

# Parking Enforcement annual report 2012/13

South Gloucestershire Council

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## Introduction to South Gloucestershire

Geographically, at 53,665 hectares, South Gloucestershire is one of the largest unified local authorities. The population is estimated to be 263,400 at the mid-year point of 2011. Trends indicate that population growth could reach 333,800 by the year 2033.

The age structure of the district's population is closely aligned with the national (England) average; 19% are children, 64% are aged 16-64 and 17% are aged 65 or over. According to the last Census in 2011 5% of the population were of Black and Minority Ethnic (BME) origin. There are 12 Census Output Areas where the BME population is above the national average of 9.1%.

In the main South Gloucestershire is an area dominated by middle-income families with areas of relative affluence and deprivation, with vibrant towns and parishes and a good range of community infrastructure in place. Sixty percent of residents live in urban fringe suburbs, the remainder either in rural villages or small market towns. 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.

Crime levels are low - 66 recorded crime incidents per 1,000 residents as opposed to 79 per 1,000 across England and Wales (Quality of Life 2010) - and getting lower year on year. However, 95% of respondents to the Viewpoint\* survey (2010) feel crime has stayed at the same level, or increased.

There is a thriving community and voluntary sector and an active elderly population who help strengthen community cohesion. More people have taken on decision-making roles, especially from equalities groups, which has helped create a fairer and more inclusive place to live. Significant improvements have been made recently and 40% of local people now feel they have an influence on local decision making - an increase of 60% in three years. Communities will have even more opportunities to be involved in local determination, and delivery of services through changing national policies such as the localism agenda. Further community benefits may also be necessary in recognition of the burdens of hosting major infrastructure projects.

Community consultation shows that identifying with the community is high on the list of what matters to people, and that large numbers do feel close affinity with their local neighbourhood.

Less than 3% of the total road network in the district is subject to a parking restriction with the primary and secondary enforcement area indicated in blue and orange on the district map below.

## MOST FREQUENT PATROLS IN SOUTH GLOUCESTERSHIRE



This map is for indicative purposes only and patrols visit other areas on demand or on a random basis.

### 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;
- To ensure safety for pedestrians, cyclists and vehicles;
- To improve access to Businesses and our wider community;
- To ensure a fair use of limited parking spaces;
- To improve our environment;
- To 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 co-ordinated approach to traffic management with our neighbours we will best be able to meet the challenge that faces 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 <http://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 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 & 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 part of the Environment and Community Services Department of the Council. The team is led by the Parking Services Team Leader, supported by two senior Civil Enforcement Officers managing 6 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 (0.6FTE), supported by appeals officers (2.6FTE) 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.

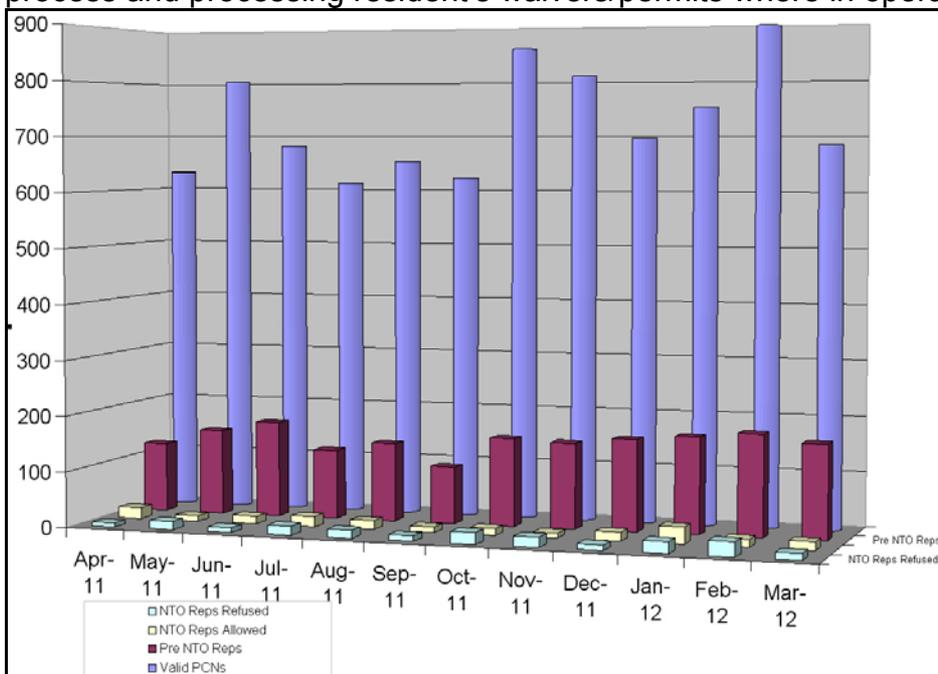
All Primary areas are patrolled daily with Secondary areas being patrolled between 2 to 4 times per week. The decision on when and where to enforce was taken after a review of intelligence and the practical experience of the Civil Enforcement Officers.

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 3 Appeals Officers (2.5FTE) and one Senior Appeals Officer (0.6 FTE).

During this financial year the Case Officers have dealt with approximately 3761 incoming pieces of correspondence, 792 telephone calls and sent out around 5847 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.



The above chart shows the number of Penalty charges issued against appeals dealt with by the Appeals Officers.

To minimise the amount of appeals the Officers dealing with incoming Penalty Charge Notices thoroughly vets them to ensure the issued PCNs are valid and if deemed not valid the PCN is cancelled.

### **Abuse of Civil Enforcement Officers**

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.

Consultation on updating the enforcement policy, covered in detail later in the report, has given the green light to explore the use of body worn video and audio cameras to act as both a deterrent and a way to gather evidence.

### **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 car parks**

The Council provides 31 off-street car parks subject to parking regulations. A table detailing the facilities available is at the end of this report along with information on maintenance and other costs.

### **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.

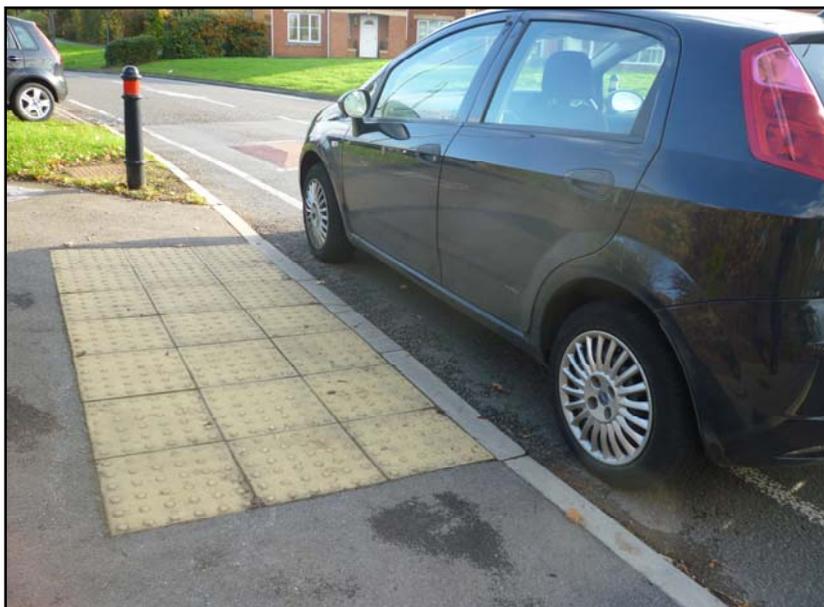


Prior to this car park South Gloucestershire Council did not operate any charging schemes for any on-street or off-street car parks and all revenue received yearly was via issued Penalty Charge Notices (PCNs).

### **Parking across dropped kerbs and more than 50cm from the Kerb**

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

#### **Parking across a dropped kerb**



Vehicles parked across dropped kerbs obstruct the access for disabled wheelchair users, push chair users and pedestrians with other disabilities.



Vehicles parked 50cm or more from the kerb creates a hazard for other moving vehicles on the highway by reducing the passing width between vehicles.

## Policy Changes During 2012/13

During 2012/13 the service has consulted on two major changes:

- 1) The revision and updating of the Parking Enforcement Policy
- 2) The potential 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.

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

South Gloucestershire Council's Communities Committee considered both of these matters in early 2013 and agreed to both the introduction of the camera enforcement car for later in 2013 and a revised enforcement policy to run from April 2013.

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

### 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 Parking 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),
- This has Pan Tilt Zoom (PTZ) functionality used to identify vehicles that are contravening the regulations (government approved);

- A hard drive is used 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).

## **Results**

The pilot within South Gloucestershire demonstrated that Parking Enforcement Cars deliver a wide range of benefits:

- The ability to react quickly to community concerns or intelligence about parking issues; Improved security for Civil Enforcement Officers (CEO) with fewer potential confrontations.

- The vehicles are able to improve compliance in areas that are difficult to enforce on foot such as around schools, bus stops and taxi ranks where officers are often prevented from issuing a PCN on the spot by motorists who drive off. Instead, evidence is gathered and used to issue a postal PCN.
- The use of a car in addition to the conventional foot patrols gives the ability to cover a large area quickly and efficiently, using highly visible vehicles, which provide a deterrent effect and encourage greater compliance with parking regulations.
- Evidence suggests positive results in reducing congestion around schools and other known hotspots and improving compliance. There is also generally very strong public support for camera based enforcement outside of schools. The Police are also very supportive of tackling this problem and the potential use of a CCTV car.
- Mobile car parking enforcement will allow more contraventions to be enforced on a wider scale and on a greater rotational basis. Experience from other Councils operating mobile camera enforcement has demonstrated that visibility of enforcement to the public can lead to an improvement in compliance with the regulations.

## **Consultation**

The potential introduction of a Parking Enforcement Car was included in public consultation on a draft Parking Enforcement policy carried out from 24 September 2012 until 14 December 2012.

The following key stakeholders were consulted:

- 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.

A total of 56 respondents answered a question about whether the Council should introduce parking enforcement vehicles to enforce restrictions. Of these 60.7% Agreed or Strongly Agreed the Council should do so; and 30.3% Disagreed or Strongly Disagreed with their introduction.

The financial case was also considered and is summarised in the table below:

**Table 2: Quantified impacts of introducing Parking Enforcement Van**

Area	Quantified Impact: Year One	Quantified Impact: Year Two	Quantified Impact: Year Three													
<b>Attended service</b>																
Service impact	Positive deterrent message on high risk sites.  Reduction of parking offences in all areas patrolled by 30% after 6 months	Positive deterrent message on high risk sites.  Maintain reduced level of parking offences in all areas patrolled	Positive deterrent message on high risk sites.  Maintain reduced level of parking offences in all areas patrolled													
Area	Quantified Impact: Year One	Quantified Impact: Year Two	Quantified Impact: Year Three													
Financial impact	<table border="1"> <tr> <td>Expenditure</td> <td>£74,000</td> </tr> <tr> <td>Income *</td> <td>£107,000</td> </tr> <tr> <td><b>Net cost</b></td> <td><b>-£33,000</b></td> </tr> </table>		Expenditure	£74,000	Income *	£107,000	<b>Net cost</b>	<b>-£33,000</b>	<table border="1"> <tr> <td>Expenditure</td> <td>£74,000</td> </tr> <tr> <td>Income *</td> <td>£96,000</td> </tr> <tr> <td><b>Net cost</b></td> <td><b>-£22,000</b></td> </tr> </table>		Expenditure	£74,000	Income *	£96,000	<b>Net cost</b>	<b>-£22,000</b>
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## 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:

### **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.

### ***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

### ***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

### ***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 2 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 01 April 2013

### ***Enforcement of Dropped Kerbs for residents 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 01 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 DfT 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 01 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 8 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 01 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 01 April 2013

## **Motorbikes parked in car park spaces**

Some respondents to the to 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 01 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.

1 Redesigning patrol routes to minimise travel time and increase the time spent observing offences; and extending the working day of some CEO's 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.

2 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 01 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 web site 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.

Preparations are ongoing for the introduction of the camera car in 2013 with a procurement process agreed and a project board set up.

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. All are hopeful of an agreed way forward.

### **Sustainability Implications (includes environmental, social and economic impacts)**

By ensuring compliance with the regulations in place, the Parking Enforcement policy can support ease of access to town centre retail areas by 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 can help support public transport and reduce Carbon dioxide (CO<sub>2</sub>) emissions from vehicles seeking parking spaces.

By ensuring compliance with the regulations in place the Parking Enforcement Policy can 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.

### **The Cost of Parking Enforcement Services**

The Parking Enforcement service, which includes parking enforcement, the appeals team and management, operates at a net cost to the Council of some £228,270 (excluding central overheads) per annum, and it is important to reduce this cost.

Gross Cost	£470,870
Income	£244,480
<b>Net cost</b>	<b>£228,270</b>

The financial year of 2012-3 was a challenging one where significantly fewer PCNs were issued (5685) as compared to the previous year of 7185. This was mainly due to staff vacancies (25% of the workforce) and high sickness levels. Vacant posts have now been recruited to and improved sickness and performance management systems put in place.

For 2011-12 financial year the total income from notices was £255,737 and in 2012-13 was £184,657.

The net cost to the Council of the Parking Enforcement service is recognised as not being sustainable and therefore significant efficiency and business process re-engineering works

are planned for the 2013-14 financial year in an attempt to minimise this deficit, as indicated in the Secretary of State's Guidance.

## **Camera Car**

It was calculated that maintaining the number of CEOs on foot patrol and generating additional income through the extra PCNs issued would be essential to meet the challenging financial position.

A decision was therefore taken to increase the establishment to include additional staff to operate the parking safety car to be funded from increased income generated by the car. This will comprise:

- 1.5 fte drivers at HAY 10
- 0.5 fte CEOs at HAY 10 to review evidence and issue PCNs
- 0.25 fte Appeals Case Officers at HAY 10

## **Enforcement Policy Changes**

The potential financial impacts of these policy changes are as follows:

- a) *Reducing the observation period* before issuing PCNs to 2 minutes could lead to an anticipated £50,000 annual improvement in the financial position.
- b) *Redesigning patrol routes* to minimise travel time and increasing the time spent observing offences could lead to an anticipated improvement of almost £6,000 in the financial position.
- c) *Extending the working day of some CEO's on weekdays, and reducing the number of days worked* could lead to an anticipated £20,000 per annum improvement in the financial position.
- d) *Removing the option to appeal against PCNs by email* could lead to £4,000 per annum improvement in the financial position.

In addition to these, further efficiencies will be 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 currently 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	2013/14 Target	2012/13 Performance	2012/13 Target	2011/12 Performance	2010/11 Performance	2009/10 Performance
% of Appeals received against PCNs issued	2.5	2.5	3.0	4.3	4.5	3.9
% of successful Appeals received that were successful.	45%	37%	45	53	51	49
% of appeals to TPT	0.31%	0.18%	0.15	0.275	0.25	0.165
% of successful appeals to TPT	70%	67%	35	45.8	68.5	73
% Of primary enforcement areas visited on a daily basis	Review of enforcement areas with camera car introduction	100%	100	100	100	100
% of secondary enforcement areas visited on a weekly basis	Review of enforcement areas with camera car introduction		35	25	25	25
% of PCN appeals closed within 5 working days	85%	86%	50	56	66	63
% of outstanding debt recovered on a monthly basis.	25%	26.58	26	21.97	24.93	23.16

## 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 is 2012-13 data.

SPA/PPA Area April 12 - March 13	PCNs Appealed	PCN's issued	Rate of appeal per PCN	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 order	Witness Statement - No Appeal	Awaiting decision Incl. other decided
South Gloucestershire Apr 12- Mar 13	21	6,774	0.31%	4 19%	2 10%	6 29%	14 67%	1 5%	0 0%	0 0%
West Berkshire Apr 12- Mar 13	7	8,064	0.09%	4 57%	1 14%	5 71%	2 29%	0 0%	0 0%	0 0%
Redcar & Cleveland Apr 12- Mar 13	63	8,255	0.76%	26 41%	17 27%	43 68%	19 30%	0 0%	1 2%	0 0%
Tonbridge & Malling Apr 12- Mar 13	21	7,951	0.26%	4 19%	5 24%	9 43%	11 52%	0 0%	1 5%	0 0%
Hartlepool Apr 12- Mar 13	40	7,050	0.57%	12 30%	13 32%	25 62%	15 37%	0 0%	0 0%	0 0%
Blackburn with Darwen Apr 12- Mar 13	73	8,912	0.82%	26 36%	11 15%	37 51%	21 29%	0 0%	15 21%	0 0%
Middlesbrough Apr 12- Mar 13	52	7,931	0.66%	14 27%	10 19%	24 46%	21 40%	0 0%	7 13%	0 0%
East Staffordshire Apr 12- Mar 13	11	6,453	0.17%	0 0%	2 18%	2 18%	9 82%	0 0%	0 0%	0 0%
Rugby Apr 12- Mar 13	25	6,145	0.41%	1 4%	5 20%	6 24%	15 60%	0 0%	0 0%	4 16%
Crawley Apr 12- Mar 13	11	6,239	0.18%	3 27%	3 27%	6 55%	5 45%	0 0%	0 0%	0 0%
Denbighshire Apr 12- Mar 13	22	8,327	0.26%	5 23%	2 9%	7 32%	12 55%	0 0%	2 9%	1 5%
Barrow-in- Furness Apr 12- Mar 13	20	5,620	0.36%	4 20%	7 35%	11 55%	9 45%	0 0%	0 0%	0 0%

There are currently plans to visit other Councils which have a similar rural layout to South Gloucestershire and have had CPE in operation for a longer period.

As part of the benchmarking we will be looking at the types of hand held computers and phones and compare their effectiveness.

### 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.

### **Parkway North Park and Ride**

The use of this car park, although higher than a year ago, is still low and around 25%. This is not unexpected as the facility was provided in advance of transport related works in the area which will necessitate a park and ride facility.

There are also plans underway to use it as an overflow car park for Parkway Station during their own car park extension works and some spaces are being leased to customers who need regular parking.

### **Performance Targets for 2013/14**

For the first time Parking Services have produced a service statement outlining in detail the targets for the year and this can be found in the appendix.

Here we would like to see a reduction in cases going to the Traffic Penalty Tribunal by looking more closely at challenges we receive and how we decide whether to agree with or reject that challenge.

We are also looking to reduce the number of spoilt tickets by the Civil Enforcement Officers looking also to reduce travel times to patrol areas by looking at routes taken and where another route may be quicker so allowing more time to be spent patrolling.

## 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 2 bailiff companies were chosen to cover both the recovery of Penalty Charges and non payment of community charges. Previously there were 4 bailiff companies providing these services.

During 2011-12 financial year 577 cases were sent to the Bailiff Companies of which 126 cases were paid. The collection rate from the bailiffs varied between 9.5% and 23% of the outstanding penalty charge being sought.

Uncollected payments are usually written off after a year, this being the length of time the bailiffs will put into recovering unpaid Penalty Charge Notices.

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.

## **Annual Performance Summary**

Performance figures for the year show that Parking Services issued significantly lower numbers of PCNs compared to previous years mainly due to a number of vacant posts and significant sickness levels.

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:

- On the internet - [www.southglos.gov.uk/parklegally](http://www.southglos.gov.uk/parklegally)
- By email - [parklegally@southglos.gov.uk](mailto:parklegally@southglos.gov.uk)
- Telephone - 01454 86 8000
- In writing - Parking Services  
Strong, Safer Communities  
PO Box 2081  
The Council Offices  
Castle Street  
Thornbury  
BS35 9BP

Further information on topics covered by this report on the Council web site, local Libraries and Council Offices 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

<http://www.britishparking.co.uk/>

E-mail: [info@britishparking.co.uk](mailto:info@britishparking.co.uk)

Tel: 01444 447 300

Fax: 01444 454 105

### **The Traffic Penalty Tribunal and “PATROL”**

<http://www.patrol-uk>

## Statistical Tables and Further Information Car Parks in South Gloucestershire

Location	Standard bays	Disabled	Max stay
<b>Filton</b>			
Station Rd/Filton Ave	12	3	2 hours
Link Rd/Church View	31	4	2 hours
Gloucester Rd North/Filton Rd	58 + 1 motorcycle	2	12 hours
Abbeywood	45 + 1 motorcycle		12 hours
<b>Hanham</b>			
Abbots Road	11	3	24 hours
Laburnham Rd	43 + 2 parent/child	3	2 hours
<b>Kingswood</b>			
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
<b>Stoke Gifford</b>			
Hunts Ground Road (P&R)	200 + 5 motorcycle	10	24 hours
<b>Mangotsfield</b>			
St. James Street	20 short stay + 13 long stay	3	2 hours and 12 hours
<b>Patchway</b>			
Coniston Road	31	3	2 hours
The Parade	87 + 7 staff	10	12 hours
<b>Staple Hill</b>			
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
<b>Chipping Sodbury</b>			
Wickwar Road	162	4	12 hours
<b>Thornbury</b>			
St Mary Street	85	6	2 hours
Castle Court S/S*	78 + 10 Natwest	8	2 hours
Castle Court L/S*	174		12 hours
Rock St L/S and S/S*	347	20	2 hours and 12 hours
Park Rd	13	3	12 hours
<b>Winterbourne</b>			
Flaxpits Lane	32 short stay + 17 long stay	4	2 hours and 12 hours
<b>Warmley</b>			
Warmley Station	27	3	24 hours
<b>Yate</b>			
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

	2012-13	2011-12
PCN off street	£50,318.63	£58,212.02
PCN on street	£162,524.23	£184,953.40
Bailiff recovery	£16,458.33	£11,147.64
Surplus / Deficit	£46,244.61	£11,256.17

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 2012-13

Description	Actual	Budget	Variance
Operational Staff Pay	348,928	413,030	£64,103
Recruitment	1,035	0	-£1,035
Training Expenses	£6,161	0	-£6,161
Service Contracts	£0	£80	£80
Street Care - Transport	£19,667	£21,710	£2,043
Public Transport - Staff	£325	0	-£325
Car Mileage Allowances - Staff/Volunteers	£365	£850	-£485
Office Supplies & Equipment	£99	£450	£351
Operational Equipment	£1,413	£0	-£1,413
Uniforms & Clothing	£5,066	£3,500	-£1,566
Printing & Stationery	£2,274	630	-£1,644
Books & Publications	£0	£1,000	£1,000
Other Consumable Materials	£105	£0	£0
Catering	£0	£0	£0
Telephones	£3,195	£1,740	-£1,455
Radio Pager/Mobile Phones	£1,354	£5,250	£3,896
Computer Services	£7,038	£3,070	-£3,968
Software Support & Maintenance	£4,354	£9,000	£4,646
Fees - General	£8,676	£10,160	£1,484
Membership Fees	£585	£0	-£585
Legal Fees	£2,250	£0	-£2,250
Other Supplies & Services	£1,490	£0	-£1,490
Graphics & Mapping	£0	£370	£370
Other Private Contractors	£750	£0	-£750
Fees & Charges Income - General	-£207	£0	£207
In-house capital re-charges	-£337	£0	£337
Recovery of Expenditure	-£15,616	£0	£15,616
Miscellaneous Income	-£169,273	-£244,480	-£75,207
<b>TOTAL</b>	<b>£224,666</b>	<b>£226,390</b>	<b>-£</b>

## Penalty Charge Notice Statistics

### PCNs Issued

	2012-13	2011-12	2010-11	2009-10
PCNs Issued	6774	8712	8330	9065
PCNs Paid	5700	7152	6810	7456

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

	2012-13	2011-12	2010-11	2009-10
Full Rate (Off street)	163	166	163	163
Full Rate (On street)	433	305	453	453
Discounted Rate (Off street)	1289	1600	1762	1762
Discounted Rate (On street)	3529	2271	4279	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

	2012-13	2011-12	2010-11	2009-10
Informal	1344	1824	1713	1844
Formal	<b>333</b>	<b>365</b>	377	353

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

	2012-13	2011-12	2010-11	2009-10
DVLA	113	35	93	28
Bailiff returned	99	452	444	427
CEO cancelled	239	336	377	546

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

	2012-13	2011-12	2010-11	2009-10
Won	10	13	5	12
Lost	2	7	10	20
Not contested	3	4	2	6
<b>Total</b>	15	24	17	38

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

2012-13	2011-12	2010-11	2009-10
565	726	694	755

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 2012-13	Off street 2012-13	On Street 2011-12	Off street 2011-12	On Street 2010-11	Off street 2010-11	On Street 2009-10	Off street 2009-10
Almondsbury	0	0	1	0	1	0	1	0
Alveston	0	0	0	0	0	0	0	0
Aust	0	0	0	0	0	0	1	0
Bradley Stoke	16	0	18	0	12	0	53	0
Bromley Heath	0	0	0	0	0	0	0	0
Cadbury Heath	0	0	0	0	0	0	0	0
Charfield	0	0	0	0	0	0	0	0
Chipping Sodbury	122	37	166	63	181	50	208	77
Cribbs Causeway	2	0	0	0	2	0	1	0
Downend	306	0	667	0	659	0	708	0
Emerson's Green	0	0	0	0	0	0	0	0
Filton	143	41	321	30	393	69	411	52
Frenchay	336	0	545	0	358	0	353	0
Hambrook	24	0	47	0	3	0	2	0
Hanham	216	190	224	154	201	104	259	101
Harry Stoke	61	0	7	0	3	0	18	0
Kingswood	1490	464	1761	550	1504	560	1882	573
Little Stoke	3	0	4	0	2	0	7	0
Longwell Green	8	0	12	0	9	0	1	0
Mangotsfield	72	43	111	242	93	39	79	46
Marshfield	6	0	14	0	12	0	23	0
Mayshill	0	0	0	0	0	0	0	0
North Common	11	0	0	0	0	0	3	0
Oldland Common	6	0	6	0	0	0	0	0
Olveston	1	0	0	0	0	0	5	0
Patchway	321	92	300	181	313	74	245	79
Redwick	1	0	0	0	2	0	0	0
Severn Beach	5	0	2	0	8	0	6	0
Staple Hill	358	183	479	242	436	273	572	313
Stoke Gifford	149	33	221	1	97	0	97	0
Thornbury	661	491	968	766	986	932	1026	943
Tormarton	53	0	194	0	182	0	0	0
Warmley	15	1	9	1	5	1	16	3
Wickwar	2	0	0	0	5	0	1	0
Winterbourne	45	48	50	27	67	46	113	88
Yate	151	257	149	423	209	436	89	611

## Notices Issued By Category by Contravention - Off Street

Code	Description	2012-13	2011-12	2010-11	2009-10
74	Parking for the sale of goods	3	0	0	0
80	Parked longer than permitted	595	761	991	1025
81	Parked in restricted area	4	7	9	188
83	Parked without clear display	1	1	0	0
86	Parked beyond the bay markings	746	986	880	886
87	Disabled person's parking	463	638	740	907
89	Wrong size of vehicle	0	1	0	0
90	Re-parked in the same place	6	1	28	29
91	Wrong Class of Vehicle	30	35	44	16

## Notices Issued By Category by Contravention - On Street

Code	Description	2012-13	2011-12	2010-11	2009-10
1	Parked in a restricted street	2215	2739	2739	2739
2	Loading in restricted street	3	20	20	20
22	Re-parked in the same place	100	149	149	149
23	Wrong class of vehicle	13	51	51	51
24	Not parked correctly	27	68	68	68
26	Double parking in a SEA	0	3	3	3
27	Dropped footway in a SEA	145	88	88	88
30	Parked longer than permitted	1892	2410	2410	2410
40	Disabled person's parking	96	175	175	175
45	Parked on Cab Rank	53	92	92	92
47	Restricted Bus Stop	269	402	402	402
48	Restricted school area	22	13	13	13
99	Pedestrian crossing	59	72	72	72

**Accidents in South Gloucestershire in 2012-13  
(Excl Motorway & Trunk roads)**

	South Gloucestershire	Forum Area				
		The Chase	Frome Vale	Kings Forest	Southern Brooks	Severn Vale
All accidents	400	66	67	96	135	36
Vehicle manoeuvre = parked	30	13	4	6	6	1
Hit objects in carriageway = parked vehicle	20	7	3	5	4	1
Pedestrian casualty crossing from nearside masked by parked or stationary vehicle	7	5	0	1	1	0
Pedestrian casualty crossing from offside masked by parked or stationary vehicle	0	0	0	0	0	0
Pedestrian casualty standing in carriageway masked by parked or stationary vehicle	1	0	0	1	0	0
Contributory factor - 'vision affected by stationary or parked vehicle(s)' (701)	4	2	2	0	0	0
Contributory factor - 'pedestrian crossing road masked by stationary or parked vehicle' (801)	4	3	0	0	1	0

**Accidents in South Gloucestershire in 2011-12  
(Excl Motorway & Trunk roads)**

	South Gloucestershire	Forum Area				
		The Chase	Frome Vale	Kings Forest	Southern Brooks	Severn Vale
All accidents	418	69	93	86	103	67
Vehicle manoeuvre = parked	33	9	8	9	3	4
Hit objects in carriageway = parked vehicle	29	7	6	9	3	4
Pedestrian casualty crossing from nearside masked by parked or stationary vehicle	2	1	0	1	1	0
Pedestrian casualty crossing from offside masked by parked or stationary vehicle	1	0	0	0	0	1
Pedestrian casualty standing in carriageway masked by parked or stationary vehicle	0	0	0	0	0	0
Contributory factor - 'vision affected by stationary or parked vehicle(s)' (701)	5	1	0	1	3	0
Contributory factor - 'pedestrian crossing road masked by stationary or parked vehicle' (801)	0	0	0	0	0	0

## 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 2011-12

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

## Traffic Penalty Tribunal hearing results 2010-11

PCN	Date	Decision
GS10161756	04/01/2010	Dismissed
GS50078691	11/03/2010	Allowed
GS10186076	22/03/2010	Allowed
GS50075310	21/01/2010	Allowed
GS50047858	10/03/2010	Dismissed
GS50078691	11/03/2010	Allowed
GS50101068	08/04/2010	Allowed
GS5009517A	25/06/2010	Allowed
GS1018708A	21/04/2010	No contest
GS50069169	21/04/2010	Dismissed
GS1021040A	26/06/2010	Allowed
GS10233438	19/08/2010	Dismissed
GS50099057	09/09/2010	Allowed
GS10240273	14/09/2010	Dismissed
GS50099057	09/09/2010	Upheld
GS10205851	17/01/2010	Upheld
GS10205589	15/08/2010	No contest
GS10227413	20/07/2010	Dismissed
GS10194970	06/07/2010	Upheld
GS10259001	17/12/2010	Dismissed
GS5014405A	10/01/2011	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
2012-13	101,222	215,006
2011-12	18530	33118
2010-11	16722	31420
2009-10	16668	17489

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><b>Challenge</b> An objection made against a Penalty Charge Notice before a Notice To Owner is issued.</p> <p><b>Decriminalised</b> This means that it is not illegal to park in contravention of parking regulations. Enforcement of regulations within a Special Parking Area and is the sole responsibility of the Local Authority and not the police. Parking is a civil offence rather than a criminal offence. Unpaid charges are pursued through debt collection agencies and not through the courts.</p> <p><b>Decriminalised Parking Enforcement –DPE</b> This is the name given to the enforcement of parking regulations by Civil Enforcement Officers (CEO) under the Road Traffic Act 1991.</p> <p><b>Cancellations</b> A Penalty Charge Notice is cancelled when we believe that it would be unjust to pursue the case of when there is an applicable exemption.</p> <p><b>Civil Enforcement Officer – CEO</b> This is the name given to officers who used to be known as Parking Attendants.</p> <p><b>Notice To Owner – NtO</b> This is 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"> <li>• make a payment of the full charge</li> <li>• make representation (an appeal)</li> </ul> <p><b>Off-street parking</b> These are facilities provided through car parks.</p> <p><b>On-street parking</b> These are facilities provided on the kerbside such as pay and display or permit parking.</p> <p><b>Penalty Charge Notice – (PCN)</b> This is issued to a vehicle that is believed to be parked in contravention of the local Traffic Regulation Order.</p>	<p><b>Civil Parking Enforcement – CPE</b> This is the name given to the enforcement of parking regulations by Civil Enforcement Officers (CEO) under the Traffic Management Act 2004.</p> <p><b>Contravention</b> Failure of the motorist to comply with traffic or parking regulations as set by local Traffic Regulation Orders (TRO).</p> <p><b>Department for Transport – DfT</b> 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><b>Fixed Penalty Notice - FPN</b> These were introduced in Great Britain in the 1950s to deal with minor parking offences. These can only be issued by the police.</p> <p><b>Local Transport Plan – LTP</b> These are an important part of transport planning within England. We are required.</p> <p><b>Traffic Management Act 2004 – TMA</b> This act was passed by UK government in 2004. This law details street works and parking regulations. The act has been implemented since 31st March 2008.</p> <p><b>Traffic Penalty Tribunal –TPT</b> The Traffic Penalty Tribunal decides appeals against parking penalties issued by Civil Enforcement Authorities in England (outside London) 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><b>Traffic Regulation Order – TRO</b> This is the statutory legal document necessary to support any enforceable traffic or highway measures.</p> <p><b>Registered Keeper</b> The person who is deemed to be legally responsible for the payment of a PCN. These details are obtained from the Driver and Vehicle Licensing Agency (DVLA)</p> <p><b>Representation</b> This is a challenge against the PCN after the Notice To Owner is issued.</p>
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## EQUALITY IMPACT ASSESSMENT AND ANALYSIS (EqIAA) FORM

<b>Name of Function under consideration:</b>	Parking Enforcement
<b>Is this Function 'Major', 'Minor yet likely to have a major impact' or 'Neither'</b>	Major
<b>Date(s) of completing the EqIAA:</b>	28 December 2012
<b>Name and job title(s) of person(s) completing the EqIAA:</b>	Mark Pullin, Strong, Safer Communities Manager 8480

### SECTION 1 – INTRODUCTORY INFORMATION

<p><b>What is the main purpose of the Function?</b></p> <p>To enforce the parking and waiting restrictions with the District of South Gloucestershire.</p>
<p><b>List the main activities of the Function:</b></p> <p>A team of Civil Enforcement Officers patrol the waiting restrictions on South Gloucestershire roads and in car parks ensuring that vehicles are parked legally, within bays, for appropriate time periods and where appropriate in accordance with the residents parking scheme. If there are breaches then a Penalty Charge Notice is issued.</p> <p>The team also responds to challenges and legal appeals following the issue of Penalty Charge Notices. These are different officers to those that issue the Penalty Charge Notices and this team also administer resident parking schemes.</p>
<p><b>Who are the main beneficiaries of the Function?</b></p> <p>Residents and Businesses in South Gloucestershire as well as visitors to the area.</p>
<p><b>How is the overall success of the Function measured?</b></p> <p>Performance management systems are being developed but focus on the number of 'hot-spot' areas that are visited on a daily basis. The number of Penalty Charge Notices that are successfully appealed against are also monitored.</p> <p>Responses to consumers within 5 days of their initial enquiry is the primary target for the appeals team.</p>
<p><b>What equality monitoring systems are in place to carry out regular checks on the effects of the Function on equality groups?</b></p> <p>There are currently no equality monitoring systems in place but these will be developed in conjunction with customer satisfaction monitoring (see Section 4).</p> <p>The service has consulted widely on an updated enforcement policy. This has included talks to two disability groups who have raised concerns about the need to enforce:</p> <ul style="list-style-type: none"> <li>• On dropped kerbs as parking there causes significant problems for them.</li> <li>• On pavements as this can prevent them being able to get around.</li> <li>• Not to enforce the weight restrictions in car parks as this would disproportionately affect accessible vehicles as they tend to be heavier than domestic vehicles.</li> </ul>
<p><b>What are your equality related performance indicators/measure of success for this Function?</b></p> <p>There are currently no equality monitoring systems in place but these will be developed in conjunction with customer satisfaction monitoring (see Section 4).</p>

## **SECTION 2 – CONSULTATION AND RESEARCH**

The council held a consultation which ran from 24 September 2012 until 14 December 2012.

The draft policy was available online, from libraries and one stop shops for comment.

The consultation was widely promoted and information was sent to the following key stakeholders:

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

In total 59 survey responses were received and 22 letters and emails in response to this consultation.

Whilst these responses are not representative of service users or the general public, they provide an indication of issues to help inform decision making.

In respect of analysing equalities impacts, an overview of the consultation results are shown below.

Full consultation results are shown in Appendix 1.

## Equalities analysis of responses to Parking Enforcement Policy consultation

	Overall	Male	Female	Under 45	45 to 65	Over 65	White British	Other ethnicity / prefer not to say	Disabled	Non disabled
Base	59	39	13	12	22	16	45	11	7	41
Introduction of parking enforcement vehicles to enforce restrictions	60.7%	63.2%	61.6%	50.0%	68.2%	68.8%	66.6%	30.0%	100.0%	58.5%
Introduction of body worn audio visual equipment to protect Civil Enforcement Officers	72.2%	72.9%	83.3%	75.0%	76.2%	75.1%	79.6%	33.3%	85.7%	76.9%
The use of warning notices for a limited period following the introduction of new or changed parking restrictions, after which Penalty Charge Notices would be issued	92.9%	94.7%	84.7%	100.0%	86.3%	93.8%	91.1%	100.0%	100.0%	90.2%
Tolerance will not be given to any vehicles found parked on single or double yellow lines unless there is a valid reason for parking there	80.4%	86.8%	77.0%	83.4%	86.4%	87.5%	84.5%	70.0%	100.0%	83.0%
Issue Penalty Charge Notices for blocking or parking across dropped kerbs for residents driveways	74.6%	78.4%	84.7%	58.3%	80.9%	93.8%	81.8%	50.0%	100.0%	77.5%
Issue Penalty Charge Notices for parking away from the kerb	50.0%	60.5%	30.8%	50.0%	54.5%	50.0%	51.1%	50.0%	71.5%	48.8%
Issue Penalty Charge Notices for parking on the pavement	74.1%	72.9%	77.0%	66.7%	77.2%	73.4%	72.1%	80.0%	85.7%	70.0%
Introduce more regular and systematic enforcement of weight restrictions in car parks	50.0%	52.6%	46.2%	41.7%	54.5%	56.3%	51.1%	50.0%	85.8%	41.5%
Adopt the power to remove vehicles in exceptional circumstances	80.0%	86.8%	61.6%	75.0%	86.4%	81.3%	81.8%	70.0%	100.0%	75.6%
Overall Parking Enforcement Strategy	70.9%	78.3%	69.3%	63.7%	72.8%	87.5%	79.6%	30.0%	100.0%	72.5%

*% indicates number of respondents either strongly agreeing or tending to agree with the statement*

Prior to the policy consultation we reviewed the legislation and operational guidance from the Department For Transport to ensure compliance. A request was made to all civil parking authorities in England for information and advice on introducing a parking enforcement car and the responses informed the proposals.

## SECTION 3 - IDENTIFICATION AND ANALYSIS OF EQUALITIES ISSUES AND IMPACTS

In analysing the impact of the proposed changes to the Parking Enforcement Policy, a robust approach is to take each issue in turn and examine the associated consultation and research outcomes in order to inform an EqIAA outcome. All 9 of the protected characteristic groups as set out in the Equality Act 2010 have been considered.

Proposal	Equalities Analysis
<i>Introduction of parking enforcement vehicles to enforce restrictions</i>	<p>The consultation results show that fewer 'Under 45s' and 'Non White British' people were in agreement with this proposal. However, overall, a significant 60.7% of consultation respondents strongly agreed or tended to agree.</p> <p>There is no evidence emerging, from either consultation or research conducted, to indicate that the introduction of parking enforcement vehicles would have any negative impact upon any protected characteristic group.</p>
<i>Introduction of body worn audio visual equipment to protect Civil Enforcement Officers</i>	<p>The consultation results show that fewer 'Non-White British' people were in agreement with this proposal. However, overall, a significant 72.2% of consultation respondents strongly agreed or tended to agree.</p> <p>There is no evidence emerging, from either consultation or research conducted, to indicate that the introduction of body worn audio visual equipment would have any negative impact upon any protected characteristic group. Specific written responses to the consultation were in favour of this, citing the importance of the council providing adequate protection for CEOs.</p>
<i>The use of warning notices for a limited period following the introduction of new or changed parking restrictions, after which Penalty Charge Notices would be issued</i>	<p>The consultation results show that fewer 'Females' and '45s – 65s' were in agreement with this proposal. However, overall, a significant 92.9%% of consultation respondents strongly agreed or tended to agree.</p> <p>The use of written notices may in some circumstances present barriers for people who have limited English language or certain sensory impairments. However, in this instance, 100% of 'Non White British' and 'Disabled' consultees were in favour of this proposal.</p> <p>There is no evidence emerging, from either consultation or research conducted, to indicate that the use of warning notices for a limited period following the introduction of new or changed parking restrictions would have any negative impact upon any protected characteristic group.</p>
<i>Tolerance will not be given to any vehicles found parked on single or double yellow lines unless there is a valid reason for parking there</i>	<p>The consultation results show that fewer 'Females' and 'Non White British' people were in agreement with this proposal. However, overall, a significant 80.4% of consultation respondents strongly agreed or tended to agree.</p> <p>There is no evidence emerging, from either consultation or research conducted, to indicate that this proposal would have any negative impact upon any protected characteristic group.</p> <p>Numerous specific consultation responses stated the importance of this, in particular around schools which would result in a positive impact on the road safety of younger people of school age.</p>

Proposal	Equalities Analysis
<p><i>Issue Penalty Charge Notices for blocking or parking across dropped kerbs for residents driveways</i></p>	<p>The consultation results show that fewer 'Under 45s' and 'Non White British' people were in agreement with this proposal. However, overall, a significant 74.6% of consultation respondents strongly agreed or tended to agree.</p> <p>Consultation with disability groups has specifically raised the issue that dropped kerbs are of high importance for many Disabled People who would rely on these for access, road crossing points etc. Enforcement of this would have a positive impact for many Disabled People as well as parents with pushchairs who are proportionately more likely to be Female.</p> <p>There is no evidence emerging, from either consultation or research conducted, to indicate that this proposal would have any negative impact upon any protected characteristic group.</p>
<p><i>Issue Penalty Charge Notices for parking away from the kerb</i></p>	<p>The consultation results show that fewer 'Females' were in agreement with this proposal. A high number of 'Males' and 'Disabled' People were in agreement with this proposal. 50% of consultation respondents strongly agreed or tended to agree.</p> <p>There is no evidence emerging, from either consultation or research conducted, to indicate that this proposal would have any negative impact upon any protected characteristic group.</p>
<p><i>Issue Penalty Charge Notices for parking on the pavement</i></p>	<p>The consultation results show that fewer 'Under 45s' were in agreement with this proposal. A high number of 'Disabled' People were in agreement with this proposal. 74.1% of consultation respondents strongly agreed or tended to agree.</p> <p>Consultation with disability groups has specifically raised the issue that parking on pavements can cause significant barriers for many Disabled People. Enforcement of this would have a positive impact for many Disabled People as well as parents with pushchairs who are proportionately more likely to be Female.</p> <p>There is no evidence emerging, from either consultation or research conducted, to indicate that this proposal would have any negative impact upon any protected characteristic group.</p>
<p><i>Introduce more regular and systematic enforcement of weight restrictions in car parks</i></p>	<p>The consultation results show that fewer 'Under 45s' and 'Non-Disabled' People were in agreement with this proposal. 50% of consultation respondents strongly agreed or tended to agree.</p> <p>Consultation with disability groups has specifically raised the issue of not enforcing weight restrictions in car parks as this would disproportionately affect accessible vehicles as they tend to be heavier than domestic vehicles.</p>

Proposal	Equalities Analysis
<p><i>Adopt the power to remove vehicles in exceptional circumstances</i></p>	<p>The consultation results show that fewer 'Females' and 'Non White British' people were in agreement with this proposal. A high number of '45s – 65s', 'Males' and 'Disabled' People were in agreement with this proposal. Overall, a significant 80% of consultation respondents strongly agreed or tended to agree.</p> <p>There is no evidence emerging, from either consultation or research conducted, to indicate that this proposal would have any negative impact upon any protected characteristic group.</p>

Overall, equalities analyses can often cite the protected characteristic of Disability as a key equalities consideration to be taken account of when dealing with parking issues. In this instance, it should be noted that the full set of consultation results show a highly significant positive response emerging from Disabled People.

## SECTION 4 – OUTCOMES

Outcome	Your response	Reason(s) and Justification
<b>Outcome 1:</b> No major change required.	<input type="checkbox"/>	
<b>Outcome 2:</b> Adjustments to remove barriers or to better promote equality have been identified.	<input checked="" type="checkbox"/>	<p>Implementation of the enforcement policy should continue but consideration needs to be given to the concerns raised during the consultation, especially in relation to the introduction of any regular and systematic enforcement of weight restrictions in car parks.</p> <p>Additionally the service plans to implement effective customer satisfaction and equalities monitoring and provide Disability Equality Training for staff.</p>
<b>Outcome 3:</b> Continue despite having identified potential for adverse impact or missed opportunities to promote equality.	<input type="checkbox"/>	
<b>Outcome 4:</b> Stop and rethink.	<input type="checkbox"/>	

### List the actions you will take as a result of this EqIAA.

- Following the results of the consultation a revised enforcement policy will be placed in front of Committee for determination. This revised policy will take into account the responses to the policy consultation.
- Parking Services will implement customer satisfaction monitoring specifically including equalities monitoring information.
- The Parking Services team will attend a focussed Disability equality Training session.

## SECTION 5 – EqIAA EVIDENCE

### 13. List and attach the evidence you have which shows how you have systematically considered equality impact.

- Consultation results
- Review of the legislation and guidance:
  - Traffic Management Act 2004
  - The Civil Enforcement of Parking Contraventions (England) General Regulations 2007
  - SI 2007/3483
  - The Civil Enforcement of Parking Contraventions (Approved Devices)(England) Order 2007

- SI 2007/3486  
Traffic Management Act: Secretary of State Guidance to Local Authorities on Civil Enforcement of Parking Contraventions.
- Dft 28 Feb 2008
- Operational Guidance to Local Authorities: Parking Policy & Enforcement. 25 March 2008
- Office of Surveillance Commissioners Procedure & Guidance Dec. 2008
- Civil Traffic Enforcement – Certification of Approved Devices Version 1. 28 Feb 2008
- Traffic Signs Regulations & General Directions SI 2002/3133

# Appendix 1 - Parking Enforcement Consultation Results

## Consultation Methodology

The consultation period ran from from 24 September 2012 until 14 December 2012.

The draft policy was available online and from libraries and one stop shops for comment.

The consultation was widely promoted and information was sent to the following key stakeholders:

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

In total 59 survey responses were received and 22 letters and emails in response to this consultation.

Whilst these responses are not representative of service users or the general public, they provide an indication of issues to help inform decision making.



## Equalities analysis of responses to Parking Enforcement Policy

	Overall	Male	Female	Under 45	45 to 65	Over 65	White British	Other ethnicity / prefer not to say	Disabled	Non disabled
Base	59	39	13	12	22	16	45	11	7	41
Introduction of parking enforcement vehicles to enforce restrictions	<b>60.7%</b>	63.2%	61.6%	<b>50.0%</b>	<b>68.2%</b>	<b>68.8%</b>	66.6%	<b>30.0%</b>	<b>100.0%</b>	58.5%
Introduction of body worn audio visual equipment to protect Civil Enforcement Officers	<b>72.2%</b>	72.9%	<b>83.3%</b>	75.0%	76.2%	75.1%	79.6%	<b>33.3%</b>	<b>85.7%</b>	76.9%
The use of warning notices for a limited period following the introduction of new or changed parking restrictions, after which Penalty Charge Notices would be issued	<b>92.9%</b>	94.7%	<b>84.7%</b>	<b>100.0%</b>	<b>86.3%</b>	93.8%	91.1%	<b>100.0%</b>	<b>100.0%</b>	90.2%
Tolerance will not be given to any vehicles found parked on single or double yellow lines unless there is a valid reason for parking there	<b>80.4%</b>	<b>86.8%</b>	<b>77.0%</b>	83.4%	<b>86.4%</b>	<b>87.5%</b>	84.5%	<b>70.0%</b>	<b>100.0%</b>	83.0%
Issue Penalty Charge Notices for blocking or parking across dropped kerbs for residents driveways	<b>74.6%</b>	78.4%	<b>84.7%</b>	<b>58.3%</b>	80.9%	<b>93.8%</b>	81.8%	<b>50.0%</b>	<b>100.0%</b>	77.5%
Issue Penalty Charge Notices for parking away from the kerb	<b>50.0%</b>	<b>60.5%</b>	<b>30.8%</b>	50.0%	54.5%	50.0%	51.1%	50.0%	<b>71.5%</b>	48.8%
Issue Penalty Charge Notices for parking on the pavement	<b>74.1%</b>	72.9%	77.0%	<b>66.7%</b>	77.2%	73.4%	72.1%	<b>80.0%</b>	<b>85.7%</b>	70.0%
Introduce more regular and systematic enforcement of weight restrictions in car parks	<b>50.0%</b>	52.6%	46.2%	<b>41.7%</b>	54.5%	56.3%	51.1%	50.0%	<b>85.8%</b>	<b>41.5%</b>
Adopt the power to remove vehicles in exceptional circumstances	<b>80.0%</b>	<b>86.8%</b>	<b>61.6%</b>	75.0%	<b>86.4%</b>	81.3%	81.8%	<b>70.0%</b>	<b>100.0%</b>	75.6%
Overall Parking Enforcement Strategy	<b>70.9%</b>	78.3%	69.3%	<b>63.7%</b>	72.8%	<b>87.5%</b>	<b>79.6%</b>	<b>30.0%</b>	<b>100.0%</b>	72.5%

*% indicates number of respondents either strongly agreeing or tending to agree with the statement*

## Summary of consultation results

Respondents to the survey were asked how strongly they agreed or disagreed with the overall draft Parking Enforcement Policy. Overall two thirds of respondents agreed with the policy, a sixth disagreed and a sixth did not state an opinion.

Respondents to the survey were also asked to state how strongly they agreed or disagreed with a series of statements about the main changes outlined in the draft Parking Enforcement Policy.

From the table included below you can see that all of the main changes were supported by respondents with only a minority disagreeing.

The most strongly supported changes were:

- The use of warning notices for a limited period following the introduction of new or changed parking restrictions
- Not giving tolerance to any vehicles found parked on single or double yellow lines
- Adoption of the power to remove vehicles in exceptional circumstances

Whilst still supported by the majority of respondents, the following areas had the most respondents disagreeing with them:

- Issuing of PCN's for parking away from the kerb
- Issuing of PCN's for parking across or blocking dropped kerbs and driveways
- Issuing of PCN's for parking on pavements
- Introduction of parking enforcement vehicles to enforce restrictions

*Table 1: How strongly do you agree or disagree with the main changes outlined in the Parking Enforcement Policy?*

Counts Analysis % Respondents	Total						
		Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Don't know
Base	498	195 39.2%	156 31.3%	64 12.9%	37 7.4%	46 9.2%	- -
Introduction of parking enforcement vehicles to enforce restrictions	56	21 37.5%	13 23.2%	5 8.9%	6 10.7%	11 19.6%	- -
Introduction of body worn audio visual equipment to protect Civil Enforcement Officers	54	21 38.9%	18 33.3%	7 13.0%	2 3.7%	6 11.1%	- -
The use of warning notices for a limited period following the introduction of new or changed parking restrictions, after which Penalty Charge Notices would be issued	56	29 51.8%	23 41.1%	1 1.8%	- -	3 5.4%	- -
Tolerance will not be given to any vehicles found parked on single or double yellow lines unless there is a valid reason for parking there	56	24 42.9%	21 37.5%	5 8.9%	5 8.9%	1 1.8%	- -
Issue Penalty Charge Notices for blocking or parking across dropped kerbs for residents driveways	55	27 49.1%	14 25.5%	3 5.5%	6 10.9%	5 9.1%	- -
Issue Penalty Charge Notices for parking away from the kerb	56	16 28.6%	12 21.4%	13 23.2%	9 16.1%	6 10.7%	- -
Issue Penalty Charge Notices for parking on the pavement	54	25 46.3%	15 27.8%	3 5.6%	5 9.3%	6 11.1%	- -
Introduce more regular and systematic enforcement of weight restrictions in car parks	56	12 21.4%	16 28.6%	21 37.5%	4 7.1%	3 5.4%	- -
Adopt the power to remove vehicles in exceptional circumstances	55	20 36.4%	24 43.6%	6 10.9%	- -	5 9.1%	- -

## Key issues arising from comments and representations

In total 80 respondents made comments in relation to this consultation. The key issues and suggestions raised included:

- A number of issues were raised about current/ongoing issues in specific locations and about historical enforcement action or inaction.
- There were several comments and questions about the consistency of enforcement action and distinction between police action and council enforcement officers and their powers.
- There were mixed views on parking on the kerb and parking away from the kerb and whether this should be enforced across the area or just in specific problem areas.
- There were mixed views on parking/blocking driveways with respondents questioning how this would be enforced especially if the vehicle concerned was the property owners or visitors and not causing a nuisance.
- The use of parking enforcement vehicles generated mixed views.
- Several respondents were concerned about issues with signage and incorrect TRO's and the impact that this has on the ability to enforce and public confidence.
- Some respondents felt that the Parking Enforcement Policy was "*draconian*" an "*attack on the already beleaguered motorist*" and that it was simply a tool to generate further income for the council.
- There were a number of specific suggestions for changes to wording to clarify or improve aspects of the policy, mitigating circumstances and grounds for challenge.
- There was general support for CEO's wearing audio visual equipment to improve their personal safety and improvements it could bring to the enforcement process.
- There was a concern about how weight restrictions and motorcycles parking in car parking spaces in car parks could be sensibly enforced.
- There were mixed views about whether any tolerance or grace period should be allowed before any PCN is issued.
- Parking around schools and parking on pavements were seen as particular issues.
- Some respondents were concerned about the need to balance enforcement action with the impact on local businesses and traders.
- Some views were expressed about issues relating to enforcement of blue badges.
- Respondents were keen to see enforcement action benefit road safety.