



Gloucestershire Civil Parking Annual Report

2024/25



Gloucestershire
COUNTY COUNCIL

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Disclaimer: Please note the income from PCNs/Permits/Waivers/Bay Suspensions does not take into account costs of providing the enforcement equipment (capital installation of cameras, electrical supplies, posts, lining, signing, borrowing costs, maintenance) or the costs of back-office notice processing to manage appeals, administration, and payments.



Introduction

Gloucestershire County Council is committed to delivering a fair, transparent, and efficient parking service that supports sustainable travel, reduces congestion, and improves air quality across the county.

The Annual Parking Report for 2024/2025 provides an overview of how we have managed parking during the year, including enforcement activity, permit schemes, and initiatives aimed at promoting compliance and accessibility.

This report demonstrates our ongoing efforts to balance the needs of residents, businesses, and visitors while ensuring that parking policies contribute to safer roads and a cleaner environment. It also highlights key achievements, financial performance, and future priorities as we continue to modernise our services and respond to changing travel patterns.

Our approach remains focused on:

- Supporting local communities through fair enforcement and improved parking options.
- Encouraging sustainable transport choices to reduce carbon emissions.
- Maintaining transparency and accountability in all aspects of parking management.

We thank all stakeholders for their cooperation and feedback throughout the year and look forward to building on these foundations in the coming year.

01

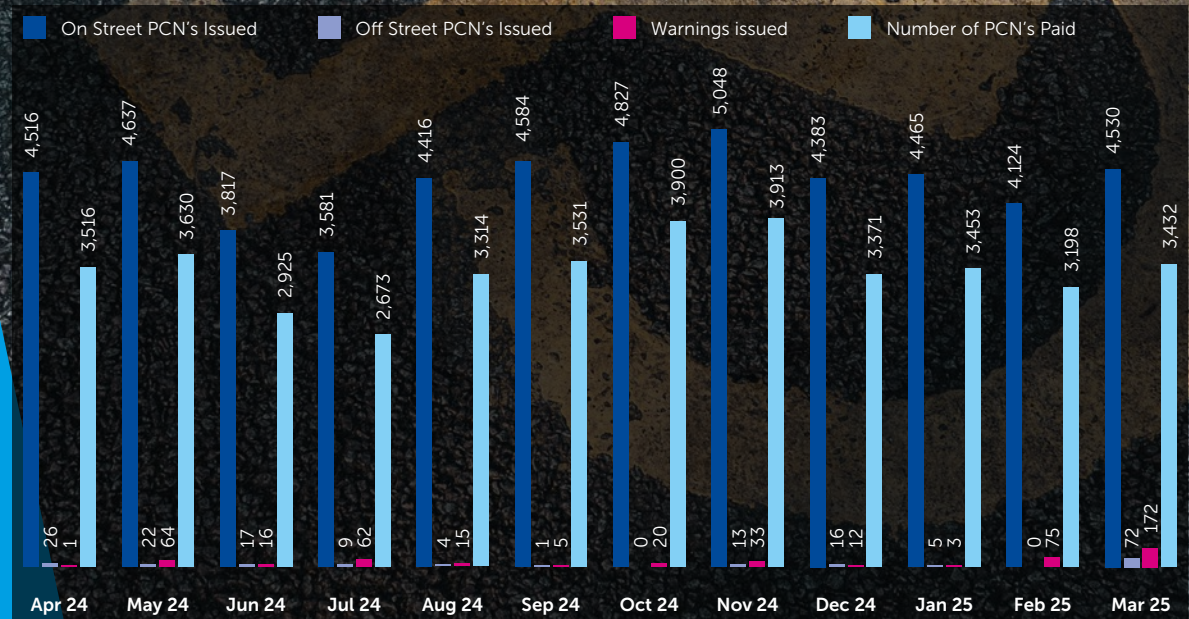
02

Civil Parking Enforcement

Gloucestershire County Council maintained a proactive Civil Parking Enforcement (CPE) approach in 2024/25, covering on and off-street locations to improve safety, ease congestion, and ensure fair access to parking.

Please note that this report was run on the 15/08/2025, the income relating to PCNs paid will change as more payments are received.

On Street/Off Street PCNS Issued and PCN Income 2024/25



02

The data in the report reflects the council's commitment to a fair, transparent parking system, supported by a robust appeals process and aligned with national guidance for consistency and accountability.

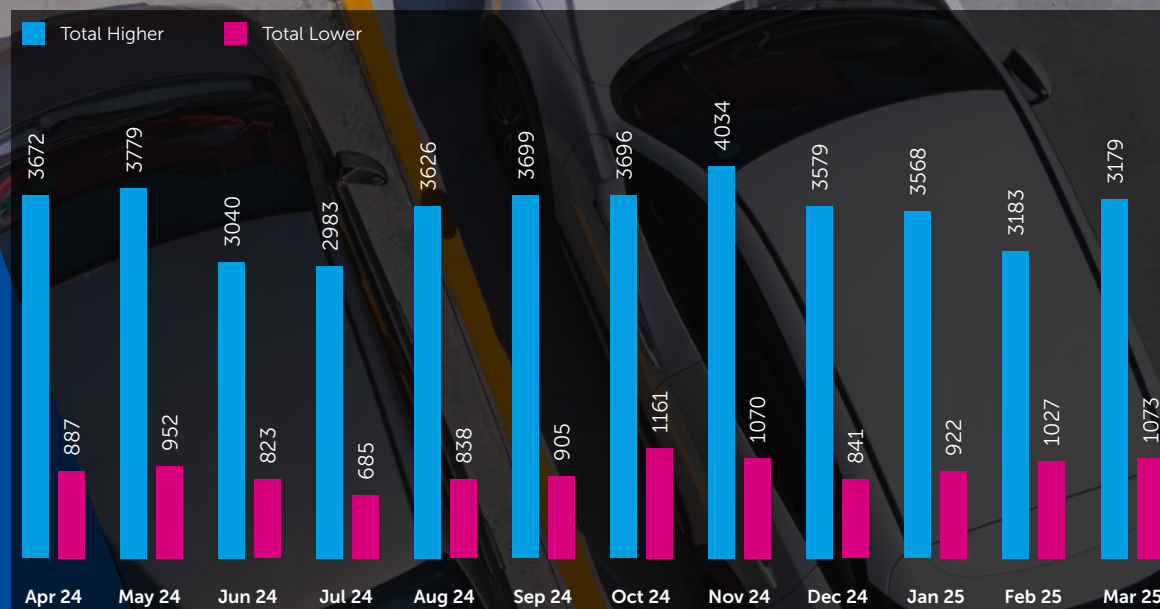
CPE in Gloucestershire is governed by Traffic Regulation Orders (TROs), which set rules for waiting and loading restrictions, permit zones, pay-and-display areas, bus lanes, and school keep-clear markings. Once in place, TROs are enforced by Civil Enforcement Officers (CEOs) who issue Penalty Charge Notices (PCNs) using handheld devices and, in some areas, CCTV.

PCNs are classified as higher-level contraventions for serious breaches like parking on yellow lines, in disabled bays, or bus lanes, and lower-level contraventions for minor issues such as failing to display a valid ticket or overstaying paid time.

The process includes issuing PCNs, offering discounted payment within 14 days, handling challenges and appeals, referring unresolved cases to the Traffic Enforcement Centre (TEC), and recovering unpaid charges. This system ensures fair, consistent enforcement that supports road safety, traffic flow, and accessibility across Gloucestershire.

Please note that this report was run on the 15/08/2025, the income relating to PCNs paid will change as more payments are received.

Total Conversions by Higher or Lower 2024/25



Pay & Display & Permit Parking

Since October 2023, all Pay & Display machines across Gloucestershire have operated on a cashless basis, accepting only card and contactless payments. This transition aimed to modernise the parking system, reduce maintenance costs, and improve convenience for users.

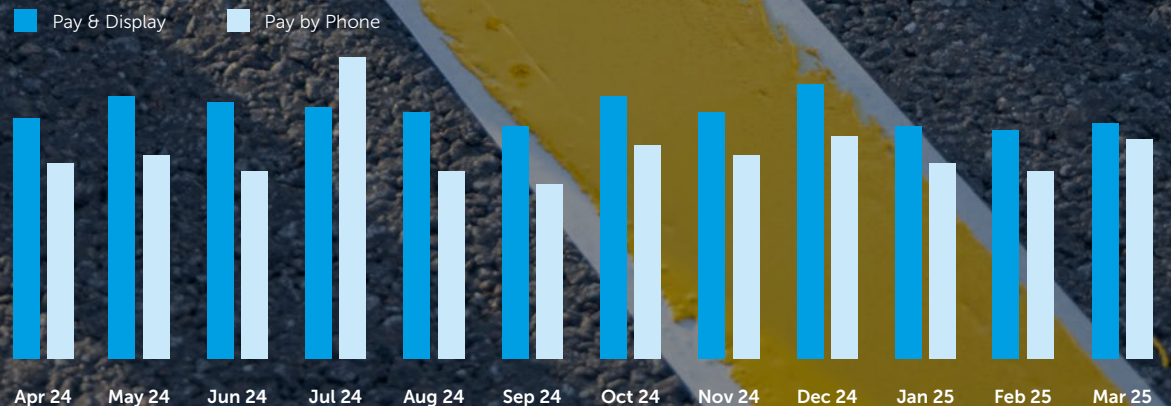
03

Usage Overview (Apr 2024 – Mar 2025)

- Pay & Display remained the dominant method, accounting for 53.6% to 57.7% of monthly transactions
- MiPermit usage ranged from 42.3% to 46.4%, showing consistent adoption of mobile payments
- Monthly total revenue ranged from £200,543.86 to £244,223.11

Month	Pay & Display	Pay by Phone	Total	P&D	Pay by Phone
Apr-24	£115,023.09	£92,677.20	£207,700.29	55.38%	44.62%
May-24	£129,211.12	£98,822.20	£228,033.32	56.66%	43.34%
Jun-24	£125,606.51	£93,616.10	£219,222.61	57.30%	42.70%
Jul-24	£126,161.45	£92,598.40	£218,759.85	57.67%	42.33%
Aug-24	£121,254.04	£89,487.05	£210,741.09	57.54%	42.46%
Sep-24	£113,125.51	£87,418.35	£200,543.86	56.41%	43.59%
Oct-24	£130,484.71	£103,021.30	£233,506.01	55.88%	44.12%
Nov-24	£124,188.64	£97,857.90	£222,046.54	55.93%	44.07%
Dec-24	£136,503.96	£107,719.15	£244,223.11	55.89%	44.11%
Jan-25	£113,868.79	£98,545.50	£212,414.29	53.61%	46.39%
Feb-25	£110,007.26	£92,452.85	£202,460.11	54.34%	45.66%
Mar-25	£125,980.29	£104,828.15	£230,808.44	54.58%	45.42%

P&D and Pay by Phone Income





Permits and Waivers

The graph shows that the total income from permits and waivers in Gloucestershire for 2024/25 was £1,228,647, with income remaining relatively stable throughout the year and peaking in July (£145,660), while the lowest income was recorded in February (£78,922).

Permits and Waivers Income 2024/25



04

Bus Lane & Moving Traffic Enforcement

Bus Lane and Moving Traffic Enforcement (MTE) play a vital role in improving transport efficiency and safety across Gloucestershire.

Bus lane enforcement ensures that priority routes remain clear for public transport, helping to reduce congestion and improve journey times. This supports the county's goals for sustainable travel and carbon reduction. Meanwhile, MTE targets unsafe and obstructive driving behaviours—such as banned turns and blocking junctions—enhancing road safety and encouraging compliance. Together, these measures promote active travel, reduce delays, and contribute to a more reliable and accessible transport network for all users.

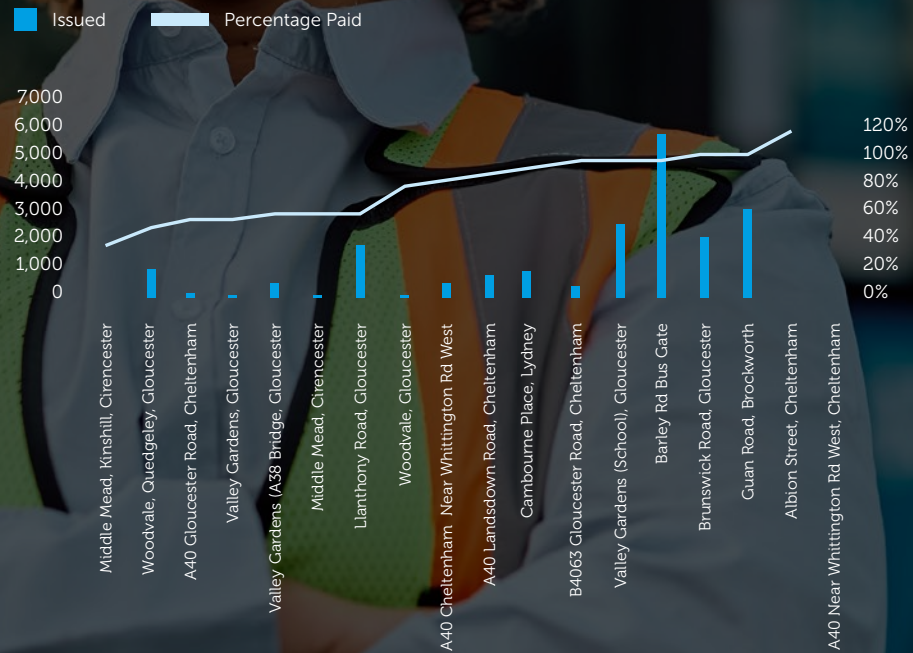
04

Bus Lane Enforcement.

During 2024/25, 20,280 bus lane PCNs were issued, with 15,782 (77.8%) paid, generating total income of £654,453. Enforcement activity remained concentrated at a small number of key locations, particularly Brunswick Road, Albion Street, Barley Rd Bus Gate, and Guan Road, which together produced the majority of PCNs and income. High volume sites achieved strong payment compliance (85–92%), while several low volume sites showed more variable results. Overall, the data reflects effective enforcement across the main corridors with consistent payment patterns year round.

Bus Lane Enforcement			
Location	Issued	PCNS Paid	Income
Brunswick Road, Gloucester	5782	4939	£202,718.15
Albion Street, Cheltenham	3288	3007	£120,770.00
Barley Rd Bus Gate,	3134	2652	£109,120.00
Guan Road (Typhoon Way), Brockworth	2172	1974	£80,565.00
Llanthony Road, Gloucester	1708	885	£36,335.00
Woodvale, Gloucester	1013	297	£13,085.00
B4063 Gloucester Road, Cheltenham	684	545	£22,885.00
Cambourne Place, Lydney	621	380	£20,375.00
Valley Gardens (A38 Bridge), Gloucester	536	246	£9,830.00
A40 Lansdown Road (eastbound), Cheltenham	408	300	£13,390.00
A40 Gloucester Road, Cheltenham	257	106	£5,380.00
Valley Gardens (School), Gloucester	257	215	£9,010.00
A40 Cheltenham Near Whittington Road West	125	89	£3,820.00
Middle Mead, Cirencester	118	60	£2,690.00
Woodvale, Quedgeley, Gloucester	92	49	£2,860.00
Valley Gardens, Gloucester	81	37	£1,585.00
Middle Mead, Kingshill, Cirencester	3	0	£0.00
A40 Near Whittington Road West, Cheltenham	1	1	£35.00

CCTV PCNS Issued and % of PCNS Paid



04



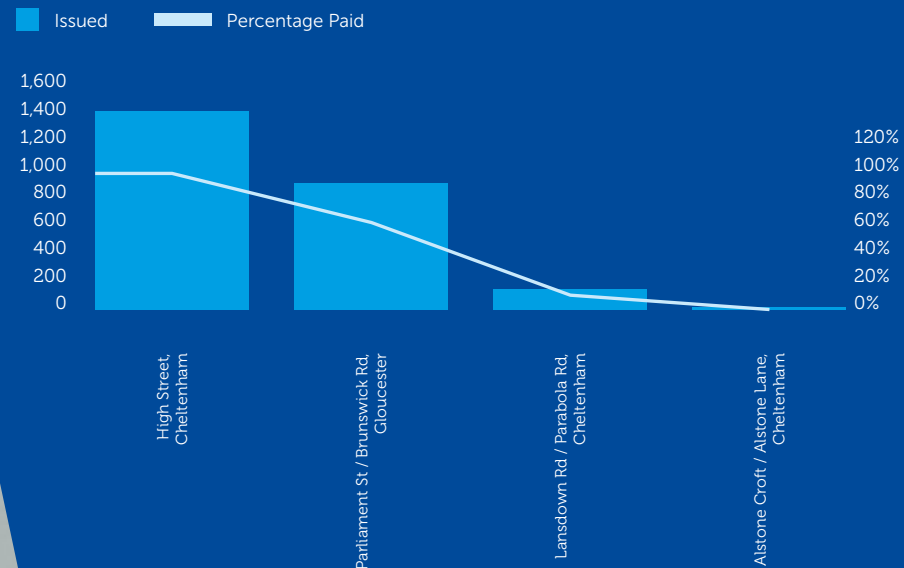
Moving Traffic Enforcement (MTE)

Live since May 2024, MTE targets contraventions like banned turns and yellow box junctions. Phase 1 sites include Cheltenham High Street and Parliament Street. Phase 2 is in development, with public consultation planned for summer 2025.

During 2024/25, the Council issued 2,428 Moving Traffic Enforcement PCNs, with 1,739 (71.6%) paid, generating £73,550 in income. Enforcement activity was heavily concentrated at High Street, Cheltenham and Parliament St/Brunswick Road, Gloucester, which together accounted for 94% of all MTE PCNs and 93% of the income. Payment compliance remained broadly consistent across the main sites at around 70–72%, with Lansdown Rd/Parabola Rd achieving a higher payment rate of 81.9% despite lower volumes.

MTE Enforcement			
Location	Issued	PCNS Paid	Income
High Street, Cheltenham	1409	995	£42,145.00
Parliament St/Brunswick Rd, Gloucester	863	617	£26,345.00
Lansdown Rd/Parabola Rd, Cheltenham	155	127	£5,060.00
Alstone Croft/Alstone Lane, Cheltenham	1	0	£0.00

MTE PCNs Issued and % of PCNs Paid



05

Challenges & Representations

Motorists have the right to dispute Penalty Charge Notices (PCNs) through two stages:

These processes are essential to ensure fairness and compliance within park accountability and upholds public confidence in the enforcement system.

The tables show the number of challenges and formal representations received during the 2024/2025 period, expressed both as raw figures and as a percentage of Penalty Charge Notices issued for on-street and off-street parking contraventions.

Challenges

An informal stage where the recipient can contest the PCN before a Notice to Owner (NtO) is issued.

Representations

A formal stage after the NtO is served, allowing the registered keeper to appeal on statutory grounds. If rejected, the case can be taken to an independent adjudicator at the Traffic Penalty Tribunal.

Challenges and representations Parking 2024/25

Challenges and Representations 2024-25	Yearly Totals	Challenges and Representations as a % of total PCNs issued
Rejection Pre Notice to Owner (NTO)	4408	8.3%
Acceptance Pre Notice to Owner (NTO)	3500	6.5%
Rejection Post NTO	323	0.6%
Acceptance Post NTO	229	0.4%
Total PCNs issued	53,113	

Challenges and Representations Bus Lane 2024/25

Challenges and Representations 2024-25	Yearly Totals	Challenges and Representations as a % of total PCNs issue
Rejection Post NTO	1251	5.5%
Acceptance Post NTO	537	2.4%
Total PCNs issued	22,708	

05

On Street PCNs 2024/25

Stage	Yearly Totals
No Contest	0
Appeals rejected	18
Appeals Allowed	5
Total Submitted to TPT	23

On Street Bus Lane PCNs 2024/25

Stage	Yearly Totals
No Contest	6
Appeals rejected	8
Appeals Allowed	0
Total Submitted to TPT	14

The Traffic Penalty Tribunal (TPT) is an independent body that considers appeals against parking, bus lane, and certain moving traffic penalties issued by local authorities outside London. It provides motorists with a free and impartial way to challenge Penalty Charge Notices, with cases decided online by qualified adjudicators. The tribunal's role helps ensure fairness, transparency, and consistency in the enforcement of civil parking regulations.

TPT Overview 2024/25

On Street

53,113

Bus Lane

22,708

Total Cases to TPT

On Street

23

Bus Lane

14

Appeals as a % of Total PCNs issued

On Street

0.04%

Bus Lane

0.06%

06

Enforcement Agents

The Breathing Space Moratorium (also known as the Debt Respite Scheme) is a government initiative designed to give individuals in problem debt legal protection from creditor action for a limited period.

During this time, enforcement action, interest, and charges are paused, allowing individuals to seek professional debt advice and work towards a sustainable solution.

Marston's Recovery Services act as Gloucestershire County Council's contracted Enforcement Agents for the recovery of unpaid parking debt. During the period, a total of 9,754 unpaid Penalty Charge Notices were registered with the Traffic Enforcement Centre (TEC). 8,960 cases progressed to warrant stage. Once a warrant of control is issued, the case is passed to Marston's to undertake recovery action in line with national enforcement regulations.

There are two types of Breathing Space:

- Standard Breathing Space – lasts up to 60 days.
- Mental Health Crisis Breathing Space – lasts as long as the person is receiving mental health crisis treatment, plus 30 days.

14

notifications received that people had entered a Breathing Space Moratorium

9

were relating to parking charges

5

were unidentified

0

SAP debts

07

Blue Badge Fraud

Blue Badge fraud is the misuse of a disabled parking badge, such as:

- Using someone else's badge without them being present
- Continuing to use a badge after the holder has died or after it has expired
- Altering or forging a badge

It is a criminal offence under UK law and can lead to prosecution, fines, and badge cancellation.



Blue Badge Fraud Outcomes for 2024/25

Investigation Outcomes	No. Cases
Total Prosecuted	12
Total Not Prosecuted	8
Total Cases Awaiting Court Date	0
Caution Issued	13

Total Incidents 33

Gloucestershire County Council tackles Blue Badge fraud through its Parking Team, Blue Badge Fraud Investigation Team, and Trading Standards. Key actions include:

- Investigating reports received internally and externally
- Conducting regular spot checks across the county
- Running awareness campaigns to deter misuse
- Working with police, Trading Standards, and GCC Legal Services to prepare cases for prosecution
- Participating in the National Fraud Initiative for data matching

These measures protect disabled parking spaces for genuine badge holders and uphold fairness and accessibility across Gloucestershire.

08

Arle Court Park & Ride

Arle Court Transport Hub is a modern Park & Ride facility located on the western edge of Cheltenham, designed to support sustainable travel and reduce congestion in the city.

It serves as a key interchange for commuters, shoppers, and visitors travelling into Gloucester and Cheltenham.

The site underwent a major upgrade, officially reopening in July 2024 with enhanced features including:



Facilities for active travel, such as secure cycle lockers, showers, and changing rooms.



Over 100 EV charging points, including fast and rapid chargers, available for convenient long-stay and quick-charge use



A new transport hub building with indoor and outdoor waiting areas, real-time travel information, toilets (including Changing Places) and vending machines.



Solar panels generating renewable energy for site operations and EV charging.

Arle Court plays a vital role in Gloucestershire's transport strategy, encouraging modal shift from private cars to public and active travel, improving air quality, and supporting the county's decarbonisation goals.

08

9,965

Booked stays

£63,674.80

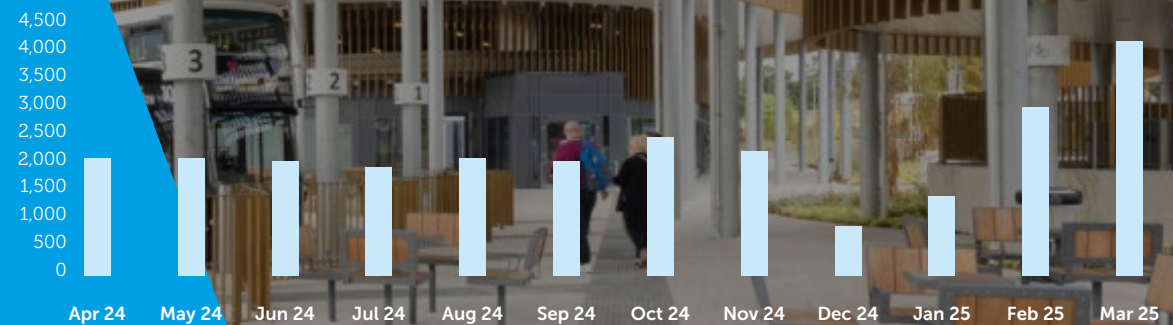
Total Income

The table shows that Arle Court Park & Ride recorded a total of 15,358 stays and generated £98,036.20 in income between April 2024 and March 2025. The busiest month was March 2025, with 1,815 stays and £11,587.90 in income, while the quietest month was August 2024, with 678 stays and £4,284.20 in income.

Usage dipped during the summer and winter periods, with notable lows in August and December, but increased significantly from January 2025 onward, reflecting a strong recovery in early 2025.

Arle Court	Total Stays	Total Income
2024/04	1412	£9,059.60
2024/05	1307	£8,322.40
2024/06	1093	£7,009.70
2024/07	1071	£6,905.50
2024/08	678	£4,284.20
2024/09	1116	£7,080.40
2024/10	1313	£8,333.80
2024/11	1354	£8,612.00
2024/12	956	£6,089.50
2025/01	1632	£10,383.80
2025/02	1611	£10,367.40
2025/03	1815	£11,587.90
Total	15358	£98,036.20

Bus Trips Validated by Month 2024-2025



NSL Community Work

NSL, our Enforcement Contractors for parking services, has continued to demonstrate a strong commitment to social value across Gloucestershire throughout the 2024/25 financial year.

Their efforts span environmental sustainability, community engagement, charitable giving, and support for vulnerable groups.

Environmental Initiatives

NSL has taken meaningful steps to reduce its environmental impact and promote sustainability. Their fleet now includes five fully electric and two hybrid vehicles, introduced in April 2024 under the Go Green initiative. Uniforms are made from recycled plastic bottles, with usable items donated to charity and boots gifted to local cadets. All PCN envelopes are biodegradable, and their Gloucester base has adopted LED lighting alongside a staff-led energy-saving campaign called 'Switch It Off'.

09

// Staff organised a bake sale raising £100 for Macmillan Cancer Support.

Community Engagement & Charity Support

NSL has actively supported a range of charitable and community causes throughout the year. Regular donations were made to local food banks, including a targeted collection of strong carrier bags. Staff organised a bake sale raising £100 for Macmillan Cancer Support and responded to appeals from Teckels Animal Shelter with essential supplies. The team also promoted the Too Good To Go app to reduce food waste, recycled crisp packets and milk tops for the Kicks Count charity, and continued to employ and support ex-military veterans, working closely with RBLI, a veteran-run signage supplier.

Local Charity Partnerships

NSL supported several local charities through donations and ongoing engagement. Contributions to Gloucestershire Bundles provided essential clothing, toiletries, and equipment for families in crisis. The team also donated furniture and household items to Emmaus Gloucestershire, a homelessness charity. Continued support was given to The Butterfly Garden, an inclusive educational and therapeutic project, including the recycling of VHS tapes, CDs, and DVDs.

// Contributions to Gloucestershire Bundles provided essential clothing, toiletries, and equipment for families in crisis.

Total Income & Expenditure

This page details the total Income and Expenditure in relation to Parking for the Financial Year 2024/25

10



Income and Expenditure 2024/25

Cost Elements	Act.Costs
Employee Related	£467,104.69
Premises Related	£3,490.05-
Transport Related	£34,349.51
Supplies and Services	£68,404.76
Third Party Payments	£2,091,031.80
Support Services	£9,312.12
Depreciation and Impairment	
Inter GCC Transfers	£55,267.89
Expenditure	£2,721,980.72
Income	£5,999,060.68-
Debit	£3,277,079.96-
Over/Underabsorption	£3,277,079.96-



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