

# Civil Parking Enforcement in Gloucestershire

The county council's annual report on parking



Report on parking activities for the period 2010 to 2011

[www.goucestershire.gov.uk](http://www.goucestershire.gov.uk)

 Gloucestershire  
COUNTY COUNCIL

Thank you for taking the time to read Gloucestershire County Council's third annual parking report. The 2010-2011 year has been an important one for our parking teams.

The publication of the third local transport plan (LTP3) has clarified some key goals for parking within the wider context of improving transport in Gloucestershire. In particular it is planned to use parking changes to encourage the use of greener forms of transport by managing the supply and cost of parking spaces, limiting supply and introducing charges where appropriate.



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We are currently working on a review of parking restrictions Countywide with the aim of improving parking for residents and short stay customers to local businesses whilst encouraging alternative modes of transport and use of off street Car Parks. We have successfully implemented major parking changes as part of the first phase of this process in Gloucester and Cheltenham and are currently progressing phase 2.

The County and District parking teams continue to develop their enforcement operation in order to maximise effectiveness of parking

restrictions and deliver a financially efficient service. The District Parking Teams manage a major operation enforcing over half a million metres of on street parking restrictions (necessitating the issue of 77,412 on street PCN's during 2010-2011) as well as off street car parks. There are many opportunities for improved economies in enforcement and we continue to improve the delivery of our service.

The following report details County wide projects, district enforcement and financial information. It also outlines our plans for the future as we continue to work towards

meeting our objectives of improving access to our communities, reducing congestion, improving our environment and contributing to the development and vibrancy of life in Gloucestershire.

If you have any further queries, please contact the Gloucestershire County Council parking team: [parking@gloucestershire.gov.uk](mailto:parking@gloucestershire.gov.uk).



## 2. On street parking

### 2.1 Introduction

The Policy lead which informs and directs our approach to parking management is set out in the County Council's Third Local Transport Plan (LTP3), a full copy of which can be found at [www.goucestershire.gov.uk/ltp3](http://www.goucestershire.gov.uk/ltp3), and the Counties Residents Parking Policy which can be found on our web site at [www.goucestershire.gov.uk/parking](http://www.goucestershire.gov.uk/parking). The LTP3 document underwent a long period of consultation before being adopted in April 2011. LTP3s key aims fall into 4 themes, to promote:

- A greener, healthier Gloucestershire;
- Sustainable economic growth;
- A safer, securer transport system;
- Good access to services.

From an on street parking perspective, over the last financial year we have aimed to meet the following objective, as formalised in LTP3:

*"6.4. P6b - Parking provision in Gloucester and Cheltenham should, through supply and pricing mechanisms, discourage commuter parking in the town and city centres to actively encourage the use of Park & Rides, public transport and low carbon forms of travel."*

Our on street projects (see section 2.2) have been designed to meet these objectives whilst taking into account that Gloucestershire is a largely rural County highly reliant on the use of the car. In many areas, and for many groups of people, public transport is not a viable alternative. Much of our latest work has been focussed

around discovering where we can safely discourage car use, without disadvantaging key user groups or discouraging trade, whilst helping to develop vibrant and sustainable communities throughout the County.

An important feature of this work in 2010/2011 has been an investigation into parking pressures in areas of both Cheltenham and Gloucester starting with a parking survey of the individual areas being investigated. Undertaking surveys at different times of the day and week and identifying the different points of origin of the vehicles parked has allowed us to develop a good understanding of the different types of parking pressure in the areas covered. From our research we have made some key discoveries regarding parking and journey habits which have allowed us to take well informed steps with our latest projects as outlined below. This has been a significant improvement on our previous processes.

### 2.2 Projects

A total of £117,300 was spent on new parking schemes in Gloucestershire during the last financial year. The following is an overview of the schemes this money was spent on.

### 2.3 Virtual permit system

District parking permit administration systems were seen as a key area for improvement. In terms of public usability and increasing our ability to manage increased demand more efficiently. In the long term we expect to

investigate the need for permit parking in congested urban areas throughout the County. In view of the anticipated increase in demand for permits it was a priority to implement a system that reduced the administration involved in the issuing of individual permits. We are, at the time of writing, half way through a 12 month virtual permit contract with an external supplier to develop a robust system for the County. This has enabled us to implement a system quickly and to inform a longer term virtual permit contract to commence in 2012. We have successfully implemented the virtual permit system in the first phase of parking reviews in Cheltenham and Gloucester.

### What is a virtual permit system?

The system that we have allows for online and telephone purchase of residents permits and visitor vouchers as well as maintaining the facility to acquire permits, in person, at local District offices. The new permits do not exist in a paper format. An online form is completed, either by the customer themselves or by the telephone operative and the data is transmitted straight to the Civil Enforcement officer's handheld computers. Officers can then use their hand held computers to check which vehicles have valid permits within a permit area.

### What are the benefits?

- Reduced administration costs. In the majority of cases the customer is able to undertake all of the data input themselves using the online web form.
- A system that is less vulnerable to fraud than a paper permit system because there is no physical ticket to forge.



- Customers benefit from improved flexibility. They can make administration changes themselves when they require. The reduced administration costs have allowed us to offer a monthly permit option at no additional cost to users.
- The system is compatible with a more technologically advanced method of enforcement which we hope to introduce in some areas in the future, greatly improving the potential for abuse of the system and improving the offer to permit holders.

### 2.4 Ongoing residents parking review

In 2009, following the adoption of a County wide residents parking policy, we began a process of identifying all areas of parking congestion in the County. We are now reviewing all areas identified aiming to improve access for residents and visitors to local amenities and businesses. To achieve this we set out to encourage longer stay "commuter" parking to change travel patterns: to use alternative methods of transport or to use off street or less pressured parking facilities by implementing residents parking zones – as in accordance with our LTP3 programme:

*"11.2 – LTP Programme 2011-2014 Roll out of Controlled Parking Zones, Countywide, to help objectives: Delivering Sustainable Economic Growth, Managing our Highways."*

We have split our county wide residents parking review into the following phases which have been designed to split the work into manageable parts undertaken in the order of where we have received greatest demand for change:

Project	Stage	Start Date	Implementation Date
Cheltenham Phase 1	1	Jan-10	Jul-11
Gloucester Phase 1	1	Jan-10	Jul-11
Cheltenham Town Hall Zone	2	Jan-11	Mar-12
Cheltenham Phase 2	2	Jan-11	Jun-12
Cheltenham Phase 3	3	Oct-11	Jun-12
Cirencester	3	Oct-11	Aug-12
Cheltenham Phase 4	4	Jun-12	Apr-13
Tewkesbury	4	May-12	Apr-13
Gloucester Phase 2 (Central)	4	May-12	Apr-13
Cotswold Market Towns	5	Oct-12	Aug-13
Stroud	5	Oct-12	Aug-13
Forest Towns (Car Park locations)	6	Apr-13	Apr-14

So far we have completed phase 1 of our review, and are currently working on phase 2 and 3.

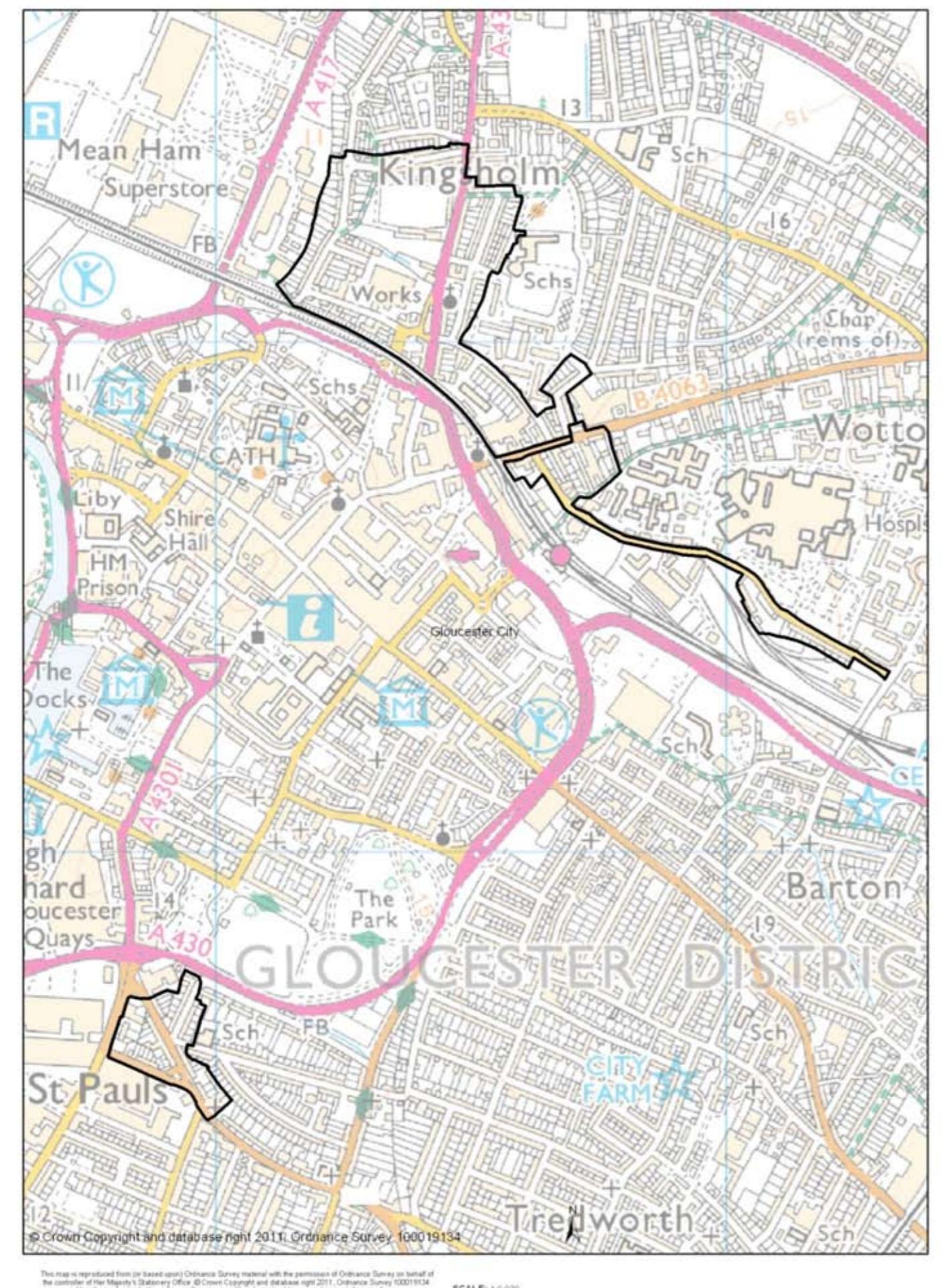
### The work so far:

Through 2010/2011 we completed the review in the East of Cheltenham (figure 1) and outer Gloucester (figure 2). We have increased parking capacity for key groups and public feedback so far has been good. In general, the new parking controls saw the implementation of shared use residents parking and limited waiting bays. As a general guide; in areas with high residential parking pressures we retained or introduced some residents only parking bays, and in areas with high commercially generated parking pressures we introduced shared use residents parking and short stay parking bays. In a few more central areas where parking pressure could be seen to be the result of high short stay demand, and in-line with

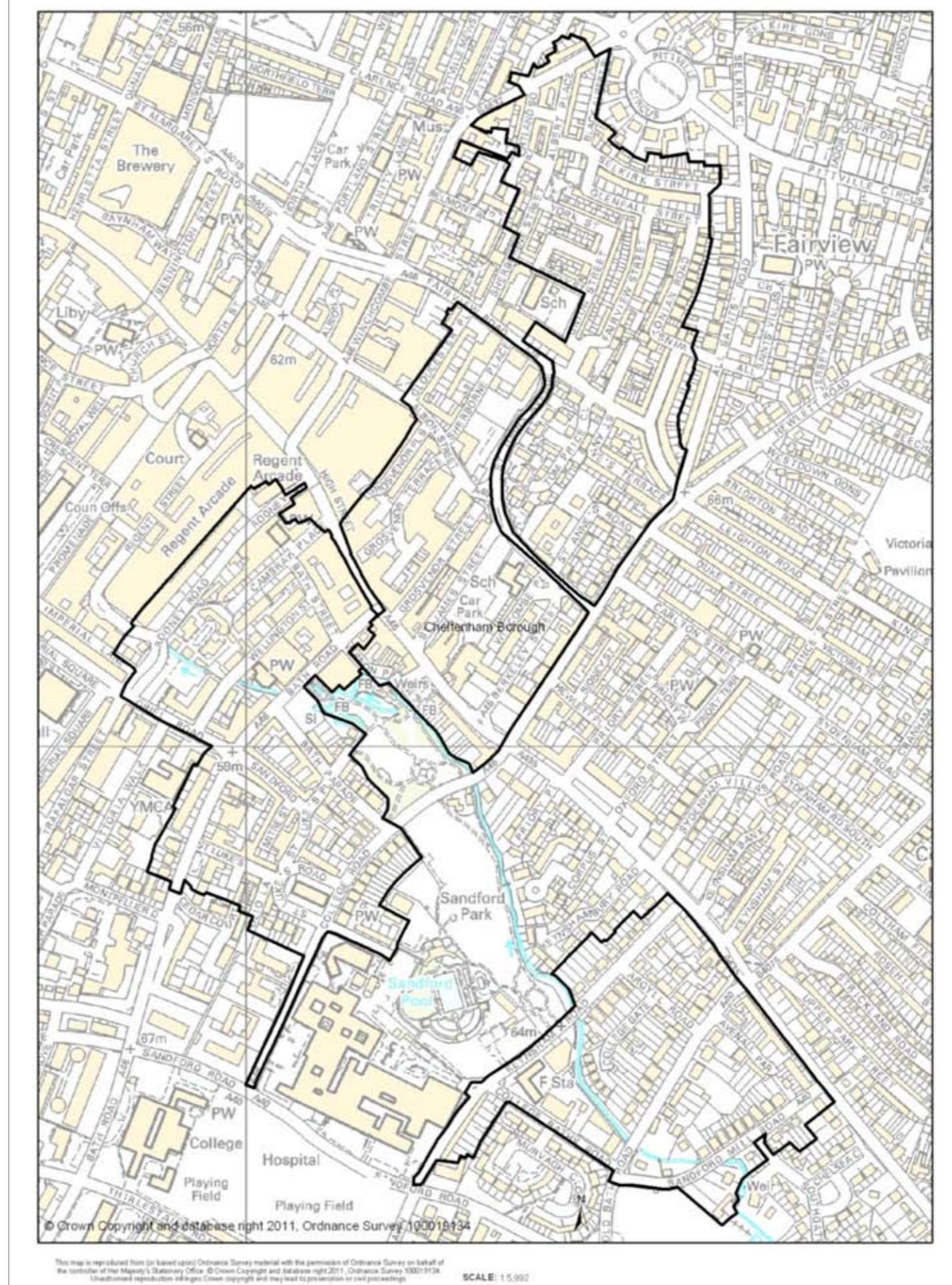
County policy, we also introduced limited, shared use pay and display restrictions to manage that demand. All of the new zones created were intensely managed and aligning times of operation, and tariffs where appropriate, with local off street car parks.

In many areas reviewed, current parking restrictions have been found to be adequate and no changes have been made. In other areas, such as some parts of the Moreland area of Gloucester, public consultation favoured the removal of superfluous parking restrictions only as the best way to alleviate parking pressure. For maps of the residents parking zones implemented, please see overleaf, the areas implemented are represented by a black line (for an idea on the scale of residents parking implemented compared to the area consulted with and reviewed please compare with pages 6 and 7 of the 2009 -2010 annual report):

[ Figure 1 ] Gloucester, residents parking zones as implemented



[ Figure 2 ] Cheltenham, residents parking zones as implemented



### [ Figure 3 ]

Internal meetings/ preparatory work scoping out the scale of the review and confirming strategy.

Residents and local businesses are notified by letter that we are undertaking a review of parking in their area and invited to complete a questionnaire investigating parking habits in the area and asking for residents views on any parking problem.

Where feedback from the questionnaire suggests that current parking restrictions require modification, designs are drafted.

Residents and local stakeholders are invited to attend a drop in session and other public events and invited to comment in writing to the County Council as part of the informal consultation by letter or email (posters advertising the scheme are also placed throughout the area restrictions are proposed).

Modifications are made to designs according to comment received.

A formal consultation period, possibly leading to further adjustments and finally recommendations are offered and a decision made.

Implementation of restrictions.

We have undertaken our reviews in Cheltenham and Gloucester simultaneously. The broad stages of the process we used are outlined on the left (figure 3).

#### Next steps within the residents review:

Following the successful implementation of the first phase of our residents parking review; the New Year saw the start of further work in the Southern area of Cheltenham.

This review has, in itself, been split into two parts – one part focussing on a central area surrounding the town hall, and the other part concerned with the remainder of the review area, away from the town centre. Work on this next phase is on-going and we hope to report on it in the 2011/2012 Annual Parking Report.

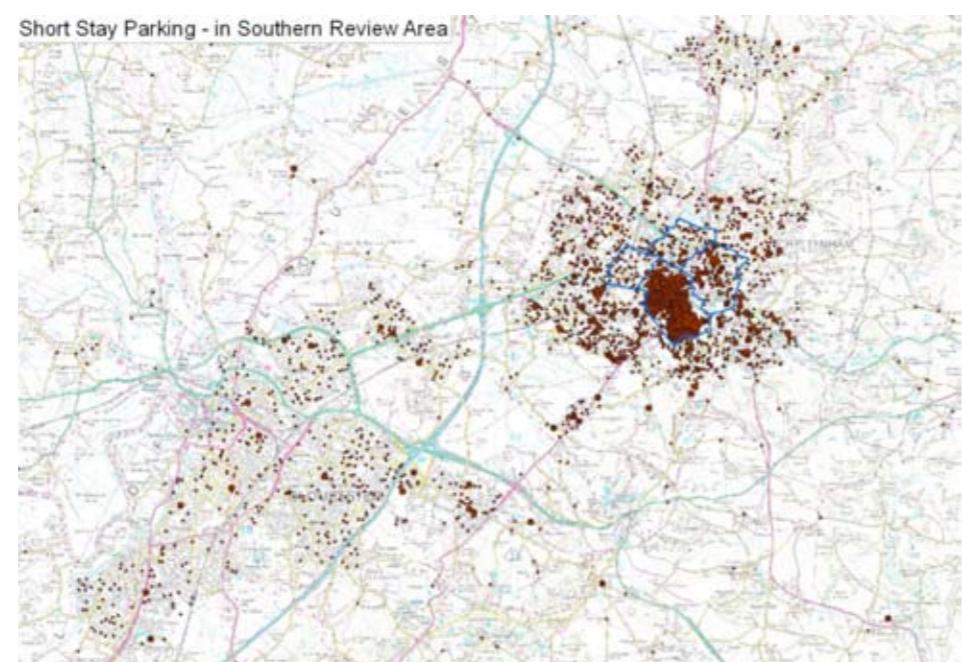
At the start of 2011 we conducted an advanced method of parking survey using Automatic Number Plate recognition (ANPR) technology. This survey has involved conducting a number of sweeps of the review area with ANPR cameras collecting the registration numbers, and a count of the vehicles parked. By undertaking sweeps at strategic

times we have been able to identify volumes of short stay and long stay parking. By cross referencing with DVLA data we have been able to graphically display origin and destination of motorists parked in the Southern Review area. The map below (figure 4) shows our findings for the origin of short stay vehicles parking in the Southern review area.

#### Some key findings:

- In some areas – particularly the town hall zone, there is a significant percentage of short stay parkers who drive from very local areas to park. In the town hall zone for example, 38% of short stay parking consisted of non residents of the town hall zone, travelling locally from other areas of Cheltenham.
- Throughout the review area, there is a high volume of non resident long stay on street parking – exceeding 10% in all areas and rising as high as 34% in some areas. Our strategy in areas of parking congestion is to discourage this kind of parking, in order to encourage long stay parkers to adopt a modal shift in transport or to use the local car parks.

### [ Figure 4 ]



We intend to use our findings to guide us in designing parking restrictions for this area.

#### Signs and lines improvements

Throughout the year we have been working on maintaining parking signs and lines in Gloucestershire up to consistent and acceptable standard County wide against a background of increasing wear due to both traffic and the weather, as well as ensuring that signs and lines are correctly reinstated after road works or other utility repairs. Significant improvements have been made during the year with the introduction of an on-line reporting tool allowing District Councils to quickly report maintenance issues and giving an audit trail of works completed.

#### Barton and Tredworth

Gloucestershire Highways are working with local Councillors, B&N Neighbourhood Partnership, local residents and businesses as part of a review of waiting restrictions in Barton & Tredworth; a review of many roads that made up 4 zones of which zones 1-3 have been completed with a small amount of work to be reconsidered in zone 4. The aim of the scheme is to increase the level of on street parking in order to provide more opportunities for local residents to park, where it can be safely accommodated.

#### Stonehouse Restricted Parking Zone

In order to compliment the shared space scheme that has recently been completed in Stonehouse, Gloucestershire Highways have implemented a restricted parking zone. The Restricted Parking Zone takes away the need for any yellow lines within the zone.

It looks unlikely that Stroud CPZ will be implemented this financial year due to the need for additional consultation.

#### Cirencester town centre works

Future parking projects scheduled for 2011/2012.

later than the rest of the County and day to day enforcement is undertaken by Gloucester City Council on their behalf. Any surplus or deficit is passed back to Gloucestershire County Council as is the case with the urban districts.

For detailed information on the individual districts please see the District sections of this report.

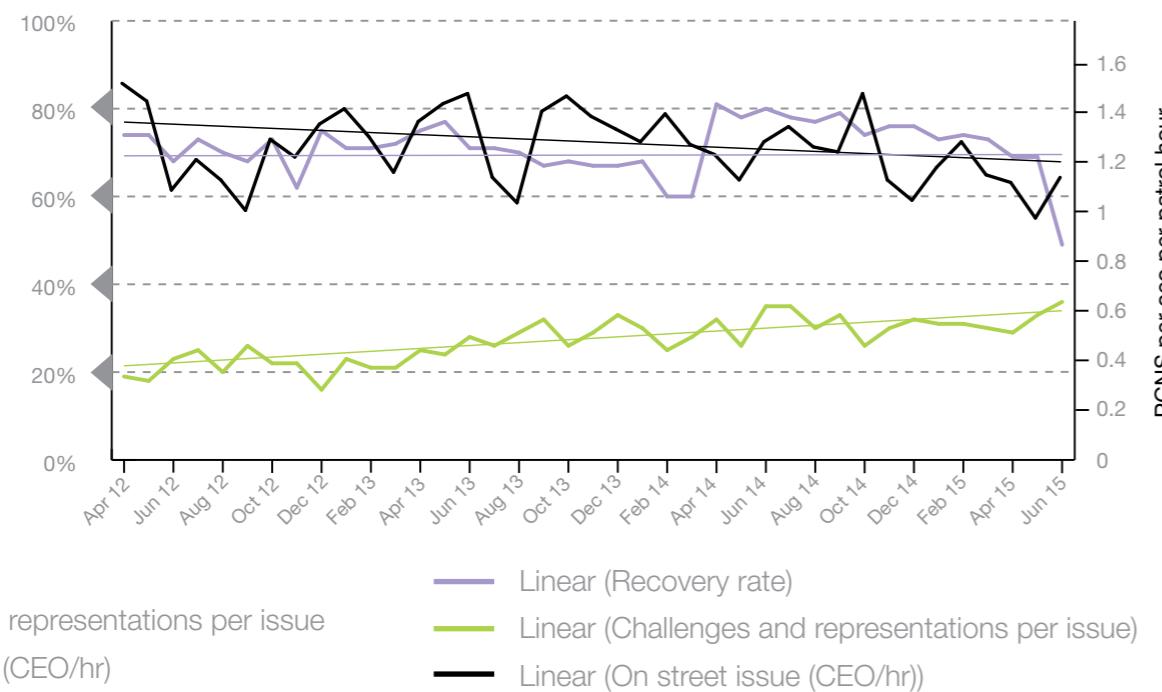
#### On street enforcement

We continue to make improvements to our on street enforcement process following our adoption of CPE powers in 2007. Challenges representations and appeals have increased by over 10% during the period. While the reasons for this could be manifold we consider the change to be the result of increased public awareness of and confidence in the CPE process and an increased willingness to engage when necessary. This is supported by the fact that recovery rate has remained similar throughout the period, which would suggest that PCN's being issued are generally of similar (high) quality.

The graph (figure 5) overleaf indicates trends in PCN issue, challenges and appeals and recovery rates. Importantly data for Stroud District has been excluded from the graph because many of the figures show wide variations and maybe anomalous due to major changes in their parking department.

PCN issue per CEO per hour has seen a slight decrease over the period. Officer numbers have remained constant and the change could be as the result of either a decrease in performance or an increase in compliance.





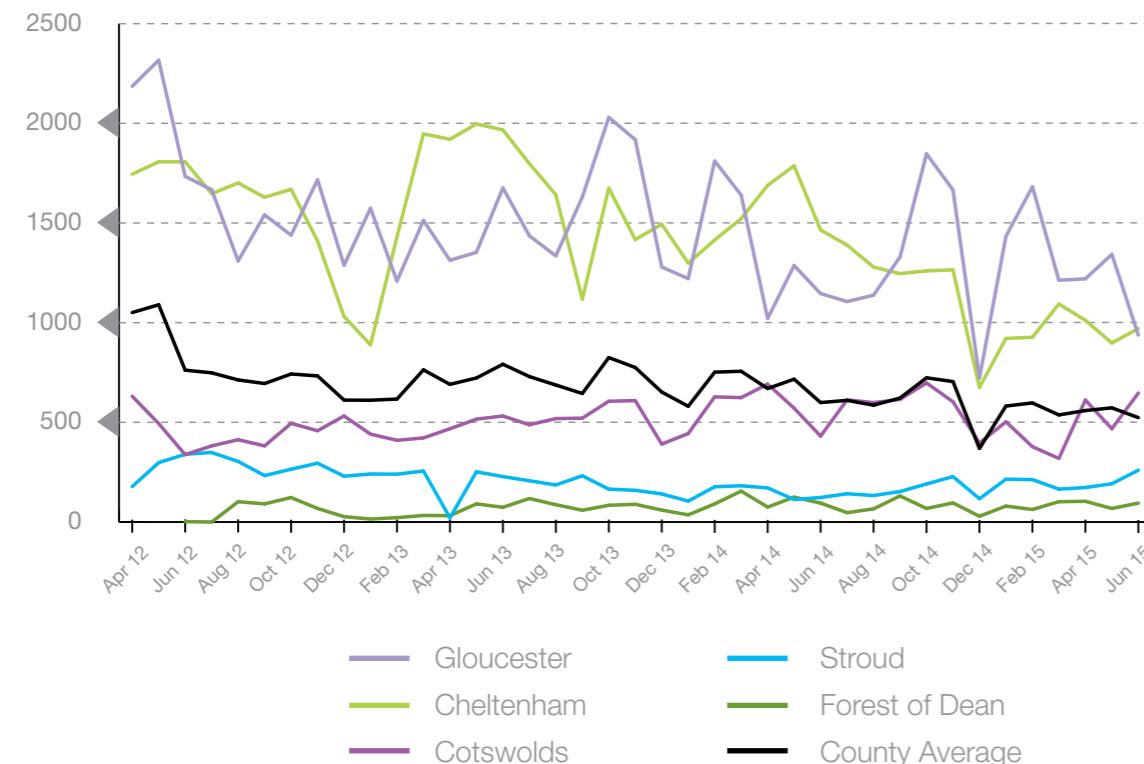
In practice the situation is slightly different in each area, as can be seen from the PCN issue graph. Some areas have seen definite indications of an increase in compliance for example in Tewkesbury where a recent survey has indicated that this is the case. Gloucester has also produced

survey evidence indicating that compliance has increased. In Cheltenham it seems more likely that a decrease in performance levels is responsible for the decrease in issue per CEO per hour with inefficiently targeted patrols being a major factor. We are confident the apparent fall in

performance can be reversed, and the County Council is working closely with both bodies to review working practise.

Information on individual districts PCN issue can be seen in the below graph (figure 6).

**Figure 6**  
PCN issue by district



## 2.6 Bus lane enforcement

As part of our LTP3 objective to provide “a comprehensive public transport network”, the County committed to the introduction of camera based bus lane enforcement in problem areas. 2010 saw the introduction of CCTV enforcement of a bus lane in Gloucester city covering Llanthony Bridge in the heart of the Cities quayside. This was the first section of bus lane to be subject to Civil Enforcement in the County and Gloucestershire County Council now joins the relatively small list of authorities to be carrying out this type of enforcement in the country. The trends to date have

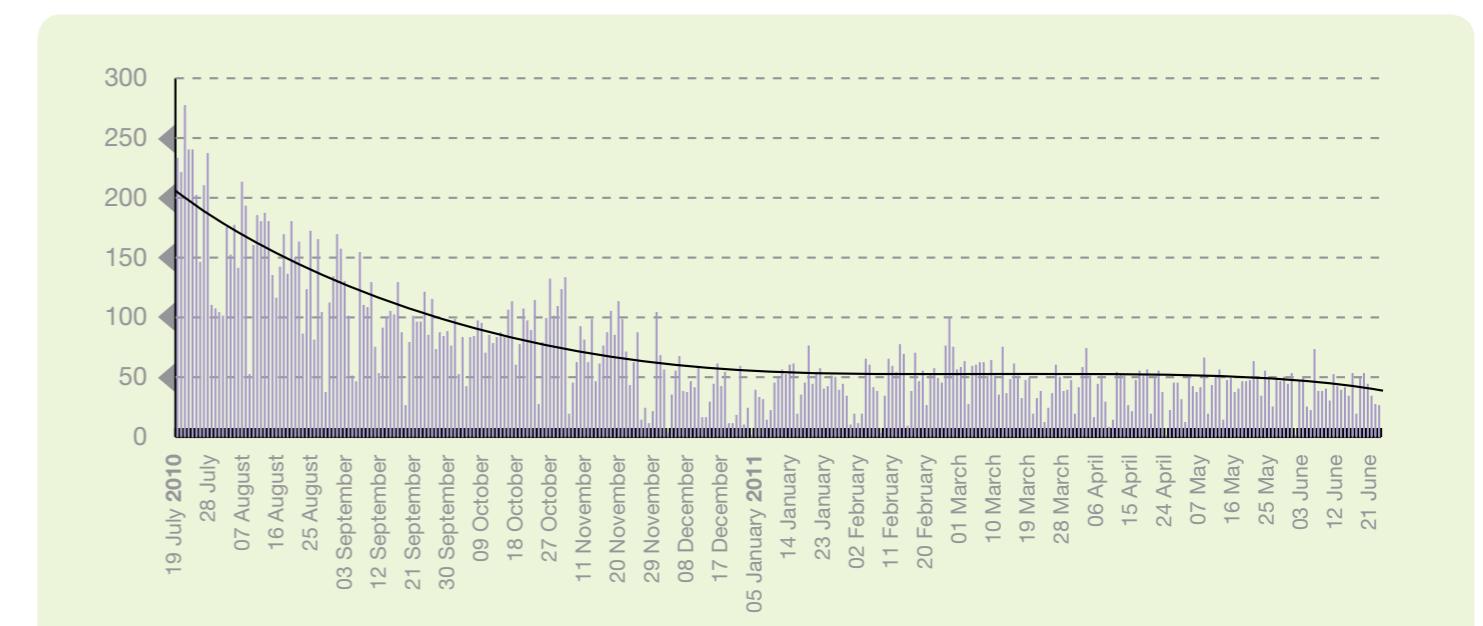
been encouraging. We have seen a significant increase in compliance over the period as the below graph indicates. Compliance increased significantly in the first 6 months in particular. When the camera was first installed and prior to enforcement commencing a contravention level of between 2,200 and 2,500 events a day was recorded. On the commencement of enforcement we saw PCN figures rising as high as over 250 PCN's per day with an average per day in July of 194. By December these figure had dropped to an average of 37 PCN's per day. Since then we have seen the figures plateau throughout much of 2011.

Following on from the success of the Llanthony Bridge we have installed a new camera at the Kingsway underpass in April 2011. Early indications are that traffic flow volumes will be significantly lower for the underpass than for Llanthony Bridge. In the first full months enforcement, we saw PCN issue of an average of 11 per day.

We intend to expand our camera enforcement operation to other problem areas to help maintain fast and cost effective bus services County wide. At the time of writing we are currently investigating the suitability of 3 additional sites for enforcement.

**Figure 7**

### Number of unauthorised vehicles crossing Llanthony Bridge July 2010 to June 2011



## 2.7 Financial breakdown

The table below shows a breakdown of income and expenditure, on street, for the whole of Gloucestershire. Any surplus made from parking on street can only be spent on the highway network, so the surplus shown below has been used for a wide range of highway improvement projects. For a financial for the county, please see the table below. For more detailed information on the County finances please see the appendices (Section 10.4).

### On street finances for Gloucestershire

	Group 1: Cheltenham Gloucester & Forest of Dean (£000)	Group 2: Cotswold Stroud & Tewkesbury (£000)	Gloucestershire County Council (£000)	Total for Gloucestershire (£000)
<b>Income</b>				
Penalty Charge Notice income	-1,529	-435		-1,964
Pay & Display income	-1,444	-74		-1,518
Permits and waivers	-201	-37		-238
<b>Total Income</b>	<b>-3,174</b>	<b>-546</b>	<b>-0</b>	<b>-3,720</b>
<b>Expenditure</b>				
Enforcement	264	196		460
Appeals and other admin	157	116		273
Third Party Contracts	479	39	43	561
Management	1	80	207	288
Overheads	440	111	121	672
Contribution to set-up costs			230	230
<b>Total Expenditure</b>	<b>1,341</b>	<b>542</b>	<b>601</b>	<b>2,484</b>
<b>Inter-Authority Transactions</b>	<b>1,833</b>	<b>80</b>	<b>-1,913</b>	<b>0</b>
<b>Net Total</b>	<b>0</b>	<b>76</b>	<b>-1,312</b>	<b>-1,236</b>

## 2.8 Park & Ride

There are four 'Park & Ride' schemes operating in the Gloucester and Cheltenham areas. The biggest challenge for the County Council apart from aiming to reduce levels of congestion is to reduce levels of tax payer funding and encourage growth of commercially operated schemes.

### Cheltenham P&R Schemes

#### Arle Court Park & Ride - Service 511

**Location:** Cheltenham, Grovefield Way, GL51 6SH

**Bus Service Provider:** Bennetts Coaches

**Bus Service Frequency:** Every 12 minutes Monday to Saturday.

**Number of car parking spaces:** 534 (including 154 spaces created through expansion)

**Parking tariff:** Free parking for customer use only.

**Facilities:** None

**Level of County Council involvement:** Car park is leased by GCC. Bus Service operates on a commercial basis without subsidy.

**Future plans:** There is a potential to increase parking enforcement through ANPR or other means to prevent misuse.



Cheltenham  
Arle Court  
Park & Ride  
site

#### Racecourse Park & Ride - Services D, 99 and U

**Location:** Cheltenham, New Barn Lane, GL50 4SH

**Bus Service Provider:** Stagecoach

**Bus Service Frequency:** Service D operates every 10 minutes from the site Monday-Saturday.

**Number of car parking spaces:** 600

**Parking tariff:** Free parking for customer use only.

**Facilities:** Provided through Racecourse building

**Level of County Council involvement:** Car park is leased by GCC. Bus Service operates on a commercial basis without subsidy.

**Future plans:** There are a number of large commercial groups currently utilising this site and it is likely that these groups will be required to take a greater role in supporting the ongoing financial cost of providing this facility.



Cheltenham  
Racecourse  
Park & Ride  
site

### Gloucester P&R Schemes

#### St Oswald's Park & Ride - Service 507

**Location:** Gloucester, St Oswald's Road, GL1 2SG

**Bus Service Provider:** Bennetts Coaches

**Bus Service Frequency:** Every 13 minutes Monday to Saturday.

**Number of car parking spaces:** Total of 610 (Split between 3 separate car parks)

**Parking tariff:** £1.50 all day parking (County Council car park) £2 all day parking (City Council car parks). Parking tariff is separate from bus fare.

**Facilities:** Provided by Retail Park.

**Level of County Council involvement:** One car park is leased. Bus Service operates on full subsidy basis.

**Future plans:** The County Council operated car park and St Oswald's bus are both scheduled for termination from 30th August 2011. The Waterwells Park & Ride service will continue to operate into city centre.



Gloucester  
St Oswalds  
Park & Ride  
site

#### Waterwells Park & Ride - Service 507

**Location:** Quedgeley, Telford Way, GL2 2AB

**Bus Service Provider:** Bennetts Coaches

**Bus Service Frequency:** Every 13 minutes Monday to Saturday.

**Number of car parking spaces:** 300

**Parking tariff:** Free parking for customer use only.

**Facilities:** Waiting room, toilets, baby changing room

**Level of County Council involvement:** Car park is leased. Bus Service operates on full subsidy basis.

**Future plans:** There is a potential to introduce parking enforcement through ANPR or other means to prevent misuse.



Gloucester  
Waterwells  
Park & Ride  
site



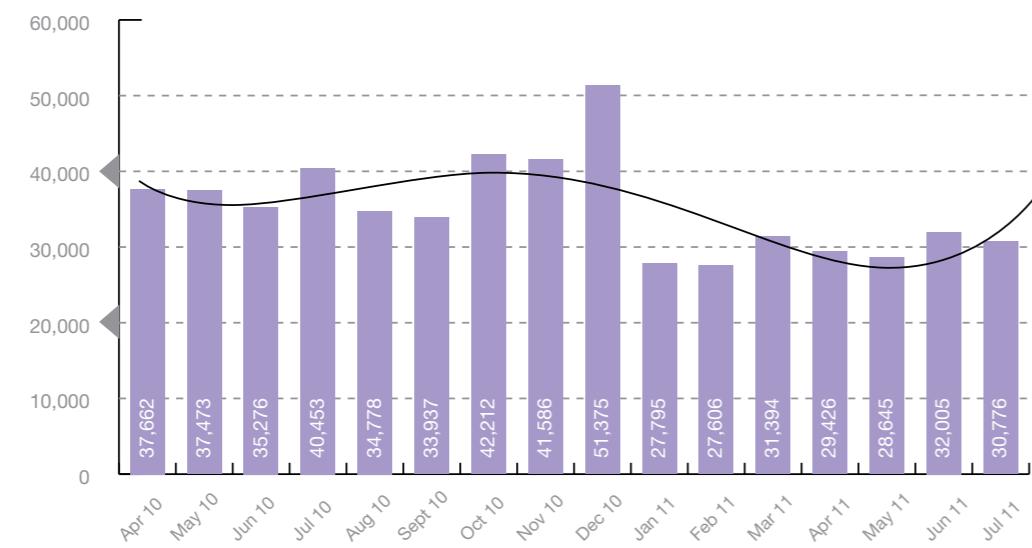
## Park & Ride Performance Charts (Gloucester & Cheltenham – Arle Court)

### Number of single journeys taken per month

The following charts show a steady decline in passenger use between April 2010 and July 2011, possibly influenced by earlier fare increases, especially in the case of Arle Court. Arle Court's previous fare structure allowed for up to 5 people travelling on one ticket. In January 2010 customers started to be charged on a per person basis. Extra journeys over Christmas period designed for late night shopping from November to December traditionally result in a surge of customer use although Sunday usage figures have so far been disappointing.

[ Figure 8 ]

#### Total no. of single journeys - Arle Court



[ Figure 9 ]

#### Total no. of single journeys - Gloucester



## District Reports

While District Councils throughout the County undertake the enforcement of all on street (on the Highway or road) parking restrictions under an agreement with the County Council, they remain directly responsible for all aspects of publicly owned off street car parks in their areas. Any income generated from the management of those car parks is not ring fenced to a specific area of the Councils budget (in the way that on street income is to the County Councils Highway budget) and can be used to support any part of the District Councils functions.

The following reports detail both on and off street activities in the six District, Borough and City Councils within Gloucestershire County and give a context to the enforcement process.

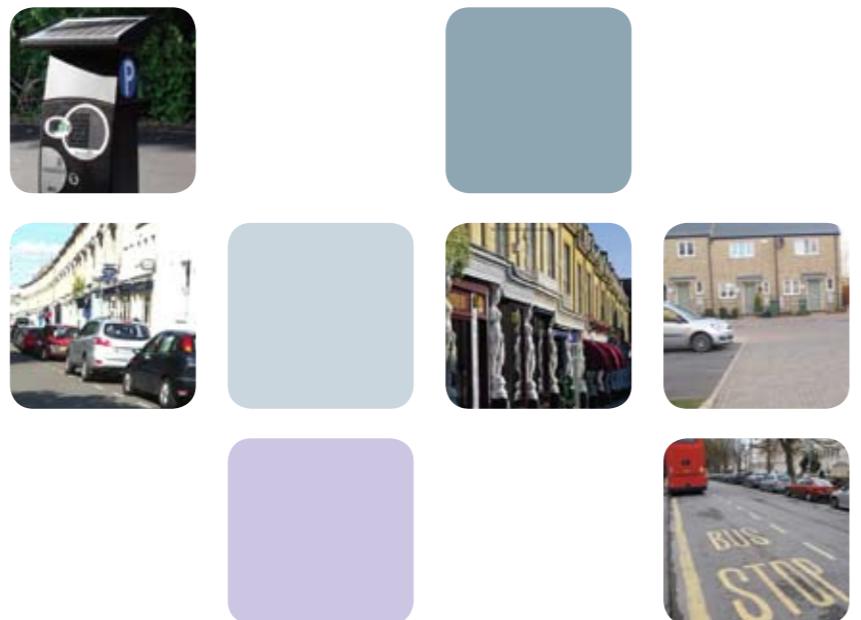
These sections of the report have been contributed directly by each of the individual parking teams in the Districts Councils named.



### 3. Cheltenham Borough Council

#### 3.1 Introduction

Cheltenham is a regency spa town situated in the north east of Gloucestershire with a population of approximately 110,000. The town provides an attractive backdrop for the numerous festivals and events that take place throughout the year. With its good links to larger cities and the local airport the town is seen as the centre for the Cotswolds. This combined with a thriving retail scene, and many large employers attracts thousands of tourists, shoppers and business visitors each year.



The parking strategy is working alongside Gloucestershire's Local Travel Plan 2011-26, to move Cheltenham down the path towards sustainable travel town status. Our smarter choice initiatives influence travel habits, easing pressure on parking requirements.

We are currently working with the Community Safety Team and community groups to resolve local issues and redesign the streetscapes under DIY Streets. This includes reviewing and improving parking facilities, but also cycle facilities, taxis, public transport and the introduction of a car club, a feasibility study for which is currently in progress. Two park and ride schemes and several different bus operators service the town centre, all of which are disabled user friendly.

This holistic approach will result in a more joined up transport network and a modal shift away from the car, leading to a reduction in congestion and an increase in air quality.

#### History of decriminalised parking enforcement

Before the introduction of DPE, the constabulary were responsible for illegal parking. A team of traffic wardens were employed to enforce traffic regulations.

When DPE was introduced countywide in November 2007, local districts assumed responsibility for enforcing traffic contraventions by working in accordance with the Road Traffic Act 1991. A team of Parking Attendants were employed by the local borough to enforce traffic regulations on behalf of the County Council.

Since March 2008 we have been working in accordance with the Traffic Management Act 2004. After this time, parking Attendants have

been known as Civil Enforcement Officers. (CEO's)

Cheltenham is a predominantly urban area. As such, it has a higher concentration of restrictions compared to rural locations. Key patrols are focussed on the busy routes through the town centre.

CEOs are encouraged to advise customers where to park safely and to move vehicles on where traffic flow is potentially compromised. Engagement and education has a place in these situations as well as enforcement.

It is not easy to identify a direct link between parking enforcement and road safety, but the increased

numbers of patrolling officers since the period prior to 2007 and their ability to take appropriate action when they encounter vehicles parked in potentially dangerous or obstructive positions has hopefully contributed to improving road safety. The table below shows the accidents and severity over a six year period.

Other factors such as improved vehicle design, highway improvements, recession resulting in fewer trips and lower speeds to improve fuel economy, safety campaigns and severe winters during the past 2 years also need to be considered.

Casualties - Cheltenham						
	Fatal	Serious	Slight	Total	3 yr av - Base	Change to base
<b>2005</b>	3	26	321	350		
<b>2006</b>	8	28	305	341		
<b>2007</b>	2	31	248	281	324	
<b>2008</b>	2	26	202	230		-29%
<b>2009</b>	1	23	185	209		-35%
<b>2010</b>	3	24	178	205		-37%
<b>Total</b>	19	158	1439	1616		

Figures from Gloucestershire Road Safety Partnership

Total crime for Gloucestershire			
Area	2010/11	2009/10	Percentage change
County	36044	38277	-5.8%
Cheltenham	10178	10538	-3.4%
Gloucester	10880	11516	-5.5%
Stroud	5043	5395	-6.5%
Tewkesbury	3236	3616	-10.5%
Forest	2960	3351	-11.7%
Cotswolds	3653	3812	-4.2%

Figures given in a 2011 Press release - 2010/11 compared to 2009/10



There has been a steady fall in crime rates in Cheltenham from the start of 2007. However, domestic burglary has increased 80% during the last 4 years.

Neighbourhood co-ordination groups have identified community priorities which feed into SARA plans and other initiatives. During 2008-9, concerns about anti-social behaviour accounted for 50% of the community priorities while parking came second at 9% closely followed by environmental concerns such as litter and fly tipping at 8%.

During 2009-10, anti social behaviour made up 40% of the community priorities while general vehicle issues made up 30% and consisted of speeding 8%, parking and damage to vehicles 17% and anti social use of cars/off road bikes 5%.

### 3.2 Enforcement

#### Civil enforcement officers (CEO)

The main roles of the CEO is to:

- Enforce parking restrictions
- Maintain traffic flow to ensure safety on road by helping local businesses, residents and visitors to the town
- Advising motorists where to park safely
- Work in partnership on education/community engagement projects
- To be a physical presence/ambassador for the town
- Prioritising public transport access into and around the town
- Taking a proactive role when patrolling by fixing pay and display machines and reporting any problems in the car parks and on street
- Help keep roads, pavements and facilities accessible to customers in adverse weather conditions

During the past year, we participated in joint operations with both the police on school patrols and SARA plans and the street scene enforcement team operations to help manage local potential road safety and traffic management issues. We have also played a key role in local festivals and events by providing a presence and feeding into the planning process to help make them a success.

Taking this combined approach, we were able to focus on particular areas of concern such as road safety around schools and nuisance parking and have fed evidence into local action plans which reflect community concerns.

Regular mobile patrols are undertaken. There is flexibility built into this activity to accommodate customer requests for a presence.

CEOs have undertaken additional training to recognise Blue Badge fraud and misuse and have participated in operations with a fraud investigator. Abuse of Blue Badges is of great concern to members of the public including Blue Badge users themselves.

#### Staffing

##### Position and Number of employees

Civil Enforcement Officer

13

Supervisor

1

Manager

1

Total

15

#### Patrol patterns

We continued to respond to parking complaints both on foot and using a mobile CEO to cover outlying areas. The highest density of loading and waiting restrictions exist in the town centre, so this has been the core of our enforcement work. Eight

new Pay and Display areas went live in September, additional cover was provided to those areas to issue advisory notices and inform the public about the change as well as carry out enforcement. We now have a good picture of where issues are likely to occur as a result of information from the local community, partners and the CEOs knowledge and experience. Beat borders have been adjusted in response to requests for more cover and are kept under review.

#### The future

We will continue to review current practices to help us evolve and refine the service we offer Cheltenham residents. We have been recording the numerous additional activities (such as giving directions, parking advice or logging faulty lines and signs) associated with the CEO role as part of this work.

The outcome of the county's review of residents parking in Cheltenham may result in changes to some locations that have not previously needed enforcement cover. The department will evolve to meet the additional demand for cover in those areas.

### 3.3 Notice Processing Office

Our objectives for the past year included offering a TPT online appeal facility. This has now been achieved.

#### Staffing

##### Position and Number of employees

Administration Officer

2

Apprentice

2

Manager

1

Total

5

### Performance

All members of the office team receive ongoing training in all office procedures and customer service to ensure efficient delivery of the service. The services that the team deliver include dealing with permit enquiries, issuing dispensations, compiling TPT cases and liaising with debt recovery agencies as well as all stages of notice processing.

The team deal with initial challenges against penalty charges within three working days. Our working recovery rate continues to improve and is currently around 72% for the year.

#### The future

Our objectives for 2011-12 are as follows:

- To improve the content and ease of access to information available regarding all aspects of parking in the borough
- Continue to improve our success rate with a Traffic Penalty Tribunal (TPT) adjudication
- Continue to streamline the application process for dispensations and suspensions

### 3.4 Off street parking

We manage 23 car parks in total with a range of options for length of stay available throughout the borough. With 3387 spaces available in total.

#### Changes to off street car parks

We recently amended the parking order for Royal Well (formerly Chapel Walk) car park to make it available to customers seven days a week. At this site we have implemented a pay and display machine with credit and debit card payment options. Works are in progress to establish a travel node at this site.

### Penalty charge notice statistics - Cheltenham

	Total Penalty Charge Notices	On street	Off street
<b>High level PCNs</b>	11563	11493	70
<b>Low level PCNs</b>	7265	4834	2431
<b>Total</b>	18828	16327	2501
<b>Number paid</b>	13696	12063	1633
<b>Number written off</b>	1972	-	-
<b>Number of challenges</b>	5195	-	-

Cancellation reason	Number of PCNs cancelled	% of total issued
Proof of loading	234	1.24
Blue badge produced	277	1.47
Goodwill	278	1.48
Driver/Passenger ill	164	0.87
Vehicle broken down	62	0.33

At the request of the local community, we also amended the order at Church Piece car park to reduce the allowed waiting time. This has improved access for all to the facilities available at this location by affording greater turnover of the available spaces.

We have been working with the police on a continuous improvement plan for Grosvenor Terrace. These works include an ongoing SARA plan with joint patrols of the site.

### Finance summary - Cheltenham

Income	
Parking charges (inc. permits & season tickets)	£3,748,652
PCN income (by issue) off street	£56,744
Other	£0
<b>Total</b>	<b>£3,805,396</b>
Expenditure	
Enforcement	£52,000
Appeals and other admin	£52,000
Car park maintenance and improvements	£186,828
<b>Total</b>	<b>£186,828</b>
Net Income	
	<b>£3,618,568</b>



### 4.1 Introduction

Cotswold district is one of the largest rural districts in southern England, covering around 450 square miles of eastern Gloucestershire within the South West Region. The District's natural beauty and rich heritage are unprecedented nationally. Around 70 per cent of the district lies within the Cotswold Area of Outstanding Natural Beauty (AONB). We have the second highest number of listed buildings (6,000) and the largest number of conservation areas (144) in England. This is complemented by the Cotswold Waterpark, a formation of some 150 lakes resulting from gravel extraction over an area of 40 square miles in the south-west of the District, providing a unique combination of recreation and leisure as well as biodiversity natural habitat.



With over 19,000 inhabitants, Cirencester is the principal settlement and together with eight smaller Market Towns, provides the focus for much of the economic activity and service provision within the District.

With a population of 83,500, (ONS mid 2008 population estimates) the District has a low population density which impacts on the average cost of service delivery. Indeed, despite relatively high levels of car ownership, difficulty in gaining access to services remains a significant issue for residents in the most rural parishes, particularly elderly or younger people.

The District has an ageing population. On current local projections, in 2026, 30.5% of the population would be 65 years and over, compared to just 20.1% in 2007. By contrast, the 0-19 year old population is predicted to decline by 16.1% between 2007 and 2026. An ageing population needs care, ranging from hospital services to adaptations in the home. This puts pressure on services, while carers are increasingly scarce locally.

Traditionally, the population in Cotswold District has been very homogeneous with 98.8% classified as 'white'. The ethnicity of the population has changed in recent years as the District has attracted significant numbers of migrant workers in agriculture, health and social care and the tourism and leisure industries, though the numbers coming into the District have declined with the recession.

The Place Survey carried out in 2008 found that 82% of respondents felt that people from

different backgrounds got on well together. Another survey which we carried out in 2009/10 found that 86 % of respondents were of that view.

Overall, people who live in the Cotswold District are more likely to enjoy a good quality of life than in most of the other parts of the UK. Statistically, the District is a safe place with low levels of crime and the fear of crime is far higher than the actual likelihood of becoming a victim. The District is in the top quintile of all English Districts for a number of comparators, for example educational facilities, skills, income and earnings, and health.

However, there are some parts of the District with higher levels of deprivation. While no part of the District is within the overall most deprived 25% nationally (under the Index of Multiple Deprivation 2007) there are wards where specific elements of deprivation feature highly. For example, the wards of Avening, Fosseridge, Grumbolds Ash, Riversmeet, Sandywell and Three Rivers are in the national top 25% most deprived in relation to 'living environment' relating to housing in poor condition or without central heating. Parts of Cirencester are also in the most deprived 25% nationally for employment and income deprivation affecting children and older people. Part of Tetbury is in the top 25% most deprived nationally for income deprivation affecting older people.

The UK continues to suffer an economic downturn, and Cotswold District has been affected by jobs losses. Unemployment is rising, from a low of 0.7% (Oct 07 – Feb 08) up to a rate of 2.2% (as of

January 2010), but this contrasts with a Gloucestershire rate of 3.5%, and the national figure of 4.3%.

The economy is dependant on the service sector, which accounts for 81.7% of all jobs in the district, in particular distribution, hotels and restaurants, accounting for 31.4% of jobs. Reflecting the main economic sectors, the majority of companies are small or medium-sized. Average earnings are low compared to the cost of living and house prices in particular. With a steady increase in population, leading to increased numbers of households, coupled with high demands for second homes and retirement cottages, housing demand is high and house prices continue to be above average.

This economic downturn has also had a significant impact on the District Council. It has resulted in the Council receiving less income from its investments and from fees and charges for services. The UK currently has a high national debt and it is expected that there will be significant cuts in public spending over the next few years which will impact on the authority, through reduced Government grants and possibly a freeze on Council Tax increases. Therefore a major issue for us at present is our financial stability and the need to make savings in the budget and this has significantly influenced our Priorities and the actions which we will take to achieve them.



## Cotswold District Council Parking Strategy and Parking Board

The Cotswold District Council Parking Strategy was adopted 19th October 2010. The document establishes a prioritised action plan for potential parking projects. The full cost implications of the actions set out in the Action Plan are not yet known. There are three categories of projects;

- those that will require reports detailing the business cases and brought before District Council Members (off street parking related)
- those that will be subject to further consultation and engagement with communities and
- those that will be the responsibility of Gloucestershire County Council or other bodies and not the District Council.

As a result of the Strategy a Parking Board was formed. The Board is made up of representatives from Senior Officers and Members at Gloucestershire County Council and Cotswold District Council to oversee the coordinated delivery of the Strategy. The Board will discuss the delivery of key parking schemes and initiatives by both GCC and the district and review performance and expenditure.

Further discussions based on the Strategy and draft action plan will

take place with Town or Parish Council representatives to enable proposals to be discussed and actions further prioritised. It is hoped this engagement will ensure delivery of the Strategy objectives in partnership with communities.

### Improvements

Cirencester is the largest town in the Cotswolds and many tourists enjoy the range of historic buildings and narrow streets. A restricted zone was introduced in a small but important area of the town which has several historical features which needed to be preserved. The zone has no line restrictions on the road but has entrance and exit signs in and out of the zone. Some repeater signs were required to be erected and these were made smaller than the prescribed signs and needed to be approved by the Department for Transport. This whole area is now a much safer for pedestrians and drivers with no inconsiderate parking which often caused traffic flow and pedestrian crossing problems.

The first projects from the Parking Strategy action plan which are being developed include replacement of pay and display machines, to enable greater customer choice through the use of credit and debit card payments, contact less payments and payment by phone. Two additional CEOs are also being recruited to meet the needs of communities who have requested an increase in enforcement activity.

## 4.2 Enforcement

### Civil enforcement officers

Position and Number of employees	
Civil Enforcement Officers	6
Senior Civil Enforcement Officer	1
<b>Total</b>	<b>7</b>

The restricted zone was enforced in a phased approach. Warning notices were issued for two weeks and public notices were posted on street furniture warning of the new restrictions. The Civil Enforcement Officers felt this was a fair approach to an area which many locals were used to parking with no restrictions. The patrol patterns and rota are reviewed regularly to ensure seasonal fluctuations and event management are covered without disruption to other areas of the District.

One of the first projects from the action plan will be to improve the payment methods in the off street car parks. This will hopefully include networked pay and display machines managed on line, which should eradicate unnecessary machine checks and free up resource for the CEO's.

## 4.3 Back Office

Cotswold District Council carry out back office functions for Stroud District Council as well as their own PCN's and permits, which reduces the overall cost to both authorities through shared working. The admin officers each spend a percentage of their time on work loads for both authorities ensuring continuity of service at all times.

Permit applications are processed within an average of 24 hours of receipt of the application. Challenges and representations are replied to within an average of 48 hours.

Major improvements to the Council's web site planned in 2011 should improve access to the parking system and allow members of the public to self serve.

The following tables outline the districts performance throughout the year.

Penalty charge notice statistics - Cotswolds	Total Penalty Charge Notices	On street	Off street
<b>High level PCNs</b>	4055	3992	63
<b>Low level PCNs</b>	6171	2430	3741
<b>Total</b>	10226	6422	3804
<b>Number paid</b>	9076	5841	3235
<b>Number written off</b>	210	125	85
<b>Number of challenges</b>	2636	Not known	Not known

Cancellation reason	Number of PCNs cancelled	% of total issued
Proof of loading	98	14%
Blue badge/permit/season ticket produced	245	36%
Mitigating Circumstances	171	25%
Valid Pay & Display produced	89	13%
Driver/Passenger ill	38	6%
Foreign driver/rental	29	4%
Inadequate lines on street	16	2%

## Off street income and expenditure - Cotswolds

Income		
Parking charges (inc. permits & season tickets)	£2,130,907	
PCN income	£104,578	
Other	£27,853	
<b>Total</b>	<b>£2,263,338</b>	
Expenditure		
Employee related costs	£115,375	
Administration, appeals and stationery	£139,665	
Car park maintenance and improvements	£245,200	
Utilities & Rates	£238,852	
<b>Total</b>	<b>£739,092</b>	
Net Income		
		<b>£1,524,246</b>



## 5. The Forest of Dean District Council

### 5.1 Introduction

The Forest of Dean is a predominantly rural area with a population of 83000. The main areas of population are Coleford, Cinderford, Lydney and Newent. The parking provision in these towns is a mixture of on and off street, with no parking charging currently taking place.

The area is a tourist area, being in close proximity to both Severn and Wye rivers, and having many miles of footpaths, cycleways and bridleways throughout its many acres of woodland.

The main car parks cater for the everyday shopping needs of the local population, as well as serving visitors to the area. There are currently no areas requiring permits to park.

The area is well served by taxi businesses, although local bus services are relatively infrequent. Visitors to the area are therefore reliant on the car as a means of transport.

#### History of decriminalised parking enforcement

The parking enforcement in the major towns of the Forest of Dean is contracted on our behalf to Gloucester City Council. The widespread nature of the area, and the relatively short time allowed to enforce the parking results in little impact on road safety by these actions.

### 5.2 Enforcement

#### Civil enforcement officers

One civil enforcement officer operates in the Forest of Dean.

The patrol patterns allow for random checking of parking throughout the District, to ensure that no regular routine is adhered to.

Should problematic areas be reported, our providers will ensure that an officer is deployed to that location during his/her next visit.

### 5.3 Back Office

There is one back office administrator allocated to the Forest of Dean.

### 5.4 Off street parking

- The off street parking offers facilities for the disabled and also mother and child spaces in the main towns. All main town car parks also offer toilet facilities nearby. Users are allowed to park for unlimited time in all car parks.
- We have offered approximately 100 spaces at Bank Street, Coleford on a temporary basis while

we await redevelopment of this site. All car parks have benefited from major improvement works to address Health and Safety and DDA issues.

There are plans to introduce parking charges for off street parking, which will be dependant on Council approval.

Penalty charge notice statistics - Forest of Dean	Total Penalty Charge Notices	On street	Off street
<b>High level PCNs</b>	736	736	0
<b>Low level PCNs</b>	241	241	0
<b>Total</b>	977	977	0
<b>Number paid</b>	675	675	0
<b>Number written off</b>	0	0	0
<b>Number of challenges</b>	323	323	0

Cancellation reason	Number of PCNs cancelled	% of total issued
Proof of loading	21	
Alighting elderly passenger	0	
Etc	39	

### Off street income and expenditure - Forest of Dean

Income	
Parking charges (inc. permits & season tickets)	£0
PCN income	£0
Other	-
<b>Total</b>	<b>£0</b>
Expenditure	
Enforcement	£0
Appeals and other admin	£0
Car park maintenance and improvements	£0
<b>Total</b>	<b>£</b>
Net Income	£0



### 6.1 Introduction

Gloucester is an historic City with many important tourist destinations with tourism contributing to the local economy. Key attractions include Gloucester Cathedral, the Docks and the Gloucester Quays. In recent years awareness of the City has increased dramatically thanks to the success of Harry Potter and the Beatrix Potter Centenary celebrations. The population of the City at around 110,000 is very similar to its near neighbour Cheltenham.



Accessibility to Gloucester by road, rail and water is good. Close proximity to the M5, M4, M50 and M40 motorways provides good access to and from a range of destinations. Rail access in Gloucester is generally good with regular services to Malvern, Taunton, Swindon, Cardiff, Birmingham, Bristol and London. Gloucester Station is located close to the City Centre. There are a number of regular bus services in and out of and around the City. There are two park and ride bus sites at Waterwells and St. Oswald's Park, with further sites planned for Elmbridge Court and West of the Severn.

Gloucester offers a good range of shops, mostly located in the City Centre, and a major scheme to rejuvenate the Kings Square and Bus Station area to add to the retail offer is in planning. Gloucester operates a Farmers Market every Friday in the Pedestrian Streets, which brings many visitors to the City. There are 15 City Centre Car Parks to accommodate these visitors. There is a Controlled Parking Zone in the City Centre operating Pay and Display Parking. As there are many residential dwellings in the Centre and these bays are also shared with permit holders. Other Permit areas near the City Centre include Kingsholm, Gothic Cottages, Great Western Road and hospital area, Moreland, and Hempsted.

Gloucester has a good network of educational establishments including primary and secondary schools, which create parking pressure at key times. Gloucestershire College is also

located close to the City centre to the south of Llanthony Road.

Gloucester has a strong sporting tradition and is well known for its Rugby Club. Rugby match days create much demand on the residential streets around the ground and on the nearby St Oswalds Car Park. Gloucester has one main hospital - Gloucestershire Royal, which is located on Great Western Road close to the City Centre.

### 6.2 History of decriminalised parking enforcement

In November 2007 responsibility for On-street Parking Enforcement transferred from the Police to the Local Authority and we carry out this function under an Agency Agreement for the County Council for Gloucester City and the Forest of Dean. Since September 2009 we have employed a contractor APCOA Parking UK to manage our on and off enforcement and Car Park Management.

We have noticed over the last year a drop of PCN numbers, keen to ensure our patrols are still effective we have introduced a new initiative of visiting each street at certain times of the day dressed in civilian clothing to establish the true number of vehicles physically parked in a street and at the same time identify which ones are in contravention. From this information we have established that the compliance rate is 95%.

We have also recently implemented a new virtual permit system operating for residents and their

visitors allowing residents to apply on-line without the need of presenting documents to the Council for inspection or displaying a paper permit.

### 6.3 Enforcement

#### Position and Number of employees

Civil Enforcement Officers	12
Supervisor	3
Manager	1
<b>Total</b>	<b>16</b>

Our current deployment consists of 6 Beats and with a "floating" unit spanning from the City Centre out to outer areas. We also deploy a mobile unit to cover outer city areas and the Forest of Dean. The City Centre is considered a high priority area due to the high concentration of restrictions. Regular patrols are therefore made in the centre to help ease congestion and improve the traffic flow in the city for pedestrians and buses.

We use our floating or mobile patrol officer to respond to complaints and are dispatched to any complaint as soon as they are available. The CEO's will radio back to the base to update the office once in location. We then continue to monitor the area at different intervals of the day to determine the need for additional patrols.

## Back office

Position and Number of employees	
Administration Officer	3
Supervisor	1
Manager	1
<b>Total</b>	<b>5</b>

Penalty charge notice statistics - Gloucester	Total Penalty Charge Notices	On street	Off street
<b>High level PCNs</b>	8472	8097	375
<b>Low level PCNs</b>	11388	6900	4488
<b>Total</b>	19860	14997	4863
<b>Number paid</b>	12927		
<b>Number written off</b>	391		
<b>Number of challenges</b>	7144		

Cancellation reason	Number of PCNs cancelled	% of total issued
Proof of loading	89	
Blue badge produced	513	
Valid permit	54	
Valid Pay & Display produced	997	

We currently use Chipside parking software to process all our Penalty Charge notice processing. We currently respond to appeals and representations within 10 days. We can accept appeals on line. Payments are received via our website, touch tone phone and our payment kiosk in our reception. Over the last year we have made changes to our telephone system as we were receiving high call volumes which were non productive as the majority of callers were calling to make a telephone appeal. In view of this we introduced an announcement message on the telephone number which outlines what to do in the event of receiving a PCN, NTO, or Charge certificate and directs the caller to the automated number for payments. This reduced call volume by 50%.

### 6.4 Off street parking

We are responsible for 12 Pay and Display Car Parks and 3 Multi Storey Car Parks providing 2,252 parking spaces across the City. Our Car Parks play a vital role in supporting the city centre economy and providing essential facilities for shoppers, tourists and businesses.

All our Car Parks have good access to the city centre, in particular our 3 multi-storey Car Parks are centrally placed. Eastgate Roof Top Car Park is above the Mall shopping centre with access to the indoor market and the shopping centre. Kings square Car Park has access to Kings walk shopping centre and the Guildhall, which is ideal for evening event parking. We also have car parks in Longsmith Street, Hampden Way, Hare Lane North

and South. Westgate Street car park has coach parking facilities and is ideally placed for Cathedral visitors. Station Road Car Park has access to GL1 facilities and we have tailored the charging hours to finish at 4pm to help the evening economy. Charges also currently finish at 4pm in St Michaels Square and Hampden Way. However, we are planning to adjust the free tariff to encourage a better turnover of available space to after 6pm with a reduced tariff after 4pm in St Michaels Square, Hampden Way and Station Road car parks. We will also reduce the charge time at Ladybellegate Street and Westgate Car Parks to assist the evening economy.

We are planning some improvements to Longsmith multi

storey Car Park later this year to change the method of operation from Pay on Foot to Pay and display. We are also planning some further improvements to the lining and signing of our surface car parks this year

At Castlemeads Car Park we have made use of our staff car park and offer a good value rate of £2 all day for weekends. This car park is just 5 minutes walk from Gloucester Quays and 10 minutes walk from the City Centre. We also have St Oswald car park, next to the Park and Ride Car Park which is 10 minutes walk from City centre but offers a very competitive rate of £2 for all day parking.

We are also introducing a new all day car park in Great Western



Road close to the Hospital site and Train Station to help provide all day parking.

We offer a good value but competitive tariff in our Car Parks to encourage visitors to stay longer and enjoy more. Currently our main tariff bands are set in 2 hour increments from £2 to £6.

### 6.5 Bus Lanes

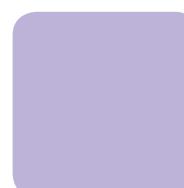
We implemented a bus/taxi lane on Llanthony Bridge in July 2010 and in Kingsway in April 2011 and have been issuing postal PCN to unauthorised vehicles.

### Penalty charge notice statistics - bus lanes

<b>PCNs issued</b>	20,090
<b>PCNs paid</b>	14,837
<b>Number written off</b>	0
<b>Number cancelled</b>	702

### Off street income and expenditure - Gloucester

Income	
Parking charges (inc. permits & season tickets)	£2,245,566.67
PCN income	£121,950.24
Other	£380.00
<b>Total</b>	<b>£2,367,896.91</b>
Expenditure	
Enforcement	£522,779.01
Appeals and other administration	£351,508.31
Car park maintenance and improvements	£850,165.10
<b>Total</b>	<b>£1,724,452.42</b>
Net Income	
	<b>£643,444.49</b>



## 7. Stroud District

### 7.1 Introduction

Stroud District is a largely rural area covering 175 square miles in the south of Gloucestershire. The eastern half of the District is part of the Cotswold Hills, designated as an Area of Outstanding Natural Beauty (AONB). To the west of the Cotswolds escarpment is the low-lying landscape of the Severn Vale, which is bordered by the Severn Estuary.



Approximately 110,000 people live in the District, with three-quarters of the district residents living in or around Stroud town, Cam, Dursley and Wotton-Under-Edge. Stroud is relatively affluent but there are pockets of deprivation. Rural isolation and access to services is a problem generally, particularly in the Severn Vale and around Painswick and Wotton-under-Edge.

Parking Enforcement is split between three services at Stroud

District Council with the District Council Community Safety Service leading on Parking Enforcement, Car Parks are managed by Asset Management and Notice Processing and Permit issuing managed by Cotswold District Council on behalf of Stroud District Council.

#### History of decriminalised parking enforcement

Prior to the introduction of Civil Parking Enforcement on-street

enforcement was conducted by Traffic Wardens. Police Community Support Officers and Police Officers. Enforcement is now undertaken by District Council Civil Enforcement Officers across the District with a consistent approach to dealing with illegally parked motor vehicles. Compliance with on-street restrictions has greatly improved with an increase in turnover of limited waiting spaces and an improvement in traffic flow through the district.

### 7.2 Enforcement

Parking restrictions are essential to help keep traffic moving safely and provide access to residents, businesses and visitors and are provided by Gloucestershire Highways after consultation with local stakeholders, including residents and businesses.

The primary aims of parking enforcement provided by Stroud District Council are:

- To ensure the free flow of traffic through our towns and villages
- To maintain road safety and advise motorists where appropriate
- To ensure the turnover of time restricted and short stay parking to improve access to facilities
- To ensure that blue badge holders and permit holders are not impeded by illegal parking

The patrol patterns of the Civil Enforcement Officers are determined by the needs of the public, requirements of the local authority and number of restrictions in a given location.

The officers are expected to provide a visible presence both on and off street, they are able to signpost visitors within the towns and villages, educate motorists on how their actions can affect others and provide effective and fair enforcement. Parking tickets are seen as a by-product of ensuring that the above primary aims are achieved.

The enforcement of key areas where the impact of parking in contravention can cause issues for vulnerable members of the community remains a priority. Stroud Civil Enforcement Officers have an excellent working relationship with the police which involve the sharing of information for the sole purpose of preventing crime.

The Stroud district remains one of the safest places to live within the county, and it is the partnerships with other agencies and the effective sharing of intelligence that makes this possible.

During their patrols, Civil Enforcement Officers will record details of any vehicle where valuables are on display, making them vulnerable to potential acquisitive crime. This intelligence is passed to the police to follow up with the owner.

All Civil Enforcement Officers are also trained in first aid and able to assist the public in the event of an emergency.

Officers are equipped with radios and mobile phones to ensure they are available for immediate contact and to provide support in lone working situations.

The table below shows the details of the number of enforcement staff employed by Stroud District Council.

From 2010 to 2011 Stroud District Council has been working closely with Gloucestershire Highways to improve the current traffic flow and restrictions within the Stroud town centre.

Being the largest market town within the district and currently undergoing major road works due to the canal project in the town centre, there have been a number of changes to accommodate these works involving temporary Traffic Regulation Orders (TRO) and Stroud District Council providing free parking after 3pm in its largest car park.

#### Position and Number of employees

Civil Enforcement Officers	5	(4 FTE)
Supervisor	1	
<b>Total</b>	<b>6</b>	(5 FTE)

Stroud District Council is currently working with the Gloucestershire County Council, County Highways and the key stakeholders within the Stroud town area to find a solution to the current problems experienced in the pedestrian area.

Stroud District Council continues to work with parishioners to identify and resolve issues relating to parking. It is accepted that in many cases the council may be unable to meet all requirements, however by actively listening and providing fair and transparent attitude to enforcement the council continues to work towards its corporate vision of a Stroud which remains a safe place to work, visit and live.

### 7.3 Administration

Stroud District Council continues to work in partnership with Cotswold District Council (CDC) to economise on back office processing of Penalty Charge Notices (PCN's) and permits.

CDC hosts the I.T Software with a direct link to Stroud District Council enabling instant access to all ticket data. Issued PCN's are downloaded and promptly transferred to CDC on a daily basis to be processed and managed through to payment, adjudication or bailiff. CDC are also responsible for the processing the permits and season tickets on behalf of Stroud District Council. This partnership continues to grow, sharing information and best practice at every opportunity.



## 7.4 Off street parking

Stroud District Council's Asset Management team remain responsible for the management and maintenance of car parks.

Stroud retains the ownership of the car parks to assist and meet a variety of customers needs. Stroud District Council is in the process of reviewing it's car park property assets and is considering

the business case for introducing charges in more areas of the district.

Stroud's car parks are seen as a key factor in the vitality of the district, the car parks provide opportunity for both the business and the customer. Enforcement takes place in all our car parks ensuring that the turnover in short stay car parks remains high and the long stay car parks remain free from misuse.

## Looking Forward

Stroud District Council has been using processes to identify efficiency savings within the organisation. Parking services is one of the first areas of council business which is benefiting from the use of a set of tools that will assist in savings being identified.

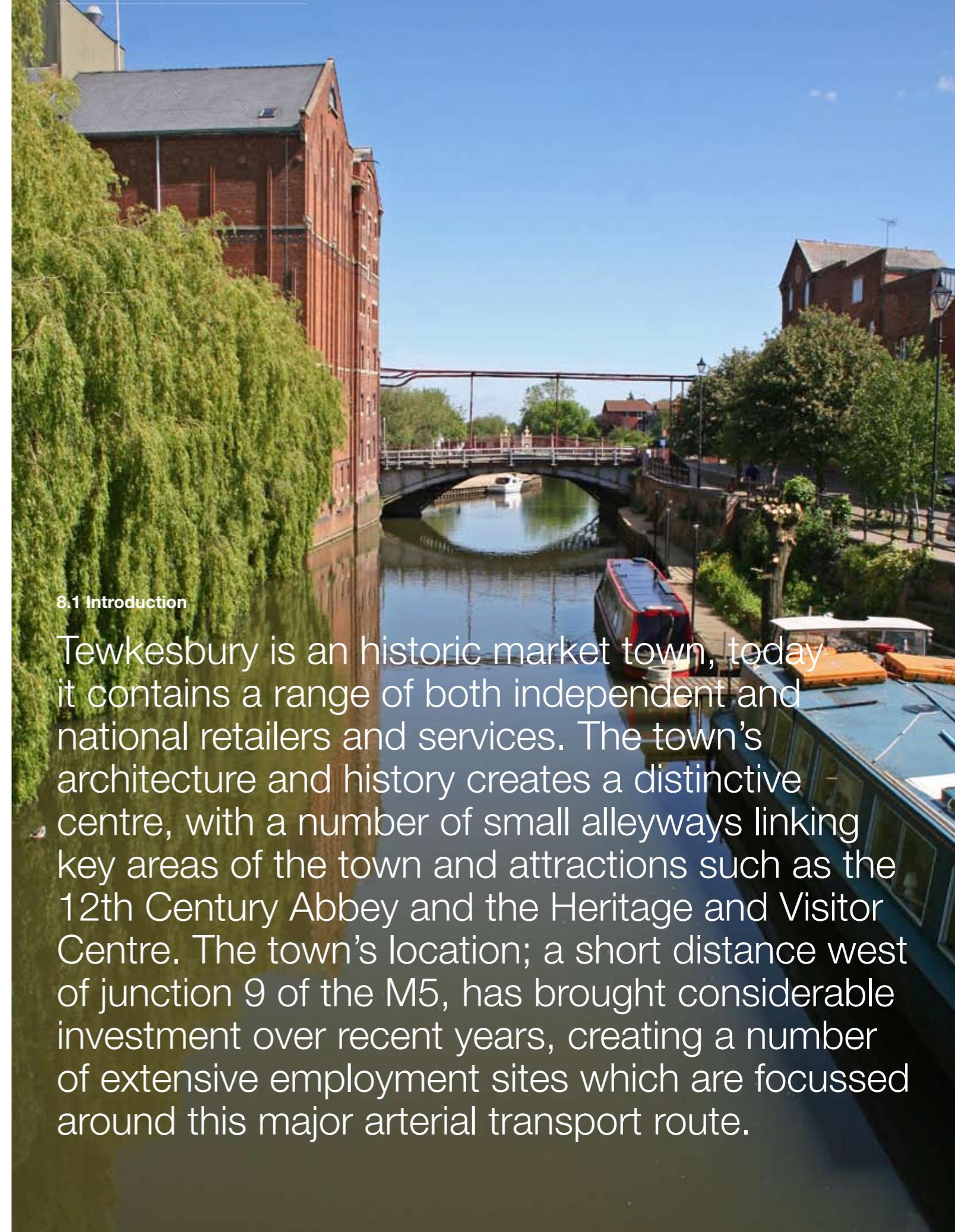
Penalty charge notice statistics - Stroud	Total Penalty Charge Notices	On street	Off street
<b>High level PCNs</b>	1627	1595	32
<b>Low level PCNs</b>	1783	423	1360
<b>Total</b>	3410	2018	1392
<b>Number paid</b>	2744	1732	1012
<b>Number written off</b>	58	45	13
<b>Number of challenges</b>	1268	Not known	Not known

Cancellation reason	Number of PCNs cancelled	% of total issued
Valid P & D ticket produced	205	43%
Mitigating Circumstances	119	25%
Valid permit/Blue badge/season ticket	35	7%
Loading/unloading proved	55	12%
Goodwill	41	9%
Driver/Passenger ill	16	3%
Inadequate lines	7	1%
Foreign Driver/rental	1	0%

## Off street income and expenditure - Stroud District

Income	
Parking charges (inc. permits & season tickets)	£506,312
PCN income	£31,797
Other	£12,650
<b>Total</b>	
	<b>£550,759</b>
Expenditure	
Enforcement	£46,321
Appeals and other admin	£116,991
Car park maintenance and improvements	£209,031
<b>Total</b>	
	<b>£372,343</b>
Net Income	
	<b>£178,416</b>

## 8. Tewkesbury Borough



### 8.1 Introduction

Tewkesbury is an historic market town, today it contains a range of both independent and national retailers and services. The town's architecture and history creates a distinctive centre, with a number of small alleyways linking key areas of the town and attractions such as the 12th Century Abbey and the Heritage and Visitor Centre. The town's location; a short distance west of junction 9 of the M5, has brought considerable investment over recent years, creating a number of extensive employment sites which are focussed around this major arterial transport route.



The three main population areas in the Borough are Tewkesbury (11,783), Winchcombe (6,145) and Bishops Cleeve (13,411).

Tewkesbury is the largest retail centre in the Borough, and therefore most of Tewkesbury Borough's Pay and Display car parks are located here offering 854 parking spaces. There is also free on street limited waiting parking available. The only two Resident Parking Zones within Tewkesbury Borough are in Tewkesbury at Twixtbeats and King Johns Court. Therefore, the majority of the enforcement resources are focused on Tewkesbury.

Winchcombe is a small historic market town. This town is set above the River Isbourne and has an attractive built form with typically Cotswold architecture within its core. Today the town benefits from a range of independent retailers, pubs and restaurants. Alongside providing an important local centre for its immediate population, the town also acts as a popular tourist destination. The town attracts many tourists and forms a popular centre for walking holidays and Cotswold breaks.

Bishops Cleeve plays an important role and a local shopping and service centre for its residents. It has proved attractive for a number of large scale investors. Today, it hosts the regional office of Bovis Homes and a large office premises occupied by the insurance group Zurich. To the south of the centre there is the Cleeve Hill & GE Aviation business park and to the west the Malvern View Business Park, both of which have limited space available for further investment / expansion.

Winchcombe attracts a large number of tourists and has two Pay and Display Car Parks offering 145

parking spaces. There is also free On Street limited parking available.

Bishops Cleeve has two large retail outlets with their own large Car Parks that offer customers' free parking. As such there are no Pay and Display Car Parks but Free limited On Street parking is available for visitors who wish to use the smaller retail outlets.

Churchdown has a few small retail outlets and has a combination of Free On Street limited parking available and a Car Park offering 56 Free spaces.

Brockworth has a number of small retail outlets and only has Free On Street limited parking available. Currently no consideration is being given for Off Street parking

There are two Taxi Bays in the Borough, both in Tewkesbury. They are well used by local hackney carriages.

- There are no Park and Ride Schemes in the Tewkesbury Borough, but the Borough Bus is run on Market Days (Wednesdays and Saturdays) which pick up from the local villages.

- The only national company to operate local buses within Gloucestershire is Stagecoach. Several smaller companies are based within the County operating a variety of mainly rural routes. 21 different Bus Services operate through the Borough. Approximately 60 % of the population use a vehicle to travel to work in the Borough.

### History of decriminalised parking enforcement

Consistent and responsible management of ON Street Parking.

An independent survey was carried out by RTA Associates in

Tewkesbury and Winchcombe. The survey found that non compliance rates in Tewkesbury have dropped steadily from 23% in 2007 to 15% in 2008 and 11% in 2010. In Winchcombe the non compliance rates were 24% in 2007, 14% in 2008 and 15% in 2010.

Reports carried out for the Community Safety Partnership indicated that criminal damage to vehicles has dropped from 412 incidents in 2007/08 to 248 in 2010/11. The same report shows that vehicle crime (theft from motor vehicle, theft of motor vehicle and aggravated vehicle taking) has dropped from 437 incidents in 2007/08 to 391 in 2010/11.

As last year we are still suffering the effects of the recession, although no further deterioration in income has occurred. We have not yet returned to pre 2009 levels.

### 8.2 Enforcement

#### Civil enforcement officers

We changed the shift and work patterns of the Civil Enforcement Officers to comply with the recommendations made in the compliance survey conducted by RTA.

Through partnership working with Gloucester City Council we have managed to successfully respond to a shortfall in the Civil Enforcement Officers establishment resulting from long term sickness issues.

#### Position and Number of employees

Civil Enforcement Officers **4**

Supervisor **0.5**

**Total** **4.5**

### High priority areas in Tewkesbury Borough

Town/village	Street/car park	Town/village	Street/car park
<b>Tewkesbury</b>	High Street Barton Street Church Street Spring Gardens (car park)	<b>Bishops Cleeve</b>	Tobyfield Road Church Road
<b>Winchcombe</b>	North Street War Memorial Square High Street Bull Lane (car park)	<b>Churchdown</b>	St Johns Avenue
		<b>Brockworth</b>	Court Road

The above are the busiest areas that are prone to congestion if enforcement is lapsed.

Penalty charge notice statistics - Tewkesbury	Total Penalty Charge Notices	On street	Off street
<b>High level PCNs</b>	2,111	2,055	56
<b>Low level PCNs</b>	4,868	1,905	2,963
<b>Total</b>	6,979	3,960	3,019
<b>Number paid</b>	5,574		
<b>Number written off</b>	23		
<b>Number of challenges</b>	2,025		

Cancellation reason	Number of PCNs cancelled	% of total issued
Proof of Loading	93	11.79
P + D ticket produced	396	50.19
Police Duty/Police Hold	6	0.76
Permit/Staff Permit	44	5.58
Hospital/Illness	52	6.59
Accident	5	0.63
Breakdown	9	1.14
Machine Fault	11	1.39
Lines/Signs	18	2.28
Child Protection	1	0.13
Foreign	1	0.13
Weather	2	0.25
Funeral	3	0.38
Death	2	0.25
Pregnancy	4	0.51
Nurse/Doctor	5	0.63
Error	23	2.92
Evidence	2	0.38
Disable Badge	111	14.07





Appeals are responded to within 2 days unless further information has been requested or an audit check has to be carried out.

Permit applications are processed on the day that they are received.

All further correspondence is responded to within 2 working days.

Changes will be made to the Parking Services section of the Tewkesbury Borough web site in order to improve the information available.

#### 8.4 Off street parking

All car parks are either Free or Pay and Display. The tariff for the car parks has been set to encourage the use of Long Stay Car Parks that are located on the edge of the Town to reduce traffic flow, congestion and pollution in the town centres. Annual

permits are available in all our Car Parks but are considerably cheaper in the Long Stay Car Parks.

##### Car Parks

There are three main parking areas in the town centres, costs and locations are listed in the appendix, page 47. Charges apply between 8:00 and 17:30 Monday to Sunday which also includes Bank & Public Holidays. Annual parking permits are available; contact Parking Services Department.

The bay markings in 5 of our Car Parks were repainted.

Free Parking will continue to operate on Remembrance Day and for the switching on of the Christmas Lights. Existing Free Car Parks are to remain Free of Charge. There are no new Car Parks presently scheduled.

#### Off street income and expenditure - Tewkesbury Borough

Income	
Parking charges (inc. permits & season tickets)	£601,324
PCN income	£66,721
Other	£53,583
<b>Total</b>	<b>£721,628</b>
Expenditure	
Enforcement	£64,376.54
Appeals and other admin	£153,320.98
Car park maintenance and improvements	£128,859.06
<b>Capital</b>	<b>£13,174.00</b>
<b>Total</b>	<b>£359,730.58</b>
Net Income	
	<b>£361,897.42</b>

## 9. County overview

### 9.1 Summary and conclusions

The year 2010 to 2011 has seen many changes across the County with the start of a five year project to review residential parking in town and city centres in all six Districts of the County.

Year one saw the completion of design and consultation on new schemes introducing wide ranging permit zones in East Cheltenham and Gloucester and the introduction of new Pay and Display areas aimed at greatly increasing parking capacity in these areas and limiting the impact of commuter parking on busy residential and shopping areas. These schemes will be implemented in the year 2011/2012 and the review will progress to other areas of the County.

We have introduced a new on-line system allowing District Officers to notify our Highways teams of any defects to signs and lines quickly and for the progress to be monitored by our parking team in the county.



This has already started to improve the turnover of work and the trial system will be rolled out over the next year.

PCN issue has started to fall in most areas and is seen as a consequence of improved compliance across the county, although the introduction of new schemes may see a short term rise as users get used to the new regimes. Challenges and representations against PCNs have increased slightly as people become more familiar with Civil Parking Enforcement and more willing to engage with the enforcement teams.

Cheltenham Districts' very high visitor numbers and transport use has resulted in some challenges to the patrol regime in the Town and work is under way to restructure the team and improve our response to difficult issues in a very popular destination.

This year saw the County Council starting to use camera enforcement on a bus lane crossing an otherwise pedestrianised bridge in the centre of Gloucester and this has resulted in some criticism. Prior to closing the bridge – central to a new shopping outlet in the Harbourside heritage area of the city – the Council invested over £3.5 million in a new four lane bridge to serve traffic in the city just a few hundred meters to the south. Despite this, and prior to enforcement commencing, contraventions were recorded at between 2,000 and 2,500 per day. In nine months enforcement reduced this to just 20 per day and we continue to work to make

the area safe for pedestrians and a more attractive destination for visitors to the city.

## 9.2 The way ahead

The next period will see the continued rollout of the residents parking review project in Cheltenham and the start of a project in Cirencester.

More bus lane enforcement measures are in place in Gloucester and being considered for other areas of the county

In 2011 we introduced a new virtual system of permits and visitors vouchers in Cheltenham and Gloucester, on a twelve month trial basis and complementing the cashless parking systems already in place for short stay parking. 2012 will see the introduction of a new Virtual system for all permits, vouchers and cashless parking for the next five years.

Under a 'Virtual' system no paper permits, or vouchers will be issued - all enforcement officers will have full details of the permit or voucher holders electronically. This will increase flexibility for users by –

- a. Allowing vehicle registration details to be easily updated or changed;
- b. Allowing Visitor Vouchers to be purchased in groups or individually on a daily basis;
- c. Allowing Visitor parking to be arranged in advance. Regular parking can be booked with one phone call;

d. Ensuring Personal details need only be registered once with the local authority;

e. Allowing all transactions and changes to be made by telephone (including mobile phones) or via the internet. A facility to buy permits and vouchers in writing or through the Borough Council will be retained;

f. Facilitating improved enforcement of the permit scheme;

g. Improving management of fake or fraudulent Permits and Vouchers.

h. Allowing permits to be purchased either monthly or yearly improving residents opportunity to manage the cost;

i. Providing an effective service for managing paid for parking and permit parking with improved cost efficiencies;

j. The facility to buy permits and Vouchers over the counter at any of the District Offices will be retained.

We anticipate the virtual permit system being an important step towards a more efficient system of parking management Countywide.

Throughout the coming year we will continue to improve access and meet our LTP3 objectives while improving cost efficiencies.

## 10. Appendices

### 10.1 Contact details

#### Gloucestershire County Council

**Website** [www.gloucestershire.gov.uk/parking](http://www.gloucestershire.gov.uk/parking)  
**Email** parking@gloucestershire.gov.uk  
**Phone** 01452 425610  
**Postal address** Parking, Integrated Transport Unit Gloucestershire County Council Shire Hall, Westgate street Gloucester GL1 2TG

#### Gloucester City Council

**Website** [www.gloucester.gov.uk/parking](http://www.gloucester.gov.uk/parking)  
**Email** Parkingadmin@gloucester.gov.uk  
**Phone** 01452 396723  
**Postal address** Parking Services, Gloucester City Council Herbert Warehouse, The Docks Gloucester GL1 2EQ

#### Stroud District Council

**Website** [www.stroud.gov.uk/parking](http://www.stroud.gov.uk/parking)  
**Email** parking@stroud.gov.uk  
**Phone** 01453 766321  
**Postal address** Parking Services Stroud District Council Ebley Mill, Stroud Gloucestershire GL5 4UB

#### Tewkesbury Borough Council

**Website** [www.tewkesbury.gov.uk](http://www.tewkesbury.gov.uk)  
**Email** parkingservices@tewkesbury.gov.uk  
**Phone** 01684 295010  
**Postal address** Council Offices Gloucester Road Tewkesbury Gloucestershire GL20 5TT

#### Cotswold District Council

**Website** [www.cotswold.gov.uk](http://www.cotswold.gov.uk)  
**Email** parking@cotswold.gov.uk  
**Phone** 01285 623000  
**Postal address** Cotswold District Council Parking Services PO BOX 239, Cirencester Gloucestershire GL7 9DJ

#### Forest of Dean District Council

**Website** [www.fdean.gov.uk](http://www.fdean.gov.uk)  
**Email** Christopher.Johns@fdean.gov.uk  
**Phone** 07795061016  
**Postal address** Council Offices High St, Coleford, Gloucestershire

### 10.2 District Permit zones

District	Number of permit zones	Residents permits issued	Business permits issued	Waivers/ dispensations issued
Cheltenham	24	1410	56	39
Cotswold	3	662	2	41
Forest of Dean	0	0	0	0
Gloucester	13	542	69	387
Stroud				
Tewkesbury	12	43	284	284



**10.3 Gloucestershire Car Parks**  
**Cheltenham Borough Charges**

Location	Spaces	Disabled spaces	Max stay	Cost							
				1 hr	2hrs	3hrs	4hrs	6hrs	6hrs +	8hrs	8hrs +
Bath Parade GL53 7HN	80	1	All day	£1.40	£2.60	£3.60	£4.00	£7.50	£10.00		
Bath Terrace GL50 2BL	160	3	All day	£0.60	£0.90	£1.20	£5.00				
Brewery GL50 4AA	23	1	2 hrs	£1.40	£2.60						
Chelt Walk GL50 3PU	90	2	All day	£1.50	£2.60	£3.60	£4.00	£6.00			
Commercial Street GL50 2AZ	37	1	All day	£0.60	£0.90	£1.20	£5.00				
Coronation Square GL51 7RG	144	1	4 hrs	£0.20	£0.40		£0.80				
Grosvenor Terrace GL52 2SA	452	2	All day	£1.20	£2.00	£2.60	£5.50				
High Street GL50 3HQ	126	5	All day	£1.40	£2.60	£3.60	£4.00	£5.50			
North Place GL50 4DT	484	3	All day	£1.40	£2.60	£3.60	£4.00	£5.50			
Portland Street GL52 2NW	329	4	All day	£1.40	£2.60	£3.60	£4.00	£7.50	£10.00		
Regent Arcade GL50 1JZ	557	15	All day	£1.50	£2.90	£4.30	£5.50	£9.00		£12.00	£14.00
Rodney Road GL50 1HT	111	1	All day	£1.40	£2.60	£3.60	£4.00	£7.50	£10.00		
Sandford Lido GL53 7PY	141	2	All day		£2.90		£4.80	£6.50		£8.20	
Sherborne Place GL52 2RS	102	1	All day	£1.40	£2.60	£3.60	£4.00		£5.50		
St George's Road GL50 3PF	116	1	All day	£1.40	£2.60	£3.60	£4.00	£7.50	£10.00		
St James Street GL50 2SH	202	2	All day	£1.40	£2.60	£3.60	£4.00	£7.50	£10.00		
West End GL50 3HU	36	1	All day	£0.70	£1.30	£1.80	£5.00				

**Cotswold District Car Park Charges**

Location	Spaces	Disabled spaces	Max stay	½ hr	1 hr	Cost	2hr	3hr	5hr	10hr
Brewery, Cirencester GL7 1JW	298	Y	3 hrs	50p	£1.30	£2.20	£2.80	N/A	N/A	
Forum Cirencester GL7 1LW	248	Y	3 hrs	50p	£1.30	£2.20	£2.80	N/A	N/A	
Leisure Centre Cirencester GL7 1FP	120	Y	3 hrs	50p	£1.30	£2.20	£2.80	N/A	N/A	
Abbey, Cirencester	100	N	10 hrs	N/A	£1.30	£2.20	£2.80	£3.70	£6.30	
Old Station, Cirencester	147	Y	10 hrs	N/A	£1.30	£2.20	£2.80	£3.70	£6.30	
Sheep Street, Cirencester	69	Y	10 hrs	N/A	£1.30	£2.20	£2.80	£3.70	£6.30	
Waterloo, Cirencester	233	Y	10 hrs	N/A	£1.30	£2.20	£2.80	£3.70	£6.30	
Beeches, Cirencester	145	Y	7 days	50p	£1.30	£2.20	N/A	N/A	N/A	
Lorry Park Cirencester, Cars	15	N	10 hrs	N/A	N/A	N/A	N/A	N/A	N/A	£3.20
Lorry Park Cirencester, Lorries	25	N	24 hrs	N/A	N/A	N/A	N/A	N/A	N/A	6.20
Queen Street, Cirencester	15	N	72 hrs	Free	Free	Free	Free	Free	Free	Free
Rissington road, Bourton on the Water	229	Y	10 hrs	N/A	£1.30	£2.20	£2.80	£3.70	£6.30	
Station Road, Moreton in Marsh	52	Y	10 hrs	50p	£1.30	£2.20	N/A	N/A	N/A	£3.20
Maugersbury Road, Stow on the Wold	61	Y	10 hrs	N/A	£1.30	£2.20	£2.80	£3.70	£6.30	
Fosseway – Stow on the Wold	100	N	72 hrs	Free	Free	Free	Free	Free	Free	Free
Church street, Tetbury	35	N	3 hrs	N/A	70p	£1.40	£2.00	N/A	N/A	£3.20
West Street, Tetbury	57	N	10 hrs	N/A	70p	N/A	N/A	N/A	N/A	£3.20
Old Railyard, Tetbury	80	Y	13 hrs	Free	Free	Free	Free	Free	Free	Free
Lorry Park, Tetbury	20	N	72 hrs	Free	Free	Free	Free	Free	Free	Free



## Forest of Dean Car Park Charges

Location	Spaces	Disabled spaces	Max stay	Cost
Blakeney, Mill End	18	0	No max stay	£0.00
Cinderford, Belle Vue Road	12	0	No max stay	£0.00
Cinderford, Heywood Road	64	2	No max stay	£0.00
Cinderford, Woodside Street	13	0	No max stay	£0.00
Coleford, Bank Street	42	2	No max stay	£0.00
Coleford, Lords Hill	54	3	No max stay	£0.00
Coleford, Newland Street	21	0	No max stay	£0.00
Coleford, Railway Drive	219	5	No max stay	£0.00
Drybrook, High Street	21	0	No max stay	£0.00
Littledean, Grange Lane	15	0	No max stay	£0.00
Lydney, Bream Road	64	4	No max stay	£0.00
Lydney, Forest Road	83	0	No max stay	£0.00
Lydney, Newerne Street	135	5	No max stay	£0.00
Lydney, Swan Road	20	0	No max stay	£0.00
Mitcheldean, High Street	34	3	No max stay	£0.00
Newent, Lewell Street	86	4	No max stay	£0.00
Redbrook Riverside	50	3	No max stay	£0.00

## Gloucester City Car Park Charges

Location	Spaces	Disabled spaces	Max stay	2hr	4hr	Cost All day	Sunday
Castlmeads car park Castlemeads way GL1 2NH	249	N/A	All day	NA	NA	NA	£2 weekends only
Eastgate Roof Top Eastgate Street GL1 2PA	380	20	All day	£2	£4	£6	£1 1 hour, £2 all day
Hampden Way Car Park Hampden Way GL1 1SX	72	7	All day	£2	£4	£6	£1 1 hour, £2 all day
Hare Lane North Hare Lane GL1 2DF	79	1	All day	£2	£4	£6	£1 1 hour, £2 all day
Hare lane South Hare Lane GL1 2DA	97	6	All day	£2	£4	£6	£1 1 hour, £2 all day
Kings Square Car Park Kings Walk GL1 1EA	290	4	All day	£2	£4	£6	£1 1 hour, £2 all day
Ladybellegate street Car Park Ladybellegate Street GL1 2HN	28	7	All day	£2	£4	£6	£1 1 hour, £2 all day
Longsmith Multi storey Longsmith Street GL1 2HH	300	17	All day	£2	£4	£6	£1 1 hour, £2 all day
Station Road Car Park Station Road GL1 1QD	110	2	All day	£2	£4	£6	£1 1 hour, £2 all day
St Michaels sq Car Park St Michaels GL1 1HX	97	1	All day	£2	£4	£6	£1 1 hour, £2 all day
St Oswald car parks (1 & 2) St Oswalds road GL1 2SR	294	8	All day	NA	NA	£2.00	£2.00
Westgate car park Westgate Street GL1 2TU	139	4	All day	£2	£4	£6	£1 1 hour, £2 all day



## Stroud District Car Park Charges

Location	Spaces	Disabled spaces	Max stay	Cost								
				1hr	2hr	3hr	4hr	4hr +	5hr	5hr +		
Painswick Car Park Stamages Lane, Painswick, GL6 6UZ	60	Y	23 hrs	£0.10	£0.20	£0.30			£1.10	£1.50		
Stonehouse Car Park, High Street, Stonehouse, GL10 2NG	92	Y	23 hrs	£0.10	£0.20	£0.40			£1.20	£1.60		
Cheapside Car Park, Cheapside, Stroud, GL5 3BL	171	Y	23 hrs	£0.50 £0.50	£0.80 £0.80	£1.00 £1.00	£1.50 £2.50	£2.00 £3.50				
London Road Car Park, London Road, Stroud, GL5 2AD	136	Y	23 hrs	£0.50	£0.80	£1.00	£1.50	£2.20				
London Road Service Yard, London Road, Stroud, GL5 2AD	6	Y	24 hrs	Contract parking bays on an annual licence								
Multi-Storey levels 1, 1A, 5 & 5A, London Road, Stroud, GL5 2AD	140	Y	23 hrs	£0.50	£1.00	£1.50	£2.20					
Parliament Street Car Park Parliament Street, Stroud, GL5 1DP	125	Y	23 hrs	£0.50	£0.80	£1.00	£1.50	£2.20				
Church Street Car Park, Church Street, Stroud, GL5 1JL	74	Y	2 hrs	£0.50	£1.00							
Multi-Storey levels 2 & 4A, London Road, Stroud, GL5 2AD	206	Y	3 hrs	£0.50	£1.00							
Rowcroft Car Park, Rowcroft, Stroud, GL5 3BE	24	Y	3 hrs	£0.50	£0.80	£1.00						
Arlingham Car Park Passage Road Arlingham, GL2 7JR	19	Y	23 hrs			Free						
Berkeley Library, Marybrook Street, Berkeley, GL13 9AA	31	Y	23 hrs			Free						
Marybrook Street Car Park, Marybrook Street, Berkeley, GL13 9AB	27	Y	23 hrs			Free						
Cainscross Car Park, Cainscross, Stroud, GL5 4LL	98	Y	48 hrs			Free						
St. Matthews Car Park, Cainscross, Stroud, GL5 4LH	39	Y	23 hrs			Free						
Chapel Street Car Park, Chapel St, Cam, GL11 5NU	29	Y	23 hrs			Free						
The Wheatsheaves, Silver Street, Chalford, GL6 8QG	17	Y	23 hrs			Free						
Castle Street Car Park, Castle Street, Dursley, GL11 5SN	86	Y	2 hrs			Free						

## Stroud District Car Park Charges (continued)

Location	Spaces	Disabled spaces	Max stay	Cost								
				1hr	2hr	3hr	4hr	4hr +	5hr	5hr +		
Water Street Car Park, Water Street, Dursley, GL11 4BS	15	Y	3 hrs								Free	
May Lane Car Park, May Lane, Dursley, GL11 4JH	49	Y	3 hrs								Free	
Castle Street - Parsonage Street, Parsonage Street, Dursley, GL11 4AA	25	Y	1 hr								Free	
Long Street Car Park, Long Street, Dursley, GL11 4HR	82	Y	23 hrs								Free	
Holmridge Car Park, The Street, Horsley, GL6 0PR	13	Y	23 hrs								Free	
Kings Stanley Car Park, High Street, Kings Stanley, GL10 3JD	38	Y	23 hrs								Free	
Friday Street Car Park, Friday Street, Minchinhampton, GL6 9JL	31	Y	23 hrs								Free	
The Bus Station, Old Market Road, Nailsworth, GL6 0FF	13	Y	2 hrs								Free	
Comrades Car Park, Old Bristol Road, Nailsworth, GL6 0JE	14	Y	4 hrs								Free	
New Market Road Car Park, New Market Road, Nailsworth, GL6 0DQ	33	Y	23 hrs								Free	
Old Market East, Old Market Road, Nailsworth, GL6 0BX	46	Y	4 hrs								Free	
Old Market Lay-by, Old Market Road, Nailsworth, GL6 0FF	24	Y	2 hrs								Free	
Old Market West, Old Market Road, Nailsworth, GL6 0FF	19	Y	2 hrs								Free	
Old Market West, Old Market Road, Nailsworth, GL6 0FF	31	Y	23 hrs								Free	
Town Hall Car Park, Old Bristol Road, Nailsworth, GL6 0JF	21	Y	4 hrs								Free	
Randwick Car Park, Randwick, Stroud, GL6 6JB	11	Y	23 hrs								Free	
Butterow West Car Park, Butterow West, Rodborough, GL5 3UG	12	Y	23 hrs								Free	
The Chipping Car Park, The Chipping, Symm Lane, GL12 7AD	36	Y	23 hrs								Free	
The Chipping Car Park, The Chipping, Symm Lane, GL12 7AD	37	Y	3 hrs								Free	
Potters Pond Car Park, Potters Pond, Wotton-under-Edge, GL12 7HF	23	Y	23 hrs								Free	



## Tewkesbury Car Park Charges

Location	Spaces	Disabled spaces	Max stay	1hr	2hr	3hr	Cost 4hr	Over 4hrs+
Spring Gardens, Oldbury Road, GL20 5DN	286	5	24hrs	£1.00	£2.00	£3.50	£5.00	£8.00
Railsmeadow, Howells Road, GL20 5PY	127	3	24hrs	£1.00			£2.00	£4.00
Oldbury Road, Oldbury Road, GL20 5LR	98	4	24hrs	£1.00	£2.00	£3.50	£5.00	£8.00
St. Marys Lane, St. Marys Lane, GL20 5SL	46	0	24hrs	£1.00	£2.00	£3.50	£5.00	£8.00
Station Road, Station Road, GL20 5DR	74	2	24hrs	£1.00 charge applies for any period of time between 8.00am and 5.30pm				
Gloucester Road, Gloucester Road, GL20 5SW	46 Cars 6 Coaches	1	24hrs			£2.00 £3.00	£4.00 £6.00	
Vineyards, Gander Lane, GL20 5PG	129	2	24hrs			£2.00	£4.00	
Bishops Walk, Oldbury Road, GL20 5RX	45	2	24hrs	£1.00	£2.00	£3.50	£5.00	£8.00
Back Lane, Winchcombe, GL54 5RA	98 Cars 2 Coaches	3	24hrs	£1.00 charge applies for any period of time between 8.00am and 5.30pm				
Bull Lane, Winchcombe, GL54 5HY	45	1	24hrs	£1.00	£2.00	£3.50	£5.00	£8.00
Chapel Hay, Churchdown GL3 2ER	56	0	12hrs	Free	Free	Free	Free	Free
Pipers Grove, Snowhill, WR12 7JT	25	0	24hrs	Free	Free	Free	Free	Free

## 10.4 Detailed Performance and On street Financial Breakdown per district

Cheltenham Borough Council		2010/2011 Number	Percent
PCNs Issued On street	<b>Total</b>	<b>15,592</b>	<b>86.85%</b>
	Higher level	10,885	69.81%
	Lower level	4,707	30.19%
<b>Avg issue per patrolled hour</b>		<b>1.50</b>	
PCNs Issued Off-Street	<b>Total</b>	<b>2,361</b>	<b>13.15%</b>
	Higher level	58	2.46%
	Lower level	2,303	97.54%
<b>Avg issue per patrolled hour</b>		<b>0.59</b>	
PCNs Paid	<b>Total</b>	<b>13,198</b>	<b>73.51%</b>
	Within discount period	9,287	70.37%
	At full rate	3,562	26.99%
	With additional Charge	303	2.30%
	At Warrant	46	0.35%
Informal/Formal Representations	<b>Total</b>	<b>5,157</b>	<b>28.73%</b>
	Number cancelled	1,957	82.89%
Appeals to the Traffic Penalty Tribunal	<b>Total</b>	<b>17</b>	<b>0.09%</b>
	Declined	6	35.29%
	Upheld	5	29.41%
	Not contested	7	41.18%
Total PCN Income (on street)		£ 525,849.41	
Total P&D income		£ 931,590.81	
Total Permit income		£ 94,445.01	
Other income (Waivers etc)		£ 20,409.25	
<b>Total Income</b>		£	
Expenditure (on street only)	Management	£ -	
	Enforcement	£ 263,800.91	
	PCN Processing (back office)	£ 76,537.18	
	Third Party Contracts	£ -	
	Premises	£ 7,299.97	
	Supplies & Services	£ 71,994.73	
	Support Services Costs	£ 115,898.75	
	Transport	£ 4,007.82	
	Other costs	£ 32,913.58	
<b>Total Expenditure</b>		£ 572,452.94	
<b>Balance</b>		£ 999,841.54	



## Detailed Performance and On street Financial Breakdown per district

Cotswold District Council		2010/2011 Number	Percent
PCNs Issued On street	<b>Total</b>	<b>6,418</b>	<b>62.79%</b>
	Higher level	3,990	62.17%
	Lower level	2,428	37.83%
<b>Avg issue per patrolled hour</b>		<b>1.23</b>	
PCNs Issued Off-Street	<b>Total</b>	<b>3,804</b>	<b>37.21%</b>
	Higher level	63	1.66%
	Lower level	3,741	98.34%
<b>Avg issue per patrolled hour</b>		<b>1.54</b>	
PCNs Paid	<b>Total</b>	<b>5,634</b>	<b>87.78%</b>
	Within discount period	4,166	73.94%
	At full rate	1,323	23.48%
	With additional Charge	118	2.09%
	At Warrant	27	0.48%
Informal/Formal Representations	<b>Total</b>	<b>2,636</b>	<b>25.79%</b>
	Number cancelled	383	10.07%
Appeals to the Traffic Penalty Tribunal	<b>Total</b>	<b>44</b>	<b>0.43%</b>
	Declined	14	31.82%
	Upheld	21	47.73%
	Not contested	9	20.45%
	Total PCN Income (on street)	£ 231,594.46	
	Total P&D income	£ 73,753.94	
	Total Permit income	£ 23,885.00	
	Other income (Waivers etc)	£ 1,905.09	
	<b>Total Income</b>	<b>£ 331,138.49</b>	
Expenditure (on street only)	Management	£ 21,677.19	
	Enforcement	£ 122,295.77	
	PCN Processing (back office)	£ 24,444.04	
	Third Party Contracts	£ 13,390.26	
	Premises	£ 1,478.71	
	Supplies & Services	£ 10,929.12	
	Support Services Costs	£ 33,935.00	
	Transport	£ 4,652.03	
	Other costs	£ 742.85	
	<b>Total Expenditure</b>	<b>£ 233,544.97</b>	
	<b>Balance</b>	<b>£ 97,593.52</b>	

Forest of Dean District Council		2010/2011 Number	Percent
PCNs Issued On street	<b>Total</b>	<b>977</b>	<b>100.00%</b>
	Higher level	736	75.33%
	Lower level	241	24.67%
<b>Avg issue per patrolled hour</b>		<b>1.44</b>	
PCNs Issued Off-Street	<b>Total</b>	<b>0</b>	<b>0.00%</b>
	Higher level	0	
	Lower level	0	
<b>Avg issue per patrolled hour</b>		<b>0.00</b>	
PCNs Paid	<b>Total</b>	<b>675</b>	<b>69.09%</b>
	Within discount period	578	85.63%
	At full rate	67	9.93%
	With additional Charge	23	3.41%
	At Warrant	7	1.04%
Informal/Formal Representations	<b>Total</b>	<b>323</b>	<b>33.06%</b>
	Number cancelled	65	
Appeals to the Traffic Penalty Tribunal	<b>Total</b>	<b>5</b>	<b>0.51%</b>
	Declined	2	40.00%
	Upheld	0	0.00%
	Not contested	3	60.00%
	Total PCN Income (on street)	£ 32,491.93	
	Total P&D income	£ -	
	Total Permit income	£ -	
	Other income (Waivers etc)	£ -	
	<b>Total Income</b>	<b>£ 32,491.93</b>	
Expenditure (on street only)	Management	£ 1,200.00	
	Enforcement	£ -	
	PCN Processing (back office)	£ 8,825.42	
	Third Party Contracts	£ 28,514.54	
	Premises	£ -	
	Supplies & Services	£ 191.13	
	Support Services Costs	£ 6,980.00	
	Transport	£ 480.00	
	Other costs	£ -	
	<b>Total Expenditure</b>	<b>£ 46,191.09</b>	
	<b>Balance</b>	<b>£ -13,699.16</b>	



## Detailed Performance and On street Financial Breakdown per district

Gloucester City Council		2010/2011 Number	Percent
PCNs Issued On street	<b>Total</b>	<b>14,997</b>	<b>75.51%</b>
	Higher level	8,097	53.99%
	Lower level	6,900	46.01%
<b>Avg issue per patrolled hour</b>	<b>1.10</b>		
PCNs Issued Off-Street	<b>Total</b>	<b>4,863</b>	<b>24.49%</b>
	Higher level	375	7.71%
	Lower level	4,488	92.29%
<b>Avg issue per patrolled hour</b>	<b>0.52</b>		
PCNs Paid	<b>Total</b>	<b>12,927</b>	<b>65.09%</b>
	Within discount period	11,221	86.80%
	At full rate	1,193	9.23%
	With additional Charge	422	3.26%
	At Warrant	91	0.70%
Informal/Formal Representations	<b>Total</b>	<b>7,144</b>	<b>35.97%</b>
	Number cancelled	1,827	37.57%
Appeals to the Traffic Penalty Tribunal	<b>Total</b>	<b>55</b>	<b>0.28%</b>
	Declined	23	41.82%
	Upheld	22	40.00%
	Not contested	10	18.18%
	Total PCN Income (on street)	£ 461,767.40	
	Total P&D income	£ 515,392.96	
	Total Permit income	£ 59,344.65	
	Other income (Waivers etc)	£ 24,936.77	
	<b>Total Income</b>	<b>£ 1,061,441.78</b>	
Expenditure (on street only)	Management	£ -	
	Enforcement	£ -	
	PCN Processing (back office)	£ 70,201.84	
	Third Party Contracts	£ 385,292.38	
	Premises	£ 2,640.00	
	Supplies & Services	£ 47,028.82	
	Support Services Costs	£ 72,045.66	
	Transport	£ 20.69	
	Other costs	£ -	
	<b>Total Expenditure</b>	<b>£ 571,949.39</b>	
	<b>Balance</b>	<b>£ 489,492.39</b>	

Stroud District Council		2010/2011 Number	Percent
PCNs Issued On street	<b>Total</b>	<b>1,964</b>	<b>58.98%</b>
	Higher level	1,556	79.23%
	Lower level	408	20.77%
<b>Avg issue per patrolled hour</b>	<b>1.03</b>		
PCNs Issued Off-Street	<b>Total</b>	<b>1,366</b>	<b>41.02%</b>
	Higher level	32	2.34%
	Lower level	1,334	97.66%
<b>Avg issue per patrolled hour</b>	<b>1.65</b>		
PCNs Paid	<b>Total</b>	<b>1,386</b>	<b>41.62%</b>
	Within discount period	1,061	76.55%
	At full rate	325	23.45%
	With additional Charge	0	0.00%
	At Warrant	0	0.00%
Informal/Formal Representations	<b>Total</b>	<b>1,063</b>	<b>31.92%</b>
	Number cancelled	263	19.25%
Appeals to the Traffic Penalty Tribunal	<b>Total</b>	<b>7</b>	<b>0.21%</b>
	Declined	1	14.29%
	Upheld	5	71.43%
	Not contested	1	14.29%
	Total PCN Income (on street)	£ 70,981.28	
	Total P&D income	£ -	
	Total Permit income	£ 7,449.20	
	Other income (Waivers etc)	£	
	<b>Total Income</b>	<b>£ 78,430.48</b>	
Expenditure (on street only)	Management	£ 14,917.14	
	Enforcement	£ 54,226.90	
	PCN Processing (back office)	£ -	
	Third Party Contracts	£ 223,573.90	
	Premises	£ -	
	Supplies & Services	£ 14,558.27	
	Support Services Costs	£ 12,139.18	
	Transport	£ 2,845.03	
	Other costs	£ 75.50	
	<b>Total Expenditure</b>	<b>£ 112,335.92</b>	
	<b>Balance</b>	<b>£ 33,905.44</b>	

## Detailed Performance and On street Financial Breakdown per district

Tewkesbury Borough Council		2009/2010 Number	2009/2010 Percent
PCNs Issued On street	<b>Total</b>	<b>3,960</b>	<b>56.74%</b>
	Higher level	2,055	51.89%
	Lower level	1,905	48.11%
<b>Avg issue per patrolled hour</b>	<b>0.88</b>		
PCNs Issued Off-Street	<b>Total</b>	<b>3,019</b>	<b>43.26%</b>
	Higher level	56	1.85%
	Lower level	2,963	98.15%
<b>Avg issue per patrolled hour</b>	<b>1.13</b>		
PCNs Paid	<b>Total</b>	<b>5,264</b>	<b>75.43%</b>
	Within discount period	3,706	70.40%
	At full rate	1,367	25.97%
	With additional Charge	159	3.02%
	At Warrant	32	0.61%
Informal/Formal Representations	<b>Total</b>	<b>2,025</b>	<b>29.02%</b>
	Number cancelled	1,101	36.47%
Appeals to the Traffic Penalty Tribunal	<b>Total</b>	<b>21</b>	<b>0.30%</b>
	Declined	8	38.10%
	Upheld	7	33.33%
	Not contested	8	38.10%
	Total PCN Income (on street)	£ 132,886.16	
	Total P&D income	£ -	
	Total Permit income	£ -	
	Other income (Waivers etc)	£ 3,566.76	
	<b>Total Income</b>	£ 136,452.92	
Expenditure (on street only)	Management	£ 43,572.00	
	Enforcement	£ 91,208.00	
	PCN Processing (back office)	£ 19,627.00	
	Third Party Contracts	£ 2,573.00	
	Premises	£ -	
	Supplies & Services	£ 15,812.36	
	Support Services Costs	£ 25,032.00	
	Transport	£ -	
	Other costs	£ -	
	<b>Total Expenditure</b>	<b>£ 197,824.36</b>	
	<b>Balance</b>	<b>£ -61,371.44</b>	

## 10.5 On Street Parking Charges

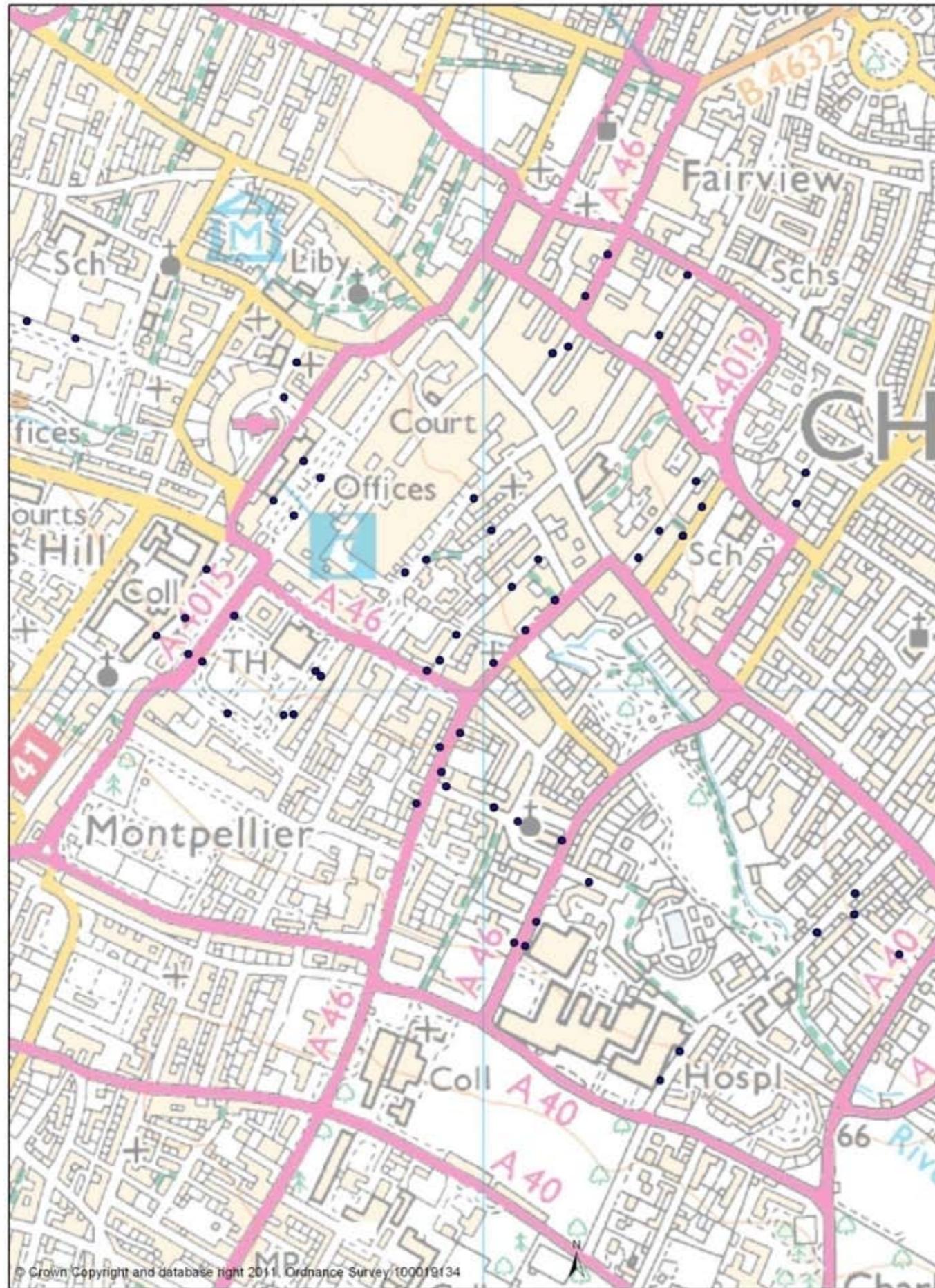
<b>Cheltenham</b>			
<b>Inner Promenade, Prom North, Rodney Road &amp; Cambray Place</b>			
Up to 30mins	<b>£1.00</b>	Up to 1hr 30mins	<b>£2.50</b>
Up to 1hr	<b>£1.70</b>	Up to 2hrs	<b>£3.30</b>
<b>Promenade South Imperial Square, Montpellier Street</b>			
Up to 1hr	<b>£1.60</b>	Up to 4hrs	<b>£5.50</b>
Up to 2hrs	<b>£2.80</b>	Up to 10hrs	<b>£10.00</b>
Up to 3hrs	<b>£4.00</b>		
<b>Wellington Street, Bath Road, St James Street Winchcombe Street, Crescent Place, Crescent Terrace, Oriel Road</b>			
Up to 1hr	<b>£1.60</b>	Up to 3hrs	<b>£3.80</b>
Up to 2hrs	<b>£2.80</b>	(only available on Sundays)	
<b>Bath Road, Gloucester Place, Grosvenor Street</b>			
Up to 1hr	<b>£1.50</b>	Up to 2hrs	<b>£3.00</b>
<b>St Annes Road</b>			
Up to 1hr	<b>£1.00</b>	Up to 2hrs	<b>£2.00</b>
<b>Argyll Road, College Road, Keynsham Road, Orrisdale Terrace, St Lukes</b>			
Up to 1hr	<b>£1.00</b>	Up to 3hrs	<b>£3.00</b>
Up to 2hrs	<b>£2.00</b>	Up to 4hrs	<b>£4.00</b>
<b>Jessops Avenue</b>			
1 hr	<b>£1.30</b>	3hrs	<b>£3.90</b>
2hrs	<b>£2.60</b>	Up to 12 hrs	<b>£6.00</b>
<b>Cirencester</b>			
<b>Market Place</b>			
up to 30 minutes	<b>£0.50</b>	up to 1hr	<b>£1.00</b>
<b>Gloucester</b>			
<b>Gloucester, central</b>			
Up to 1hr	<b>£1.40</b>	Up to 2hrs	<b>£2.70</b>
Up to 1hr 30mins	<b>£2.10</b>		
<b>Stroud Road</b>			
1hr	<b>£1.50</b>	2hrs	<b>£2.50</b>
<b>Great Western Road</b>			
1hr	<b>£1.50</b>	3hrs	<b>£4.00</b>
2hrs	<b>£3.00</b>	4hrs	<b>£5.00</b>

## 10.6 Permit parking fees and charges



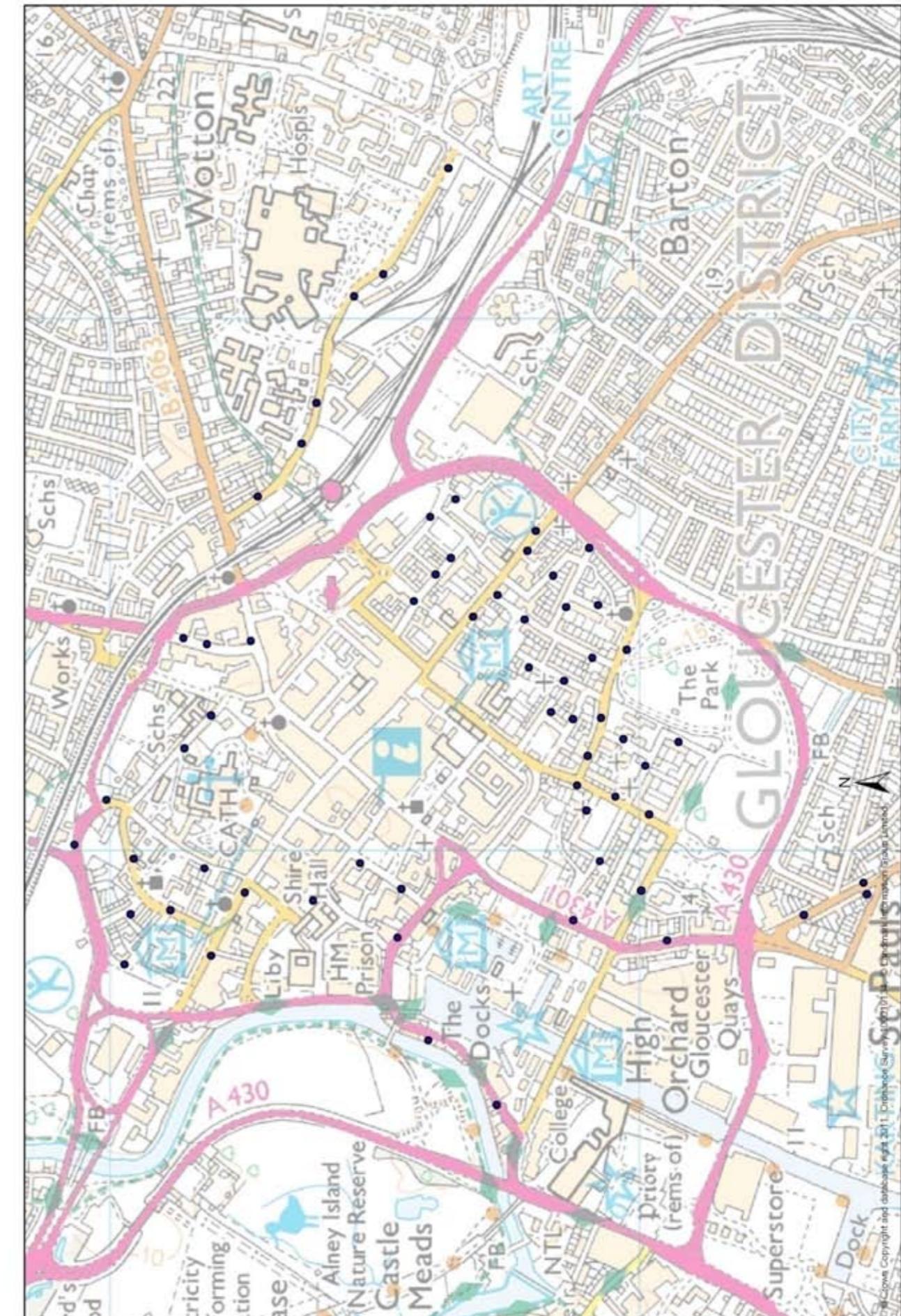
## 10.7 Pay and display machines

[ Figure 10 ] Pay and display machines in Cheltenham



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[ Figure 11 ] Pay and display machines in Gloucester



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