

Annual parking report

Covering Fareham, Gosport,
New Forest and Test Valley

Contents

01 Setting the scene	<ul style="list-style-type: none"> 01 Foreword by Councillor Rob Humby 02 Headline figures 03 Introduction to Hampshire Parking Services 04 What is civil parking enforcement? 06 Working with partners 08 COVID-19 – impacts of the pandemic
02 Parking as a service	<ul style="list-style-type: none"> 11 Hampshire County Council's Parking Team 11 Parking policy 12 Parking enforcement by numbers 12 On-street Penalty Charge Notices (PCNs) issued 13 PCNs by contravention code 14 PCNs issued by area 14 Top ten reasons for a PCN being issued 15 Permits sold 15 Streets with largest number of PCNs 16 Suspensions 17 Waivers 18 Blue Badge enforcement 19 New parking controls
03 Innovation and future developments	<ul style="list-style-type: none"> 21 Improving the user experience 21 Digital parking permit scheme 22 Electric vehicle infrastructure 23 On-street electric vehicle charging pilot schemes 23 Parking services online
04 Education – What are we doing and why?	<ul style="list-style-type: none"> 24 Role of a civil enforcement officer 26 Climate change 27 School travel planning 28 Penalty Charge Notices 29 Inclusion and diversity
05 Transparency in finance	<ul style="list-style-type: none"> 30 Financial transparency
06 Additional information	<ul style="list-style-type: none"> 34 Myth busting 36 Glossary of terms 37 Contacts

Foreword

I am pleased to present to you our inaugural Annual Parking Report for 2020/2021.

This report covers on-street civil parking enforcement for Fareham, the New Forest and Test Valley, and, since the 29 September 2020, the borough of Gosport.

Annual Parking Reports covering the areas of Basingstoke and Deane, East Hampshire, Eastleigh, Hart, Havant, Rushmoor and Winchester will be published by the relevant district or borough council.

Our first year has seen Hampshire County Council not only take on the important challenge of providing on-street parking services for the first time but to do so amid a global pandemic. We have had to respond quickly to an ever-changing situation and understand how this has affected residents and visitors in terms of our parking enforcement.

We have had to carefully balance the needs of the essential services requiring access to the highway against the need for many more people to park at home under lockdown. This has been a challenging year for everyone and meeting the changing habits of drivers has seen us take regular guidance and advice from a host of public organisations, including the British Parking Association and Parking and Traffic Regulation Outside London (PATROL), on how and when to enforce parking restrictions.

The on-street parking service is an important public responsibility that we take seriously, and our aim is to provide a modern, efficient and customer focussed service. We recognise the importance of keeping the roads safe and free from obstruction. This helps ensure access is maintained for essential services, employment,

and positively contributes to the County Council's climate change targets, by improving air quality through keeping the road network free flowing and reducing congestion.

The parking service is delivered in partnership with NSL, which has a five-year contract to provide the on-street civil parking enforcement. NSL was awarded the contract after a competitive tendering process and has an excellent reputation – which was a key factor in the decision to appoint them. We have a range of key performance indicators (KPIs) against which NSL is monitored monthly. The contract is based upon deployed hours of the civil enforcement officers and not the number of Penalty Charge Notices issued.

This report outlines our first year of activity in the management of on-street civil parking enforcement in the districts where we have responsibility. It includes data on the numbers of Penalty Charge Notices (PCN) issued, permits sold, and the number of appeals made, and the outcomes achieved.

I hope you will find this report informative and that it answers the many questions you may have regarding on-street civil parking enforcement.



Councillor Rob Humby,
Deputy Leader and Executive Lead Member
for Economy Transport and the Environment

Headline figures from our first year



2,221

permits sold



12,171

PCNs issued



79%

of fines paid in the first year



2,488

appeals made



1,088

appeals accepted



1,400

appeals rejected

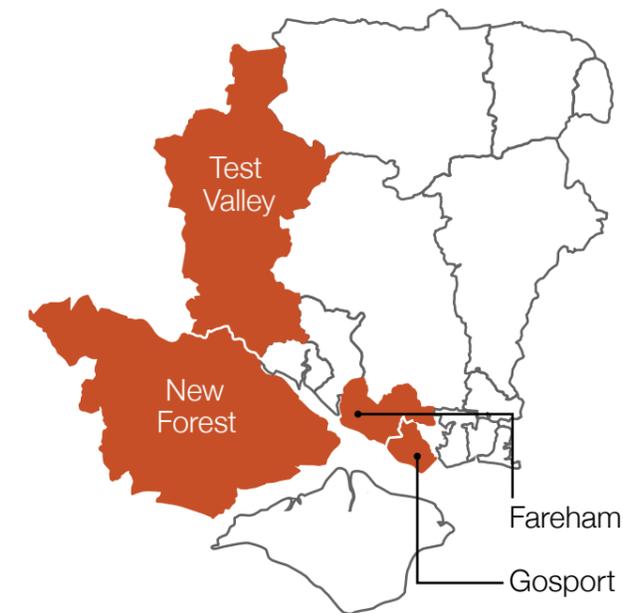
Introduction to Hampshire Parking Services

This report represents Hampshire County Council's first year managing on-street civil parking enforcement. Please note the following when reading this report:

- We did not operate any off-street car parks during this period, so this report focusses on our on-street parking services only.
- None of the districts covered in this report have on-street pay and display as a method to pay for parking.
- The report covers the four areas we manage – namely: Fareham, Gosport, New Forest (including the National Park), and Test Valley.

In 2020 Hampshire County Council awarded its parking services contract to NSL, part of Marston Holdings. The contract runs for five years with a possible extension period of a further five years.

The new Hampshire County Council parking service commenced on 1 April 2020 and provided on-street civil parking enforcement in Fareham, the New Forest, and Test Valley, by NSL on our behalf. On 29 September 2020 Hampshire County Council was granted powers for civil parking enforcement in Gosport by the Department for Transport and the borough was therefore added to the areas covered by NSL. The seven remaining districts and boroughs within Hampshire (Basingstoke and Deane, East Hampshire, Eastleigh, Hart, Havant, Rushmoor and Winchester) have parking agency agreements in place with the County Council to operate on-street parking services on our behalf. Each of these councils will be issuing annual parking reports for their respective areas.



Hampshire is in the top ten of the largest counties by land area (covering approximately 2,253 square kms). The county also contains two national parks; the first covering the New Forest, and therefore governance of this area is carried out by a national park authority as well as New Forest District Council, the second, the newer national park for the South Downs which covers the chalk downlands from Winchester eastwards.

What is civil parking enforcement?

The Traffic Management Act 2004 (TMA 2004) 'Part 6' 'Civil Enforcement of Traffic Contraventions' sets out the legislation under which civil parking enforcement needs to be undertaken. Statutory guidance for local authorities on enforcing parking restrictions (Guidance for local authorities on enforcing parking restrictions – GOV.UK) ([gov.uk](https://www.gov.uk)) states that each enforcement authority should design their parking policies with particular regard to:

- managing the traffic network to ensure expeditious movement of traffic, (including pedestrians and cyclists), as required under the TMA 2004
- [gov.uk/government/publications/traffic-management-act-2004-summary/traffic-management-act-2004-summary](https://www.gov.uk/government/publications/traffic-management-act-2004-summary/traffic-management-act-2004-summary)
- improving road safety
- improving the local environment
- improving the quality and accessibility of public transport
- meeting the needs of people with disabilities, some of whom will be unable to use public transport and depend entirely on the use of a vehicle
- managing and reconciling the competing demands for kerb space

In 2004 the Traffic Management Act was drafted and came into force in England and Wales on 31 March 2008 and includes the following:

- parking offences now to be classed as civil contraventions
- parking wardens/attendants to be known as civil enforcement officers (CEO)
- the power to require authority to apply for civil enforcement powers
- setting the level of penalty charges
- £70 for the most serious contraventions (discounted to £35 if paid within 14 days)
- £50 for other contraventions (discounted to £25 if paid within 14 days)

The size of the road networks for the four districts we manage the on-street civil parking enforcement for are:

	Network total length km	Urban	Rural
Fareham	413 km	398 km	15 km
Gosport	263 km	263 km	0 km
New Forest	1,344 km	589 km	755 km
Test Valley	1,090 km	361 km	729 km
Totals	3,110 km	1,611 km	1,499 km

	Population (estimated calculation based on growth, 2021)	Population (2019)	Area (km ²)
Fareham	120,133	116,233	74.2 km
Gosport	88,187	84,838	25.3 km
New Forest	183,948	180,086	753.2 km
Test Valley	127,924	126,160	627.6 km

Working with partners

Hampshire County Council works closely with NSL, its parking services provider, to ensure delivery of a modern, efficient, and customer focused parking service. As part of the contract, the case management process is provided by Chipside and the residential permit scheme management by MiPermit.

NSL

NSL is our parking services provider and employs the civil enforcement officers (CEOs) that undertake the parking enforcement on our behalf in the areas currently under our control. The CEOs will issue a Penalty Charge Notice (PCN) to any vehicle that has been observed parking in contravention of the parking restrictions. NSL also provides a back-office notice processing function from a Shared Service Centre (SSC) where NSL has successfully managed multiple local government contracts for over a decade.

The SSC provides economies of scale and access to motivated, well-trained, and qualified customer service representative (CRS) teams, and expert management who deliver similar services for 16 authorities. This enables knowledge and expertise to provide a service that looks at best practice across the industry to improve on current processes and business rules.

[marstonholdings.co.uk/nsi/](https://www.marstonholdings.co.uk/nsi/)

Chipside

Once a Penalty Charge Notice (PCN) has been issued, the details of the contravention are transferred to the Chipside case management system, this provides all the relevant information relating to the life cycle of a PCN. This includes full details of the contravention, all correspondence including informal and formal appeals made and decisions. Chipside is a specialist software development company

providing products and services to around a quarter of local and regional government traffic authorities in the UK. This means that Chipside works with over 130 local government authorities throughout the UK, delivering smart city initiatives to villages, towns, cities, and regions.

[chipside.com/index](https://www.chipside.com/index)

British Parking Association (BPA)

Hampshire County Council is a member of the British Parking Association (BPA) and sought guidance on how best to approach parking enforcement during the COVID-19 restrictions. BPA is a not-for-profit organisation, working with members and stakeholders to support

their communities, improve compliance by those managing and using parking facilities and encourage fairness to achieve their vision of excellence in parking for all.

[britishparking.co.uk](https://www.britishparking.co.uk)

MiPermit

Hampshire County Council also works with MiPermit which provides the management system for all our digital permits – from residents' parking permits to visitor permits and waiver and suspension requests. MiPermit is Chipside's cashless and virtual permit system. Over 130 local authorities use it to give their citizens and local businesses the ability

to pay for parking and permits using their mobile phone, landline telephones or online. Residents, businesses, and visitors can pay for parking in a car park or renew permits any day of the week at any time of the day.

[mipermit.com](https://www.mipermit.com)

Parking and Traffic Regulations Outside London (PATROL)

Local authorities who undertake civil traffic enforcement are required by statute to make provision for independent adjudication. The main function of the Joint Committee is to provide resources to support independent adjudicators and their staff, who together comprise the Traffic Penalty Tribunal (TPT). PATROL also provides information for motorists on their options after

receiving a parking, bus lane, clean air zone, moving traffic or road user charge, penalty charge notice, or a littering from vehicles penalty notice. You can obtain further information about the TPT and their service by visiting their website.

[patrol-uk.info](https://www.patrol-uk.info)

Hampshire Constabulary

We have worked in partnership with the police to provide joined up thinking and help enforce the parking restrictions to keep the highway network free from obstruction. The police have provided support when CEOs are threatened and have

increased patrols in locations where parking has caused obstruction. Where there are no parking restrictions the police may have the powers to enforce obstruction or safety issues.

District and borough authorities in Hampshire

The seven districts and boroughs managing on-street parking matters on our behalf, through agency agreements, must report twice a year to us, as the Highway Authority, providing information on their expenditure and income for their on-street parking accounts.

We work with them to ensure a consistent approach to on-street parking enforcement is taken across Hampshire. The districts that no longer manage the on-street enforcement on our behalf have also worked with us and provided support during our first year.

COVID-19 – impacts of the pandemic

Operating an on-street parking service, for the first time, at the start of a global pandemic provided many challenges.

It had a huge impact on how we ran the service in the first year. We looked to achieve a balance between supporting the need for people to follow Government guidance regarding working at home, and therefore park at home, against the need to keep the roads free flowing and free from obstructions and above all safe to all users. We took advice from the BPA and PATROL and made decisions based upon this and our local knowledge and ratified our decisions internally.

The first lockdown saw Hampshire County Council and NSL take the decision to withdraw the civil enforcement officers (CEOs) as enforcement was suspended. The ban on foreign holidays also affected visitor hotspots in Hampshire, as people took advantage of the easing of lockdown restrictions when this allowed travel. Campervans and motorhomes were seen in many coastal locations and in some circumstances staying overnight for lengthy periods.

Enforcement decisions were assessed on a frequent basis in line with the changing restrictions related to the pandemic. We worked closely with the police and the district and borough local authorities to try and ensure that we made decisions that were consistent countywide.

We found that many residents relied on parking enforcement to enable them to park close to their homes and to keep the highway safe and free from obstruction. We received many requests for enforcement and had to prioritise our responses in line with available resources. Residents' parking zones were treated with a pragmatic approach to seek a balance between the needs of residents with permits and the changing numbers now working from home.

During the pandemic we provided many free parking permits to health care workers to support them in doing their important work in the community at a really difficult time.

The BPA and PATROL support and guidance enabled us to deliver our responsibilities relating to civil parking enforcement (CPE) during the pandemic.



Hampshire County Council's Parking Team

The parking team is made up of eight full time officers. The service is managed by the Parking Services Team Leader who has a Principal Parking Officer and a Principal Traffic Management Engineer heading up the two sides of the wider team. One manages the operational side of the parking services and the other manages the new parking controls side.

The operational team is responsible for managing issues relating to residents' parking permits and PCN queries as well as making decisions on the formal appeals to PCNs. The new parking controls team manage requests for disabled parking bays, access protection markings and new and amended traffic regulation orders (TRO).

Parking policy

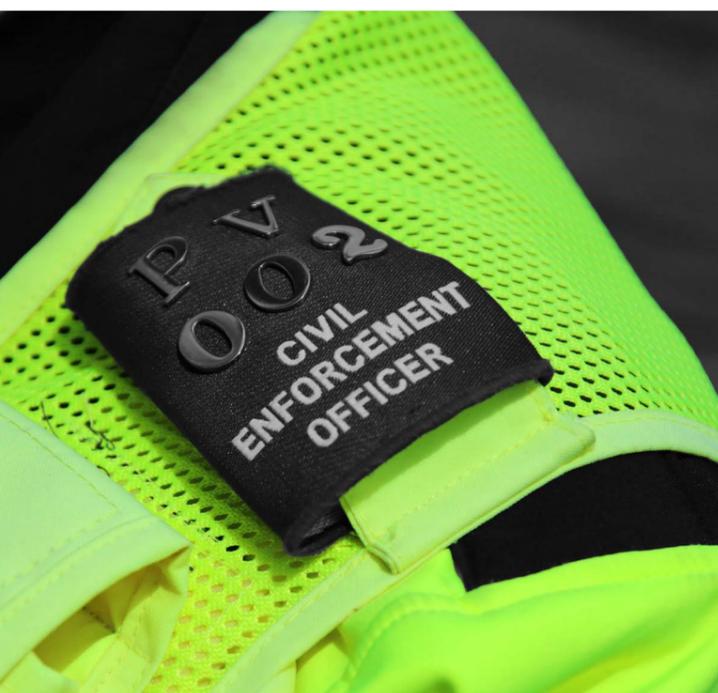
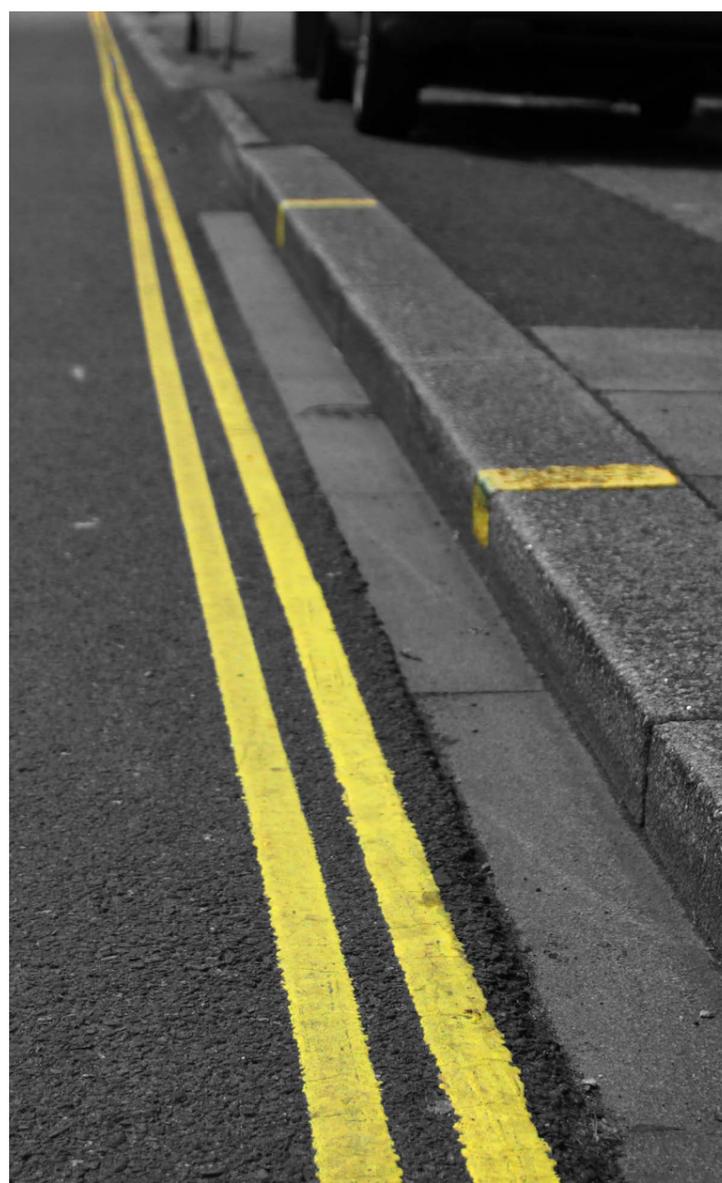
On-street civil parking enforcement helps to maintain emergency vehicle access and public access to key services and employment.

Our aim is to provide a modern, efficient and customer focused parking service that is operated on a full cost recovery basis.

Hampshire County Council, as the Highway Authority, is responsible for all on-street parking matters in the county (not including the unitary authority areas of Southampton or Portsmouth cities). This had been previously carried out on our behalf in 10 of the district and borough areas by the relevant local authorities under parking agency agreements. In Gosport borough parking enforcement was the responsibility of the Police until CPE was granted in September 2020.

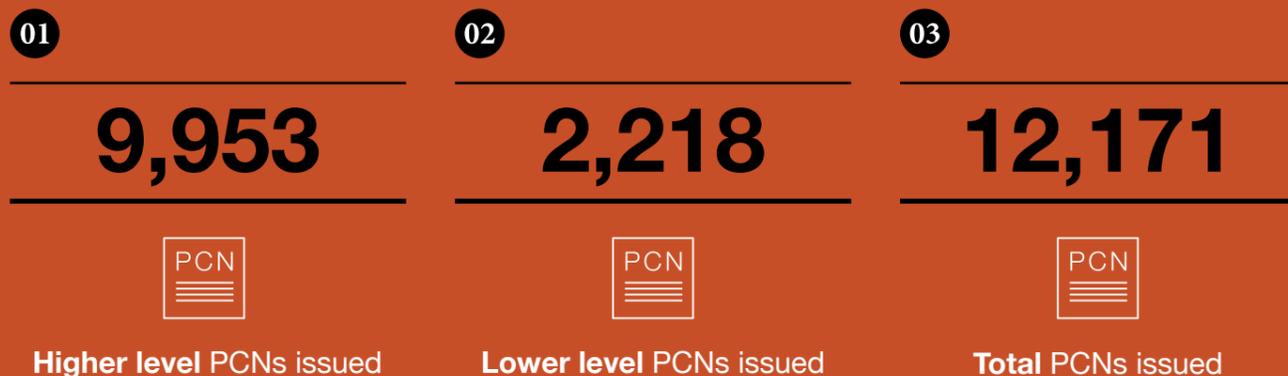
In 2020 we introduced several changes that we felt would modernise the on-street parking service, such as the introduction of digital residents' parking permits, including an allocation of visitor permits, the ability to manage permits online or via the MiPermit app and the ability to report parking issues via our website:

hants.gov.uk/transport/parking



Parking enforcement by numbers

On-street PCNs issued



PCNs paid	9,663
PCNs issued to driver/attached to windscreen	11,541
PCNs issued by post	630

PCNs by contravention code

Contravention code	Reason	Total issued
01	Parked in a restricted street	5,779
02	Loading in restricted street	1,064
12	Parked in a residents' place	17
16	Parked in a permit space	391
20	Parked in a loading gap	24
21	Parked in a suspended bay	41
22	Re-parked in the same place	74
23	Wrong class of vehicle	336
24	Not parked correctly	212
25	Parked in a loading place	318
26	Double parking in a SEA	14
27	Dropped footway in a SEA	22
30	Parked longer than permitted	1,928
40	Disabled person's parking	1,030
45	Taxi rank	451
46	Clearway	57
47	Restricted bus stop or stand	165
48	Restricted school area	55
61	Commercial footpath parking	1
62	Footpath parking	86
99	Pedestrian crossing	106
Total for category:		12,171

PCNs issued by area in 2020/21

	PCNs issued on-street	PCNs issued by post	Total
Fareham	2,519	248	2,767
Gosport	2,558	24	2,582
New Forest	3,676	86	3,762
Test Valley	2,788	272	3,060
Total	11,541	630	12,171

Top ten reasons from the Contravention Code for a PCN being issued

01

Code 01 – Parked in a restricted street during prescribed hours

06

Code 16 – Parked in a permit space or zone without clearly displaying a valid permit

02

Code 30 – Parked for longer than permitted

07

Code 23 – Parked in a parking place or area not designated for that class of vehicle

03

Code 02 – Parked or loading/unloading in a restricted street where these restrictions are in force

08

Code 25 – Parked in a loading place or bay during restricted hours without loading

04

Code 40 – Parked in a designated disabled place without displaying a valid disabled person's badge

09

Code 47 – Stopped on a restricted bus stop or stand

05

Code 45 – Stopped on a taxi rank

10

Code 99 – Stopped on a pedestrian crossing or crossing area marked by zigzags

Permits sold by area in 2020/21

1,324

01 Test Valley

666

02 Fareham

219

03 New Forest

12

04 Gosport

Streets with the largest number of PCNs issued

01 Bridge Street, Andover

06 Waterloo Court, Andover

02 West Street, Fareham

07 Waterside Lane, Fareham

03 Market Place, Ringwood

08 Hartlands Road, Fareham

04 High Street, Lymington

09 Junction Road, Totton

05 High Street, Ringwood

10 Trinity Green, Gosport

Suspensions

Hampshire County Council has the power to suspend parking in designated parking bays, often to allow space for essential maintenance and other works. Suspensions can also be implemented to accommodate events that are taking place, or to ensure that certain vehicles have access to a particular location or bay. For a suspension to take place, the County Council should be notified at least five

working days before the intended date of implementation. This is to allow time to process the request and enable the legal requirement of at least 72 hours' notice to the public of the intended suspension to be in place – communicated using yellow signs (stating the date, time, duration, and nature of restriction) and cones.

Suspensions				
Fareham	Gosport	New Forest	Test Valley	Total
8	3	6	15	32



Waivers green/red

In some situations, it may be necessary for a vehicle to be parked in contravention of parking restrictions. If it is essential for a vehicle to be parked in this manner, and there are no

alternative parking solutions, a waiver may be granted for the vehicle. Waivers are issued under two categories: Green and red.

Number of suspensions and waivers (dispensations) by type 2020/21

Green waivers				
Fareham	Gosport	New Forest	Test Valley	Total
29	0	23	9	61

Green waivers allow vehicles to park in areas where there are usage or time restrictions, for example, in a limited waiting bay for longer than the usual time limit, or in a loading bay when the vehicle is not loading.

Red waivers				
Fareham	Gosport	New Forest	Test Valley	Total
6	8	16	6	36

Red waivers allow vehicles to park in locations where parking is not normally permitted, for example on yellow lines.

To make an application please visit:
hants.gov.uk/transport/parking

Blue Badge enforcement

Hampshire County Council receives around 75,000 to 80,000 applications for Blue Badges over every three-year period and it issues around 67,000 to 72,000 badges over that same period. At any stage, for various reasons, the number of badges on issue in Hampshire is around 60,000.

As the County Council is the Blue Badge issuing authority in Hampshire, it is therefore responsible for Blue Badge enforcement in the county. The Parking Services team works closely with the Blue Badge team who also work with all the other district and borough council parking services to try to eradicate Blue Badge misuse and fraud.

The civil enforcement officers (CEOs) issue the PCNs and the Blue Badge service deals with Blue Badge misuse or abuse but don't deal with the parking offence. Misuse of a Blue Badge can result in prosecutions but mostly results in formal warning.

This approach was developed by the County Council in 2014 when we started working in partnership with Portsmouth City Council who provide support in dealing with further investigations and preparation for prosecution. As a wider partnership, we have kept possession of Blue Badges – we do not confiscate them but retain when we inspect badges which reveal misuse. Confiscation of a badge is a matter resulting from further investigation. The CEO asks to inspect the badge and then retains it if there is evidence of misuse.

Around 400 badges per year are retained due to misuse over the seven years. Most have resulted in formal warnings and a small proportion of around 40 in prosecutions. The success is largely down to the excellent partnership working between all involved but is limited to resource availability.

The main activities relating to Blue Badge enforcement are:

- training of CEOs – carried out annually
- CEOs carrying out Blue Badge checks as part of their business as usual activities
- Hampshire County Council carrying out 12 to 15 Blue Badge daily inspections in towns and cities across Hampshire
- further investigation of serious misuse and then prosecution when appropriate
- retained badges for lesser offences being returned to the badge holder with a formal warning
- prosecution if a person misuses a badge after receiving a formal warning

The parking team have made the concession to allow all Blue Badge holders to park in residents' parking zones without the need for a permit.

New parking controls

Hampshire County Council is responsible for installing new parking controls and changes to existing ones, on the roads in of Fareham, Gosport, New Forest and Test Valley district.

We are continually reviewing our parking schemes to make sure they meet the changing needs of local communities.

We receive many requests for changes to existing parking controls or where residents or businesses want new controls to be introduced. There are also areas where safety or access issues have been identified and it is felt necessary to introduce restrictions such as yellow lines.

To make sure our schemes remain lawful there is a formal, legal process that must be followed when making changes or introducing new restrictions, this is the traffic regulation order (TRO). The review process includes public consultation and normally takes several months to complete.

All requests are considered and assessed against our priority ranking system. The scoring system considers several factors, these include:

- safety
- access
- congestion and traffic flow;
- accident history
- the class of road
- local conditions such as nearby shops, schools, or hospitals
- demand from residents, local members, and businesses
- the nature of the issue and frequency

Each location is looked at in detail and proposals to address the issues are raised. Most often there are conflicting issues, and we need to find a balance to meeting differing needs.

Improving the user experience

Providing a modern parking service means we need to understand the changing parking habits of residents and ensure the services provided reflect their needs. We have looked to

implement new systems and processes to meet our aims and objectives during the first year (set out below) and will continue to look at ways to improve the customer experience.

Digital parking permit scheme

In April 2020 Hampshire County Council introduced a new digital parking permit scheme, working closely with MiPermit, to ensure a smooth transition from the previous paper-based permit schemes. It has proven to be a great success with over 2,200 permits sold in the first year throughout 52 resident permit zones.

Digital permits allow eligible households to take full control of their parking needs which can be done at the touch of a button online or by downloading the MiPermit app. Each eligible household at present is entitled to up to 2 resident permits and 100 visitor permits per year. Once a permit is purchased, the vehicle registration number is added onto the database of active permits. CEOs carry a handheld device and can check all vehicles parked in a residents' parking zone (RPZ) for a valid permit by typing in the vehicle registration number.

The **digital permit system** offers the following functional benefits:

- allowing easier management of permits through the website or MiPermit app

- giving residents full access to their own permits, they can purchase or renew their permits and can change vehicle registration numbers at any time of the day, seven days a week
- processing permits instantly with no waiting time or delay
- activating visitor permits instantly at any time online or on the MiPermit app
- removing the need to leave home, wait or queue in the council offices
- lowers carbon footprints as it reduces the use of paper and travel to renew
- residents without access to the internet can call MiPermit on **0345 520 7007** to discuss their permit requirements

For further information on the digital permit scheme or to apply, please visit: hants.gov.uk/transport/parking



Electric vehicle infrastructure

With increasing demand, and Government grant schemes to help with the initial purchase price, the number of electric vehicles (EV) is growing in parallel with an ever-increasing call for EV chargepoint infrastructure.

The percentage share of EV sales out of all vehicle sales continues to increase annually. 2020 saw the biggest annual increase in number of registrations, with more than 175,000 electric vehicles registered showing a growth of 66% on 2019.

In a year where total vehicle sales were impacted by the COVID-19 pandemic, the percentage share of EV sales (April 2021, 13.3%) continued to grow in comparison with traditional internal combustion engine (ICE) vehicles. This combined with the Government acceleration of the ban of sales of ICE vehicles from 2035 to 2030 shows that the future of vehicular transport is electric.

This is not without its challenges. Currently it is not a statutory duty for local authorities to provide chargepoints and Government support schemes such as the 'On-street residential chargepoint scheme' (ORCS) need to be extended to help with the local authorities' capital costs, at a time when budgets are being reduced.

As with the provision of existing filling stations, it is likely that the private sector will step in, but the availability of chargepoints, and their locations, will be driven by the return on investment.

This is unlikely to cater for the 43% of home owners in the South East of England who do not have access to off-street parking, which is why Hampshire County Council has decided to trial two on-street chargepoint technologies to learn more about their impact and inform the emerging EV chargepoint strategy.



On-street electric vehicle charging pilot schemes

In November 2020, the County Council obtained funding from the Government's Office for Zero Emission Vehicles (OZEV) national on-street residential chargepoint scheme (ORCS). This enabled the installation of 50 on-street charge-points across both Winchester and Eastleigh.

The scheme will be in place for a minimum of three years in permit zone areas where residents have minimal access to off-street parking. The slow/overnight (5kW) charge-points are mounted on a mixture of street-lighting columns and satellite bollards.

By trialling different technologies, the results of the pilot will better inform the County Council's approach for future schemes across Hampshire (subject to availability of funding).

At present there are no restrictions on access to the EV chargepoints (other than being within a permit zone), though the need for regulation will be kept under review as more residents' move to EV ownership.

Parking services online

The parking pages on our website hants.gov.uk/transport/parking include several options allowing our residents to quickly access information on parking. For example, the 'report a parking contravention' tile allows residents to fill in a simple form that sends an email to NSL our parking services provider.

This allows NSL to collate data to make a hot spot map of areas that need more enforcement on a regular basis. It is not a request service but if a CEO is close by, they will be sent to provide the appropriate enforcement.

Role of a civil enforcement officer

What do they do and why?

Civil enforcement officers (CEOs) are employed by our parking services provider NSL and are there to assist the local community by making sure that the highway is safe to all users free flowing and clear from obstructions. They do this by monitoring all areas where parking restrictions apply, and issue Penalty Charge Notices (PCNs) to any vehicle that is not parked in line with the restrictions in place. This is known as a parking contravention. Our CEOs have the power to issue a PCN to vehicles that do not comply with the parking regulations (contravention).

The CEOs wear a uniform when on patrol, so they are easily recognisable and are trained to be fair and consistent in their approach. If there is mitigation, then the driver can appeal the notice.

Each CEO is equipped with a Body Worn Video Camera (BWVC) and a radio to deter instances of physical threat and abuse when they are carrying out their duties. CEOs will turn on their BWVC if approached by a member of the public, to have a record/evidence of any conversations or incidences. If a member of the public has a complaint regarding the issuing of the PCN the body worn video camera footage can be reviewed.

The role of the CEO is to also assist people with their parking enquiries, control traffic in areas where conflict may occur – for example schools, assist in Blue Badge fraud detection and report defective signs and lines. Our CEOs play a vital role in ensuring the free flow of traffic and safety of the highways around Hampshire. Our CEOs are out and about in the community in all weathers, seven days a week and here is what some of our CEOs have to say about their role:

What do you enjoy the most about your role?

“

I enjoy my role as a CEO because it gives me the opportunity to interact with the community, usually in a positive way. I gain satisfaction from doing a good job, helping members of public with general queries and with parking issues. I have the feeling of trust as I plan my own day. I love the positive feedback from members of public and local businesses, the exercise, and the fresh air. No two days are the same giving plenty of variety.

”

– 008 New Forest

What important information would you like to give to the community about parking enforcement?

“

We are there to help the community, we are not there to hinder them. We are there to make sure that we educate and help all drivers in responsible parking and if you do not know where it is safe to park and you see one of us, do come and talk to us and we will help you with all your parking needs. We are not heartless we are friendly and approachable.

”

– 021 Gosport

Why do you feel parking enforcement is important to the community?

“

I feel it is important because it allows members of the public to go about their business knowing that they can get parking where they need it in a place where they wish to park. In addition, they can be confident that emergency services can get to their property should they need it, knowing that the roads are as clear as we can make them.

”

– 018 Fareham

Climate change

In June 2019 Hampshire County Council declared a climate emergency, setting out a clear strategy, action plan and framework to meet two targets:

- to be carbon neutral by 2050
- to prepare to be resilient to the impacts of a two degrees temperature rise

Since declaring a climate emergency, our climate change strategy recognises the changing climate as the biggest threat.

Our vision for a well-adapted and resilient Hampshire will be essential to ensure that Hampshire's economy, environment, and society continues to thrive and prosper.

Our policy is to focus on embedding climate resilience and mitigation across key policies and sectors, working with communities across Hampshire.

hants.gov.uk/climatechange

Hampshire County Council's parking services are supportive of the climate emergency targets and has made sure that services provided are, as far as possible, contributing towards the carbon neutral targets. We have ensured that our parking services provider, NSL, is committed to waste and plastic reduction and recycling,

along with the use of low level CO2 vehicles which are fuel efficient. NSL has demonstrated their commitment by using an ISO 14001 accredited environmental management system, which includes:

- civil enforcement officers uniforms being made from recycled materials with old uniforms being recycled and made into loft insulation
- vehicles used by CEOs are hybrid and will be electric once technology meets the requirements in terms of distance driven. These vehicles are tracked to measure fuel consumption, CO2 emissions and driver behaviour
- penalty charge notice holders are made from biodegradable material

We are also promoting our cashless online payment services for parking related payments and have introduced a digital residents parking permit scheme. This has replaced the old paper-based permit application process and paper parking permits.

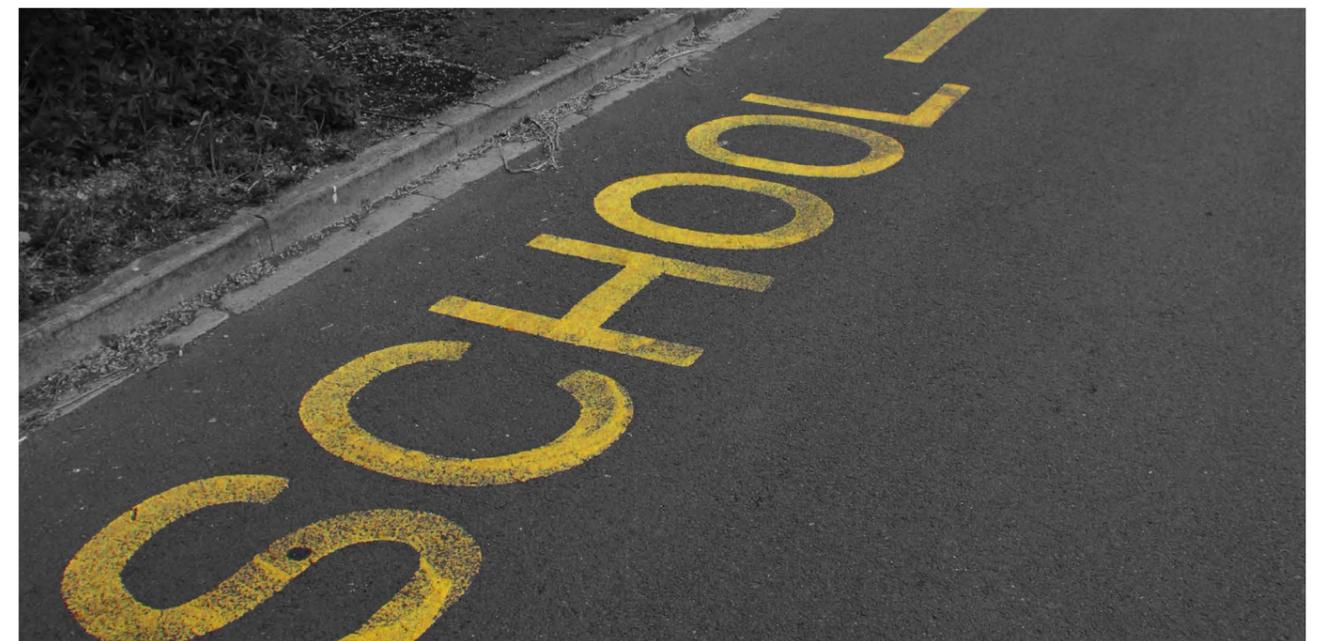
All these measures are contributing to helping the County Council achieve its climate change targets.

School travel planning

Hampshire County Council's Travel Planning Team helps to identify barriers to active and sustainable travel on the route to school and implements a variety of measures to reduce or remove those barriers. The parking services team provides a key component by deterring unsafe parking outside schools and making it easier to walk and cycle as well as supporting the education and promotion of sustainable modes.

Schools are encouraged to be proactive and reduce the issues through a school travel plan or Modeshift STARS (Sustainable Travel Accreditation and Recognition for Schools) as this provides a longer-term strategy on how to manage travel to and from school. However, the parking enforcement service offers an additional support that enhances and reinforces their work, where a minority of people ignore other messages and reminders about parking near to the school site.

This was illustrated at Harrison Primary School in Fareham, which benefitted from an active travel scheme to support social distancing, enabling the families to have the space to be able to travel actively and to be able to wait safely outside of the school. However, a minority of parents continued to drive to the school and park in contravention of a parking restriction and unsafely. Therefore, the parking service was asked to arrange enforcement, resulting in a greater level of compliance and positive feedback from both the school and the parents.



Penalty charge notices

Representations and appeals

If a motorist feels that their PCN has been issued incorrectly or has mitigating circumstances as to why the vehicle was parked in contravention, they have the right to contest. Information on how to do this can be found on the back of the PCN or on our website: hants.gov.uk/transport/parking/parking-fine

Hampshire County Council's notice processing providers, NSL, investigate all contested PCNs on an individual basis, in line with our local policies to decide whether to accept, reject or ask for further information. During this investigation, the PCN will be placed on hold and will not incur further costs. Depending on the circumstances a decision would also be made as to resetting discounts or accepting a reduced payment.

There are different stages to contesting a PCN:

- 1. Informal challenge** – this is before the Notice to Owner (NtO), and we would investigate a challenge from anybody wishing to do so. Hampshire County Council is not legally bound to respond to these within a timescale, however our policy is to respond within 28 days to receipt.
- 2. Formal Representation** – if a PCN is not paid then a NtO is sent to inform the vehicle owner of the notice. A formal representation is after the NtO has been sent and before the charge certificate has been sent and is based on nine specific grounds explained in the NtO. As this is at a legal stage, we can only respond to the registered keeper

of the vehicle unless given permission to communicate with a third person by the registered keeper. We aim to respond to these within 21 days however statutory guidance states response should be within 56 days.

- 3. Appeal** – this is where the registered keeper is not satisfied with the response from their formal representation and can appeal to an independent adjudicator (the TPT) to consider the case and make the final decision. This can be done with or without a telephone hearing depending on what the appellant wishes.

If the appeal is rejected and payment has not been made, the fine of the PCN is registered as a debt. The registered keeper can no longer challenge the PCN but can challenge the debt registration or the debt itself. This can be done by completing either a witness statement or an out of time witness statement depending on if the debt has been registered or not and they are sent to the Traffic Enforcement Centre (TEC) for consideration. There are four grounds to contest and depending on which ground is chosen, Hampshire County Council may seek further assistance from an independent adjudicator. Please refer to [section two](#) for more data on appeals made.

Total PCNs = 12,171
Total appeals = 2,488
Total accepted = 1,088
Total rejected = 1,400

Inclusion and diversity

Both Hampshire County Council and NSL take responsibilities regarding inclusion and diversity very seriously. All County Council staff regularly undertake e-learning on inclusion and diversity and civil enforcement officers receive inclusion and diversity training as part of their induction and regular follow-up training.

Civil enforcement officers are the public facing side of the parking service, so any incidents involving them, and the public are recorded on their body worn video cameras. Body worn video camera footage will be reviewed in any investigation undertaken.

Decisions made on appeals are based only on the facts presented and are not prejudged. Everyone is treated equally.

If a driver or resident does not have access to the internet, then alternative options are available for them to deal with permit enquiries, make appeals or representations on a PCN received.

Please look at [contacts](#) for further information on who to contact and how.

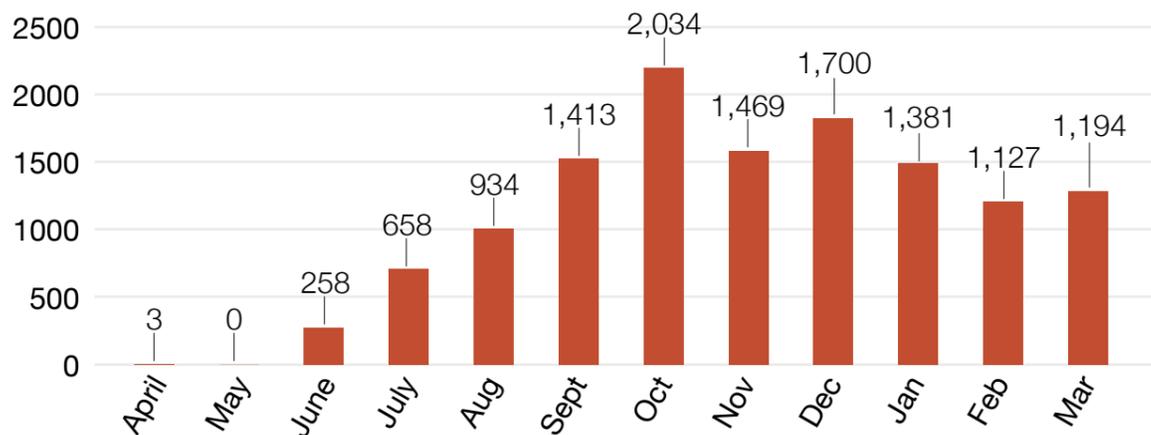
Financial transparency

In 2020/21 the Hampshire Parking Service received £441,748 in income and had expenditure totalling £449,369, leaving a deficit of £7,621 overall for our first year.

travel options due to lockdowns. The first three months of our first year managing on-street CPE saw virtually no enforcement of contraventions unless requested to do so by the Police or a safety issue was identified.

The deficit of £7,621 can be attributed to the pandemic and the changes in parking behaviour that were brought about, including restricted

PCNs Issued



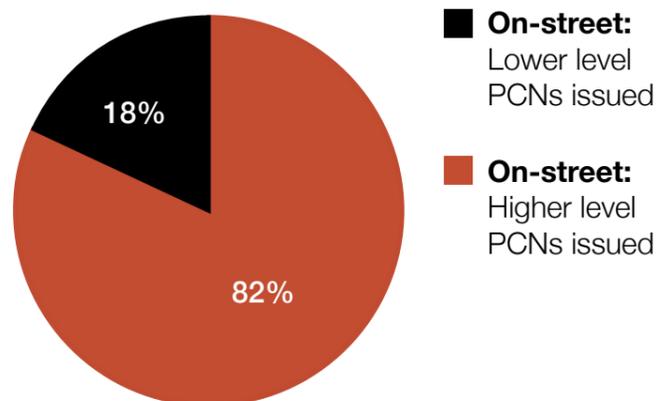
PCNs issued by level of severity

Issued and paid

On-street: Number of higher level PCNs issued: 9,953

On-street: Number of lower level PCNs issued: 2,218

Total PCNs issued: 12,171



9,663

PCNs paid



8,620

PCNs paid at discounted rate



2,125

PCNs against which an informal representation was made



943

PCNs cancelled as a result of an informal representation being successful



79%

PCNs paid



71%

PCNs paid at discounted rate



22%

PCNs written off or cancelled



2,781

Total PCNs cancelled

Appeals to the Traffic Penalty Tribunal (TPT)



21

Appeals to independent adjudicator



03

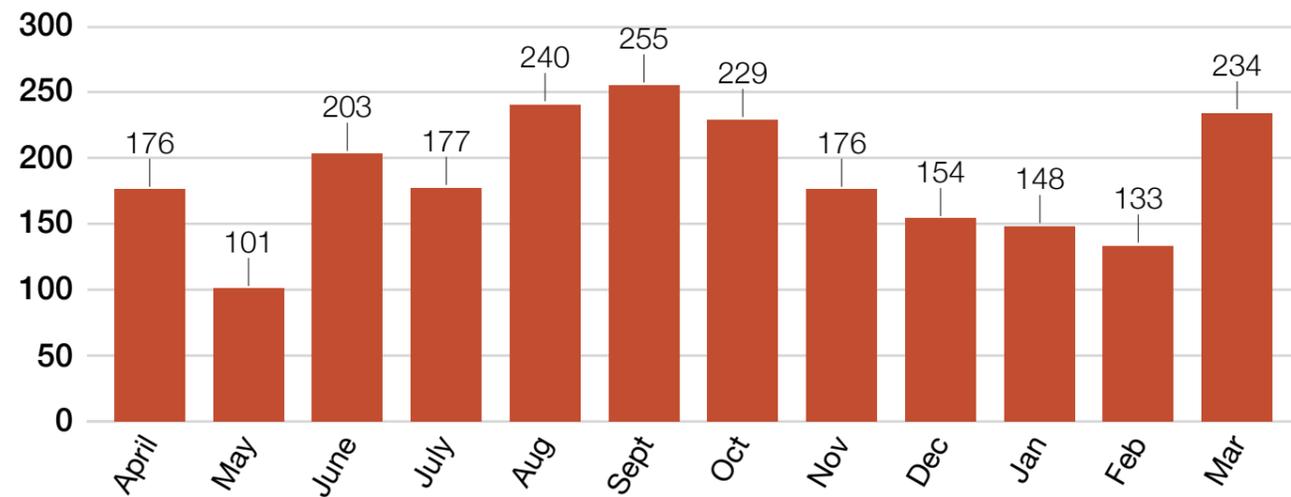
Appeals allowed in **drivers favour**



14%

TPT appeals **allowed** as a % of appeals submitted

Parking Permits issued



Financial – on street parking

Income	2020/21
Parking Permits issued (including suspensions and waivers)	£95,964
PCN's issued	£345,784
Total Income:	£441,748
Expenditure	2020/21
Parking Service Provider Costs	£446,129
Parking and Traffic Regulations Outside London (PATROL)	£2,690
British Parking Association (BPA) Membership	£550
Total Expenditure:	£449,369
Total Deficit for 2020/21:	£7,621



11,541

PCNs issued by **vehicle/driver**



630

PCNs issued by **post**



12,171

Total PCNs issued

Appeals



1,088

Total **accepted**



1,400

Total **rejected**



2,488

Total

Informal challenge

2,125

PCNs where an **informal** made

943

Informal challenges **accepted**

Formal representations

363

PCNs where a **formal** representation was made

145

Formal representation **accepted**



1,693

PCNs **cancelled** by CEO error or other

Myth busting

01

Myth: Civil enforcement officers are employed to issue as many Penalty Charge Notices (PCNs) as possible to receive bonuses.

This is not true for any CEOs employed by Hampshire County Council. Under no circumstances do our parking attendants have targets to fine a certain number of people in one day or are given financial targets/incentives. The aim of parking enforcement is to discourage poor or obstructive parking to improve traffic management for the benefit of the whole community.

04

Myth: Throwing a penalty charge notice in the bin means it “never happened” so it does not need to be paid.

Refusing to pay will often lead to an increased charge and eventually the registered keeper of the contravening vehicle can be taken to court, so it is a good idea to pay or make an appeal to any PCN.

02

Myth: Paying for a parking permit guarantees that residents can park anywhere within the zone and will have a space close to their property.

No. A permit does not allow motorists to park illegally, nor does it guarantee a space. Permit holders must park in accordance with the terms and conditions of the permit scheme as well as with any waiting restrictions that are in place. Failure to do so may result in the issuing of a penalty charge notice.

05

Myth: Driving away before the CEO attached the ticket onto the windscreen means that no penalty charge notice can be issued.

Even if the civil enforcement officer has not put the penalty charge notice on the windscreen, we can still request the registered keeper's details from the DVLA using the vehicle registration number and send the PCN through the post.

03

Myth: Parking charges do not apply on Sundays and Bank Holidays.

It is often assumed that parking is free on Sundays or Bank Holidays, but this is dependent on the location. It is always worth double checking any restrictions before leaving the vehicle.

06

Myth: Having a Blue Badge means parking for free anywhere at any time.

Although parking rules are slightly different for Blue Badge holders, as they can park on single and double yellow lines, they cannot park everywhere/anywhere.

For example, loading bays and junctions must remain clear from obstructions, and CEOs can issue tickets or ask for vehicles to be moved if they feel these rules are being broken.

Free parking for blue badge holders is only permitted on-street. Car parks owned by local authorities or private may charge for parking.

09

Myth: Civil enforcement officers can cancel the ticket once it has been issued.

Once a penalty charge notice is issued, the CEO cannot cancel it. CEOs usually advise motorists to challenge online or through the post, following the instructions on the back of the notice.

07

Myth: Parking is permitted anywhere in case of loading.

Loading is often allowed where parking is not otherwise allowed – but it is not a universal exemption from parking restrictions. Loading is not allowed on:

- zig-zag markings (both the yellow types found outside schools, and sometimes fire stations, ambulance bases or police stations, and the white ones marking the approach to pedestrian crossings).
- where it is banned by yellow kerb markings or zone entry plates.
- clearways.
- ‘no stopping’ bays for taxi ranks, bus stops.

10

Myth: New road markings can be requested and painted within a couple of days.

The introduction of any new parking restrictions requires implementation of a legally enforceable traffic regulation order, which is a relatively costly and lengthy process.

08

Myth: Parking on the pavement is a contravention and a penalty charge notice can be issued.

Pavement parking outside of London is not a parking contravention and, as a civil parking enforcement service, we are only able to issue Penalty Charge Notices to vehicles that are in contravention of a traffic regulation order.

These powers may soon be granted to local authorities outside London, but until then we are unable to enforce this.

Glossary of terms/acronyms

CEA – Civil enforcement area – an area approved by the Secretary of State for Transport within which the enforcement of most parking controls has been decriminalised.

CEO – Civil enforcement officer – This is a person employed to provide civil parking enforcement. (Civil enforcement officer – Wikipedia)

CPE – Civil parking enforcement.

CPZ – Controlled parking zone – a zone for which the parking restrictions are shown by signs placed on all vehicular entry points to the zone.

DVLA – Driver and Vehicle Licensing Agency – this organisation is responsible for maintaining a database of vehicles for the entire UK.

NSL – Hampshire County Council's parking services provider.

Observation time – The observation period is the amount of time during which a vehicle is monitored to ensure that it is complying with the appropriate restrictions. The purpose is to ensure the vehicle is not engaged in an exempt activity and/or provide a grace period.

Parking contravention – parking in breach of a parking regulation.

PCN – Penalty charge notice – a fine that may be issued if a vehicle is found to be parked in contravention of parking regulations (e.g. parking in a disabled bay without displaying a valid Blue Badge), or breaking traffic rules (e.g. driving in a bus lane).

RPZ – Residents' parking zone – This is an area where parking availability is limited or in high demand, so a residents' parking permit scheme has been introduced.

SEA – Special enforcement area – an area that does not require signs and lines to enforce certain contraventions. (e.g. dropped kerb and double parking).

TRO – Traffic regulation order – this a legal document which allows local authorities to restrict, regulate or prevent the use of any named road.

Contacts

Parking enquiries, applications for H-bar markings or disabled bays:

- Email: parking.services@hants.gov.uk
- Web: hants.gov.uk/transport/parking

Applying for or renewing resident and/or visitor permits:

- Tel: **0345 520 7007**
- Web: hants.gov.uk/transport/parking/parking-permit

Permit enquiries (MiPermit):

- Tel: **0345 520 7007**
- Email: contact@mipermit.com
- Web: mipermit.com

Resident parking scheme terms and conditions

- Web: documents.hants.gov.uk/parking/Residents-Permit-TCs.pdf

Paying a PCN:

- Tel: NSL payment line: **0333 006 8349**
- Web: hants.gov.uk/transport/parking/parking-fine

Challenging a PCN:

- Web: hants.gov.uk/transport/parking/parking-fine/challenge-PCN
- Post: Hampshire County Council, PO Box 314, SHEFFIELD, S98 1YA

School Travel Plans

- Email: travelplans@hants.gov.uk
- Web: myjourneyhampshire.com/education

Enforcement Agents for Equita:

- Web: equita.co.uk/make-payment
- Tel: **01604 628360**

Enforcement Agents for Marston Holdings:

- Web: payments.marstonholdings.co.uk/
- Tel: **0333 320 2230**

Contacts for district and borough councils managing parking on our behalf:

Basingstoke and Deane Borough Council:
parking@basingstoke.gov.uk

Eastleigh Borough Council:
parking.services@eastleigh.gov.uk

Hart District Council:
parking@hart.gov.uk

Havant Borough Council and East Hampshire District Council:
parking.office@easthants.gov.uk

Rushmoor Borough Council:
parking@rushmoor.gov.uk

Winchester City Council:
parking@winchester.gov.uk

