

Parking Enforcement
Annual report 2013/14
South Gloucestershire Council

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Introduction

Geographically, at 53,665 hectares, South Gloucestershire is one of the largest unified local authorities. The population is estimated to be 269,100 at the mid-year point of 2013. Trends indicate that the population could reach 318,400 by the year 2037.

62% of the population live in built up areas immediately adjoining Bristol
18% live in the towns of Yate, Chipping Sodbury and Thornbury
20% live in the more rural areas of South Gloucestershire

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

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

Overall, crime levels are low - 48 recorded crime incidents per 1,000 residents compared to 66 per 1,000 across England and Wales (Quality of Life report - 2013) - and there is a declining trend year on year. In addition to this, 90% of respondents to the Viewpoint* survey (2013) agree they feel safe outside during the day compared to 58% of panel members who feel safe outside after dark.

Most frequent patrols in South Gloucestershire



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

Policy

The main policy drivers for South Gloucestershire Council and consequently parking services are the Sustainable Communities Strategy and the Council plan.

Parking enforcement can contribute to the delivery of several different aims in the Sustainable Community Strategy including:

- Getting around - Connect people to places through transport networks that make it safe and easy for people to walk, cycle and use affordable public and community Transport (Our Place).
- Town and district centres - Sustain and improve the vibrancy and vitality of town and district centres (Our Economy)

The Council Strategy also identifies that the Council aims:

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

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

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

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

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

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

The council is currently formulating a policy on the potential introduction and use of residents and other parking permit schemes.

Further information can be found on the council's website. See link below
www.southglos.gov.uk

Background and history

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

Civil Enforcement Officers (CEOs) employed by the council are authorised to enforce any parking restriction created by a Traffic Regulation Order raised under the Road Traffic Regulation Act 1984. The enforcement of other offences, such as “Obstructing the highway” and any moving traffic violations remaining with the local police force.

Road safety

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

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

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

Structure (establishment and management)

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

The service is part of the Strong, Safer Communities section within the Environment and Community Services Department. The team is led by the Parking Services Team Leader, supported by two senior Civil Enforcement Officers managing six CEOs each on a two shift basis covering the district seven days a week.

Appeals are also managed wholly within the council and a Senior Appeals Officer (0.6 FTE), supported by appeals officers (2.5 FTE) also reports to the Parking Services Team Leader.

Whilst the enforcement and appeals side are completely separate the Parking Services Team Leader has an overview of both and is therefore able to continuously improve the service.

All primary areas are patrolled daily with secondary areas being patrolled between two to

four times per week. The decision on when and where to enforce was taken after a review of intelligence and the practical experience of the Civil Enforcement Officers.

South Gloucestershire Council works in partnership with the Highways Agency for the enforcement of trunk roads in the district.

Appeals Officers

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

During this financial year the Case Officers have dealt with 3,195 incoming pieces of correspondence, telephone calls and sent out 31,432 letters not including acceptance and rejection letters. The Case Officers also deal with the appeals process and processing resident's waivers/permits where in operation.

To minimise the amount of appeals the officers dealing with incoming Penalty Charge Notices thoroughly checks them to ensure the issued PCNs are valid and if not valid it is cancelled.

The introduction of the camera enforcement car has significantly increased the amount of appeals and correspondence within Parking Services. The appeals team have dealt with -

Informal appeals:

- 2,277 appeals received
- accepted 887
- rejected 1,390

Formal appeals:

- 537 appeals received
- accepted 263
- rejected 274

The amount of appeals leads directly to an increase in Traffic Penalty Tribunals, and when a case is taken to the Tribunal the appeals team look at the decision made and record this and use the comments made by the adjudicators to improve the service for the future. For each Traffic Penalty Tribunal case especially when the Penalty Charge Notice has been issued by the Camera Enforcement Car, appeal a significant amount of information is required by the Adjudicator for each case and over the last year Parking Services have worked hard to improve the way information is delivered as evidence to the Tribunal and the learning process of evidence required has had some impact on the cases one and lost by the Council at Adjudication.

Civil Enforcement Officers and body worn cameras

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

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

After consultation on the updating of the enforcement policy the green light was given to run a trial of body worn cameras to act as both a deterrent in the abuse of Civil Enforcement Officers and a way to gather evidence.

After a successful trial period it was decided to purchase body worn cameras for all Parking Enforcement Officers.

The body worn camera equipment

14 x Reveal Media RS3-SX body worn camera systems have now been issued to each civil enforcement officer.

Each civil enforcement officer has been supplied with enough SIM (SD) cards to ensure adequate coverage for their entire shift. At the end of each shift the cards are returned to the council's parking services appeal team to download the relevant footage, which is then securely stored in a secure data base.

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

The use of and storage of the cards is managed by the parking services team leader as agreed by the council's CCTV officer.

The branded uniforms worn by the CEOs are fitted to ensure that the cameras can be appropriately housed. The body worn CCTV camera are at all times operated in accordance with the manufacturers instructions and approved policy as per appendix 2 to this document.

The equipment will remain the property of South Gloucestershire Council.

Operational requirements

CEOs must wear the uniforms provided, which clearly state 'video and audio CCTV in operation'.

When issued with the equipment the user should ensure that it is working correctly including the following basic checks:

- The unit is correctly assembled
- The unit is recording and the picture is the right way up

- Sound recording level is appropriate to use
- Date and time stamp is accurate

The settings on each camera will be pre-established and sound recording will be turned on. At no time should these settings be changed, unless agreed in writing with South Gloucestershire Council.

At the end of each shift the CEOs will remove the SIM (SD) card from the camera, and place it in the secure cupboard within the CEOs mess room.

In the event of any criminal incident being captured on the body worn camera, it may be necessary to remove the data storage unit (SIM card) from the recording device. Only persons approved by South Gloucestershire Council or any Police officer in the execution of their lawful duty may request this information (Power to seize and retain under Section 19 P.A.C.E.).

Upon removal of the SIM card it will be passed directly to the approved person or police officer who will bag and tag the item in the correct way and complete an exhibit label. This label will be signed, dated and timed for continuity purposes. A receipt will then be supplied to the Parking Team Leader or senior CEO.

The exhibit will be booked in to the detained property at Kingswood Police Station. Each CEO will be required to use the CCTV equipment issued in accordance with the training provided by South Gloucestershire Council.

Loss, damage or maintenance issues with the system must be reported to South Gloucestershire Council's parking team leader immediately.

Training

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

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

Off street parking charges

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

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

Parking across dropped kerbs and more than 50cm from the kerb

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

Policy changes during 2013/14

During 2013/14 the service introduced the following changes:

- reviewing policy changes introduced in April 2013 and updating of the Parking Enforcement Policy
- introduction of a camera enforcement car for difficult to enforce priority areas such as school zig zags, pedestrian zig zags, bus stops, taxi ranks and clear ways
- the possible introduction of Bus Lane Camera Enforcement using static Bus Lane Enforcement Cameras after the passing of the policy by committee in November 2013 for introduction on 1 April 2014

All three of these proposals were subject to full consultation across South Gloucestershire Council with a full equalities impact assessment undertaken, see appendix.

The introduction of all of these has been widely publicised and generally supported by the public in South Gloucestershire.

Updating the Enforcement Policy

The council's parking enforcement policies were adopted on the introduction of decriminalised parking in 2007. It was considered appropriate to review these in order to take into account national changes since that date, and also to ensure they meet the current needs of the district and the council.

The aim of the review was to ensure that the council had an enforcement policy that would provide a framework to ensure that the council worked in an equitable, practical and consistent manner. This is consistent with current national best practice and compliance with the objectives of the Traffic Parking Tribunal and the Local Government Ombudsman. Section 11.21 of the Operational Guidance to Local Authorities on Parking Policy and Enforcement issued by the Department for Transport following the Traffic Management Act 2004 states:

“Elected members may wish to review their parking representations policies, particularly in the area of discretion, to ensure consistency with published policies. However, elected members and unauthorised staff should not, under any circumstances, play a part in

deciding the outcome of individual challenges or representations. This is to ensure that only fully trained staff make decisions on the facts presented. The authority's standing orders should be specific as to which officers have the authority to cancel PCNs. There should also be a clear audit trail of decisions taken with reasons for those decisions." and the council will strictly follow these rules.

A draft Parking Enforcement policy was agreed for consultation purposes by Communities Lead Members on 12 September 2012. Extensive public consultation was undertaken with the following stakeholders and the results presented to elected members.

- Residents and motorists
- All parish & town councils
- All safer stronger groups
- All business groups
- South Gloucestershire Equalities Forum
- Taxi Liaison Group
- Transport groups and motoring organisations
- Police and emergency services
- South Gloucestershire Equalities Forum, Disability Network and a range of groups representing older people and people with disabilities
- Voluntary and community sector in South Gloucestershire

In addition officers gave talks to members of Paul's Place and at a meeting of the Disability Action Group.

The following specific issues were identified as being of specific interest:

1. Introduction of body worn audio / visual equipment

72.2% of respondents to public consultation on the Parking Enforcement Policy 'agreed' or 'strongly agreed' with the introduction of body worn audio / visual equipment where this protected Civil Enforcement Officers. 14.8% of respondents 'disagreed' or 'strongly disagreed' with this change.

The Communities Committee agreed that the service could consider this in due course.

2. Warning Notices

The Traffic Management Act 2004 provides a provision for the issuing of warning notices rather than a full Penalty Charge Notice. It is proposed that where parking restrictions are changing (such as the introduction of new yellow lines, introduction of residents parking schemes, or a new targeted enforcement focus) warning notices are issued for a limited time period of two to four weeks, after which the issuing of Penalty Charge Notices would commence.

Almost 93% of respondents to public consultation on the Parking Enforcement Policy 'agreed' or 'strongly agreed' with this change.

The Communities Committee agreed to introduce this with effect from 01 April 2013

3. Sustainability objectives (includes environmental, social and economic impacts)

By ensuring compliance with the regulations in place, the Parking Enforcement policy aims to support ease of access to town centre retail areas for shoppers, and thus have a positive impact on retail businesses in those areas.

By ensuring compliance with the regulations in place the Parking Enforcement Policy aims to support public transport and reduce Carbon dioxide (CO₂) emissions from vehicles seeking parking spaces.

By ensuring compliance with the regulations in place the Parking Enforcement Policy aims to have a positive social effect by improving access to services including by non-car modes, and by ensuring clarity, objectivity and consistency in service delivery.

4. Grace period

Although not required by law, South Gloucestershire Council has operated an approach to enforcement that includes a grace period for time-restricted offences such as overstaying. These allow 5 minutes on-street and 10 minutes for overstaying the agreed time in car parks.

For parking in off-street car parks this grace period is still considered appropriate.

However the grace period on yellow lines on-street has become known and individuals are regularly parking on yellow lines for inappropriate reasons and relying on the grace period. This causes obstruction and undermines the existing restrictions.

It was therefore recommended that that as a general rule a grace period will not be given unless the Civil Enforcement Officer determines that there is a valid reason for parking there (i.e. a reason listed in the Parking Enforcement Policy for which the Council would accept representation against a PCN if one was issued). This change will also apply to vehicles spotted parking on restricted areas outside of schools where Penalty Charge Notices will be issued if drive-aways occur.

Over 80% of respondents to public consultation on the Parking Enforcement Policy 'agreed' or 'strongly agreed' with this change.

The Communities Committee agreed to introduce this with effect from 01 April 2013

Camera enforcement car

As part of an internal review of the effectiveness and use of best practice in the Parking Services Team it was recognised that there was not the capacity or capability to effectively enforce parking regulations across South Gloucestershire to the extent that residents wish in order to improve road safety, particularly around high priority areas including schools.

The Traffic Management Act (TMA) 2004 and subsequent guidance and secondary legislation enables enforcement authorities to pursue 'vehicle driven away' Penalty Charge Notices (PCNs) through the service of a postal PCN, and to enforce through the use of a

camera enforcement car. CCTV Enforcement Vehicles with Automatic Number Plate Recognition (ANPR) provide a flexible and highly efficient alternative to traditional parking enforcement on foot. The regulations are also very clear that parking enforcement cars can only be used in high risk areas where enforcement using conventional methods is difficult or not possible.

It was considered that a CCTV enforcement vehicle (camera car) would help maximise the Parking Enforcement Service's ability to enforce restrictions in South Gloucestershire Council with a particular focus on those where safety is an issue: Zig Zags outside of schools; on pedestrian crossings; on taxi ranks; and on double yellow lines where loading/unloading and stopping by blue badge holders are not permitted.

South Gloucestershire Council has not previously used a camera enforcement car. In order to properly investigate the implications of doing so the experiences of other authorities have been benchmarked, and a pilot study carried out to assess the practical results given the parking restrictions in place in South Gloucestershire. As a result of the pilot and public consultation it was agreed that a car would be introduced.

The technology itself consists of a specially converted normal car which has:

- mast fitted to the roof of a vehicle
- Automatic Number Plate Recognition (ANPR) camera, as approved by the Secretary of State for Transport
- Pan Tilt Zoom (PTZ) functionality used to identify vehicles that are contravening the regulations, government approved
- a hard drive to capture the primary evidence with a flash memory recorder used as working copy evidence

The enforcement car can be used in either unattended (just the driver) or attended (Qualified Officer as / or as well as the driver) mode to enforce.

In unattended mode the enforcement schedule is pre-configured to automatically enforce offences demonstrating that the vehicle can be efficiently utilised.

In attended mode a second attendant or the driver (when the vehicle is parked) can use the equipment to carry out manual enforcement duties by using the touch screen to tilt, pan and zoom the camera and recording equipment to capture contraventions.

This means that there are two different service levels available depending on which use the enforcement car is put to. The first option, unattended, uses the car without a qualified officer to automatically pick up offences in pre-programmed areas. This is limited to areas where there are no exemptions to the regulations in place.

If the car is used in attended mode a qualified officer can review areas where some exemptions apply such as loading permissions and valid blue badges. With a qualified officer in the vehicle observations on these can be made enabling further infringements to be addressed and complaints from residents and businesses to be promptly acted on.

The pilot

In order to assess the service impact, and potential financial implications, of introducing a Parking Enforcement Car, a pilot was operated in September 2012. A camera enforcement car provided by Mouchel was used for the pilot as they were prepared to provide this car free of charge and at short notice.

Prior to the delivery of the vehicle consideration was given to the areas to be targeted. Priority was given to high risk sites such as schools and a number of priority roads were also pre-chosen and these were those with restrictions that carry an instant penalty charge for infringement such as parking on bus stops and taxi ranks.

The pilot succeeded in identifying the number of parking offences occurring in the areas patrolled which could be enforced through introduction of a parking enforcement car; and provided valuable lessons about operating such a car.

From the 56 hours the pilot car was operated 44 potential Penalty Charge Notice offences were confirmed. Of these approximately 25 were in bus stops, 15 on school markings and 4 on taxi ranks. When you adjust the time on-road for set up and familiarisation with the vehicle it is reasonable to assume that the PCNs were achieved in the equivalent of one week.

In addition an average 1 offence a day which could be enforced if the car was used in attended mode was identified. This is additional to the 44 offences in category 1 zones (which attended mode also picks up).

Introduction of the camera enforcement car

Parking Enforcement using the camera enforcement car went live in South Gloucestershire on the 17 September 2013, prior to this the car issued 580 warning notices from 18 July 2013.

Between 17 September 2013 and 31 March 2014 the camera enforcement car issued the following notices.

Code	Description	Amount of Penalty Charge Notices issued	Penalty Charge Notices successfully challenged
02	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force.	182	16
45	Parked on a taxi rank	175	12
47	Stopped in a restricted bus stop or stand	2,829	110
48	Stopped in a restricted area outside a school	185	14
99	Stopped on a pedestrian crossing and/or crossing area marked by zig zags	182	7
	Totals	3,553	159

Since the inception of the Camera Enforcement Car on 17 September 2013 a total of 3,553 Penalty Charge Notices have been issued by the camera enforcement car representing a projected income of £248,710 if all notices were paid at the full rate. Income as a total to the point of this report is £88,115.

The camera enforcement car is used specifically in high profile and high priority areas such as keep clears and zig zag lines outside schools, pedestrian crossings and bus stops where enforcement by a Civil Enforcement Officer is difficult due to the location and nature of the restrictions and the vast number of locations that officers need to cover. Parking Services work closely with the department responsible for lines and signs within the council to ensure sufficient signage is in place to ensure the public know that enforcement is taking place, including enforcement signs at all of the main entry roads to areas where enforcement is due to take place.

Observation periods

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

The consultation draft proposed that the observation period for the main contraventions involved (parking in a restricted street during prescribed hours; parking in a loading area in a car park) remain unchanged at 5 minutes. Response to these proposals was mixed, with some respondents feeling the observation period should be kept at 5 minutes and other feeling it should be reduced.

Subsequent to this consultation the council's Transformation and Efficiency team has recommended that in order to help reduce the net cost to the council of the Parking Enforcement service the observation times for the following contraventions be reduced to two minutes:

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

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

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

Almost 75% of respondents to public consultation on the Parking Enforcement Policy 'agreed' or 'strongly agreed' with the introduction of the power to enforce where vehicles are parked across residents driveways where a Traffic Regulation Order prohibiting this is in place.

There was a greater diversity of opinion over enforcing for parking away from the kerb than for any other issue, with 48% of respondents 'agreeing' or 'strongly agreeing' with its introduction, while 26.8% 'disagreed' or 'strongly disagreed'.

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

Pavement parking

Since 2009 Councils responsible for decriminalised parking enforcement – including South Gloucestershire Council - have had the opportunity to implement powers to enforce for parking on pavements even where there are no other restrictions. Authorities have not been able to pick and choose where pavement parking might be enforced and a blanket restriction was required. However the Department for Transport have now published guidance that introduces some flexibility:

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

74% of respondents to public consultation on the Parking Enforcement Policy 'agreed' or 'strongly agreed' with introducing this power.

The Communities Committee agreed to introduce this power with effect from 1 April 2013 subject to specific Traffic Regulation Orders implemented by the Planning, Transport and Strategic Environment Committee for that location.

Immobilisation or removal of vehicles

The consultation draft of the Parking Enforcement Policy suggested that the council not clamp vehicles, but does adopt the power to remove vehicles in exceptional circumstances. 80% of respondents to public consultation on the Parking Enforcement Policy 'agreed' or 'strongly agreed' with this change.

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

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

The Communities Committee agreed to this with effect from 1 April 2013 subject to a clear policy on when it will be appropriate to use the appropriate powers being formulated and presented for consideration by the Committee at a future date. This will cover the order of priority in which vehicles should be dealt with, based on the nature of the contravention.

Weight restrictions in car parks

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

Exactly 50% of respondents to public consultation on the Parking Enforcement Policy 'agreed' or 'strongly agreed' with this change, while 13% 'disagreed' or 'strongly disagreed' with it. Groups representing residents with disabilities consistently highlighted that many specialist vehicles (especially those adapted for wheelchair access) weigh more than the normal current restriction.

Officers therefore recommended that enforcement of weight restrictions in car parks was not undertaken on a more regular basis until the weight limits were reviewed and Traffic Regulation Orders amended if necessary.

The Communities Committee agreed to introduce this with effect from 1 April 2013.

Motorbikes parked in car park spaces

Some respondents to the public consultation on the Parking Enforcement Policy wished to see motorbikes permitted to park in spaces for cars where all available motorbike allocated spaces are full.

In response it was proposed that where there are no available motorbike spaces in a car park (either because they are not provided, or because all spaces provided are occupied), motorbike riders are permitted to use the spaces for cars.

The Communities Committee agreed to introduce this with effect from 1 April 2013.

Additional efficiency changes

The council's Transformation and Efficiency team have proposed the following changes to help reduce the net cost to the council of the Parking Enforcement Service.

Redesigning patrol routes to minimise travel time and increase the time spent observing offences; and extending the working day of some CEOs on weekdays, and reducing the number of days worked – and hence the frequency of observation of individual areas. This approach is consistent with the move to intelligence based enforcement routes referred to in the draft Parking Enforcement Policy.

Removing the option for motorists to appeal against PCNs by email, requiring motorists to use the current web form for electronic appeals.

The Communities Committee agreed to both of these proposed changes with the e-mail proposal from 1 April 2013 and the shift changes subject to full consultation with the staff involved.

Implementation of changes

The Parking Service has prepared for the implementation of the parking enforcement policy changes ensuring that supporting IT equipment such as the hand-helds used by CEOs, the back office system (Chipside), Penalty Charge Notices and the website contained the up to date policy.

A link to the policy was sent out through the councils' community e-group pages and also to all Safer, Stronger Community Groups and Community Lead Groups backed up by formal media publicity.

Information consultation with the CEOs on the potential shift changes commenced with all parties working together to design an effective and efficient shift system to meet the demands of the service. New shift patterns are now in place to ensure more consistency across the patrols and these have proved to be effective.

Formal policy review September 2014

In September 2014 a formal review of the Parking Policy will be considered by council to include analysis of the recent Government review on camera enforcement cars and the use of and recommendations by Central Government on statutory observation of vehicles parked in contravention of certain parking restrictions.

Performance 2013/14

The cost of Parking Enforcement Services

The 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 Services Total expenditure	Direct costs £554,423	Cost inc overheads £787,225
Parking Services Total income	£420,249 Net £134,174	£420,249 £366,975
Park and Ride Total expenditure	£11,369	£11,369
Park and Ride Total income	£89,038 Net £77,669	£89,038 Net 77,669
Net cost 2013/14	£56,505	£289,307

In the financial year of 2013-14 a total of 14,846 PCNs were issued as compared to the previous year of 6,773. This represents an increase of 8073 PCN's issued. This increase is due to smarter working efficiencies and route planning, the appointment of two Civil Enforcement Officers to support the Camera Car Operation and the introduction of the Camera Enforcement Car itself.

In addition to these, further efficiencies were implemented:

- working efficiencies including minimising briefing times, reviewed enforcement routes, no longer accepting appeals by e-mail with the corporate web platform to be used, the use of corporate scanning and print pack and dispatch
- improve procedures to ensure that issues identified with signs and lines are rectified in a timely manner
- updating of all policies and procedures

Performance against targets

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

Performance Target	2014/15 Target	2013/14 Target	2013/14 Performance	2012/13 Target	2012/13 Performance	2011/12 Performance
% of appeals received against PCNs issued	2.5%	2.5%	2.5%	3.0%	2.5%	4.3%
% of appeals received that were successful	40%	45%	41%	45%	37%	53%

% of appeals to TPT	0.30%	0.31%	0.13%	0.15%	0.18%	0.275%
% of successful appeals to TPT	70%	70%	68%	35%	67%	45.8%
% of primary enforcement areas visited on a daily basis	100%	100%	100%	100%	100%	100%
% of secondary enforcement areas visited on a weekly basis	40%	40%	40%	35%	35%	25%
% of PCN appeals closed within 5 working days	88%	88%	88%	50%	86%	56%
% of outstanding debt re-covered on a monthly basis.	30%	30%	29%	26%	26.58%	21.97%

Parkway North Park and Ride

The use of this car park, although higher than a year ago, is still low although as a consequence of the works on Parkway Station during the Autumn /Winter 2013/14 the income for the car park increased significantly. This is not unexpected as the facility was the only parking available during the works at the station.

Benchmarking against similar authorities

The table on the next page shows the comparisons with other councils issuing between 5000 and 9000 Penalty Charge Notices per year, **NB this data is not yet available and the report will be updated when it is.**

SPA/PP AREA April 2013-March 2014	PC NS Appealed	PC NS Issued	Rate Of Appeal Per PC N	Not Contested By Council	Allowed by Adjudicator	Total Allowed Including Not Contested By Council	Refused By Adjudicator Incl. out of time and withdrawn by appellant	Consent	Witness Statement – No Appeal	Awaiting decision Incl. other decided
South Glos										
2013/14										
West Berk										

2013/ 14										
Redc ar & Clevel and										
2013/ 14										
Tonbri dge & Mailin g										
2013/ 14										
Hartle pool										
2013/ 14										
Black burn With Darw en										
2013/ 14										
Middl esbro ugh										
2013/ 14										
East Staffs										
2013/ 14										
Rugb y										
2013/ 14										
Crawl ey										
2013/ 14										
Denbi ghshir e										
2013/ 14										
Barro w in Furne ss										

2013/ 14										
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Review of Primary and Secondary areas in light of intelligence received

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

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

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

Camera car enforcement routes

The camera enforcement car follows pre-planned and pre-decided routes to ensure that all priority areas are covered and mainly all schools receive an adequate share of enforcement. These routes can be altered or changed as a result of intelligence received or seasonal changes such as school holidays where enforcement is best served in other priority areas.

Appealing a Penalty Charge Notice

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

Traffic Penalty Tribunal

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

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

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

There have been 15 cases taken to the Traffic Penalty Tribunal during 2012/13 of which 10 were won, 2 were lost and 3 were 'no contest' meaning the council did not contest the appeal. There are very few of these cases and they occur when insufficient or late information is submitted to the adjudicator.

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

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

Bailiffs

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

During 2013/14 financial year 577 cases were sent to the Bailiff Companies of which 203 cases were paid. The collection rate from the bailiffs varied between 28.67% and 44.65% of the outstanding penalty charge being sought.

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

The amount of uncollected payments in value for the financial year 2013/14 was £36,620.83

Annual performance summary

Performance figures for the year show that Parking Services issued significantly more numbers of PCNs compared to previous years, mainly due to the introduction of the camera enforcement car and changing shift patterns to maximise efficiency and provide more consistent enforcement across the South Gloucestershire Council area.

Considerable work has been undertaken to update policy this year and this combined with recruiting to vacant post and improved performance and sickness management should see sustained improved performance over the coming years.

In conflict with this improved position is the trend over recent years for a gradual reduction in Penalty charge notices which is expected as drivers become more educated in where to park legally.

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

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

Contacts and further information

Parking Services can be contacted:

- online - www.southglos.gov.uk/parklegally
- email - parklegally@southglos.gov.uk
- telephone - 01454 86 8000
- in writing - Parking Services
South Gloucestershire Council
Department for Environmental and Community Services
PO Box 299
Civic Centre
High Street
Kingswood
Bristol BS15ODR

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

The British Parking Association

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

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

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

Car parks in South Gloucestershire

Location	Standard bays	Disabled	Max stay
Filton			
Station Rd/Filton Ave	12	3	2 hours
Link Rd/Church View	31	4	2 hours
Gloucester Rd North/Filton	58 + 1 motorcycle	2	12 hours
Abbeywood	45 + 1 motorcycle		12 hours
Hanham			
Abbots Road	11	3	24 hours
Laburnham Rd	43 + 2 parent/child	3	2 hours
Kingswood			
Bank Road	24 + 1 motorcycle	3	2 hours
Boultons Road	50 + 1 motorcycle	3	12 hours
Cecil Road	53 + 1 motorcycle	3	2 hours
South Road	13 + 1 motorcycle	3	2 hours
Stoke Gifford			
Hunts Ground Road (P&R)	200 + 5 motorcycle	10	24 hours
Mangotsfield			
St. James Street	20 short stay + 13 long stay	3	2 hours and 12 hours
Patchway			
Coniston Road	31	3	2 hours

The Parade	87 + 7 staff	10	12 hours
Staple Hill			
Byron Place	49	3	2 hours
Haynes Lane	26	3	2 hours
Page Road L/S*	35	3	12 hours
Pages Road S/S*	27	3	2 hours
Chipping Sodbury			
Wickwar Road	162	4	12 hours
Thornbury			
St Mary Street	85	6	2 hours
Rock St L/S and S/S*	347	20	2 hours and 12
Park Rd	13	3	12 hours
Winterbourne			
Flaxpits Lane	32 short stay + 17 long stay	4	2 hours and 12 hours
Warmley			
Warmley Station	27	3	24 hours
Yate			
Longs Drive	12	3	2 hours
Cranleigh Court Rd	21	2	12 hours
Kennedy Way	71	4	12 hours
Abbotswood	38	3	12 hours

Breakdown of income by source

	2013/14	2012-13
PCN off street	£78,048.56	£50,318.63
PCN on street	£241,083.56	£162,524.23
PCN camera car	£93,323	£0
Bailiff recovery	£15,814.24	£16,458.33
Surplus / Deficit	£39,121.76	£46,244.61

The surplus/deficit is the difference between the value of the cases sent to the bailiff companies and the amount collected. This is usually between 25% and 30% of the value.

Operational costs 2013-14

Description	Actual	Budget	Variance
Operational staff pay	411,303	419,640	-8337
Recruitment	80	0	+80
Training expenses	398	0	-398
Service contracts	0	0	0

Streetcare - Transport	28,192	45,190	-16,998
Public transport - staff	158	350	-192
Car Mileage Allowances - Staff/Volunteers	0	410	-410
Office supplies & equipment	0	450	-450
Operational equipment	2515	900	+1615
Uniforms & clothing	1,888	3580	-1692
Printing & stationery	523	630	-107
Books & publications	0	100	-100
Other consumable materials	0	0	0
Catering	0	0	0
Telephones	1448	1740	-292
Radio pager / mobile phones	4042	5250	-1208
Computer services	4341	1570	+2771
Software support & maintenance	11,359	10,500	+859
Fees - general	14,214	9,560	+4654
Membership fees	603	600	+3
Legal fees	0	0	0
Other supplies & services	200	0	+200
Graphics & mapping	0	370	+370
Other private contractors	0	0	0
Fees & charges income - general	-330	0	-330
In-house capital re-charges	83	0	+83
Recovery of expenditure	0	-6830	-6830
Miscellaneous income	-343,650	356,683	13,033
Total	138,000	137,327	673

Penalty Charge Notice Statistics

PCNs Issued

	2013-14	2012-13	2011-12	2010-11
PCNs issued by camera car	3553	0	0	0
PCNs camera car paid	2389	0	0	0
PCNs issued	11,293	6774	8712	8330
PCNs paid	9125	5700	7152	6810

The above table gives the amount of PCNs issued against the number that was paid. PCN's registered as not paid are either ones cancelled because of a successful challenge by the person issued with the PCN, The vehicle owner cannot be traced either by the

DVLA or bailiff services, or an appeal to the Traffic Tribunal against the issued PCN has been successful.

PCNs paid

	2013-14	2012-13	2011-12	2010-11
Camera car full rate	112	0	0	0
Camera car discounted rate	2196	0	0	0
Full rate (Off street)	227	163	166	163
Full rate (On street)	629	433	305	453
Discounted rate (Off street)	2215	1289	1600	1762
Discounted rate (On street)	5724	3529	2271	4279

Full rate signifies the full fee payable for the contravention.

Off street relates to spaces in a car park

On street relates to parking spaces on the street

Appeals / challenges

	2013-14	2012-13	2011-12	2010-11
Informal	2277	1344	1824	1713
Formal	263	333	365	377

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

PCNs written off

	2013-14	2012-13	2011-12	2010-11
DVLA	146	113	35	93
Bailiff returned	51	99	452	444
CEO cancelled	212	239	336	377

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

Traffic Penalty Tribunal Appeals

	2013-14	2012-13	2011-12	2010-11
Won	26	10	13	5
Lost	13	2	7	10
Not contested	9	3	4	2
Total	48	15	24	17

This table refers to the amount of appeals sent to the Traffic Penalty Tribunal.

Won is where the council has successfully defended the issuing of the PCN and lost is where the council has lost in their defence of that appeal. Not contested is where the council does not contest the appeal at Traffic Penalty Tribunal due to new evidence provided by the appellant. It would normally be the case that if that evidence had been provided earlier the PCN would have been overturned and the appeal accepted.

Average penalty charge notice issued by Civil Enforcement Officer

2013-14	2012-13	2011-12	2010-11
1060 Incl cam car	565	726	694

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

Penalty charge notices issued by category by town

Location	On Street 2013-14	Off Street 2013-14	On Street 2012-13	Off street 2012-13	On Street 2011-12	Off street 2011-12	On Street 2010-11	Off street 2010-11
Almondsbury	1	0	0	0	1	0	1	0
Alveston	1	0	0	0	0	0	0	0
Aust	0	0	0	0	0	0	0	0
Bitton	1	0	0	0	0	0	0	0
Bradley Stoke	18	0	16	0	18	0	12	0
Bromley Heath	0	0	0	0	0	0	0	0
Cadbury Heath	6	0	0	0	0	0	0	0
Charfield	0	0	0	0	0	0	0	0
Chipping Sodbury	110	0	122	37	166	63	181	50
Cribbs Causeway	0	0	2	0	0	0	2	0

Downend	854	0	306	0	667	0	659	0
Emerson's Green	70	0	0	0	0	0	0	0
Filton	528	90	143	41	321	30	393	69
Frenchay	454	0	336	0	545	0	358	0
Hambrook	13	0	24	0	47	0	3	0
Hanham	531	276	216	190	224	154	201	104
Harry Stoke	48	0	61	0	7	0	3	0
Kingswood	2511	649	1490	464	1761	550	1504	560
Little Stoke	4	0	3	0	4	0	2	0
Longwell Green	26	0	8	0	12	0	9	0
Mangotsfield	241	66	72	43	111	242	93	39
Marshfield	8	0	6	0	14	0	12	0
Mayshill	0	0	0	0	0	0	0	0
Nibley	3	0	0	0	0	0	0	0
North Common	4	0	11	0	0	0	0	0
Oldland Common	8	0	6	0	6	0	0	0
Olveston	3	0	1	0	0	0	0	0
Patchway	418	136	321	92	300	181	313	74
Pilning	0	0	0	0	0	0	0	0
Redwick	1	0	1	0	0	0	2	0
Severn Beach	12	0	5	0	2	0	8	0
Siston	85	0	0	0	0	0	0	0
Staple Hill	679	412	358	183	479	242	436	273
Stoke Gifford	199	827	149	33	221	1	97	0
Thornbury	948	508	661	491	968	766	986	932
Tormarton	30	0	53	0	194	0	182	0
Warmley	17	4	15	1	9	1	5	1
Wickwar	4	0	2	0	0	0	5	0
Winterbourne	46	35	45	48	50	27	67	46
Yate	194	209	151	257	149	423	209	436

Notices issued by category by contravention - Off street

Code	Description	2013-14	2012-13	2011-12	2010-11
73	Parked without payment	225	0	0	0
74	Parking for the sale of goods	0	3	0	0
80	Parked longer than permitted	787	595	761	991
81	Parked in restricted area	0	4	7	9
82	Parked after payment expired	7	0	0	0
83	Parked without clear display	17	1	1	0
85	Parked in a permit bay	1	0	0	0

86	Parked beyond the bay markings	1536	746	986	880
87	Disabled person's parking	480	463	638	740
89	Wrong size of vehicle	0	0	1	0
90	Re-parked in the same place	1	6	1	28
91	Wrong Class of Vehicle	144	30	35	44

Notices issued by category by contravention - On street

Code	Description	2013-14	2012-13	2011-12	2010-11
1	Parked in a restricted street	4200	2215	2739	2739
2	Loading in restricted street	16	3	20	20
16	Parked in a permit space	64	0	0	0
22	Re-parked in the same place	162	100	149	149
23	Wrong class of vehicle	32	13	51	51
24	Not parked correctly	31	27	68	68
26	Double parking in a SEA	0	0	3	3
27	Dropped footway in a SEA	124	145	88	88
30	Parked longer than permitted	2817	1892	2410	2410
40	Disabled person's parking	71	96	175	175
45	Parked on Cab Rank	93	53	92	92
47	Restricted Bus Stop	371	269	402	402
48	Restricted school area	17	22	13	13
99	Pedestrian crossing	97	59	72	72

Notices issued by camera car by contravention

Code	Description	2013-14	2012-13	2011-12	2010-11
02	Loading in restricted street	182	0	0	0
45	Taxi rank	175	0	0	0
47	Restricted bus stop or stand	2829	0	0	0
48	Restricted School area	185	0	0	0

99	Pedestrian crossing	182	0	0	0
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Traffic Penalty Tribunal hearing results 2013-14

PCN	Date	Decision
GS50216547	15/04/2013	No contest
GS50209246	23/04/2013	No contest
GS10357565	16/05/2013	Dismissed
GS50207794	20/05/2013	Dismissed
GS50214177	29/05/2013	Dismissed
GS1040746A	12/06/2013	Dismissed
GS1040770A	17/06/2013	Dismissed
GS10410114	26/06/2013	Upheld
GS10416857	30/07/2013	Dismissed
GS50212251	01/08/2013	Dismissed
GS70006048	02/08/2013	Upheld
GS10418637	07/08/2013	Upheld
GS10408032	30/08/2013	Dismissed
GS50211838	30/08/2013	Dismissed
GS1042145A	01/09/2013	Dismissed
GS10407812	11/09/2013	Dismissed
GS10426668	13/09/2013	Upheld
GS10421584	24/09/2013	Dismissed
GS50222936	01/10/2013	Dismissed
GS10412936	03/10/2013	Upheld
GS10421303	04/10/2013	Dismissed
GS50213640	31/11/2013	Dismissed
GS10393241	07/11/2013	Dismissed
GS60011438	27/11/2013	No contest
GS10406059	29/11/2013	Upheld
GS70002182	12/12/2013	Dismissed
GS60017988	16/12/2013	No contest
GS60012995	16/12/2013	No contest
GS60014017	02/01/2014	Upheld
GS60008477	06/01/2014	Dismissed
GS50222980	06/01/2014	Dismissed
GS5021983A	20/08/2013	Dismissed
GS6002346A	28/01/2014	No contest
GS10441639	03/02/2014	Dismissed
GS60022773	10/02/2014	Upheld
GS60006030	10/02/2014	Upheld
GS60025206	11/02/2014	No contest
GS60023368	12/02/2014	Upheld
GS10456638	28/02/2014	Dismissed
GS1045357A	28/02/2014	Upheld
GS60021792	28/02/2014	Dismissed

GS6002273A	28/02/2014	Upheld
GS60019790	13/03/2014	Dismissed
GS6003393A	18/03/2014	Upheld
GS10455236	19/03/2014	No contest
GS60010617	19/03/2014	Dismissed
GS60031060	26/03/2014	Dismissed
GS60034717	31/03/2014	No contest

Traffic Penalty Tribunal hearing results 2012-13

PCN	Date	Decision
GS50203181	17/04/2012	No contest
GS50167237	18/05/2012	Dismissed
GS50186570	16/07/2012	No contest
GS50191355	08/07/2012	Dismissed
GS10334683	31/05/2012	Dismissed
GS50180472	04/08/2012	Dismissed
GS50193758	21/08/2012	Dismissed
GS10362689	03/09/2012	Dismissed
GS50181930	03/09/2012	Upheld
GS10373335	25/09/2012	Dismissed
GS10380228	06/11/2012	Dismissed
GS50207091	04/02/2013	Dismissed
GS50211474	26/02/2013	Dismissed
GS50209177	28/03/2013	No contest
GS10380603	25/03/2013	Upheld

Traffic Penalty Tribunal hearing results 2012-13

PCN	Date	Decision
GS70001179	11/04/2011	Allowed
GS10227413	20/07/2010	Dismissed
GS10243486	18/10/2011	Dismissed
GS50069941	15/04/2011	Dismissed
GS50131273	15/04/2011	Allowed
GS50141346	15/04/2011	Allowed
GS10194970	06/07/2010	Allowed
GS5014405A	10/01/2011	Dismissed
GS10265194	02/03/2011	No contest
GS50141506	18/01/2011	Dismissed
GS10259001	17/12/2010	Dismissed
GS10274173	09/04/2011	Dismissed
GS50139468	17/05/2011	Dismissed
GS10284461	20/07/2011	Dismissed

GS10273818	08/06/2011	Dismissed
GS10261091	18/01/2011	Allowed
GS70001634	11/10/2011	No contest
GS10302086	10/09/2011	Allowed
GS50082928	16/05/2011	Dismissed
GS50149042	06/05/2011	Allowed
GS50189193	05/12/2011	No contest
GS10334016	12/12/2011	Dismissed
GS50203181	15/02/2012	No contest
GS50167237	13/09/2011	Dismissed

Explanation of the meaning of the above decisions

Dismissed –Traffic Penalty Tribunal decides in favour of the council

Allowed - Traffic Penalty Tribunal decides in favour of the council

No Contest – The council does not contest the appeal due to fresh evidence

Patrol / observation statistics

Financial year	Patrols	Observations
2013-14	129,399	287,744
2012-13	101,222	215,006
2011-12	18,530	33,118
2010-11	16,722	31,420
2009-10	16,668	17,489

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

Glossary of terms

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

Representation

This is a challenge against the PCN after the Notice To Owner is issued.