

Annual parking report

Covering Fareham, Gosport,
New Forest and Test Valley

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Foreword

As the Executive Member for Highways Operations at Hampshire County Council I am pleased to present our Annual Parking Report covering 2021/22.

This report provides details on only our second year managing the on-street civil parking enforcement in the areas of Fareham, Gosport, the New Forest and Test Valley. We hope you find the report both informative, interesting and that it helps to answer any questions you may have on how the service is delivered in partnership with NSL – our parking services provider.

We were very pleased to win the PATROL PACER award (**Promoting Awareness of Civil Enforcement through Reporting**) having been judged best for ‘Finance and Statistics’ for 2020/21. The judges said the report made great use of design to display, in a captivating, visually appealing way, a wide range of statistics relating to the operation and performance of the service. This recognition represents reward for the hard work provided by our parking team to ensure we provide financial transparency on how we operate the on-street parking service.

In 2021/22 we saw fewer disruptions to our parking enforcement activities related to Covid restrictions. We have been able to focus our efforts on improvements to the service provided, in line with our aim to provide a modern efficient

and customer focused parking service. We have now installed two new on-street chargeable parking schemes that make the best use of technology and that are sympathetic to their surroundings. The ticket machines are solar powered, provide cashless payment options as well as the ability to pay by mobile phone using the RingGo app.

In our desire to modernise the parking service we have opened our first car park at Durngate in Winchester. The car park was completely renovated with resurfacing works taking place, alongside new and improved signage and brand new ticket machines from IPS.

This report is full of statistics and information on how we manage our on-street parking enforcement responsibilities.



Councillor Nick Adams-King
Executive Member for Highways Operations
at Hampshire County Council

Headlines



Award winning Annual Parking Report 2020/21

Best for Finance and Statistics



1st Car Park opened

Durngate Car Park,
Winchester



2,603

Resident permits purchased



21,568

PCNs issued



81%

of PCNs paid in full



208

Waivers arranged



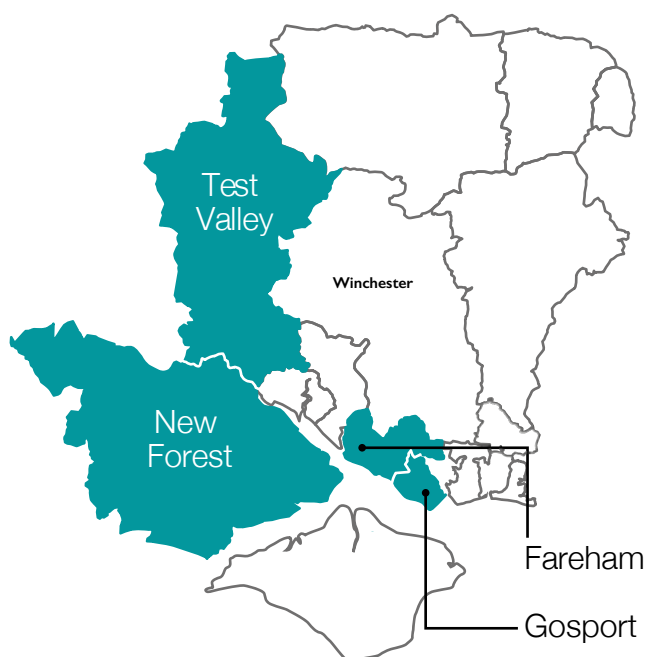
46

Suspensions
implemented

Introduction to Hampshire Parking Services

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

- the report covers the four areas where we manage the on-street parking - Fareham, Gosport, New Forest (including the National Park) and Test Valley
- we also operate one off-street car park which is the Durngate Car Park in Winchester. Details relating to this car park are included within this report
- since our first report we have introduced on-street pay and display schemes in Fareham and Lee-on-the-Solent



Our parking services provider, NSL, has now completed two years of the initial five-year contract awarded during a competitive tender process in 2020. The contract includes a possible extension period of a further five years. There are several Key Performance Indicators (KPI's) that are monitored monthly to ensure the service is in line with our expectations for the delivery of a modern, efficient and customer focused parking service.

Details on our expenditure and income can be found in the financial transparency section. The districts covered under our civil parking enforcement powers are Fareham, Gosport, the New Forest and Test Valley. The other seven remaining areas of Hampshire (Basingstoke and Deane, East Hampshire, Eastleigh, Hart, Havant, Rushmoor and Winchester) have parking agency agreements in place for 2022/23. In March 2022, a decision was made by Hampshire County Council to terminate civil parking enforcement and Traffic Management (TM) agency agreements with the remaining seven districts, to bring this in house along with the four districts that we already manage. This change will take effect on the 1/4/2023 for the TM agreements, with negotiations underway regarding the civil parking enforcement agreements to return between 1/4/2023 and the 1/10/2023. Each of these councils will retain the responsibility for their off street car parks.

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. This means that Hampshire County Council can only take enforcement action by way of issuing a penalty charge notice to contraventions where existing parking restrictions are in place. These restrictions may be yellow lines, loading bays, taxi ranks, bus stops etc. For areas where there are no parking restrictions but a hazard is being caused the police hold the powers to be able to respond.

Some examples of parking that the County Council **does not** have the power to enforce include:

- parking close to a junction where there are no yellow lines
 - restricted access roads
 - pavement parking where there are no adjacent yellow lines
 - parking in an advisory blue badge parking place
- Statutory guidance for local authorities on enforcing parking restrictions (Guidance for local authorities on enforcing parking restrictions can be found on [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/](https://www.gov.uk/government/publications/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)



Partnership Working

Hampshire County Council works closely with a number of partners to deliver a modern, efficient and customer focused parking service. We work with a number of different agencies to ensure we provide a full and joined up service for our residents, businesses and visitors. Below are the organisations that we work with that allow this to happen:



NSL is our parking services provider, they supply Civil Enforcement Officers and the back office notice processing function.

marstonholdings.co.uk/nsl/



Chipside provides the case management system, this manages the life cycle of the PCN including appeals and payments.

chipside.com/index



MiPermit administers our digital permit schemes.

mipermit.com



Parking and Traffic Regulations Outside London (PATROL) provides the resources and support for independent adjudication with staff together at the Traffic Penalty Tribunal (TPT).

patrol-uk.info



British Parking Association is a not-for-profit organisation that works to improve parking facilities as well as providing support to their communities.

britishparking.co.uk



Hampshire
County Council
ANSI



Myth Busters

Civil Enforcement Officers (CEO) can cancel a ticket once it has been issued by following the instructions.

Once the notice has been issued, the CEO cannot cancel it. They will advise motorists to challenge the PCN online or through the post, following the instructions on the reverse of the notice.

Parking Charges do not apply on Sunday or Bank Holidays.

It is often assumed that parking is free on Sunday and Bank Holidays, but this is dependent on the location. It is always advisable to check the signage and restrictions in force before leaving the vehicle parked and unattended.

Throwing a Penalty Charge Notice away means it never happened and so it does not need to be paid.

Doing this means that you may miss the opportunity to challenge the notice or to make payment during the discounted period. Refusing to pay will lead to an increased charge with the registered keeper of the vehicle eventually being taken to court with the case ultimately being passed to our enforcement agents for collection.

Civil Enforcement Officers have set targets for the number of Penalty Charge Notices issued and receive bonuses for reaching these.

This is not true for any Civil Enforcement Officer working on behalf of Hampshire County Council. Under no circumstances do our officers have targets to issue fines to a certain number of people or given financial incentives to do so. The aim of parking enforcement is to discourage inconsiderate, poor and obstructive parking and to improve traffic management and safety for the community.

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

The introduction of any new parking restrictions requires the implementation of a legally enforceable Traffic Regulation Order, which is a costly and lengthy process.

Having a Blue Badge means that the badge holder can park for free anywhere at any time.

Having a Blue Badge allows the holder to park in places where others are not permitted however, the badge does not allow parking anywhere at any time. Whilst it does allow for parking of up to 3 hours on yellow lines, it does not allow for parking in loading bays or where loading is not permitted. More information can be found in the Blue Badge booklet supplied with the badge.

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

This is not the case, a permit does not guarantee a parking space. Permit holders must park in accordance with the terms and conditions of the permit scheme as well as with any other restrictions that are in place. Failure to do so may result in the issuing of a Penalty Charge Notice.

Parking as a Service

Warning / Advisory Notices

Warning/Advisory notices have a wide variety of applications, though they are predominantly used to warn motorists of poor or inconsiderate parking in the first instance. They also have a role to play when new parking restrictions are introduced to an area as a way of alerting drivers to the change. If the driver does not modify their behaviour and continues to park in this manner, then a Penalty Charge Notice may be issued.

Pavement / Footway Parking

When vehicles are parked on the footway (pavement) where no parking restrictions are present, advisory notes may be left to inform the driver that whilst no civil enforcement action has been taken, action may still be taken by the police in the future if the vehicle is reported to be in a dangerous or obstructive position.

Parking on the footway, whilst not currently enforceable outside of London, can cause many issues for pedestrians particularly for those using wheelchairs, mobility scooters or with pushchairs due to the narrowing of the footway width. This can result in vulnerable pedestrians using the road to navigate around poorly parked vehicles. It can also cause significant damage to the footway, as the materials commonly used to construct them are not designed to consistently bear the weight of motor vehicles. Repairing damage to the footway caused by vehicles is a costly and resource intensive process. Damage to the footway surface can also have a negative impact on infrastructure underneath, such as electricity, gas, and communication networks, which inconveniences the local community. All motorists should think carefully about

whether parking is absolutely necessary at the location before doing so and consider the potential impact that their vehicle may have on other road and footway users when parking. In addition, if a vehicle is parked on a public footway but is also adjacent to existing parking restrictions (such as single or double yellow lines) then a Penalty Charge Notice can be issued, as many areas of footway are considered to be part of the public highway, where restrictions can still be enforced.

Handhelds, Body Worn Video, Civil Enforcement Officer Abuse

Our Civil Enforcement Officers use handheld computers to issue Penalty Charge Notices. They use these to log the registration of any vehicle that is potentially contravening a parking restriction. This then allows the appropriate observation period before the officer can then continue to issue the Penalty Charge Notice. The devices also allow for photographs of the contravention to be taken, along with other written evidence which is collected by the officer at the time of the contravention.

Body worn video cameras are worn by each of our officers, these are for the safety of the officers and for members of the public. They are switched on when they encounter a member of the public. Footage is then securely stored for 3 months unless it is marked as evidential for enquiries and then it can be held for up to 6 years.

We do not tolerate abusive behaviour towards our Civil Enforcement Officers, they are undertaking the duties of their role and should be able to do so without fear. Whilst for the most part people are courteous towards our Civil Enforcement Officers, we will not hesitate to report any serious or threatening incidents to the Police for their investigation.

Top reasons for a PCN being issued

Contravention code 01:

Parking in a restricted street during prescribed hours

This code is used when vehicles are parking on single yellow lines, double yellow lines, in pedestrian zones or controlled zones. A controlled (or restricted) zone is an area where waiting/loading restrictions apply throughout the zone even though there are sometimes no yellow lines visible. These zones are highlighted with upright signs at the entrance and exit point of the zone. The Civil Enforcement Officers allow five minutes observation time to see if there is loading/unloading activity taking place.

Contravention code 02:

Parking where loading/unloading restrictions are in place

Loading/unloading restrictions are marked with single or double yellow “blips” on the kerb, generally there will be an accompanying single or double yellow line on the adjacent carriageway. It is very important to keep these areas free as parking here may cause major obstructions. No observation time is required, a penalty charge notice may be issued instantly.

Contravention code 16:

Parked in a resident parking bay without displaying a valid permit

Resident parking schemes control parking in residential areas where there is a high level of non-resident parking that prevents residents from being able to park within a reasonable distance from their home. Five minutes observation time is required before a PCN is issued to check if the owner of the vehicle is nearby. A permit is not required to be displayed in areas where there is a virtual permit system in place, more information can be found on page 22.

Contravention code 30:

Parked for longer than permitted

Limited waiting bays are usually installed near shops and in town centres to allow short-term parking to visit shops or businesses. They are important to manage the demand for parking as people abide by the time restrictions moving on before expiry and, thereby, freeing up parking for other users.

Contravention code 40:

Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner

Disabled parking bays are provided in residential streets and near shops to help people who are struggling to walk long distances to park near their destination. The majority of these bays are advisory, and not legally enforceable. The enforceable bays are marked with an upright sign. Parking in a legally enforceable disabled bay without displaying a valid Blue Badge can result in a PCN instantly.



Penalty charge notice issued through the post

In some cases, penalty charge notices are served through the post, rather than being handed to the driver or attached to the vehicle's windscreen. This happens if either the motorist drives away before the civil enforcement officer can finish preparing the PCN or if they attempt to serve the notice but are prevented from doing so (for example they are being threatened). Some people might think that driving away would prevent the CEO from issuing the notice, however, this is not the case. Once the PCN has been started, the CEO cannot cancel it. In these cases, we will request

the registered keeper's details from the DVLA using the vehicle registration number and send the PCN through the post.

The notice is taken to have been served on the second working day after the day of posting. Once the PCN has been served, motorists can pay the penalty at the 50% discounted rate for 14 days. If no payment or representation (appeal) is received by the end of this period, the charge will increase to the original amount. The process from here is the same as with PCNs that are served at the scene.



Appeals process

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

We 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 can be submitted within the first 28 days following the issue of the PCN, before the Notice to Owner letter is sent. 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 of receipt. Motorists who received their PCN through the post do not have the opportunity to submit an informal challenge due to the nature of the postal process (see postal PCNs page 12).

2. Formal Representation

If no payment or challenge is received within 28 days from the date of the PCN served, a Notice to Owner (NtO) is sent to inform the vehicle owner of the notice. A formal representation can be submitted at this point based on nine specific grounds explained in the letter. 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

If the registered keeper is not satisfied with the response to their formal representation, they can appeal to an independent adjudicator (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.

Contesting a debt

If the appeal is rejected and no payment has 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. These 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.

Debt recovery

If no witness statement is submitted within 21 days of the order of recovery being issued, the debt gets referred to an enforcement agency to recover the debt.

Higher and Lower level PCNs

Higher level £70

A higher charge is made for more serious parking contraventions that cause disruption and danger to pedestrians and other road users and/or have a direct impact on traffic flow or road safety.

Top 3 contraventions:

- **01** – Parking in a restricted street (on single or double yellow lines)
- **02** – Loading in a restricted street (stopping where loading ban applies)
- **40** – Parked in a disabled persons parking place

Lower level £50

A lower charge is made for less serious parking contraventions, such as overstaying.

Top 3 contraventions:

- **30** – Parked for longer than permitted
- **24** – Not parked correctly within the markings of the bay or space
- **22** – Re-parked in the same parking place or zone within one hour (or specified time) of leaving



Parking enforcement by numbers

PCNs issued by area in 2021/2022

	PCNs Issued On-Street	PCNs Issued by post	Total
Fareham	4,112	123	4,235
Gosport	6,569	84	6,653
New Forest	6,544	118	6,662
Test Valley	3,857	74	3,931
Total	21,082	399	21,481
Durngate Car Park			87
Total Including On-Street, Postal and Durngate			21,568

Higher & Lower Level PCNs

01

13,631



Higher level PCNs issued

02

7,937



Lower level PCNs issued

03

21,568



Total PCNs issued

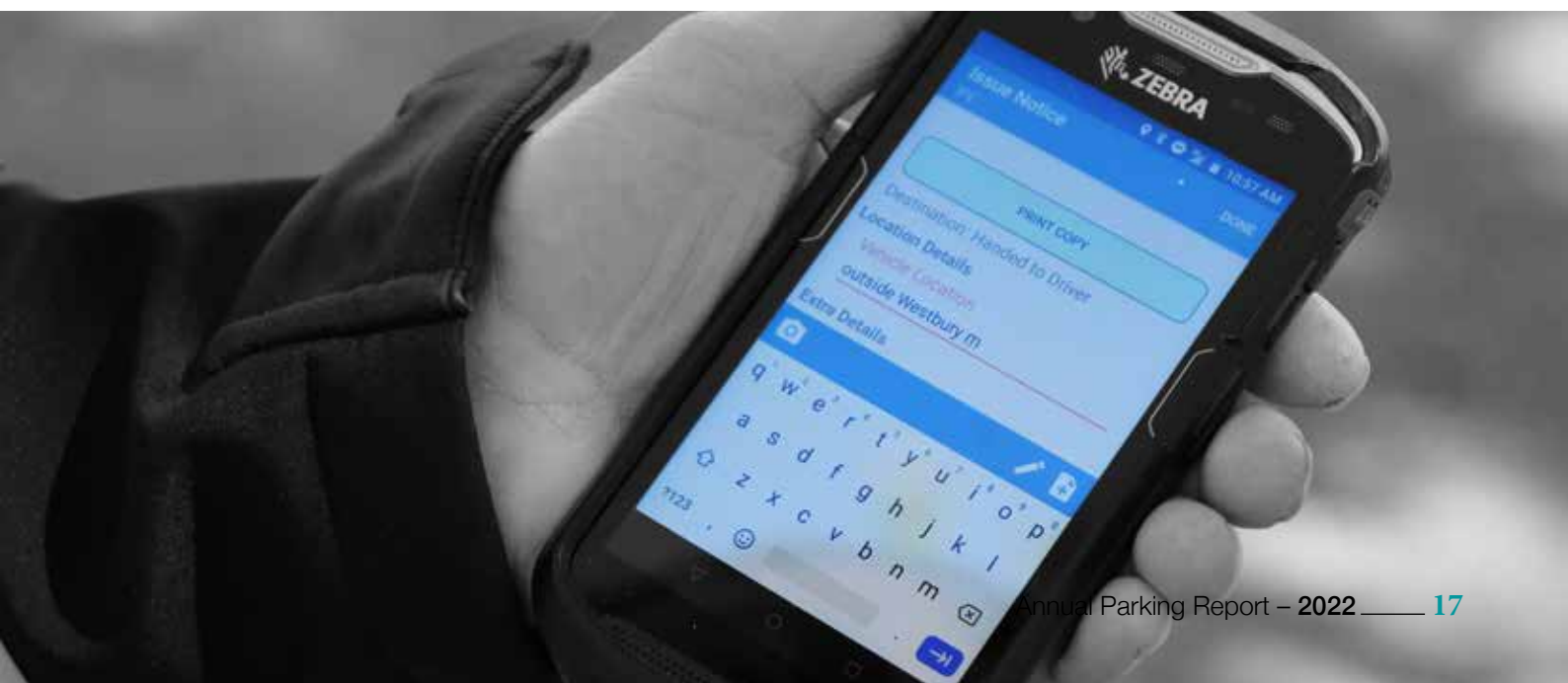
PCNs paid

17,546

PCNs by contravention code

Contravention code	Reason	Total issued
On-Street		
01	Parked in a restricted street	8,251
02	Loading in a restricted street	1,084
05	Parked after payment expired	1
06	Parked without displaying a ticket	4
11	Parked without payment	17
12	Parked in a residents' place	12
16	Parked in a permit space	1,079
20	Parked in a loading gap	13
21	Parked in a suspended bay	13
22	Re-Parked in the same place	416
23	Wrong class of vehicle	269
24	Not parked correctly	867
25	Parked in a loading place	428
26	Double parking in a Special Enforcement Area	27
27	Dropped footway in a Special Enforcement Area	73
30	Parked longer than permitted	6,544
40	Disabled person's parking place	1,580
45	Taxi Rank	331
46	Clearway	37
47	Restricted bus stop or stand	139
48	Restricted school area	38

Contravention code	Reason	Total issued
49	Cycle track or lane	1
61	Commercial footpath parking	4
62	Verge/Footpath Parking	182
99	Pedestrian crossing	71
On-Street Total		21,481
Off-Street		
73	Parked without payment	46
80	Parked longer than permitted	14
82	Parked after expiry time	18
84	Feeding the meter	2
86	Parked beyond the bay markings	3
87	Disabled person's parking	3
91	Wrong class of vehicle	1
Off-Street Total		87
Overall Total		21,568



Appeals Received

Appeals



4,116

Total



1,285

Total accepted



2,831

Total rejected

Informal challenges

3,398

PCNs where an **informal** challenge was made

1,114

Informal challenges accepted

Formal representations

718

PCNs where a **formal** representation was made

171

Formal representation accepted

Appeals to the Traffic Penalty Tribunal (TPT)



38

Appeals to independent adjudicator



11

Appeals allowed in **drivers favour**



28%

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

Chargeable Parking Schemes

The pay and display charges in Fareham High Street and Marine Parade, Lee-on-the-Solent form part of the County Council's plans to modernise the on-street parking service with the aim of reducing the scale of subsidy provided from general highway maintenance resources to support parking regulation and enforcement. Parking for disabled badge holders is free of charge at both locations provided that a valid Blue Badge is clearly displayed.

Fareham pay and display scheme

Charging for parking in the High Street helps to manage the demand for parking as people abide by the time restrictions they have paid for, moving on before expiry and, thereby freeing up parking for other users

We have increased the maximum stay from 40 minutes to one hour to provide increased flexibility. Those who wish to stay longer can use the nearby car parks. The new scheme does include a free 20 minute period with a 10-minute grace period which will still allow visitors to make short stops without the need for payment, however, a parking ticket must be obtained at all times, including the 20-minute free period, to enable sufficient enforcement.

A key part of Hampshire County Council's proposals to modernise the on-street parking service was to introduce cashless parking.

The Government has promoted the use of contactless payments when shopping as the handling of cash helps spread the virus from person to person. A key benefit for the customer is that they don't have to worry about having the right change as a contactless payment can be made, offering a more convenient service.

Lee-on-the-Solent pay and display scheme

The increased visitor numbers, particularly to seafront locations, have resulted on significant additional pressure on the availability of parking across the UK. The changes in Marine Parade aim to increase parking turnover and the likelihood of being able to find a convenient place to park, whilst enabling the service to operate on a full cost recovery basis.

On-street chargeable parking is seen as an important tool in helping to manage demand for on-street space with 'pay and display' schemes becoming the norm in the majority of cities, towns and larger villages across the UK. The introduction of modest charges will also help complement the nearby Gosport Borough Council managed off-street seafront car parks, which are also subject to parking charges.

The charging levels for the on-street parking here are in line with the popular seafront car parks. Tickets can be obtained by card or through the RingGo app.

Durngate Car Park

We re-opened Durngate Car Park in the heart of Winchester in September 2021 after it had been closed for many months to allow for flood prevention engineering works. Durngate Car Park provides a convenient and cost-effective parking solution close to Winchester City Centre.

The car park provides 66 spaces plus two disabled bays located near the parking meters. We are also looking at introducing electric vehicle charging bays in the next few months to encourage electric vehicles to park in our car park.

There are two solar powered machines at the pedestrian entrance of the car park providing an eco-friendly, sustainable, cashless service. People can pay for their parking either via card payment at the parking machines, by telephone

or by use of the RingGo mobile app. Charges apply Monday to Sunday 8am – 6pm with a maximum stay of 24 hours. Disabled Badge holders do not need to pay the charge provided that their Blue Badge is clearly displayed.

Season tickets are also available to be purchased via RingGo for three months or for a year for those who would like to save money and enjoy the benefits of parking near local shops and amenities.

For further details about charges and operation please visit our website: hants.gov.uk/transport/parking/durngate-car-park





Resident Permit Parking Schemes

There are various resident parking zones within Fareham, Gosport, New Forest and Test Valley. These schemes were set up to assist householders who have properties with little or no off-street parking in areas which are usually close to schools or shopping areas.

To be eligible for a resident's parking permit a property must be included in a legally enforceable Traffic Regulation Order (TRO). Each resident parking zone is identified by an upright sign and in most cases marked out bays on the road surface.

Since April 2020 Hampshire County Council has operated a digital parking permit scheme, where eligible residents can register and purchase a resident parking permit through MiPermit, using the internet, telephone or the MiPermit app. During the 2021/22 year 2,603 digital resident parking permits were purchased across the four districts.

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 queue in a council office
- a lower carbon footprint as it reduced 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 resident parking permit scheme or to apply, please visit: hants.gov.uk/transport/parking

Terms and Conditions can be found at <https://documents.hants.gov.uk/parking/Residents-Permit-TCs.pdf>

Resident Permits Issued				
Fareham	Gosport	New Forest	Test Valley	Total
873	9	185	1,536	2,603

Parking Bay Suspensions

What are parking bay suspensions?

Parking bay suspensions are implemented to temporarily stop parking in an area where it is normally allowed. This can be for the purpose of reserving the bay for a specific vehicle, or to keep the area clear for another reason, for example if works need to be undertaken close to the bay and a vehicle parked in it would be inconvenient or obstructive. Parking bays can also be suspended to support road closures for a variety of reasons, including events that require the road to be free of vehicles.

The suspension of a parking bay allows the County Council to issue Penalty Charge Notices to any unauthorised vehicles that have parked in the bay after the suspension has begun.

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 provide processing time, and to allow 72 hours' notice to the public of the intended suspension. Parking suspensions are communicated through the use of yellow signs (stating the date, time, duration and nature of restriction) and yellow cones that block off the parking bay.

Number of suspensions granted 2021/22

Suspensions				
Fareham	Gosport	New Forest	Test Valley	Total
3	7	13	23	46



Waivers

What are parking waivers?

Parking waivers are special exemptions that can be applied to vehicles when they need to

park in areas that would otherwise leave them liable to receive a Penalty Charge Notice.

Waivers are issued under two categories: Green and Red.

Number of waivers (dispensations) by type 2021/22

Green waivers				
Fareham	Gosport	New Forest	Test Valley	Total
35	6	71	23	135

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
17	1	28	27	73

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

When a vehicle is granted a parking waiver, its details are uploaded to the County Council's database, which is accessible via the digital handheld devices that our Civil Enforcement Officers use.

If vehicles are parked against the restrictions stated above but are not in possession of a waiver, they will be treated as being in contravention and are liable to receive a Penalty Charge Notice. Applications for waivers should be made at least three working days before it

is required for the Green category, and at least five working days before for the Red category. When an application for a waiver is submitted, the County Council will assess it on individual merit, and decide whether a waiver should be granted, based on location, type of vehicle, time of day, nearby road features, and any other considerations for risk. Alternative solutions for parking will also be explored as part of the assessment process.

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

Blue Badge Enforcement

Hampshire County Council receives around 75,000 applications for Blue Badges over an average three-year period and it issues around 69,000 badges over that same period. At any stage, for various reasons, the number of badges on issue in Hampshire is around 60,000. Hampshire County Council is the Blue Badge issuing authority and is responsible for the enforcement of the scheme across 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.

Our Civil Enforcement Officers will carry out checks on Blue Badges and can retain the badge for further investigation if they believe that there

is evidence of misuse. Approximately 400 badges are retained each year. They undertake annual training in this area to keep their skills and knowledge up to date.

Following investigations into these, where misuse has occurred most result in formal warnings. However, a small number has led to prosecutions. Hampshire County Council have been working in partnership with Portsmouth City Council since 2014 who provide support in dealing with investigations and prosecutions.

Hampshire County Council has made the concession to allow all Blue Badge holders to park in residents' parking zones without the need for a permit in areas where on-street parking is managed by the County Council.



New Parking Controls

Why the County Council regulates parking and traffic schemes?

The parking team helps to maintain a safe and efficient traffic flow across the districts, ensuring safe and fair parking for all road users.

Traffic Regulation Orders (TROs)

TROs are legal documents which are made to control or restrict the use of the highway permanently.

Permanent TROs are used to make changes such as introducing parking places or yellow lines or even removing or amending them where they are no longer appropriate.

Last year we introduced a scheme for assessing and prioritising requests for new and amended TROs. The factors considered include:

- safety
- access
- congestion and traffic flow
- local conditions such as nearby shops, schools, or hospitals
- demand from residents, local elected members, and businesses
- the nature of the issue and frequency of reports received

New and Amended TROs	
Requested	Prioritised
410	43

Access Protection Markings (APMs) and Blue Badge parking places

We provide parking places for Blue Badge holders who are regularly unable to park near their property and do not have the benefit of access to their own off-street parking. Where possible we always install the parking place in the optimum location to help these individuals.

Access Protection Markings	
Enquiries received	Installed
206	93

An APM is a white line painted in front of a kerb which has been lowered to allow vehicle access, for example driveways. APMs are not legally enforceable but can help deter inconsiderate parking which restricts or blocks access.

Blue Badge Parking Places			
Enquiries received	Newly installed	Reviewed	Removed
249	105	31	39

Next year, we hope to be introducing online application forms to allow people to apply for disabled bays and APMs on our website.



Climate Change

Marston Holdings - New technologies

We work closely with Marston Holdings, who understand the social, economic and environmental challenges faced by local authorities. They develop, refine and execute a wide range of air quality enforcement solutions to meet their client authorities' local and regional air quality and environmental targets and objectives. Their aim is to support communities through integrated technology-driven solutions.

Their Automatic Number Plate Recognition solutions automate the management and enforcement of clean air and low emission zones. They support electric vehicle charging systems from identifying potential funding, feasibility and design to installation and maintenance. Their air quality monitoring service identifies pollution hotspots on every street and give the data needed to reduce pollution. Their road tolling and charging solutions facilitate the management and payment of free-flow road tolls as well as Clean Air, Low Emission and Congestion Zone charges.

Going cashless - New ways of payments

We have been installing solar powered pay and display machines at all our sites. We do this to save energy and to reduce unnecessary carbon emissions. Solar power is the main solution for the future as it significantly reduces the impact on the environment. By combining solar machines with a mobile payment provider, we can keep the number of machines required on-street to a minimum, as we have alternative payment options to offer.

Our machine supplier can retrofit existing machines, therefore reusing the existing machine housing and base which would otherwise go to land fill.

All our machines are linked to the back office which can give us real-time data of faults and ticket numbers. Using smart technology helps to minimise the number of trips required to check individual machines.

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.

Resilience - New ways of working

Hampshire County Council's approach is to lead, empower and stimulate action on climate change. We have a dedicated climate change team, responsible for developing, monitoring and coordinating the response to climate change. This approach will need changes in lifestyles, policies, strategies and investment decisions across all levels of our society and a commitment to stick to this.

Along with the rest of the world, the County Council has been required to work differently as it has responded to the COVID-19 crisis. The Open Workplace Policy is an enabler for hybrid working and sets out the key requirements and considerations that will enable both managers and staff to work from Council premises, home, or other suitable alternative locations therefore creating a more resilient and adaptable working culture that can respond to future challenges and also contributing towards delivery of the Council's Climate Strategy by reducing business travel and employee commuting.

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

Electric Vehicle Infrastructure

As the growth in electric vehicle (EV) sales continues, installation of the EV chargepoint infrastructure is ramping up, in anticipation for the 2030 ban on internal combustion engine car sales. The number of EV registrations continues to increase annually. 2021 saw record EV sales, with over 190,000 battery-electric vehicles (BEVs) sold, representing a 76% increase on 2020's volume and a 11.6% share of the overall 2021 new-car market. Plug-in cars are expected to account for a quarter of all registrations during the year, with pure-electric cars comprising around one in six new cars. This, combined with the increased number of fully electric car models that will become available in 2022, shows that the future of vehicular transport continues to be electric.

To support this transition, the Government published 'Taking charge:' the electric vehicle infrastructure strategy 2022. Included within this report is the introduction of the new LEVI (Local Electric Vehicle Infrastructure) fund, which aims to fund £450m of electric vehicle charging schemes between 2022 and 2025. Alongside this, the existing 'On-street Residential Chargepoint Scheme' (ORCS) will continue to fund up to 60% of on street schemes. These schemes are intended to encourage further private investment in electric vehicle charging, to support a transition towards local chargepoint provision secured on a commercial basis without public funding.

Electric Vehicle Charging Schemes

Since April 2021, the County Council has been trialling on-street chargepoints in Winchester and Eastleigh. This scheme totalled 50 'slow' 5kW chargepoints, mounted to streetlighting columns, and using satellite bollards. The first-year results show the trial has been successful, with over 11,000 kWh of electricity supplied, and a four and a half times increase in monthly usage from April 2021 to March 2022.

The County Council has continued planning the installation of further chargepoints. A 50kW 'rapid' chargepoint and EV-only TRO parking bays are planned for installation in a public car park next to Basingstoke railway station. The central location will allow for a large turnover of

vehicles which, it is hoped, will encourage the uptake of electric taxis.

An overnight charging scheme for local residents is planned for Durngate Car Park in Winchester. The installation of two dual 22kW chargepoints will allow nearby residents without off street parking to charge overnight. During the day it is expected that the chargepoints will be used by shoppers and commuters, with a 'max stay' time of four hours to ensure turn over.

Finally, the County Council has continued to work on designing on-street electric vehicle chargepoint schemes.

School Travel Planning

Our School Travel Planning team engages with schools and colleges across Hampshire to encourage alternative options for travelling to and from school. They encourage walking, cycling, scooting and public transport as an alternative to car travel.

Some of the initiatives in place include:

- access to the national School Travel Accreditation Recognition Scheme (STARS)
- training on the benefits of the STARS scheme and how to use the online tools
- supporting schools with their travel plans
- scooter training
- help with setting up Park & Stride sites
- maps which include walking routes, cycle paths, bus routes and park & stride sites
- air quality monitoring
- a number of downloadable resources
- active travel challenges throughout the year

These initiatives have many benefits for the community and help to reduce school time congestion and its associated safety risks. Parking Services work closely with the School Travel Planning team in areas where there are parking issues during school drop off and pick up times. Currently Hampshire County Council have 45 schools which has achieved STARS accreditation at various levels of the scheme.

In the New Forest area, Manor Infant School has achieved the top status within the STARS scheme and has received an award. The following extract from Hampshire County Council's My Journey website page highlights the positive effect that actively participating in the STARS scheme has produced.

“Since starting STARS, Manor Church of England Infant School has been fully committed to encouraging sustainable travel on the journey to and from school. Involvement in initiatives such as Walk to School Week, Be Bright Be Seen, Scoot to School Week and Park and Stride has seen the number of children scooting, walking and cycling to school increase. By raising awareness and promoting sustainable travel through these events as well as the school newsletters and Facebook page, they have seen an enormous reduction in the number of families who drive to school – 30% fewer over five years.”

“The school has also been working with the on-site pre-school, Stepping Stones, which has meant the younger children and their families have been involved in travel planning activities too. Stepping Stones were the first pre-school in Hampshire to achieve their bronze STARS travel award and were winners of the Hampshire STARS pre-school award last year.”

“Staff and pupils are looking forward to celebrating their achievement, as well as the installation of their new cycle storage, with Stepping Stones Pre-School next term.”



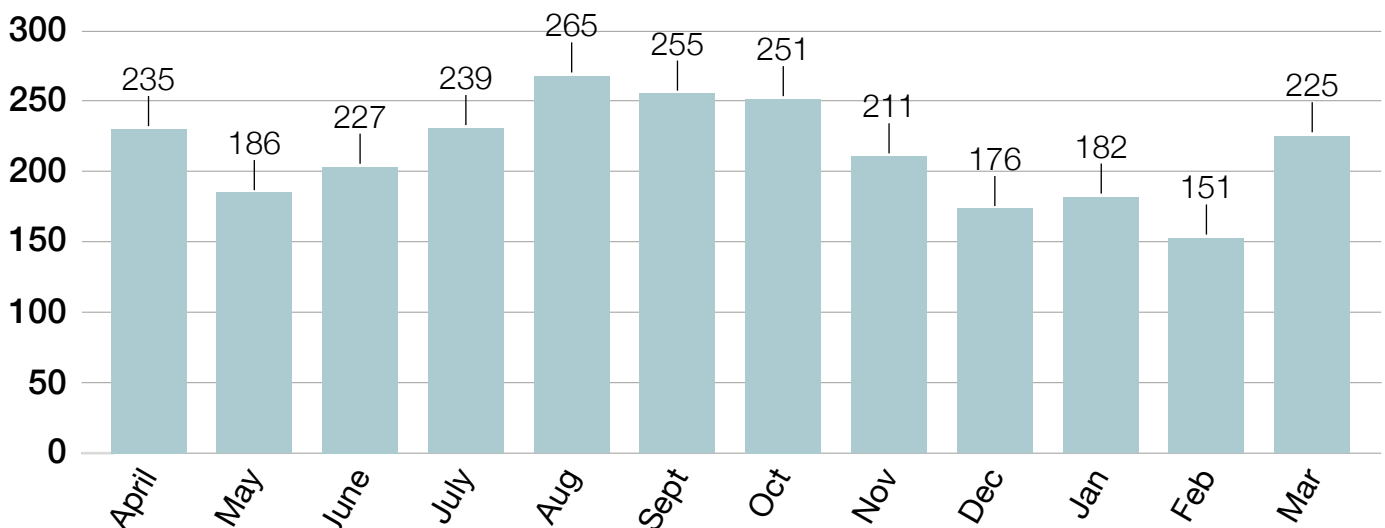
Financial Figures

In 2021/22 the Hampshire Parking Service received £854,791 in income and had expenditure totaling £610,825, creating a surplus of £243,966. This builds on a deficit from the previous financial year which can be attributed to the pandemic and changes in behaviour that this brought about.

Income & Expenditure

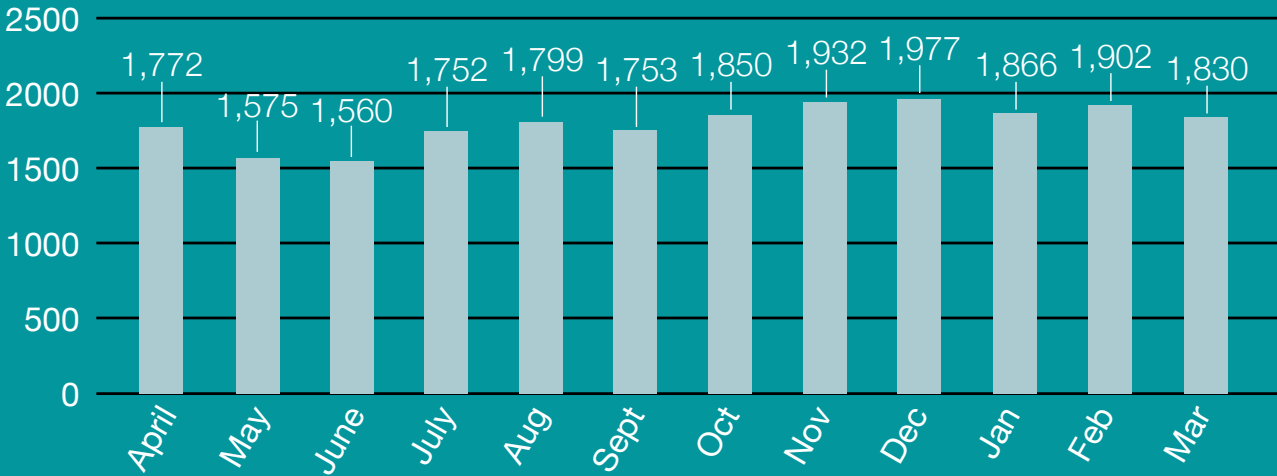
Income	2021/22
Parking Permits issued (including suspensions and waivers)	£134,178.50
Penalty Charge Notices	£688,265
Off-Street Pay and Display Income	£27,295.73
On-Street Pay and Display Income	£5,052.10
Total Income:	£854,791.33
Expenditure	2021/22
Parking Service Provider Costs	£600,957.52
Parking and Traffic Regulations Outside London (PATROL)	£5,364.90
British Parking Association (BPA) Membership	£1,218
RingGo / IPS Invoices	£3,285.01
Total Expenditure:	£610,825.43
Total Surplus for 2021/22:	£243,965.90

Parking Permits issued



Total Permits Issued: 2,603

PCNs Issued



21,568

Total PCNs issued



17,546

PCNs paid



14,940

PCNs paid at discounted rate



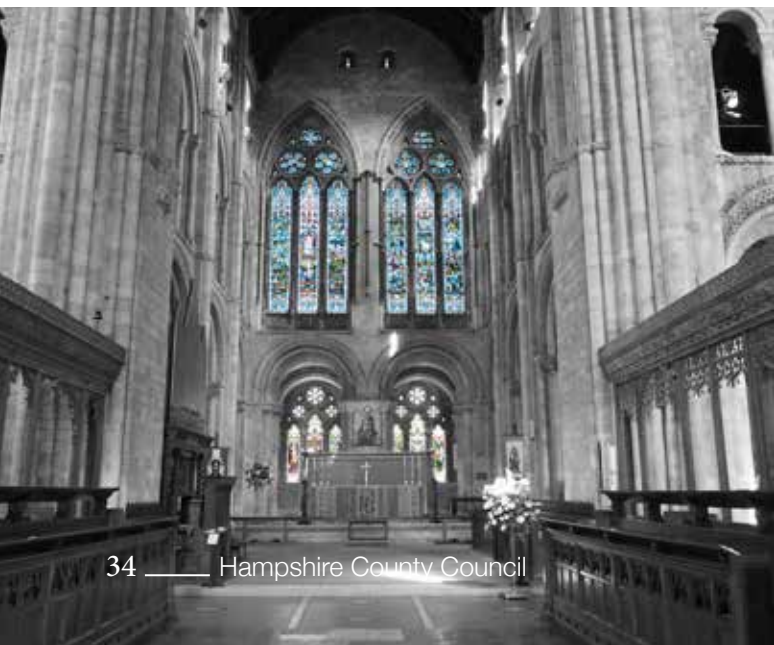
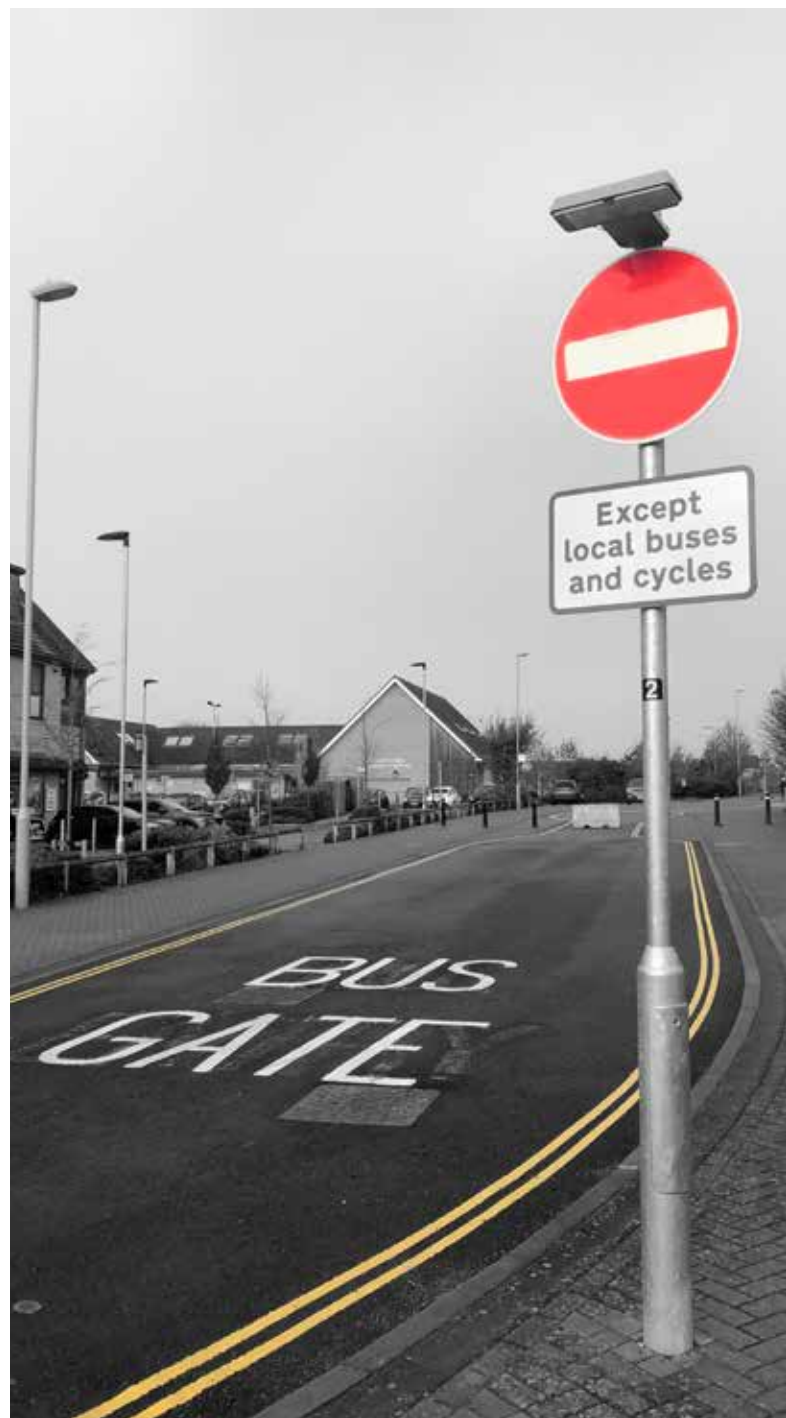
81%

PCNs paid



69.5%

PCNs paid at discounted rate



Future of the Parking Service

Return of the districts

Hampshire County Council currently undertakes on-street civil parking enforcement in four district areas of Hampshire, Fareham, Gosport, New Forest and Test Valley. The districts carry out on-street enforcement under an agency agreement. In March 2022, the decision was made by the Executive Lead Member for Economy, Transport, & Env to take back the on-street enforcement of these seven areas. Notice has now been served to the districts and a project is underway to ensure the smooth transition of these services in 2023.

Moving Traffic Enforcement

From 31 May 2022 local authorities can apply for powers to enforce moving traffic offences such as stopping in a yellow box junction, banned turns and driving the wrong way down a one-way street. This will be in the form of the issuing of a Penalty Charge Notice. Hampshire County Council is looking to adopt these powers and is currently working to identify test locations for this. Hampshire County Council was awarded the powers in July 2022 with enforcement planned to begin in 2023.

Pavement Parking

A consultation has been taking place in England and Wales regarding pavement parking and giving local authorities the power to undertake enforcement. This, however, has not yet been passed into law. We are currently awaiting further updates from Central Government on this matter.

ANPR Camera Enforcement

Enforcement is set to begin on the East Anton Bus Gate, Andover in 2022. This will be done via camera with notices being issued to vehicle's that are not permitted to access the bus gate. There will be a period of warning notices being issued when this comes into force.

Glossary

ANPR – Automatic Number Plate Recognition
This happens via a camera, which reads the vehicle's number plate should a contravention occur.

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.

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.

MTE – Moving Traffic Enforcement.

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 restrictions (e.g. parking in a disabled bay without displaying a valid Blue Badge), or 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 at the request of the residents.

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 is 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**

Request for new parking control:

- Email: parking.services@hants.gov.uk

Electric vehicle enquiries:

- Email: evchargepoints@hants.gov.uk

Blue Badge enquiries:

- Email: blue.badge@hants.gov.uk

Freedom of Information requests:

- Email: environment.foi@hants.gov.uk

Contacts for district and borough council managing on-street 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

