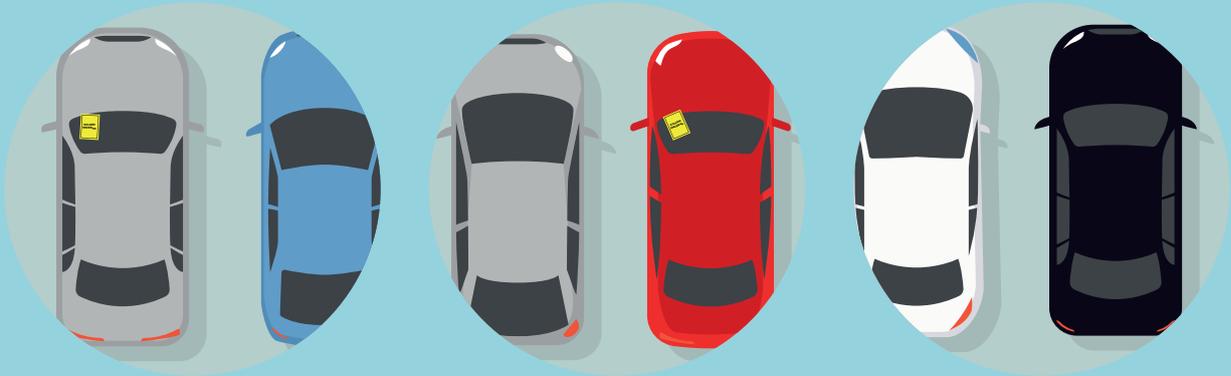


2017-2018



# Parking Enforcement Operations Annual Report



## **Introduction**

1. This is the tenth Annual report produced by Eastleigh Borough Council in accordance with the guidance to Local Authorities contained within Chapter 4 of the Department for Transport operational guidance first published in March 2008. The report also takes due regard of the requirements of the Traffic Management Act 2004 and the Road Traffic Regulation Act 1984.
2. Eastleigh Borough Council commenced decriminalised parking enforcement under the Road Traffic Act 1991 in October 2004 which gave the Council (through an agency agreement with Hampshire County Council (HCC) powers to enforce on-street parking regulations as well as off-street car parking where a Penalty Charge Notice (PCN) is issued for a parking contravention.

## **Background**

3. The Council is responsible for the delivery of parking enforcement in support of the Council's Traffic Management Agency responsibilities.
4. In addition, the parking service is also responsible for the administration of the Residents' Parking Schemes, the maintenance of on- and off-street ticket machines, pay on foot systems, and Borough car parks, with close links to the Borough CCTV system.

## **Scope**

5. This document describes the performance data for the Council's enforcement and parking activities from the 1st April 2017 to the 31st March 2018.

## **Parking Enforcement Objectives**

6. Parking enforcement is undertaken between 8am to 8pm, 7 days a week. Enforcement is also undertaken outside these hours for any specific parking problems. The enforcement of parking restrictions is undertaken by directly employed Civil Enforcement Officers (CEOs)
7. The Council does not set targets on the issuing of PCNs. The primary aim of parking enforcement is traffic management and the service seeks to focus on the following key objectives:
  - To reduce traffic congestion resulting from illegally parked vehicles;
  - To contribute towards road safety;
  - Through reducing congestion, to contribute towards improvements in air quality;
  - To assist the timely operation of public transport;
  - To facilitate access and response times for emergency services;
  - To manage kerb space and access to parking in support of residents, businesses, leisure and visitors parking;
  - To ensure improved quality of residents' area, by enforcement of residents' parking schemes; and
  - To regulate and control parking both on-street and off-street.

## The Services Provided

### Off-Street Car Parks

8. The Council manages 17 off-street parking places of which 8 are pay and display and 2 operate via a pay on foot system. The majority are located within Eastleigh Town Centre and are listed in Appendix A.
9. The parking tariffs adopted by the Council seek to support the management of the highway network, whilst at the same time influencing the economic viability of the town centre and other parish centres. The tariffs conform to the Council's corporate charging policy. The car park tariffs are listed in Appendix B.
10. The Council has invested over the years in CCTV and improved lighting to help reduce the fear of crime including vehicle crime in a number of town centre car parks. The numbers of vehicle crimes in the town centre car parks are at very low levels.
11. The Council currently has 6 car parks that have been awarded the Parkmark award, which is an initiative of the Association of Chief Police Officers and British Parking Association (BPA). These sites have been vetted by the BPA and each car park has measures in place to create a safe environment for both the motorist and their vehicles.

### Residents Parking Scheme

12. There are 11 permit parking areas within the Borough. These have been introduced to ensure that there is a balance between the needs for residents to be able to park near their homes and the needs of other motorists.
13. There are 4 main types of permits that allow motorists to park in areas/bays where controlled parking schemes apply:
  - Residents permits
  - Business permits
  - Visitors permits
  - Professional Carers/Carers permits

### Residents Parking Permits

14. The total number of permits issued within Eastleigh which include resident, visitor, professional carer and business is as follows:

Zone	No. of Permits Issued	Zone	No. of Permits Issued
1	1237	7	60
2	1346	8	858
3	1448	9	696
4	1133	11	403
5	215	H1	178
6	307	Professional	190

Zone	No. of Permits Issued	Zone	No. of Permits Issued
		<b>Grand Total</b>	<b>8071</b>

15. The cost of permits is set out below:

Permit	Charge
1st	£30 applies only to new residents in a property after 19th October 2011
2nd	£60.00
3rd	£120.00 if agreed (£25 inspection fee charged to ensure the property does not have alternative off-road parking)
Visitors	No Charge
Carers	No Charge
Professional Carers	£60.00
Temporary Visitors	£42.00 for 6 days
1st Business	£60.00
2nd Business	£120.00
3rd Business	£170.00 if agreed
4th Business	£170.00 if agreed

The charges for permits are approved by the local area committee with the allocation of 3<sup>rd</sup> parking permit or three or more Business permits made by parking services subject to certain criteria being met.

### **Hamble-le-Rice Parking Scheme**

16. The total number of permits issued in Hamble-le-Rice which entitles residents and businesses to park in the Square car park and nearby streets is.
17. The current cost for a resident's permit is £100 and for business a permit is £200.
18. A residents' zone covering Hamble House Gardens, Meadow Lane and The Bartletts came into effect on 10<sup>th</sup> May 2010.

### **Dispensation and Suspension**

19. A parking dispensation allows a commercial vehicle to park on a waiting restriction (yellow line) during restricted hours in circumstances where the vehicle needs to be close to a specific location, for example building/shop fitting work where access is required to load and unload tools or materials.
20. The cost for the issue of a parking dispensation is £15.00 (or £25.00 if required within 7 days).
21. A parking suspension allows a motorist to park for a specific purpose in a pay and display bay or Residents Parking bay during restricted hours. For

example for carrying out works that require the driver to park close to a building to load / unload tools or materials, or for household removals.

### **School Enforcement**

22. The regulations for enforcement of schools at opening and closing times are seen as a key priority to ensure the safe movement of children and adults.
23. Parking services works closely with the Sustainable Transport Team in endeavouring to reduce the number of vehicle movements to and from schools and encouraging other modes of transport through School Travel Plans.
24. This year the council focused more resources on school patrols due to increasing parking problems caused by parent parking and the increasing number of complaints made by Residents and the public.

### **Disabled Parking**

25. The Blue Badge scheme provides a national range of parking concessions for disabled people with severe mobility problems.
26. The council has the powers to detain and/or seize Blue Badges if they are out of date or being used incorrectly. Badges that are confiscated are sent to Hampshire County Council blue badge unit.
27. The regulations for enforcement of Blue Badge parking bays is a key priority to ensure only Blue Badge holders can park within these bays. All the Town Centre disabled bays are patrolled daily to ensure a high level of compliance.

### **Traffic Management Act 2004**

28. On 31st March 2008, the Government replaced Decriminalised Parking Enforcement (DPE) across the country with Civil Parking Enforcement (CPE), which is carried out under the Traffic Management Act 2004 (TMA).
29. The legislation represented the largest single shift in the way parking enforcement is conducted since the Road Traffic Act 1991. The Government's aim is to provide consistency by creating a single framework for parking regulations across the country. It ensures a fair system is in place and requires Councils to be more transparent and accountable.
30. In line with the legislation, the Council has introduced many changes to the way it deals with appeals and enforces parking regulations, for example:
  - (a) Challenges received prior to the issue of a Notice to Owner or Enforcement Notice must now be dealt with; prior to TMA, this was optional. However, this practice was already adopted prior to the new legislation.
  - (b) A Penalty Charge Notice no longer needs to be placed on a vehicle, or handed to a driver to be legally served, in situations where the Civil

Enforcement Officer is prevented from serving the notice to the driver or vehicle.

- (c) Parking Attendants became known as Civil Enforcement Officers (CEOs).

31. Other less obvious changes also took place; the emphasis by Central Government was on the Local Authority's duty to show transparency and fairness. The Council welcomed this approach and has actively looked at how services can be further improved in line with the legislation.

### **Differential Parking Penalties**

32. Differential parking penalties also came into effect on the 31st March 2008 as part of the Traffic Management Act.
33. The Government's aim is to make the system fairer. Higher penalties are issued to motorists who park where it is not generally permitted. For example, on yellow lines, the footway, school "Keep Clear" markings, or in residents' permit or disabled bays without displaying the appropriate permit or badge.
34. The less serious contraventions, which incur the lower charge, include contraventions such as overstaying time paid for in a pay and display bay, or parking outside bay markings.
35. In circumstances where a driver parks in a permit bay and submits evidence in the form of a visitors' permit or voucher valid for the date of the contravention, the Council will accept the evidence as confirmation that the driver was visiting a resident and the lower charge will apply.

### **Financial Performance 2016/17 & 2017/18**

#### **On-Street Income & Expenditure**

36. The table listed below gives a breakdown of the income and expenditure for on-street income and expenditure.

#### **Decriminalised Parking**

	<b>2016/17 Outturn</b> £	<b>2017/18 Outturn</b> £
Employees (IAS19 Allocation)	3,241	38,230
Parking Services	383,092	437,689
Property	14,166	23,108
Supplies & Services (includes deferred charges)	26,336	24,603
Admin. Costs	13,635	4,572
Recharges from Service Units/Practice Accounts	66,288	67,288

Payment to Agencies	648	0
Asset Rental	9,673	9,673
<b>TOTAL EXPENDITURE</b>	<b>517,079</b>	<b>605,163</b>
Fees & Charges	(4,652)	(724)
Licences/Permits	(3,397)	(3,884)
Admission	(240,779)	(248,741)
Season Tickets	(101,630)	(98,951)
Penalty Charge Notices	(209,833)	(157,143)
<b>TOTAL INCOME</b>	<b>(560,291)</b>	<b>(509,443)</b>
<b>TOTAL (SURPLUS) DEFICIT</b>	<b>(43,212)</b>	<b>95,720</b>

### Off-Street Income & Expenditure

37. The table listed below gives a breakdown of the income and expenditure for off-street parking (includes pay & display and non-pay & display).

#### Car Parks

	2016/17 Outturn £	2017/18 Outturn £
Employees (IAS19 Allocation)	1,251	14,850
Parking Services	158,188	250,500
Property	454,623	525,286
Supplies & Services (includes deferred charges)	41,228	32,758
Admin. Costs	1,173	7,417
Transport & Plant	377	0
Recharges from Service Units/Practice Accounts	21,822	9,179
Payment to Agencies	106,944	116,458
Asset Rental	185,775	187,202
<b>TOTAL EXPENDITURE</b>	<b>971,381</b>	<b>1,143,650</b>
Fees & Charges	(239,792)	(213,537)
Admission	(2,223,858)	(2,057,812)
Permits	(57,930)	(97,010)
Penalty Charge Notices	(86,980)	(66,474)
Misc Income	(350)	(3,457)

Rents	(8,292)	(18,744)
<b>TOTAL INCOME</b>	<b>(2,617,202)</b>	<b>(2,457,034)</b>
<b>TOTAL (SURPLUS) DEFICIT</b>	<b>(1,645,821)</b>	<b>(1,313,384)</b>

### Decriminalised Parking & Car Parks

	2016/17 Outturn £	2017/18 Outturn £
Employees (IAS 19 Allocation)	4,492	53,080
Parking Services	541,280	688,189
Property	468,789	548,394
Supplies & Services (includes deferred charges)	67,564	57,361
Transport & Plant	377	0
Admin. Costs	14,808	11,989
Recharges from Service Units/Practice Accounts	88,110	76,466
Payment to Agencies	107,592	116,458
Asset Rental	195,448	196,876
<b>TOTAL EXPENDITURE</b>	<b>1,488,460</b>	<b>1,748,813</b>
Fees & Charges	(177,903)	(214,263)
Admission	(2,464,637)	(2,306,552)
Permits	(61,327)	(24,987)
Penalty Charge Notices	(296,813)	(223,620)
Misc Income	(350)	(3,457)
Season Tickets	(101,630)	(174,858)
Rents	(74,833)	(18,744)
<b>TOTAL INCOME</b>	<b>(3,177,493)</b>	<b>(2,966,478)</b>
<b>TOTAL (SURPLUS) DEFICIT</b>	<b>(1,689,033)</b>	<b>(1,217,665)</b>

### Spending of the Surplus

38. The expenditure of income derived from on-street parking places and PCN income is governed by the Traffic Management Act 2004, Section 88, and the Road Traffic Regulation Act 1984, Section 55(a) and confirms the specific areas for surplus expenditure as follows:

- Funding the provision of the parking service;
- Meeting all or any part of the cost of the provision of off-street car park maintenance;

- Facilitating the provision of public/passenger transport; and
  - Traffic or highway improvements within the Borough.
39. The parking surplus for civil parking enforcement helps to reduce the on-street parking reserve which is in deficit of £164,700. The on-street reserve is for capital funding on residential parking schemes and addresses the start-up costs for civil parking enforcement.
40. The on-street reserve is set aside for Capital Funding Parking Schemes such as capital set up costs for residents parking schemes and capital costs associated with setting up decriminalised parking.
41. The off-street PCN income of £66,474 contributes to the following on-going revenue costs that are funded by the Council:

Transport Policy	£386,951
Bus Shelters	£17,804
Dial A Ride	£102,873
<b>TOTAL</b>	<b>£507,628</b>

#### **On-Street PCNs**

<b>Year</b>	<b>On-Street Penalty Charge Notices</b>
<b>2017/18</b>	<b>4,440</b>
<b>2016/17</b>	<b>6,410</b>

42. The table listed below gives a further breakdown of payments made at the various formal stages, adjudication, cancelled and debt registration.

<b>TMA ON-STREET ANNUAL SUMMARY</b>	
Issue Date From: 01/04/2017	
Issue Date To: 31/03/2018	
Number of Penalty Charge Notices issued for parking contraventions	<b>4,440</b>
Number of Penalty Charge Notices paid within 14 days	<b>973</b>
Number of Penalty Charge Notices paid at full charge	<b>224</b>
Number of Penalty Charge Notices paid after Charge Certificate	<b>73</b>
Number of Charge Certificates registered	<b>405</b>
Number of cases where no further action is taken	<b>904</b>

43. The number of on-street PCNs issued against the previous year was reduced due to less enforcement officers being recruited.

#### **.Off-Street PCNs**

<b>Year</b>	<b>Off-Street Penalty Charge Notices</b>
<b>2017/18</b>	<b>2,561</b>
<b>2016/17</b>	<b>3,473</b>

44. The table listed below gives a further breakdown of payments made at the various formal stages.

<b>TMA OFF-STREET ANNUAL SUMMARY</b>	
Issue Date From: 01/04/2017	
Issue Date To: 31/03/2018	
Number of Penalty Charge Notices issued for parking contraventions	<b>2,561</b>
Number of Penalty Charge Notices paid within 14 days	<b>574</b>
Number of Penalty Charge Notices paid at full charge	<b>120</b>
Number of Penalty Charge Notices paid after Charge Certificate	<b>47</b>
Number of Charge Certificates registered	<b>154</b>
Number of cases where no further action is taken	<b>614</b>

### **Challenges and Representations Received**

45. Where a parking contravention occurs, it is the “owner/registered keeper” of the vehicle who is legally obliged to pay the penalty charge. The owner means the person by whom the vehicle is kept, which in the case of a vehicle registered under the Vehicle Excise and Registration Act 1994 (c22) is presumed to be the person in whose name the vehicle is registered at the DVLA. It is therefore essential that any changes of vehicle ownership are immediately notified to the DVLA.
46. The only exception to this is where the vehicle was hired from a firm under a hiring agreement and the person hiring it had signed a statement of liability in respect of any penalty charge notice served in respect of the vehicle during the period of the agreement.
47. Vehicle owners may dispute the issuing of a PCN at three stages:
- (1) They can make an informal challenge or representation before the Council issues a Notice to Owner (NtO). As a challenge at this stage will be made by the person who has received the PCN, it may be that the person submitting the challenge was the driver of the vehicle, rather than the vehicle owner.
  - (2) Once an NtO has been served, they can make a formal representation against the NtO. This can still be lodged if an informal challenge has previously been made and rejected. The legislation sets out specific grounds on which formal representation against an NtO may be made and are specified on the notice. Representations may also be made on the basis that, in the particular circumstances of the case, there are compelling reasons for the cancellation of the PCN.

(3) If the formal representation is rejected, the Council will issue a Notice of Rejection and details how to appeal to the Traffic Penalty Tribunal. The appellant has the right to appeal within 28 days of the issue of the Notice of Rejection to an adjudicator of the Traffic Penalty Tribunal. The adjudicators have a judicial position. They are appointed with the agreement of the Lord Chancellor and they are wholly independent. Their decisions are final (subject to their own power to review a decision) and they have the power to award costs against either party. No further challenges can be made other than a point of law through an application to the High Court for a Judicial Review. Appellants may choose to appear before the adjudicator in person, opt for a telephone hearing or via a postal hearing where written evidence is supplied by both parties.

48. The details of the adjudication services and of the appeal process can be found on their website [www.trafficpenaltytribunal.gov.uk](http://www.trafficpenaltytribunal.gov.uk).

### **Policies for the Handling of Appeals**

49. Considering challenges, representations and defence of appeals is a legal process. It is necessary for the Council to keep a full and accurate record of all challenges. For this reason the Council insists that all representations are made in writing (by letter, email or by completing one of its appeal forms either on line or at Eastleigh House). The Council has the discretion to cancel a PCN at any point in the appeals process.

50. The Council's cancellation and mitigation policies against which challenges, representations or appeals are considered can be found on the Council's website <http://www.eastleigh.gov.uk/parking-travel--roads/parking.aspx>

51. The Council does not immobilise or remove vehicles for parking contraventions.

### **Appeals to Traffic Penalty Tribunal**

52. During 2017/18 a total of 3 formal Appeals were made to the Adjudication Service (Traffic Penalty Tribunal).

53. 1 case was Dismissed, 1 case was Allowed, and 1 case was Closed as 'not-registered'.

## **Improvements to the Parking Service**

54. The improvements to the service are as follows:

- Work started to upgrade both the lifts in the Mitchell road Multi-storey car park
- The daily tariffs were not increased during the year to assist the town centre business and retailers
- A new car park was opened at Dutton Lane for the benefit of the long stay motorists to the town centre
- All the pay on foot machines were upgraded to accept the new £5 note when it came into circulation during September 2016
- The council started a major reorganisation which will lead to a more responsive parking service whilst also ensuring a continued efficient service to residents and visiting motorists

Wayne Bailey  
Parking Services Manager  
**Transportation and Engineering**

**APPENDIX A**

Car Park Name	Location	Car Park Type	Control Type	Manufacturer	Gritting Priority	RingGo	Height Restriction	Total Spaces	Car Spaces
									
<b>FREE CAR PARKS</b>									
Bursledon Station	Bursledon	Surface	Free					60	60
Chandlers Ford Station	Chandlers Ford	Surface	Free		2			17	16
Mortimer Road	Botley (Hants)	Surface	Free		2		Yes	63	61
New Road	Netley	Surface	Free		2			29	29
New Road Social Club	Netley	Surface	Free		2			24	24
Lowford car park	Lowford	Surface	free					41	41
<b>Sub Totals-Free Car Parks</b>								<b>234</b>	<b>231</b>
<b>PAY CAR PARKS ( CHARGEABLE )</b>									
Bishopstoke Road Playing Fields	Eastleigh	Surface	P&D	Cale Briparc	1	4900		78	75
Dutton lane car park	Eastleigh	Surface	Permit only	Permit only	1	N/A		88	88
Hamble Square	Hamble	Surface	P&D	Cale Briparc	1	4901		65	61
Hanns Way	Eastleigh	Surface	P&D	Cale Briparc	1	4902		19	16
Hedge End Station	Hedge End	Surface	P&D	Cale Briparc	2	4903		118	114
Leigh Road	Eastleigh	Surface	P&D	Cale Briparc	1	4904		46	30
M.S.C.P.	Eastleigh	Multistorey	PoF	Designa	3		2.00m	492	480
Romsey Road	Eastleigh	Surface	P&D	Cale Briparc	1	4906		48	43
Southampton Road	Eastleigh	Surface	P&D	Cale Briparc	1	4907	1.98m	59	41
Swan Shopping Centre	Eastleigh	Roof	PoF	Designa	n.o.r.		2.10m	688	643
Twyford Road closed 25 <sup>th</sup> September 2016	Eastleigh	Surface	P&D	Cale Briparc	1	4908		85	79
Wells Place	Eastleigh	Surface	P&D	Cale Briparc		4909	2.10m	141	129
<b>Sub Totals-Pay Car Parks</b>								<b>1927</b>	<b>1799</b>
<b>TOTALS FOR EBC CAR PARKS</b>								<b>2161</b>	<b>2030</b>
<b>PARISH CAR PARKS</b>									
<b>Hamble Parish Council</b>									
Hamble Foreshore	Hamble	Surface	P&D	Cale Briparc	n/a			65	60
<b>Sub Total-Parish Car Parks</b>								<b>65</b>	<b>60</b>
<b>TOTALS FOR ALL CAR PARKS</b>								<b>2226</b>	<b>2090</b>

**Car Park Charges**

<b>Pay &amp; Display</b>	
	<b>Current Charge £</b>
<b>Up to 1 hour</b>	1.30
<b>Up to 2 hours</b>	2.60
<b>Up to 3 hours</b>	3.60
<b>Up to 4 hours</b>	4.40
<b>All Day</b>	n/a

<b>Swan Centre Pay on Foot</b>	
<b>Mon to Sat 7am to 6pm</b>	<b>Current Charge £</b>
<b>Up to 1 hour</b>	1.30
<b>Up to 2 hours</b>	2.60
<b>Up to 3 hours</b>	3.60
<b>Up to 4 hours</b>	4.40
<b>Up to 5 hours</b>	5.40
<b>Up to 7 hours</b>	8.50
<b>7 hours +</b>	13.50
<b>Mon to Sat 6pm to 7am/ All Day Sun/Bank Hols</b>	
<b>Up to 1 hour</b>	1.30
<b>1 hour +</b>	2.60

<b>SOUTHAMPTON ROAD</b>	
	<b>Current Charge £</b>
<b>Up to 1 hour</b>	90p
<b>Up to 2 hours</b>	1.60
<b>Up to 3 hours</b>	2.20
<b>Up to 4 hours</b>	2.70
<b>All Day</b>	6.00

<b>BISHOPSTOKE RECREATION GROUND</b>	
3 hours free parking and no return with 12 hours	
<b>Up to 10 hours</b>	£5.20

<b>FALKLAND ROAD</b>	
<b>Up to 4 hours</b>	£3.20
<b>Up to 8 hours</b>	£5.20

<b>HEDGE END STATION CAR PARK</b>	
<b>Daily Charge</b>	£3.50

<b>CHESTNUT AVENUE</b>	
<b>Up to 4 hours</b>	£1.70
<b>All Day</b>	£3.70

<b>CHICKENHALL LANE</b>	
<b>Up to 4 hours</b>	£2.00
<b>Up to 8 hours</b>	£3.50

<b>PENALTY CHARGE NOTICE</b>	
<b>CURRENT CHARGES</b>	£70 & £50 (reduced sum of £35 and £25 if paid within 14 days)

<b>TOWN CENTRE PERMITS</b>	
<b>13 WEEKS</b>	£370
<b>26 WEEKS</b>	£740
<b>52 WEEKS</b>	£1480

<b>DUTTON LANE PERMITS</b>	
<b>13 WEEKS</b>	£240
<b>26 WEEKS</b>	£480

<b>52 WEEKS</b>	<b>£960</b>
-----------------	-------------

<b>HEDGE END STATION PERMITS</b>	
<b>13 WEEKS</b>	<b>£227.50</b>
<b>26 WEEKS</b>	<b>£455</b>
<b>52 WEEKS</b>	<b>£910</b>