow significantly; by adopting a coordinated approach to traffic management with our neighbours we will best be able to meet the challenge that face 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.

In the previous financial year The Council agreed a new policy on the potential introduction and use of residents and other parking permit schemes and a visitors and waivers policy to support this is also

being developed for agreement and implementation in 2016-17.

Residents Parking Schemes are intended to protect certain on-street parking for people who live in the respective areas. Residents parking schemes identify areas where residents can park provided they have a residents parking permit. Setting up a resident's scheme is a lengthy process and is established by a traffic regulation order following a lengthy consultation and legal process. There have been several new residents schemes introduced this year.

There is more on residents parking schemes in the enforcement policy section below.

## Background and history

South Gloucestershire Council received Decriminalised Parking Enforcement status effective from the 2<sup>nd</sup> 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 (CEOs) 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.

## 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.

## Structure (Establishment and Management)

Parking Enforcement including the administration of Residential Parking / Dispensation schemes is undertaken by South Gloucestershire Council with staff directly appointed by the council. There are no bonus or incentive schemes and all staff are PAYE.

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 Team Leader, supported by two senior Civil Enforcement Officers managing six CEOs each on a two shift basis covering the district seven days a week.

Appeals are also managed wholly within the Council and a Senior Appeals Case Officer (0.6 FTE), supported by appeals case officers (3 FTE) also reports to the Parking Services Team Leader.

## Civil Enforcement Officers and Body Worn Cameras

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 effective in following up incidents.

After a successful trial of body worn cameras (to act as both a deterrent in the abuse of Civil Enforcement Officers and a way to gather evidence) body worn cameras were purchased for for all Parking Enforcement Officers.

At the end of each shift the camera memory cards are returned to the council's parking services appeal team to download the relevant footage, which is then securely stored in a secure data base.

Footage is kept for 14 days unless it is required as part of a criminal investigation, complaint and / or management investigation. After this time the information retained on each individual SD card is wiped clean. In cases which require investigation information is kept until no longer required before being deleted as per this protocol.

## Training

All Civil Enforcement Officers and Appeals Case Officers receive regular training including violence and aggression avoidance, equalities and diversity and legislative update training.

In addition monthly team meetings including feedback sessions on appeals, challenges and the sharing of best practice.



## Off street 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). This remains the only pay and display car park operated by South Gloucestershire Council and all other on and off-street parking, with the exception of residents parking areas, provided by the Council remains free of charge.

## Policy changes during 2015/16

### **Residents Parking**

- There has been some changes to the residents parking schemes. Permits will now be valid for a 12 month period and charged annually, initially the first permit will be £30 and £45 for the second. If a third permit is issued it will cost £60 per year.
- Further information on residents parking can be found below in the enforcement section.

### **Camera Car**

- The service continues to use the camera enforcement car for difficult to enforce priority areas such as bus stops and School Zig Zags.

### **Bus Lane Enforcement**

- Following the passing of the policy by committee in November 2013, Bus Lane Camera Enforcement using static Bus Lane Enforcement Cameras was introduced in two areas this year with the proposal for a third area at an advanced stage in the financial year 2016/17.

### **Parking Policy and Enforcement.**

On the 12 March 2015 David Cameron announced Government responsibility for off-street parking has been transferred from the Department of Transport to the Department for Communities and Local Government.

### **Introduction of the camera enforcement car**

Parking Enforcement using the camera enforcement car went live in South Gloucestershire on the 17

September 2013, prior to this the car issued 580 warning notices from 18 July 2013.

In the financial year 2015/16 the camera enforcement car issued the following notices.

**Code Description Amount of Penalty Charge Notices issued**

Code	Description	Amount of penalty Charge Notices issued
47	Stopped in a Restricted Bus Stop or Stand	2431
48	Stopped in a Restricted area	98
	<b>Total</b>	<b>2529</b>

The camera car has issued a total of 2,529 Penalty Charge Notices this financial year, compared to the previous year this is a decrease of 1132 and represents a projected income of £177,030 if all notices were paid at the full rate.

The camera enforcement car is used specifically in high profile and high priority areas such as keep clears and zig zag lines outside schools and bus stops where enforcement by a Civil Enforcement Officer is difficult due to the location and nature of the restrictions and the vast number of locations that officers need to cover.

Parking Services work closely with the department responsible for lines and signs within the council to ensure sufficient signage is in place to ensure the public know that enforcement is taking place, including enforcement signs at all of the main entry roads to areas where enforcement is due to take place.

Under the updated national guidance the use of CCTV parking enforcement is now restricted to no-parking areas around schools, at bus stops, bus lanes and Red Routes. These new guidelines come into effect in this Financial Year 2015/16.

## Observation periods

For some contraventions CEOs may need to observe a vehicle for a period of time in order to establish whether a contravention has taken place. For example a stationary vehicle on double yellow lines would need to be observed in order to establish whether it was parked or the driver was loading / unloading. This is different to a grace period.

Following consultation the team now operates the following consultation periods:

For the main contraventions involved (parking in a restricted street during prescribed hours; parking in a loading area in a car park) remain unchanged at 2 minutes. This is in addition to the mandatory 10 minute grace period.

Observation times for the following contraventions are also two minutes:

- parking in a restricted street during prescribed hours

- parking in a residents' or shared use parking place without clearly displaying either a permit or voucher or pay and display ticket issued for that place
- parking for longer than permitted
- parking in an off street loading area during restricted hours
- parking in an electric vehicles' charging place during restricted hours without charging
- parking without payment of the parking charge (where payment is needed)
- parked in a car park without clearly displaying a valid pay & display ticket, voucher or parking clock (where payment is needed)
- parked in a pay and display car park without clearly displaying two valid pay and display tickets when required
- where a driver is clearly observed by a CEO to be committing an offence – for example where the driver is seen to have left a vehicle to shop or to use a bank cash point – the PCN should be issued immediately without an observation time
- the communities committee agreed to introduce this with effect from 1 April 2013

## Enforcement of dropped kerbs for resident's driveways and for parking away from the kerb

In recent years concerns about poor and inconsiderate parking appears across residents driveways have increased and was considered likely to continue as the population and number of cars in South Gloucestershire increases still further.

The Communities Committee agreed to both of these proposals and enforcement can take place from 1 April 2013 where specific Traffic Regulation Orders have been implemented for the location.

## Pavement parking

Since 2009 Councils responsible for decriminalised parking enforcement – including South Gloucestershire Council, have had the opportunity to implement powers to enforce for parking on pavements even where there are no other restrictions.

Authorities have not been able to pick and choose where pavement parking might be enforced and a blanket restriction was required. However the Department for Transport have now published guidance

that introduces some flexibility:

*'In most areas of England (outside London), any specific footway parking ban is applied locally and indicated by traffic signs. A local authority can make a traffic regulation order (TRO) to prohibit footway parking on a designated length of highway or over a wider area. This means the council can target problem areas rather than applying a blanket ban.'*

The Communities Committee agreed to introduce this power with effect from 1 April 2013 subject to specific Traffic Regulation Orders for that location.

## Immobilisation or removal of vehicles

The Parking Enforcement Policy states that the council does not clamp vehicles, but does adopt the power to remove vehicles in exceptional circumstances and following the development and agreement of a policy with the Police.

Exceptional circumstances would be where the vehicle repeatedly breaks parking restrictions; where it has not been possible to collect payment for at least eight Penalty Charge Notices, or where the vehicle is not properly registered with the DVLA.

The decision on whether to remove a vehicle requires an exercise of judgement and would only be taken following specific authorisation by a senior member of staff. Vehicles would not be removed unless a suitably trained CEO is present to confirm that the contravention falls within the guidelines.

## Weight restrictions in car parks

Many of the authority's car parks have a weight restriction included as part of the Traffic Regulation Order covering the car park. Due to the difficulties in knowing the actual weights of the huge variety of domestic vehicles, including 'white vans' enforcement of these restrictions has historically only take place where there is an obvious and incontrovertible breach of the weight restriction.

## Motorbikes parked in car park spaces

Where there are no available motorbike spaces in a car park (either because they are not provided, or because all spaces provided are occupied), motorbike riders are permitted to use the spaces for cars.

## Residents Parking

Residents parking schemes within South Gloucestershire will only be considered where all other measures to control parking have been investigated and discounted and the assessment suggests a permit scheme would help solve the identified parking problem and there is a clearly defined area with defined boundaries such as major highways or physical features severing easy access to other residential areas.

The roads within the defined area need to be adopted highway managed and maintained by the Council and over 70% of affected properties responding to a consultation agree to a permit scheme. A scheme cannot be introduced if the parking issues are simply related to normal school pick up and drop off times where there is a school in the vicinity of the clearly defined area.

Normally, half of the dwellings/properties within an identified area have no off street parking plus the area should have an existing or proposed Traffic Regulation Order that limits waiting. Residents, small businesses and any other property owner that pays either business rates or council tax located within a scheme area can apply for a residents permit.

Full Details of the Scheme can be found on the service's web site.

Civil Enforcement Officers who work for South Gloucestershire Council monitor the permit areas as part of their current patrolling patterns. Failure to display a valid parking permit could lead to a Penalty Charge Notice being issued.

It is intended to review existing parking permit schemes on a rolling programme starting in five years' time, all properties in the scheme will be consulted on whether they would like to have permit parking, based on the new rules and charges. If there is sufficient support, a scheme will be progressed

During 2016-17 a scheme for waivers and dispensations and visitors to resident parking scheme areas will be developed for consideration by Members. The results of this will be reported back in the annual report covering the year 2016-17.

## Performance 2015/16

The cost of Parking Enforcement Service figures below have to conform with the introduction of the new United Kingdom Public Sector Internal Accounts and Audit Regulations for 2013 (Amended) Regulations 2010, and therefore do not provide a truly representative comparison of previous years costs.

Local Government Transparency Code – 2014

### Parking Account

Operational Costs 2015 – 16

The Cost of Parking Enforcement Services FY 2015/16

	Direct Costs	Cost including overheads
Parking Services Total Expenditure	609,220	701,854
Parking Services Total Income	624,441	624,441
Net Cost	-15,221	77,413

Income and Expenditure from off-street parking – Hunts Ground

Park & Ride Total Expenditure	7,090	7,090
Park & Ride Total Income	39,854	39,854
Net Cost	-32,764	-32,764

Deficit on parking account

<b>Total Net Cost</b>	-47,985	44,649
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Breakdown of income and expenditure parking account (income from issue of PCNs):

Parking Services – Breakdown of expenditure	Amount
Operational Staff Pay	456,868.61
Administrative & Support Staff Pay	26,393.62
Training Expenses	1,416.40
Allowances	248.95
Other Employee Expenses	23.04
Public Transport – Staff	0

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Car Mileage all'ces – Staff/Volunteers	552.61
Car Parking Charge – Staff/Volunteers	33.52
Passenger Rate	1.56
Office Supplies & Equipment	12.83
Operational Equipment	25,271.37
Uniforms & Clothing	981.16
Printing & Stationery	1,988.46
Books & Publications	0
Other Consumable Materials	300
Telephones	1,182.87
Radio Pager/Mobile Phones	1,823.26
Computer Services	9,437.94
Software Support & Maintenance	9,251.00
Conference Expenses	6.64
Project Funding	250
Fees - General	27,162.60
Membership Fees	631
Legal Fees	420
Inter Directorate Recharges	7,024.25
Graphics & Mapping	0
Streetcare Street Lighting Recharges	220.02
Streetcare Highways Recharges	2,294.39
TranMan Transport Recharges	35,423.41
<b>Total</b>	<b>614,463.69</b>

<b>Parking Services Income</b>	<b>Amount</b>
Recovery of Expenditure	38,027.47
Fees & Charges – General	1,520.00
Miscellaneous Income – Penalty Charge Notice	317,930.66
Miscellaneous Income – Camera Car	87,460.00
Miscellaneous Income – Bus Lane	179,503.05
<b>Total</b>	<b>624,441.18</b>

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## Breakdown of income and Expenditure from off-street parking charges

Expenditure – Off Street Parking Charges	Amount
Services Contract (Premises)	325.26
Security Systems	0
Public Transport - Staff	204
Radio Pager/Mobile Phones	63.84
Publicity & Promotions	0
Fees - General	582.92
Bank Charges	1,200.00
Credit Card Charges	2,784.92
Other Supplies & Services	1,839.26
Inter Directorate Recharges	89.46
Streetcare Grounds Recharges	406
<b>Total</b>	<b>7,089.66</b>

Income – Off Street Parking	Amount
Miscellaneous Income	36,853.58
Inter Directorate Recharges Income	3,000.00
<b>Total</b>	<b>39,853.58</b>

In the Financial year of 2015/16 a total of 20,288 PCNs were issued compared to the previous year of 14,297. This represents an increase of 5,991. This represents a vast increase from the previous year and is to be expected as enforcement of two bus lanes using camera technology commenced in October 2015.

## Summary of Parking Costs

<b>Inspection of Car Parks</b>	
Inspection 1 day per Month	2,107
<b>Cleansing of Car Parks</b>	
Including Litter Picking, Sweeping and Deep Cleans	52,574
<b>Lighting of Car Parks</b>	
Annual Cost of Energy	5,500
<b>Maintenance</b>	
Potholes/Patching & Lining	22,000
<b>Dedicated Car Park Budget</b>	
Rates, Security Systems, Miscellaneous Repairs	151,644
<b>Total Costs</b>	<b>233,825</b>



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## Parking Spaces

Off-Street – Controlled Parking Spaces

Car Parks in South Gloucestershire

Location	Standard Bays	Disabled	Max Stay
<b>Filton</b>			
Station Rd/Filton Ave	12	1	2 Hours
Link Rd/Church View	31	4	12 Hours
Gloucester Rd North/ Filton Rd	58 + 1 Motorcycle	2	12 Hours
Abbeywood	44 + 1 Motorcycle	3	12 Hours
<b>Hanham</b>			
Abbots Road	11	3	24 Hours
Laburnum Rd	49 + 2 Parent/Child	3	2 Hours
<b>Kingswood</b>			
Bank Road	24	3	2 Hours
Boultons Road	50 + 1 Motorcycle	3	12 Hours
Cecil Road	53 + 1 Motorcycle	3	2 Hours
South Road	11 + 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	17 Short Stay + 22 Long Stay	3	2 Hours and 24 Hours
<b>Patchway</b>			
Coniston Road	31	3	2 Hours
The Parade	77 + 7 Staff	8	12 Hours
<b>Staple Hill</b>			
Byron Place	46 + 1 Motorcycle	3	2 Hours
Haynes Lane	23	3	12 Hours
Page Road (New) Car Park	49 + 18 Permit Bays	5	4 Hours
Page Road Carpark	43	3	2 Hours
<b>Thornbury</b>			
St. Marys Street Carpark	85	6	2 Hours
Rock Street Carpark	100 Short Stay + 192 Long Stay	20	2 Hours and 12 Hours
Park Road	10	3	12 Hours
Leisure Centre Carpark	295	11	12 Hours
<b>Winterbourne</b>			

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Flaxpits Lane	21 Short Stay + 28 Long Stay + 1 Motorcycle	4	2 Hours and 12 Hours
<b>Warmley</b>			
Warmley Station	24	3	24 Hours
<b>Yate</b>			
Longs Drive Carpark	9	3	2 Hours
Cranleigh Court Road	22	2	12 Hours
Kennedy Way Carpark	71	4	12 Hours
Abbotswood	34	3	12 Hours
Leisure Centre Carpark	156	9	12 Hours

## On Street Parking Spaces

As South Gloucestershire Council has a Policy of not charging for on-street car parking spaces it has not historically kept records of the number of spaces it provides and it is therefore not possible to accurately identify the numbers at this time.

Some on-street parking spaces are in the form of individually marked bays and other areas have continuous bay markings.

An estimated number of spaces, 1451, has been arrived out using an average by size divided in to the total length of bays available.

## Performance against Targets

Parking Services is constantly 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:

<b>Performance Target</b>	<b>2015/16 Performance</b>	<b>2014/15 Performance</b>	<b>2013/14 Performance</b>	<b>2012/13 Performance</b>
% of appeals received against PCNs issued	19.90%	23%	2.5%	2.5%
% of appeals received that were successful	63.48%	50%	41%	37%
% of appeals to TPT	1.19%	0.55%	0.13%	0.18%
% of successful appeals to TPT	30.61%	22%	59%	67%
% Primary Enforcement Areas visited on a Daily Basis	100%	100%	100%	100%
% of secondary enforcement areas visited on a weekly basis	40%	40%	40%	40%
% of PCN appeals closed within 5 working days	90%	88%	88%	86%
% of outstanding Debt Recovery on a monthly basis	28%	30%	29%	26.58%

## Appealing a Penalty Charge Notice

### Overview

If an individual receives a Penalty Charge Notice and they feel it should not have been issued, they may submit an appeal. The appeal process is designed to be accessible to all and does not require legal counsel.

Details of how to appeal can be found on the back of the Penalty Charge Notice attached to the vehicle or if the Penalty Charge Notice has been issued by post, details of how to appeal are contained within the Penalty Charge Notice.

#### 1. Informal Challenge (not available for PCNs issued by post)

These must be made in writing within 28 days of the service of the Penalty Charge Notice.

#### 2. Formal Representation

If the Penalty Charge is not paid within 28 days a Notice to Owner is sent out to the registered keeper of the vehicle. The Notice to Owner sets out the grounds under which to make a Formal Representation can be made, if the recipient wishes to make a Formal Representation they must complete the Notice to Owner or submit an appeal via the council's website within 28 days of receipt of the Notice to Owner documentation.

If a Penalty Charge Notice is issued by post (issued by the CCTV camera car or bus lane CCTV) the recipient can also submit a Formal Representation by post or via the council's website.

If a Formal Representation is rejected by the council, included with the notice of rejection, will be a green or blue (Bus Lanes) form which explains the right to appeal to an independent adjudicator at the Traffic Penalty Tribunal, this form can be completed and returned directly to the Traffic Penalty Tribunal.

## Traffic Penalty Tribunal

The Traffic Penalty Tribunal is an independent organization 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/PCN by post 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 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 55 case taken to the Traffic Penalty Tribunal during 2015/16 of which 33 were won, 14 were lost, 1 was withdrawn by the appellant and 7 were 'no contest' meaning the council did not contest the appeal.

Not contested is where the council does not contest the appeal at Traffic Penalty Tribunal due to new evidence provided by the appellant. It would normally be the case that if that evidence had been provided earlier the PCN would have been overturned and the appeal accepted.

To ensure there is consistency and fairness in the way the appeals area is dealt with, case 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 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.

## Civil Enforcement Agents

The Council uses two Civil Enforcement Companies to help recover Penalty Charges that have not been paid.

Despite the appointment of these recovery agents there are times when it is not possible to recover all the unpaid PCNs and reasons for this can range from the bailiffs companies being unable to trace the owner of the vehicles to the social status of the vehicle owner.

## Annual Performance Summary

Performance figures for the year show that Parking Services issued slightly more PCNS compared to the previous year, this is most likely due to more enforcement activity as South Gloucestershire Council have installed two fixed bus lane Camera.

The Trend over recent years is to see gradual reduction in Penalty Charge Notice which is expected as drivers become more educated in where to park legally.

There are a number of additional factors which help explain this reduction and why issue rates may not be a successful indicator in future years:

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 for other means of transport.

## Contacts and Further Information

Parking Services Can be contacted:

- Online - [www.southglos.gov.uk/parklegally](http://www.southglos.gov.uk/parklegally)
- E-mail - [parklegally@southglos.gov.uk](mailto:parklegally@southglos.gov.uk)
- Telephone - 01454 868000
- In Writing - Parking Services  
South Gloucestershire Council  
PO Box 299  
Civic Centre  
High Street  
Kingswood  
Bristol  
BS15 0DR

Further Information on topics covered by this report on the council website, local libraries and council offices. Also and at:

The British Parking Association

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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

[www.britishparking.co.uk](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"

[www.patrol-uk](http://www.patrol-uk)

## Statistical Tables and Further Information

### Penalty Charge Notice Statistics

#### PCNs issued

	2015-16	2014-15	2013-14
<b>PCNs Issued by Camera Car</b>	2546	3666	3553
<b>PCNs Camera Car Paid</b>	2099	3112	2389
<b>PCNs Issued</b>	10398	10631	11,293
<b>PCNs Paid</b>	8377	8389	9125
<b>PCNs issued in Bus Lanes</b>	7605	0	0
<b>PCNs in Bus Lanes Paid</b>	5329	0	0

The above table gives the amount of PCNs issued against the number that were paid. PCNs 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 Penalty Tribunal against the issued PCN has been successful.

#### PCN's paid

	2015 - 16	2014 - 15	2013 - 14
<b>Camera Car Full rate</b>	86	131	112
<b>Camera Car Discounted Rate</b>	2013	2876	2196
<b>Full Rate (off Street)</b>	185	146	227
<b>Full Rate (On Street)</b>	812	675	629
<b>Discounted Rate (Off Street)</b>	1555	1573	2215



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<b>Discounted Rate (On Street)</b>	5825	5777	5724
<b>Bus Lane (Full Rate)</b>	235	0	0
<b>Bus Lane (Discounted Rate)</b>	5094	0	0

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

	<b>2015-16</b>	<b>2014-15</b>	<b>2013-14</b>
<b>Informal</b>	1600	1898	2277
<b>Formal</b>	2489	1384	263

Informal challenges are the initial challenge to the Penalty Charge Notice if issued by a Civil Enforcement Officer on foot patrol and attached to the vehicle. Formal is where the appellant is unhappy with the outcome of the informal challenge and makes a second informal appeal following receipt of the Notice of Owner or Penalty Charge Notices captured by the camera car/Bus Lanes and issued by post.

## Traffic Penalty Tribunal Appeals

	<b>2015 - 16</b>	<b>2014 - 15</b>	<b>2013 - 14</b>
<b>Won</b>	33	50	26
<b>Lost</b>	14	17	13
<b>Not Contested</b>	7	9	9
<b>Withdrawn</b>	1	1	0
<b>Total</b>	55	77	48

This table refers to the amount of appeals sent to the Traffic Penalty Tribunal. Won is where the council has successfully defended the issuing of the PCN and lost is here the council has lost in their defence of that appeal. Not contested is where the council does not contest the appeal at Traffic Penalty Tribunal due to new evidence provided by the appellant. It would normally be the case that if the additional evidence has been provided earlier the PCN would have been overturned and the appeal accepted. The two withdrawn

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cases are where the appellant decided to pay after submitting their case to the Tribunal and requested a withdrawal.

## Average Penalty Charge notice issued by Civil Enforcement Officer

2015 - 16	2014 - 15	2013 - 14
990	1021	1060 incl cam car

National trends show a decreasing number of PCNs being issued by officer patrolling on foot.

## Penalty Charge Notices Issued by category by town (including Camera Car)

	On-Street	Off-Street	On-Street	Off-Street	On-Street	Off-Street
	2015-16	2015-16	2014-15	2014-15	2013-14	2013-14
<b>Almondsbury</b>	3	0	0	0	1	0
<b>Alveston</b>	1	0	0	0	1	0
<b>Aust</b>	0	0	0	0	0	0
<b>Bitton</b>	2	0	0	0	1	0
<b>Bradley Stoke</b>	33	0	37	0	18	0
<b>Bromley Heath</b>	0	0	0	0	0	0
<b>Cadbury Heath</b>	1	0	2	0	6	0
<b>Charfield</b>	0	0	0	0	0	0
<b>Chipping Sodbury</b>	205	0	126	0	110	0
<b>Cribbs Causeway</b>	0	0	0	0	0	0
<b>Downend</b>	471	0	1498	0	854	0
<b>Emerson Green</b>	183	0	109	0	70	0
<b>Filton</b>	977	39	782	64	528	90
<b>Frenchay</b>	560	0	458	0	454	0
<b>Hambrook</b>	8	0	6	0	13	0
<b>Hanham</b>	371	227	1083	298	531	276
<b>Harry Stoke</b>	21	0	11	0	48	0
<b>Kingswood</b>	1821	529	4749	709	2511	649
<b>Little Stoke</b>	3	0	69	0	4	0

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<b>Longwell Green</b>	33	0	11	0	26	0
<b>Mangotsfield</b>	167	70	208	66	241	66
<b>Marshfield</b>	8	0	3	0	8	0
<b>Mayshill</b>	0	0	0	0	0	0
<b>Nibley</b>	2	0	2	0	3	0
<b>North Common</b>	1	0	10	0	4	0
<b>Oldland Common</b>	5	0	13	0	8	0
<b>Olveston</b>	4	0	1	0	3	0
<b>Patchway</b>	435	179	392	162	418	136
<b>Piling</b>	0	0	0	0	0	0
<b>Pucklechurch</b>	1	0	2	0	0	0
<b>Redwick</b>	0	0	0	0	1	0
<b>Severn Beach</b>	16	0	18	0	12	0
<b>Siston</b>	155	0	114	0	85	0
<b>Staple Hill</b>	1089	433	1364	344	679	412
<b>Stoke Gifford</b>	233	61	194	102	199	827
<b>Thornbury</b>	219	119	601	275	948	508
<b>Tormarton</b>	244	0	48	0	30	0
<b>Warmley</b>	37	15	42	3	17	4
<b>Westerleigh</b>	3	0	1	0	0	0
<b>Wickwar</b>	2	0	3	0	4	0
<b>Winterbourne</b>	98	21	69	24	46	35
<b>Yate</b>	694	558	369	660	194	209

## Notices issued by category by Contravention - Off-street

<b>Code</b>	<b>Description</b>	<b>2015-16</b>	<b>2014-15</b>	<b>2013-14</b>
<b>73</b>	Parked without payment	53	84	225
<b>74</b>	Parking for the sale of goods	0	0	0
<b>80</b>	Parked for longer the permitted	484	692	787
<b>81</b>	Parked in a restricted area	0	0	0

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<b>82</b>	Parked without after payment expired	7	4	7
<b>83</b>	Parked without clear display	1	14	17
<b>85</b>	Parked in a Permit bay	0	0	1
<b>86</b>	Parked beyond the bay markings	1150	964	1536
<b>87</b>	Disabled Persons Parking	519	461	480
<b>89</b>	Wrong size of vehicle	0	0	0
<b>90</b>	Re-parked in the same place	0	3	1
<b>91</b>	Wrong class of vehicle	61	81	144

## Notices Issued by category by contravention – On-Street

<b>Code</b>	<b>Description</b>	<b>2015-16</b>	<b>2014-15</b>	<b>2013-14</b>
<b>01</b>	Parked in a Restricted Street	4955	4548	4200
<b>02</b>	Loading in Restricted Street	5	18	16
<b>16</b>	Parked in a Permit Space	194	125	64
<b>20</b>	Parked in a Loading Gap	2	0	0
<b>22</b>	Re-Parked in the same place	112	138	162
<b>23</b>	Wrong Class of Vehicle	12	16	32

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<b>24</b>	Not Parked Correctly	82	91	31
<b>26</b>	Double Parked in a SEA	0	0	0
<b>27</b>	Dropped Footway in a SEA	328	288	124
<b>30</b>	Parked longer than permitted	1832	2638	2817
<b>40</b>	Disabled Person's Parking	275	102	71
<b>45</b>	Parked On Taxi Rank	68	97	93
<b>47</b>	Restricted Bus Stop	169	202	371
<b>48</b>	Restricted School Zig-Zags	6	5	17
<b>99</b>	Pedestrian Crossing	99	63	97

## Notices issued by Camera Car by Contravention

<b>Code</b>	<b>Description</b>	<b>2015-16</b>	<b>2014-15</b>	<b>2013-14</b>
<b>02</b>	Loading in Restricted Street	55	400	182
<b>45</b>	Taxi Rank	16	237	175
<b>47</b>	Restricted Bus Stop or Stand	2431	2731	2829
<b>48</b>	Restricted School Area	98	109	185
<b>99</b>	Pedestrian Crossing	24	184	182

## Notices issued By Bus Lane by Location

Location	2015-16	2014-15	2013-14
Highwood Road	5975	0	0
New Road/Brierly Furlong	1447	0	0

## Patrol/Observations Statistics

Financial Year	Patrols	Observations
2015-16	93,545	127,796
2014-15	104,602	213,699
2013-14	129,399	287,744
2012-13	101,222	215,006
2011-12	18,530	33,118
2010-11	16,722	31,420
2009-10	16,668	17,489

In the above table patrols signify the area 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 through the court.</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 the 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 believe to be the keeper of vehicle, receives this they can either;</p>	<p><b>Civil Parking Enforcement – CPE</b> This is the name given to the enforcement of parking regulation by Civil Enforcement Officer (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 the local Traffic Regulation Orders (TRO).</p> <p><b>Department for Transport (DfT)</b> This is the government department responsible for the English transport network 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 31<sup>st</sup> 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). The Traffic Penalty Tribunal is final stage of appeal for motorists or vehicle of appeal for</p>
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<ul style="list-style-type: none"><li>○ Make a Payment of the full charge</li><li>○ Make a 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>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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