

Parking Enforcement Annual Report

2016-2017



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It is my pleasure to introduce South Gloucestershire Council's seventh Parking Annual Report. The report provides an overview of publicly operated parking in the area, highlighting initiatives and developing trends.

This report demonstrates how the team and its partners continued to support the safe and expeditious movement of traffic despite extremely challenging financial times for local government and the public sector.

This has been a busy year for the service with the introduction of a third bus lane on the A38 Gloucester Road. There has been a slight increase in the number of

Penalty Charge Notices issued as a result of the extra bus lane.

In 2016 – 17 we maintain to support local businesses through the continuation of "free Parking", where we offer limited free car parks and limited waiting throughout the whole South Gloucestershire area.

Thank you for taking the time to read our Annual Report and I hope that you will find it of interest



Introduction

Geographically, at 53,665 hectares, South Gloucestershire is one of the largest unified local authorities. The Population is estimated to be 274,700 at the mid-point of 2015.

Trends indicate that the population could reach 318,000 by the year 2037. 62% of the population live in built up areas immediately adjoining Bristol including Kingswood, 18% live in the Towns of Yate, Chipping Sodbury and Thornbury and 20% live in the more rural areas of South Gloucestershire.

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

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



Most Frequent Patrols



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



Policy

The main policy drivers for South Gloucestershire Council and consequently parking services are the Sustainable Communities Strategy and the Council plan. Parking Enforcement can contribute to the delivery of several different aims in the Sustainable Communities Strategy including:

- Getting Around – Connect people to places through transport networks that make it safe and easy for people to walk, cycle and use affordable public and community transport (Our Place).
- Town and District Centres – Sustain and improve and vibrancy and vitality of Town and District Centres (Our Economy)

The Council Strategy also identifies that the Council aims:

- To have Transport Networks that make it easier for people and businesses to get around (Our Place).
- To vibrant, thriving and accessible high streets, town and district centres (Our Economy).

In both cases the Parking Enforcement service helps achieve these outcomes by ensuring that motorists park within the rules and regulations laid down by government and by the council. The priorities are driven to improve congestion, road safety, air quality and accessibility.

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

- Improve traffic flow and relieve congestion;
- Ensure safety for pedestrians, cyclists and vehicles;
- Improve access to businesses and out wider community;
- Ensure a fair use of limited parking spaces;
- Improve our environment;
- Encourage, where appropriate, the use of alternative modes of transport.

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



The Council is guided by all possible best practice with regard to access for disabled or disadvantaged groups when designing traffic schemes or in provided off street car parking.

The Council agreed a new policy on the potential introduction and use of virtual resident parking permit schemes and a visitor's policy to support this is also being developed for agreement and implementation in 2017-18.

Residents Parking Schemes are intended to protect certain on street parking for people who live in the respective areas. Resident Parking Schemes identify areas where residents can park providing they have a Residents Parking Permit. Setting up a Resident's Scheme is a lengthy process and are established by a Traffic Regulation Order following a length consultation and legal process.

There is more on Residents Parking Schemes in the enforcement policy section below.



Background and History

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

Civil Enforcement Officers (CEO's), employed by the council, are authorised to enforce any parking restriction created by a Traffic Regulation Order raised under the Road Traffic Regulations Act 1984. The enforcement of other offences, such as "Obstructing the Highway" and any moving traffic violations remain with the local police force.



Road Safety

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

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

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



Structure (Establishment and Management)

Parking Enforcement, including the administration of Residential Parking / Dispensation schemes, is undertaken by staff directly appointed by South Gloucestershire Council. All staff are PAYE, there being no bonus or incentive schemes.

The service is part of the Strong, Safer, Communities section within the Environment and Community Services Department. The Team is led by the Strong, Safer, Communities Manager, supported by two Senior Civil Enforcement Officers who, in turn, manage six Civil Enforcement Officer each. They operate a four day rotational shift pattern, covering the district seven days a week.

Appeals are managed wholly within the Council. A Senior Appeals Case Officer (0.6 FTE), supported by Appeals Case Officers (3 FTE), report to the Strong, Safer, Communities Manager.

There are proposals for a new restructure in 2017 – 2018.



Civil Enforcement Officers and Body Worn Cameras

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

With the Police now based in the same building as Parking Services, any incident can be immediately dealt with and this has proven more effective in following up occurrences.

Body worn cameras were purchased for all Civil Enforcement Officers 3 years ago. At the end of each shift the cameras memory cards are returned to the parking services appeals team to download all relevant footage, which is then stored on a secure data base.

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



Training

All Civil Enforcement Officers and Appeals Case Officers receive regular training, which includes violence and aggression avoidance, equalities and diversity and legislative updates.

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



Off Street Parking Charges

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

Prior to this car park opening, South Gloucestershire Council did not operate any charging schemes for any on or off street car parks and all revenue received yearly was via issued Penalty Charge Notice (PCN's). This remains the only pay and display car park operated by South Gloucestershire Council and all other on and off street parking, with the exception of Residents Parking Areas, provided by the council remains free of charge.



Policy changes during 2016 – 2017

Residents Parking

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

Bus Lane Enforcement

- Following the passing of the policy by committee in November 2013, Bus Lane Camera Enforcement using static Bus Lane Enforcement Cameras were introduced in two areas in 2015 – 2016, with a third Bus Lane Enforcement Camera which come into force in 2016 – 2017.

Camera Car

- The Service continues to use the Camera Enforcement car for difficult to enforce priority areas such as bus stops and school zig zags.

In the financial year 2016 – 2017 the Camera Enforcement car issued the following notices;

Code	Description	Amount of Penalty Charge Notice issued
47	Stopped in a Restricted Bus Stop or Stand	1788
48	Stopped in a Restricted Area	90
	Total	1878

The Camera Enforcement Car has issued a total of 1878 Penalty Charge Notices this financial year, compared to the previous year, which is a decrease of 651. This represents a projected income of £131,460 if all notices were paid at the full rate of £70.00.



The Camera Enforcement Car is used specifically in high profile and high priority areas. This includes Keep Clear and Zig Zag markings outside schools and Bus Stops/Stands, where enforcement by a Civil Enforcement Officer is difficult due to the nature of the restrictions and the vast number of locations that officers need to cover.

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

Under the updated national guidance the use of CCTV parking enforcement is now restricted to no parking areas around schools, at bus stops, bus lanes and red routes.



Observation Periods and Grace Period

Observation Periods:

Civil Enforcement Officers may need to observe a vehicle for a period of time in order to establish whether a contravention has taken place. For example, a stationary vehicle on double yellow lines would need to be observed in order to establish whether it was parked or if the driver was loading/unloading.

Observation Times for the following contraventions are two minutes (with effect from 1st April 2013);

- Parking in a restricted street during prescribed hours
- Parking in a Residents' or shared use parking place without clearly displaying either a permit or voucher or Pay and Display ticket issued for that place
- Parking for longer than permitted
- Parking in an off street loading area during restricted hours
- Parking in an electric vehicles' charging place during restricted hours without charging
- Parking without payment of the parking charge (where payment is needed)
- Parked in a Car Park without clearly displaying a valid Pay & Display ticket, voucher or parking clock (where payment is needed)
- Parked in a Pay and Display Car Park without clearly displaying two valid Pay & Display tickets when required.

Grace Periods:

Grace Periods for the following contraventions are ten minutes;

- Parked for longer than permitted (On Street and Off Street)



Enforcement of Dropped Kerbs

In recent years concerns about poor and inconsiderate parking across resident's driveways have increased and were considered likely to continue as the population and number of cars in South Gloucestershire increases further.

The Communities Committee agreed to both of these proposals and enforcement has taken place since 1st April 2013 where specific Traffic Regulation Orders have been implemented for the location.



Pavement Parking

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

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

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

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



Immobilisation or Removal of Vehicles

The parking Enforcement Policy states, “the council does not clamp vehicles, but does adopt the power to remove vehicle in exceptional circumstances and following the development and agreement of a policy with the police”.

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

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



Weight Restrictions in Car Parks

Many of the Authority's Car Parks have a weight restriction included as part of the Traffic Regulation Order. Due to the difficulties in knowing the actual weights of the high variety of domestic vehicles, including 'white vans', enforcement of these restrictions have historically only taken place where there is an obvious and incontrovertible breach of the weight restriction.



Motorbikes parked in Car Park spaces

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



Residents Parking

Residents Parking Schemes within South Gloucestershire will only be considered where all other measures to control parking have been investigated and discounted. A Permit Scheme would help solve any identified parking problem if there is a clearly defined area with boundaries such as major highways or physical features severing easy access to other residential areas.

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

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

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

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

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

During 2017 – 2018 a scheme for waivers and dispensations and visitors to Residents Parking Scheme areas will be developed and a virtual Residents Parking Scheme will be implemented.



Performance 2016 – 2017

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

Parking Account

Operational Costs 2016 – 2017

The cost of Parking Enforcement Services FY 2016 – 2017

	Direct Costs	Cost including Overheads
Parking Services Total Expenditure	577,450.31	742,904.31
Parking Services Total Income	685,001.18	685,001.18
Total Net Cost	107,550.87	-57,903.13



Breakdown of Income and Expenditure Parking Account (income from issue of PCN's):

Parking Services – Breakdown of Expenditure	Amount
Operational Staff Pay	448,415.98
Administrative & Support Staff Pay	27,144.16
Training Expenses	6,712.40
Medical Fees	14.06
Other Employee Expenses	15.96
Public Transport - Staff	624.60
Car Mileage all'ces – Staff Volunteers	420.37
Car Parking Charge – Staff / Volunteers	32.42
Identity Cards	20
Office Supplies & Equipment	100
Operational Equipment	2,079.36
Uniforms & Clothing	2,695.74
Printing & Stationary	650.67
Other Consumable Materials	336.60
Telephones	1,052.16
Computer Equipment - Purchase	12
Computer Services	7,551.51
Software Support & Maintenance	6,567.39
Conference Expenses	227.03
Consultation Expenses	10,750.00
Fees – General	18,907.35
Membership Fees	764
Credit Card Charges	257.17
Inter Directorate Recharges	59.15
Intra Directorate Recharges	100
Streetcare Street Lighting Recharges	1,317.47
Other Supplies & Services	292.04



Streetcare Highways Recharges	508.70
TranMan Transport Recharges	31,456.31
Total	569,084.60

Parking Service – Breakdown of Income	Amount
Recover of Expenditure	63,061.01
Fees & Charges – General	1,100
Miscellaneous Income – Penalty Charge Notices	265,065
Miscellaneous Income – Camera Car	54,033
Miscellaneous Income – Bus Lane	270,410
Total	653,669.01

Breakdown of Income and Expenditure from Off Street parking Charges

Expenditure – Off Street Parking Charges	Amount
Bank Charges	1,100
Credit Card Charges	2,339.17
Other Supplies & Services	4,779.64
Streetcare Highways Recharges	146.90
Total	8,365.71

Income – Off Street Parking	Amount
Miscellaneous Income	24,332.17
Rents and Wayleaves	7,000
Total	31,332.17



In the financial year of 2016 – 2017 a total of 21,271 Penalty Charge Notices were issued compared to 20,288, in the previous year. This represents an increase of 983, an approximate 4% increase from the previous year, which demonstrates that parking services are still providing a suitable service for the council.

Summary of Parking Costs

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



Parking Spaces

Off Street – Controlled Parking Spaces

Car Parks in South Gloucestershire

Location	Standard Bays	Disabled	Max Stay
Filton			
Station Road / Filton Ave	12	1	2 Hours
Link Road / Church View	31	4	12 Hours
Gloucester Road North / Filton Road	58 + 1 Motorcycle	2	12 Hours
Abbeywood	44 + 1 Motorcycle	3	12 Hours
Hanham			
Abbots Road	11	3	24 Hours
Laburnum Road	49 + 2 Parent/Child	3	2 Hours
Kingswood			
Bank Road	24	3	2 Hours
Boultons Road	50 + 1 Motorcycle	3	12 Hours
Cecil Road	53 + 1 Motorcycle	3	2 Hours
South Road	11 + 1 Motorcycle	3	2 Hours
Stoke Gifford			
Hunts Ground Road (P&R)	200 + 5 Motorcycle	10	24 Hours
Mangotsfield			
St James Street	17 Short Stay + 22 Long Stay	3	2 hours and 24 hours
Patchway			
Coniston Road	31	3	2 Hours
The Parade	77 + 7 Staff	8	12 Hours
Staple Hill			
Byron Place	46 + 1 Motorcycle	3	2 Hours



Haynes Lane	23	3	12 Hours
Page Road (New) Car Park	49 + 18 Permit Bays	5	4 Hours
Page Road Carpark	43	3	2 Hours
Thornbury			
St. Marys Street CarPark	85	6	2 Hours
Rock Street Car Park	100 Short Stay + 192 Long Stay	20	2 Hours and 12 Hours
Park Road	10	3	12 Hours
Leisure Centre Carpark	295	11	12 Hours
Winterbourne			
Flaxpits Lane	21 Short Stay + 28 Long Stay + 1 Motorcycle	4	2 Hours and 12 Hours
Warmley			
Warmley Station	24	3	24 Hours
Yate			
Longs Drive Car Park	9	3	2 Hours
Cranleigh Court Road	22	2	12 Hours
Kennedy Way Car Park	71	4	12 Hours
Abbotswood	34	3	12 Hours
Leisure Centre Carpark	156	9	12 Hours

On Street Parking Spaces

South Gloucestershire Council has a non-charging policy for On Street Parking Spaces, therefore there are no records of the number of spaces it provides.

Some On Street parking Spaces are in the form of individually marked bays and other have continuous bay markings. It is not possible to accurately identify the numbers at this time.




An estimated number of spaces for On Street Parking is 1451. This is an average number of spaces worked out by using an average bay size divided into the total length of bays available.



Carpark Locations within South Gloucestershire

Kingswood







-  - Bank Road Carpark
-  - Boulton's Road Carpark
-  - Cecil Road Carpark



Thornbury






-  - St Mary Street Carpark
-  - Castle Court Carpark
-  - Rock Street Carpark
-  - Park Road Carpark (Located outside of Thornbury Town Centre)



Filton





-  - Station Road/Filton Avenue Carpark
-  - Church View Carpark
-  - Abbeywood Carpark
-  - Gloucester Road North/Filton Road Carpark



Hanham






-  - Abbots Road Carpark
-  - Laburnum Road Carpark



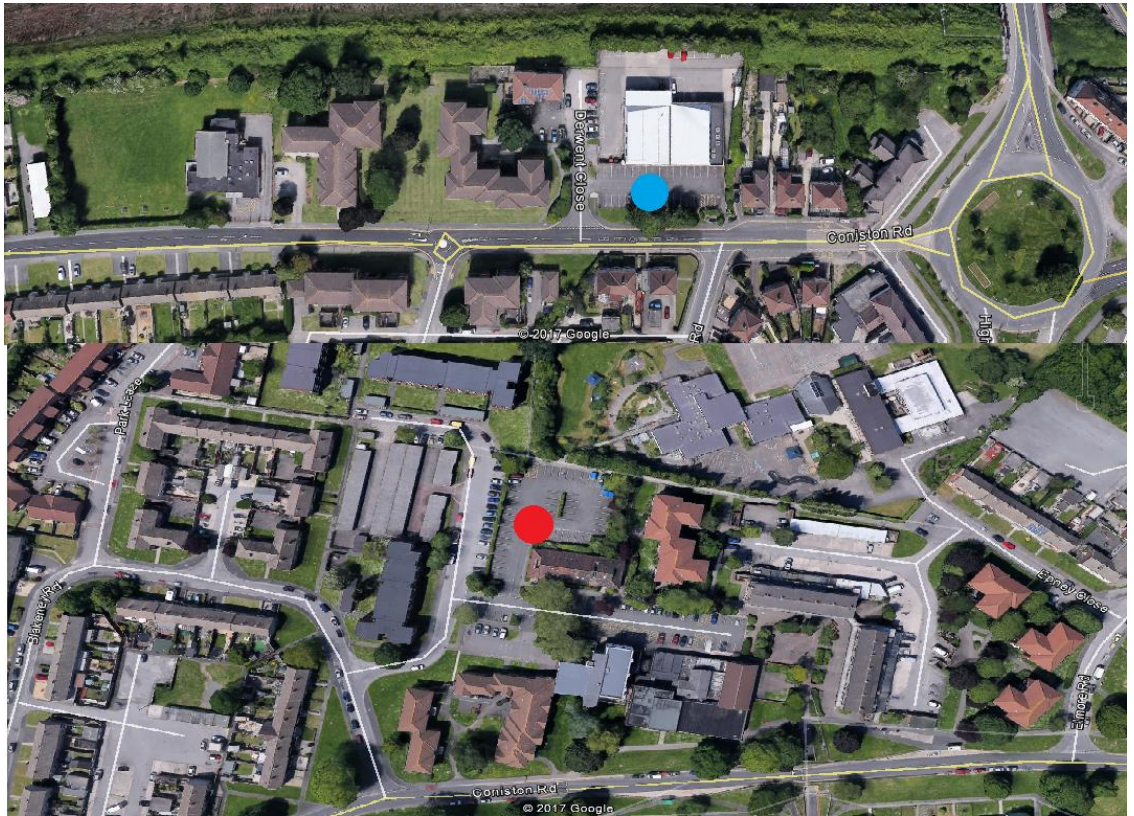
Staple Hill / Mangotsfield





-  - Haynes Lane Carpark
-  - Page Road Short Stay Carpark
-  - Page Road (New) Short Stay Carpark
-  - Byron Place Carpark
-  - St James Street Carpark (Mangotsfield)



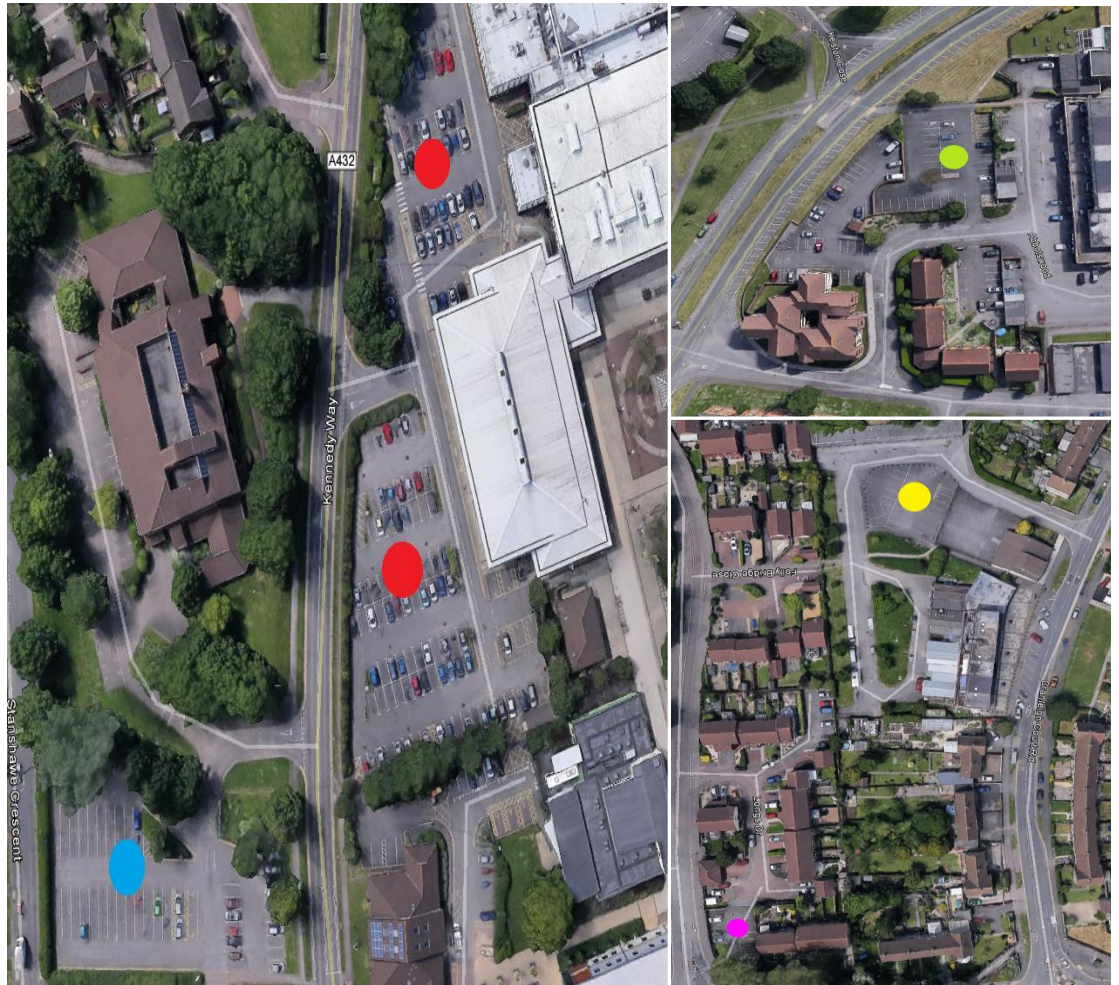
Patchway



-  - The Parade Carpark
-  - Coniston Road Carpark



Yate



-  - Leisure Centre Carpark
-  - Kennedy Way Carpark
-  - Longs Drive Carpark
-  - Cranleigh Court Carpark
-  - Abbotswood Carpark



Performance against Targets

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

Performance Target	2016 – 2017 Performance	2015 – 2016 Performance	2014 – 2015 Performance	2013 – 2014 Performance
% of appeals received against PCN's issued	18%	20%	23%	2.5%
% of Appeals received that were successful	74%	63%	50%	41%
% of appeals to TPT	2%	1%	1%	0.13%
% of successful appeals to TPT	22%	31%	22%	59%
% Primary Enforcement Areas visited on a daily basis	100%	100%	100%	100%
% of Secondary Enforcement areas visited on a weekly basis	40%	40%	40%	40%
% of PCN appeals closed within 5 working days	98%	90%	88%	88%



% of outstanding Debt Recovery on a Monthly Basis	30%	28%	30%	29%
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Appealing a Penalty Charge Notice

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

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

1. Informal Challenge: (not available for Penalty Charge Notices issued by post)

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

2. Formal Representation:

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

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

If a Formal Representation is rejected by the council, included with the Notice of Rejection, will be a Traffic Penalty Tribunal section which will give you instructions on how to appeal to an independent adjudicator as well as a unique code to be able to log your appeal on the new FOAM system.



Traffic Penalty Tribunal

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

The Traffic Penalty Tribunal look at the facts, ensuring that the PCN has been correctly issued and a Traffic Regulation Order is in place. The new system (FOAM) for Traffic Penalty Tribunals includes a section on the Notice of Rejection which has a unique code, so that the appellant can go online and do a paperless appeal. The FOAM system helps both the council and appellant to get a quick and easy decision. Like the old paper system, both the appellant and council can upload information onto the FOAM system. By doing this it ensures that paper copies do not have to be sent out to both parties and everything can be seen as soon as it is uploaded. The appellant can still opt for the type of hearing under which they would like their decision to be made and this can be either by post, in person or by telephone.

There have been 64 cases taken to the Traffic Penalty Tribunal during 2016 – 2017 of which 42 were won, 14 were lost, 4 were withdrawn by the appellant and 4 were 'No Contest'.

'No Contest' is where the council does not contest the appeal at Traffic Penalty Tribunal due to new evidence provided by the appellant. It would normally be the case that if that evidence had been provided earlier within the appeals process, the Penalty Charge Notice would have been overturned and the appeal accepted.

To ensure there is consistency and fairness in the appeals process, cases are monitored and reported on monthly. Prior to the Council contesting an appellant's challenge, sent to the Traffic Penalty Tribunal, the case has to be signed off by the manager.

To assist staff in dealing more effectively with the appeals process, an annual refresher training day is arranged for all appeals staff, including Civil Enforcement Officers. Staff are made aware of any part of the process that may need clarity, which may include evidence gathering and ensuring all points of an appeal are addressed.



Civil Enforcement Agent

The council use two Civil Enforcement companies to help recover unpaid Penalty Charges. However, despite the appointment of the recovery agents, there are times when it is not possible to recover all the unpaid Penalty Charge. Reasons for this can range from the Enforcement Agent companies being unable to trace the owner of the vehicle, to the social status of the vehicle owner.



Annual Performance Summary

Performance figures for the year show that Parking Services issued approximately 4% more Penalty Charge Notices compared to the previous year. This increase coincides with the introduction of an additional Bus Lane Camera within South Gloucestershire Council.

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

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

1. South Gloucestershire Council Parking strategy and West of England Partnership continue to work together in improving public transport links, rail links, and cycle lanes across the west.
2. Motorist are becoming more aware of the presence of the Civil Enforcement Officers on the street and the camera car vehicle thus putting more thought into where they choose to park.
3. Due to economic situation and high fuel cost more motorist are using Public Transport for other means of transport.



Contact and Further Information

Parking Services can be contacted:

- Online - www.southglos.gov.uk/parklegally
- E-mail - parklegally@southglos.gov.uk
- Telephone - 01454 868000
- In writing - South Gloucestershire Council
Parking Services
PO Box 1954
Badminton Road
Yate
Bristol
BS37 0DD

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

The British Parking Association

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

British Parking Association

Stuart House

41 – 43 Perrymount Road

Hayswards Heath

West Sussex

RH16 3BN

Website: www.britishparking.co.uk

E-mail: info@britishparking.co.uk

Tel: 01444 447 300

Fax 01444 454 105

The Traffic Penalty Tribunal and “PATROL”



www.patrol-uk

Statistical Tables and Further Information

Penalty Charge Notice Statistics

Penalty Charge Notices Issued

	2016 - 2017	2015 - 2016	2014 - 2015
PCN's Issued by Camera Car	1878	2546	3666
PCN's Camera Car Paid	1273	2099	3112
PCN's Issued	8761	10,398	10,631
PCN's Paid	6682	8377	8389
PCN's Issued in Bus Lanes	10,642	7605	0
PCN's in Bus Lane Paid	7644	5329	0

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



Penalty Charge Notices Paid

	2016 - 2017	2015 - 2016	2014 - 2015
Camera Car Full Rate	45	86	131
Camera Car Discounted Rate	1228	2013	2876
Full Rate (Off Street)	150	185	146
Full Rate (On Street)	637	812	675
Discounted Rate (Off Street)	1165	1555	1573
Discounted Rate (On Street)	4730	5825	5777
Bus Lane (Full Rate)	245	235	0
Bus Lane (Discounted Rate)	7399	5094	0

Full Rate signifies the full fee payable for the contravention

Off Street relates to spaces in Car Park

On Street relates to parking spaces on the street



Appeals / Challenges

	2016 - 2017	2015 - 2016	2014 - 2015
Informal	1390	1600	1898
Formal	2377	2489	1384

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

Traffic Penalty Tribunal Appeals

	2016 - 2017	2015 - 2016	2014 - 2015
Won	42	33	50
Lost	14	14	17
Not Contested	4	7	9
Withdrawn	4	1	1
Total	64	55	77

This table refers to the amount of appeals sent to the Traffic Penalty Tribunal. Won is where the council has successfully defended the issuing of the Penalty Charge Notice and lost if where the council has lost their defence of that appeal. 'No Contest' is where the council does not contest the appeal at Traffic Penalty Tribunal due to new evidence provided by the appellant. Withdrawn cases are where the appellant decided to pay after submitting their case to the Tribunal and requested a withdrawal.



Average Penalty Charge Notice issued by Civil Enforcement Officer

2016 – 2017	2015 - 2016	2014 - 2015
1095	990	1021

National trends show a decreasing number of Penalty Charge Notices being issued by officer patrolling on foot.

Penalty Charge Notices issued by category by town (including Camera Car)

	On Street	Off Street	On Street	Off Street	On Street	Off Street
	2016 - 2017	2016 - 2017	2015 - 2016	2015 - 2016	2014 - 2015	2014 - 2015
Almondsbury	0	0	3	0	0	0
Alveston	4	0	1	0	0	0
Aust	0	0	0	0	0	0
Bitton	0	0	2	0	0	0
Bradley Stoke	31	0	33	0	37	0
Bromley Heath	0	0	0	0	0	0
Cadbury Heath	1	0	1	0	2	0
Charfield	0	0	0	0	0	0
Chipping Sodbury	168	0	205	0	126	0



Cribbs Causeway	0	0	0	0	0	0
Downend	259	0	471	0	1498	0
Emerson Green	130	0	183	0	109	0
Filton	889	35	977	39	782	64
Frenchay	234	0	560	0	458	0
Hambrook	1	0	8	0	6	0
Hanham	340	202	371	227	1083	298
Harry Stoke	143	0	21	0	11	0
Kingswood	1720	493	1821	529	4749	709
Little Stoke	5	0	3	0	69	0
Longwell Green	76	0	33	0	11	0
Mangotsfield	95	48	167	70	208	66
Marshfield	1	0	8	0	3	0
Mayshill	0	0	0	0	0	0
Nibley	0	0	2	0	2	0
North Common	1	0	1	0	10	0
Oldland Common	3	0	5	0	13	0
Oveston	1	0	4	0	1	0



Patchway	296	156	435	179	392	162
Piling	0	0	0	0	0	0
Pucklechurch	2	0	1	0	2	0
Redwick	0	0	0	0	0	0
Severn Beach	9	0	16	0	18	0
Siston	101	0	155	0	114	0
Staple Hill	1049	244	1089	433	1364	344
Stoke Gifford	289	45	233	61	194	102
Thornbury	162	85	219	119	601	275
Tormarton	453	0	244	0	48	0
Warmley	27	4	37	15	42	3
Westerleigh	1	0	3	0	1	0
Wickwar	5	0	2	0	3	0
Winterbourne	15	8	98	21	69	24
Yate	433	410	694	558	369	660



Notices issued by category by Contravention – Off Street

Code	Description	2016 – 2017	2015 - 2016	2014 – 2015
73	Parked without payment	44	53	84
74	Parking for the sale of goods	0	0	0
80	Parked for longer than permitted	219	484	692
81	Parked in a restricted area	0	0	0
82	Parked after payment expired	1	7	4
83	Parked without clear display	0	1	14
85	Parked in a Permit Bay	1	0	0
86	Parked beyond the bay markings	1059	1150	964
87	Disabled Persons Parking	376	519	461
89	Wrong Size of vehicle	0	0	0



90	Re-Parked in the same place	1	0	3
91	Wrong class of vehicle	57	61	81

Notices Issued by category by contravention – On Street

Code	Description	2016 - 2017	2015 - 2016	2014 - 2015
01	Parked in a Restricted Street	4856	4955	4548
02	Loading in Restricted Street	3	5	18
12	Parked in a Residents' Place	1	0	0
16	Parked in a Permit Space	338	194	125
20	Parked in a Loading Gap	0	2	0
22	Re-Parked in the same place	0	112	138
23	Wrong Class of Vehicle	4	12	16
24	Not Parked Correctly	83	82	91



25	Parked in a Loading Place	13	0	0
26	Double Parked in a SEA	0	0	0
27	Dropped Footway in a SEA	303	328	288
30	Parked longer than permitted	1137	1832	2638
40	Disabled Persons Parking	123	275	102
45	Parked on Taxi Rank	52	68	97
47	Restricted Bus Stop	69	169	202
48	Restricted School Zig Zags	9	6	5
99	Pedestrian Crossing	66	99	63



Notices issued by Camera Car by Contravention

Code	Description	2016 - 2017	2015 - 2016	2014 - 2015
02	Loading in Restricted Street	0	55	400
45	Taxi Rank	0	16	237
47	Restricted Bus Stop or Stand	1788	2431	2731
48	Restricted School Area	90	98	109
99	Pedestrian Crossing	0	24	184

Notices Issued by Bus Lane by Location

Location	2016 - 2017	2015 - 2016	2014 - 2015
Highwood Road	7288	5975	0
New Road / Brierly Furlong	1726	1447	0
A38 Gloucester Road	1657	0	0



Patrol / Observation Statistics

Financial Year	Patrols	Observations
2016 – 2017	74,216	57,862
2015 – 2016	93,545	127,796
2014 – 2015	104,602	213,699
2013 – 2014	129,399	287,744
2012 – 2013	101,222	215,006
2011 – 2012	18,530	33,420
2010 – 2011	16,722	31,420

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



Glossary of Terms

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