

Off Street Parking Charges Frequently Asked Questions

Starting in Spring 2025, we will be implementing a new car park charging scheme across several council-owned car parks. This scheme aims to strike a balance between generating income and considering community input, ensuring accessibility for all while still offering some free parking.

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SECTION A - INTRODUCTION AND SCOPE OF PARKING CHARGES

Q1. Why are you introducing parking charges?

Historically, South Gloucestershire has been almost unique in not charging to use its car parks. However, the financial situation faced by the council, and the assumptions built into previous budgets, mean that we have had to take this decision.

We are all used to paying for parking when we drive almost anywhere outside of South Gloucestershire, but we are aiming to set charges in South Gloucestershire as low as possible, while still generating important revenue for the council, which will allow us to protect other vital services.

Q2. Which car parks in South Gloucestershire will have charges introduced?

A number of car parks across South Gloucestershire will remain entirely free. The scheme will only affect some council-owned car parks, not privately-owned facilities. Not all council-owned car parks will have charging introduced. Following careful analysis, it became clear that some of the very smallest and some Park & Ride facilities, would be unlikely to ever break even against the cost of installing charging facilities, or that to charge for their use would be contrary to policies that encourage more use of public transport.

Below are the car parks that will initially be subject to parking charges when the project goes live:

Area	Postcode	Car Park Name	Applicable Tariff
Filton	BS34 7JU	Abbey Wood	Train Station
Filton	BS34 7BP	Church View	Long Stay
Hanham	BS15 3DU	Laburnum Road	Short Stay
Kingswood	BS15 8LS	Bank Road	Short Stay
Kingswood	BS15 1RY	Boultons Road	Long Stay
Kingswood	BS15 8NA	Cecil Road	Short Stay
Kingswood	BS15 8LP	Kings Chase	Short Stay Long Stay
Kingswood	BS15 8JX	South Road	Short Stay

Area	Postcode	Car Park Name	Applicable Tariff
Mangotsfield	BS16 9JB	St James	Short Stay Long Stay
Patchway	BS34 5JP	The Parade	Short Stay Long Stay Validation
Staple Hill	BS16 5NS	Byron Place	Long Stay
Staple Hill	BS16 5JE	Haynes Lane	Long Stay
Staple Hill	BS16 4NB	Page Road /Kendall Road	Short Stay
Staple Hill	BS16 4NE	Page Road	Long Stay
Stoke Gifford	BS34 8XX	Parkway North	Park & Ride
Thornbury	BS35 2BQ	Castle Court	Short Stay Long Stay
Thornbury	BS35 2FH	Rock Street	Short Stay Long Stay
Thornbury	BS35 2AT	St Mary Street	Short Stay Validation
Warmley	BS15 4NJ	Warmley Station	Short Stay Long Stay
Winterbourne	BS36 1JX	Flaxpits Lane	Short Stay Long Stay
Yate	BS37 4DQ	Kennedy Way	Long Stay Validation
Yate	BS37 4DQ	Yate Leisure Centre South	Short Stay Long Stay Validation

SECTION B - PARKING CHARGES: RATES AND PAYMENT OPTIONS

Q3. What are the proposed parking charges?

The proposed parking charges for short stay car parks, long stay car parks, park and ride and train stations, and season tickets are included in the below table:

Short Stay tariff	Time	Charge	Blue Badge Holders
Charges apply Monday – Saturday 8am -6pm Max stay 4 hours No return 6 hours	up to 1 hour	£0.70	FREE
	up to 2 hours	£1.30	FREE
	up to 3 hours	£3.00	FREE
	up to 4 hours	£5.00	FREE

The short stay tariff has been set to encourage users to park in long stay car parks when they wish to park for longer than 2 hours. In **Hanham** there is no alternative long stay car park, so this higher rate tariff does not fulfil this purpose. Therefore, the tariff below has been designed for Laburnum Road car park.

Short Stay tariff A	Time	Charge	Blue Badge Holders
Charges apply Monday – Saturday 8am -6pm Max stay 4 hours No return 6 hours	up to 1 hour	£0.70	FREE
	Up to 2 hours	£1.30	FREE
	Up to 4 hours	£3.00	FREE

Long Stay tariff	Time	Charge	Blue Badge Holders
Charges apply Monday – Saturday 8am -6pm	up to 4 hours	£3.00	FREE
	up to 6 hours	£4.00	£1.00
	Over 6 hours	£5.00	£2.00
	1 Week	£20.00	£8.00

Park & Ride and Train Station tariff	Time	Charge	Blue Badge Holders
Charges apply Monday – Sunday 24h	Per calendar day	£2.60	Free

Season Tickets	Time	Charge	Discount
Long Stay car parks only Subject to availability	1 Month	£75.00	25%
	6 months	£435.00	27.5%
	1 Year	£840.00	30%

Q4. Will any parking remain free?

Yes. Here is a breakdown of the free parking options;

- At least 10% of spaces in all short stay car parks will be designated as free for up to 30 minutes.
- Most car parks will be free to park in every Sunday and Bank Holiday.
- Blue Badge Holders will be permitted to park for free in all car parks for up to four hours when displaying a valid disabled person's badge.
- A validation system is proposed for some car parks, such as those that primarily serve health facilities, so that people visiting a GP, for example, are not charged. The council will speak with the services in the potentially affected car parks about the best way to provide visitors with a mechanism that exempts them from having to pay for parking in these circumstances.

Please remember to check the signage in the car park you wish to use as each may have different rules.

Q5. What payment options are available?

There are several ways to pay for your parking:

- a) Pay by inserting a card into the machine available in the car park.
- b) Pay using contactless by card or any supporting device at the machine in the car park.
- c) Pay using the MiPermit mobile app, or website via a browser (this method of payment also allows the user to extend their stay length without returning to the car park).
- d) Pay by telephone using a debit or credit card (this does not need to be a smart phone).
- e) Pay by text on your telephone, using a debit or credit card (this does not need to be a smart phone).

Q6. Why can't I pay with cash for my parking?

Payments for parking will be cashless. Payments will be able to be made using the paperless pay and stay machines, using a debit or credit card or contactless, or by using the MiPermit app. Users will also be able to pay without the need for a smartphone as MiPermit allows payments to be made by phone call or text message.

The scheme will not use cash as the cost of introducing and operating a cash handling and management system for the car parks would entail a prohibitive cost around £40,000 per year.

A number of payment options were reviewed and the option to pay with cash was not viable for many reasons, some of these reasons include:

- The council doesn't have any infrastructure in place to collect or store cash. To put such infrastructure in place would be extremely costly, in the region of £40,000.
- Payment machines that accept cash are proven to be unreliable with regular maintenance needed which the council does not have the infrastructure to provide.
- There is an increased safety risk when cash is used.
- Machines are more likely to be vandalised and broken.

Q7. I need to park in a council car park to go to work every day, are there any discounts available for local workers?

Yes, in long stay car parks, users will have the option to purchase a season ticket. Season tickets can be purchased in advance from MiPermit. See [Question 3](#) for more information regarding season tickets. Please note that purchasing a season ticket does not guarantee a space but negates the requirement for payment each visit.

Q8. Will Blue Badge Holders have to pay to park?

Blue Badge Holders (BBH) can park for free in car parks for up to four hours. In long stay car parks after four hours charges will apply.

Q9. Why do I have to pay more to park in a short stay car park for three or four hours than I do in a long stay car park?

Most short stay car parks are smaller and have less capacity than long stay car parks. They are also generally closer to local amenities. We want short stay car parks to have high turnover to help support local businesses. With this in mind, it is preferable that if you would like to park for a period longer than two hours, then you use a long stay car park.

Q10. Can I pre-book a parking space ahead of time?

No, although you can pre-pay. Pre-paying allows you to pay for your parking in advance so that you don't need to worry about it at the time of arrival, however it does not guarantee you a space. If you were to arrive and a space is not available in the car park that you have pre-paid for, you would have to find an alternative location to park. Refunds are not available on any pre-paid parking.

You will be able to pre-pay for a specific day or, if you know that you will be using a specific car park long term, you will be able to purchase a season ticket which offers a discount on a sliding scale depending on how long you pre-pay for.

Season tickets can be purchased in advance from MiPermit. Please see [Question 3](#) and [Question 7](#) for more details.

Please see the MiPermit website for more information: www.mipermit.com

Q11. Can I get a receipt for my parking?

If you use the payment machines these are paperless so will not issue receipts, however these are available at www.myparkingreceipts.co.uk. If you pay via MiPermit you can request a receipt from them. Please see the MiPermit website for more information: www.mipermit.com

Q12. I own an Electric Vehicle (EV) do I have to pay to park as well as to charge my vehicle?

Yes. All EVs will be charged for parking in accordance with the car park rules. Please note that if you park in a dedicated EV bay you must be charging your vehicle. If your vehicle does not need to be charged, then you should use a standard space and pay for your parking as usual.

Q13. Why is Yate Leisure Centre car park the only Leisure Centre that will be charged for?

All the leisure centres in South Gloucestershire are managed by Circadian Trust, which includes their respective car parks, except for Yate where the car park is managed separately. The Leisure Centre car parks are used mainly by customers. Yate leisure centre car park is the only car park that is not managed by Circadian Trust and is currently managed by the council's parking services team. Considering its location, it is appropriate to include this car park within the parking charges scheme to ensure space is available for Yate leisure centre users.

SECTION C - EXEMPTIONS

Q14. How will you support access to GP surgeries?

A validation system is proposed for some car parks, such as those that primarily serve health facilities, so that people visiting a GP, for example, are not charged. The council will speak with the services in the potentially affected car parks about the best way to provide visitors with a mechanism that exempts them from having to pay for parking in these circumstances.

Q15. I own a business and my staff currently park in the council car parks. Are there any plans to introduce staff parking permits for local businesses?

Currently, there are no plans to introduce specific parking permits for staff. However, staff members can choose to purchase a season ticket for parking if they prefer. This option can be more convenient and cost-effective for long-term parking. For more information about season tickets please refer to [Question 3](#).

Q16. Can we have residents parking permits for the car parks?

Currently, there are no plans to introduce resident parking permits for the car parks. However, parking is free between 6:00 pm and 8:00 am, so overnight parking should not be a problem. For those who need to park regularly, we will be offering season tickets. For more information about season tickets please refer to [Question 3](#).

SECTION D - DISPLACEMENT

Q17. Can we have a residents' permit scheme in our road?

There are several criteria that need to be met before a residents permit scheme can be offered. For example, normally 50% of dwellings in the area should not have access to off street parking such as a garage and/or driveway. If an area does not meet the criteria, then unfortunately a residents permit scheme will not be considered.

The full criteria are listed in the Council's current residents parking policy which can be found here: www.southglos.gov.uk/residents-parking-schemes. This policy is currently under review.

Q18. I live near a car park and am concerned about displacement parking. Can the council implement parking restrictions before the charges are introduced?

New parking restrictions will not be considered before the implementation of the parking charges scheme. The council acknowledges that the new system may lead to displacement parking in the surrounding areas and will monitor the situation closely. If persistent parking issues occur, we will work with local residents to find practical solutions. This may include introducing resident parking schemes if there is a demonstrated local need and demand.

Residents are encouraged to report any parking issues to the council, providing evidence of the concern.

Q19. How will the issues related to displacement parking be monitored?

The council are monitoring current parking levels on street. Also, occupancy studies of the car parks included in the scheme have already been conducted. Once charges have been implemented usage statistics will be analysed on a regular basis to understand and compare car park usage pre and post implementation of parking charges. If there are indications that drivers are parking elsewhere, i.e. on nearby streets, this will be assessed and reviewed to ascertain whether any action is needed.

Additionally, residents are encouraged to report any parking issues to the council, providing evidence of the concern.

It is important to note that initial displacement is expected to occur, however, the charges have been set at a level to minimise this as much as possible.

SECTION E - ENFORCEMENT

Q20. How will the scheme be enforced?

The councils parking enforcement team will continue to enforce the use of all council-owned car parks.

Q21. Someone is parking outside my house, what can I do about it?

In law there is no 'right to stop or park' on the public highway as the use of the highway is to pass and repass without let or hindrance. The Highways Authority has power to permit on-road parking in specific places by introducing parking bays, or simply to allow parking by not imposing restrictions such as single or double yellow lines. On-road parking is available to all vehicles unless restrictions are in place, and no individual has a right to park in a specific place, for example on the road outside their own property. If someone is parking across your driveway, garage, or access, this may be classed as an obstruction. The council does not have powers to deal with obstructions, please contact the police for assistance with such matters.

Further guidance is available to drivers in the latest Highway Code which sets out where you must not park by law, and where you should not park: www.gov.uk/guidance/the-highway-code.