



Gloucestershire
COUNTY COUNCIL

**Civil Parking
Enforcement in
Gloucestershire
2023/24**



Index

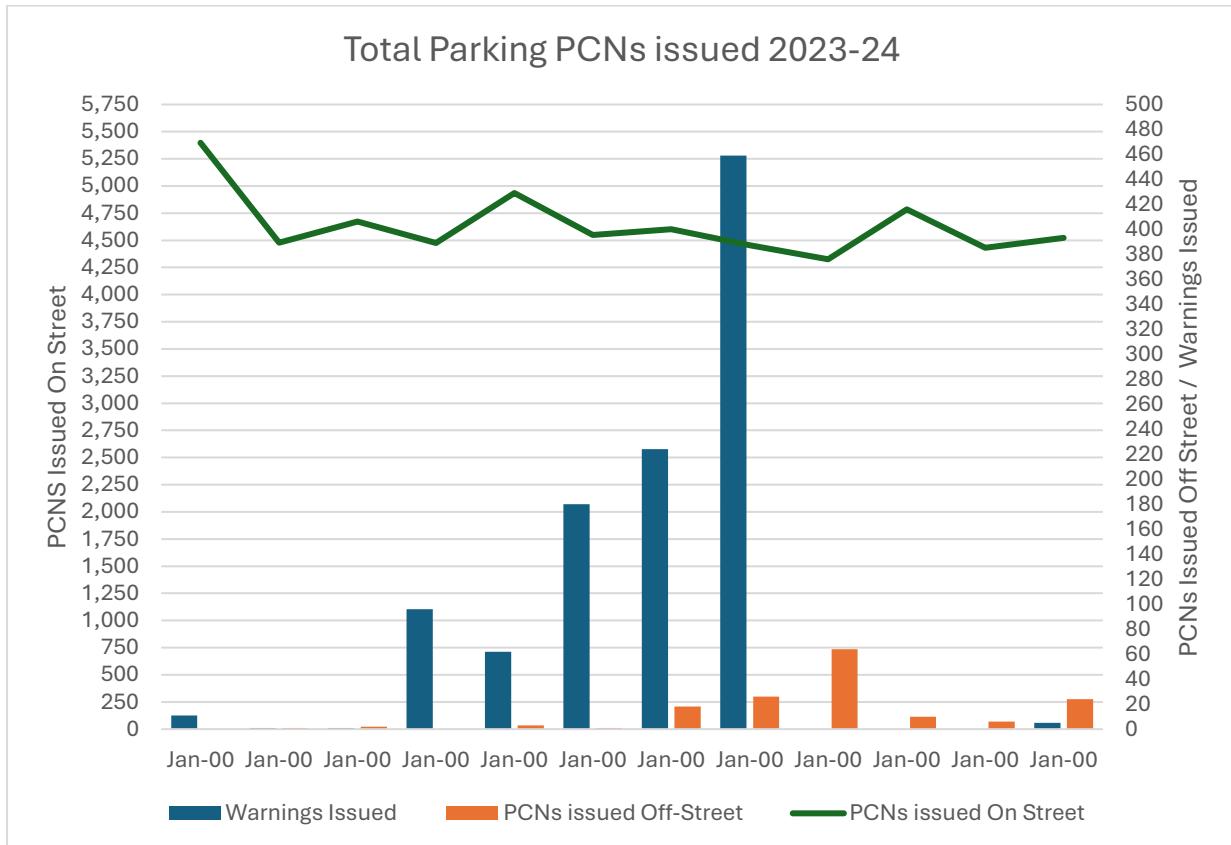
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1. Civil Parking Enforcement

All restrictions backed by a Traffic Regulation Order (TRO), such as yellow lines and parking bays, are enforced by Civil Enforcement Officers. Penalty Charge Notices (PCNs) are issued when a Civil Enforcement Officer (CEO) identifies a contravention.

Permit parking schemes give residents, businesses and their visitor's greater opportunities to park in their neighbourhood. Some areas of permit zones include shared use bays. These bays allow permit holders to park as well as visitors to the area, by way of maximum free stay or by paying and displaying. This allows for turnover of spaces where necessary, ensuring better management of parking demand and kerb side space.

[Figure 1] below shows the amount of parking PCNs issued in 2023/24:



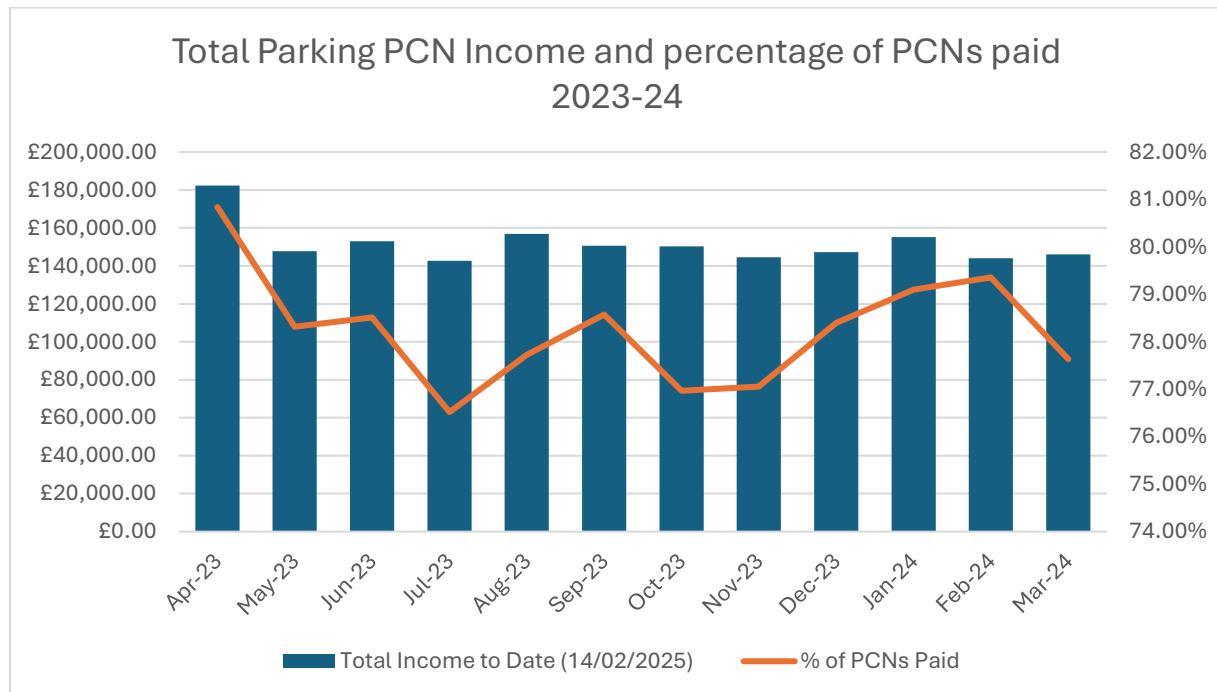
Please note that this report was run on 23/06/2025, the income relating to PCNs paid will change as more payments are received

[Figure 2] below shows the total income from parking PCNs and % paid for PCNs issued in 2023/24:

Contravention Month	On Street	Off Street	Total	Warnings Issued	% of PCNs Paid	Total income to date 23/06/2025
Apr-23	5,397	0	5,397	11	80.84%	£182,353.57
May-23	4,478	1	4,479	1	78.32%	£147,763.25
Jun-23	4,671	2	4,673	1	78.51%	£153,035.58
Jul-23	4,476	0	4,476	96	76.52%	£142,691.25
Aug-23	4,935	3	4,938	62	77.72%	£156,936.00
Sep-23	4,550	1	4,551	180	78.58%	£150,706.27
Oct-23	4,602	18	4,620	224	76.97%	£150,356.92
Nov-23	4,454	26	4,480	459	77.05%	£144,605.00
Dec-23	4,325	64	4,389	0	78.40%	£147,243.00
Jan-24	4,785	10	4,795	0	79.10%	£155,192.00
Feb-24	4,431	6	4,437	0	79.36%	£144,084.00
Mar-24	4,523	24	4,547	5	77.63%	£146,013.97
Total	55,627	155	55,782	1,039	78.25%	£1,820,980.81

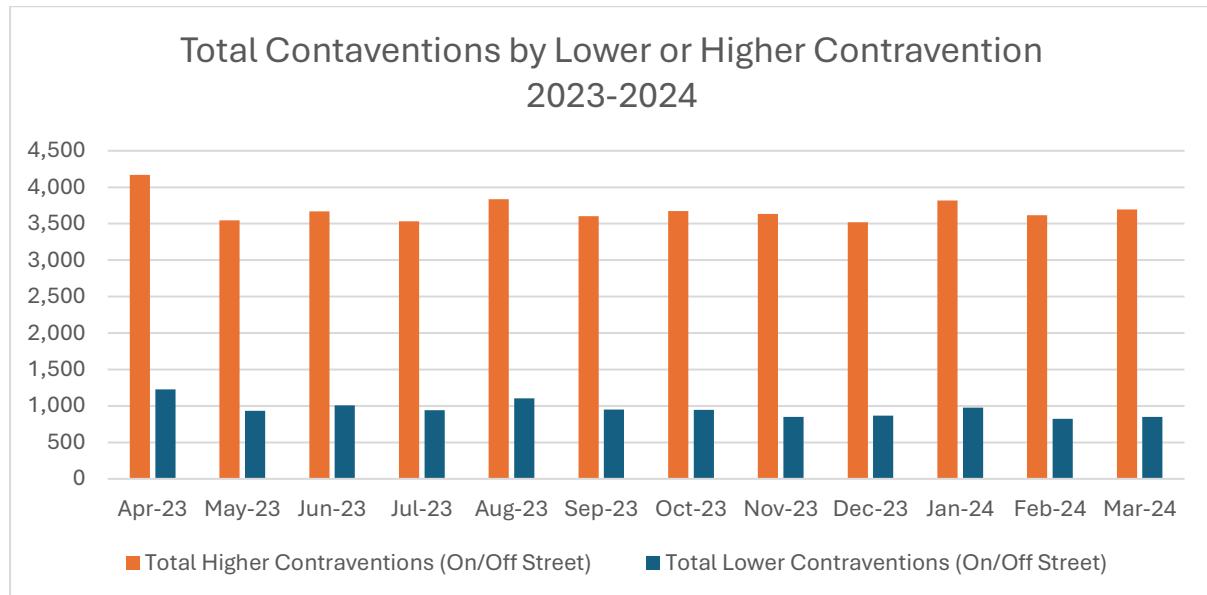
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[Table 1] shows the numbers of contraventions, on and off street, and % of PCNs paid in 2023/24



Please note that this report was run on 23/06/2025, the income relating to PCNs paid will change as more payments are received

[Figure 2] below shows the amount of on street PCNs issued by higher or lower contravention in relation to the year 2023/24:



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[Table 2] below shows the amount of on street PCNs issued by higher or lower contravention in relation to the year 2023/24:

Month	Higher Contravention On Street	Lower Contravention On Street	Higher Contravention Off Street	Lower Contravention Off Street	Total Higher Contraventions (On/Off Street)	Total Lower Contraventions (On/Off Street)
Apr-23	4,168	1,229	0	0	4,168	1,229
May-23	3,546	932	0	1	3,546	933
Jun-23	3,667	1,004	0	2	3,667	1,006
Jul-23	3,534	942	0	0	3,534	942
Aug-23	3,835	1,100	0	3	3,835	1,103
Sep-23	3,600	950	1	0	3,601	950
Oct-23	3,671	931	3	15	3,674	946
Nov-23	3,628	826	4	22	3,632	848
Dec-23	3,514	811	6	58	3,520	869
Jan-24	3,816	969	1	9	3,817	978
Feb-24	3,614	817	0	6	3,614	823
Mar-24	3,693	830	3	21	3,696	851
Total	44,286	11,341	18	137	44,304	11,478

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Bourton on the Water

The more than doubling of CEO patrols from 15.5 hours a week to 36 continues to have a very positive effect on parking enforcement within the parish. The extra hours are allowing patrols to cover outlying estate roads, as well as dealing with the village centre, and this has had a very good effect in ticketing inappropriate parking and moving drivers on. The police have also been a great help in dealing with cases of pavement and driveway obstruction. The Parish Council will endeavour to ensure that increased patrolling will be repeated in future years.



2. Pay and Display & Permit Parking

Pay and Display

Pay & Display charges for on-street parking can be varied by notice under the Road Traffic Regulation Act 1984.

The primary reason for charging for parking is to manage the demand and support our transport policy objectives, as set out in the local Transport Plan ([ltp-policy-document-final-v131.pdf \(gloucestershire.gov.uk\)](https://www.glos.gov.uk/transport/ltplink)).

The County Council's policy for parking is set out in the Local Transport Plan. Effective management of on-street parking supports access to residents, services and businesses. We also encourage the development of strategies for town centre on street car park charges and other controls that benefit short stay over long stay parking. This approach aims to ensure that the balance between on and off-street charging is maintained, whilst encouraging shopping and supporting economic activity.

We provide comprehensive "Travelsmart" information on the council's website to further encourage sustainable methods of transport, details can be found here: [Public Transport information - Gloucestershire County Council](https://www.glos.gov.uk/transport/travelsmart).

Gloucestershire County Council completed an upgrade to all on-street pay and display machines, which accept chip and pin and contactless card payments only, removing the option to make payment by cash/coin.

Please note that the MiPermit application remains in place for fully cashless/virtual parking stays.

As a result of this upgrade the previous pay per minute (up to the first two hours) has ceased and has been replaced with 15 minute increments, to ensure an efficient, flexible and customer friendly solution. This tariff structure is also consistent with the MiPermit app.

Please note that the minimum charge at each location has remained in place. At present, the pay and display charges have also remained at the same cost.

A link to our pay and display upgrade can be found here:

<https://www.glos.gov.uk/transport/travelsmart>

Any surplus generated by the operation of the parking service is used firstly in investment in the management of parking and the parking asset, and then for other improvements in traffic management, highway improvements and subsidised and concessionary transport. This is in accordance with the current legislation, the Traffic Management Act 2004.

A link to pay and display charges can be found here:

<https://www.glos.gov.uk/transport/travelsmart>

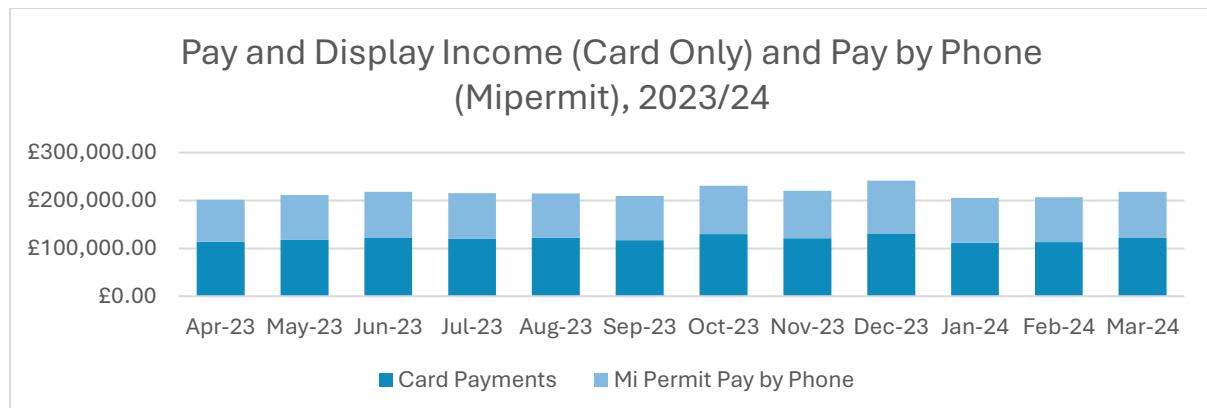
[Table 4] below shows cash collected and banked from pay and display machines and the cashless MiPermit system for 2023/24.

Month	Card Payments (Pay and Display Terminals)	Pay by Phone (MiPermit)	Total	% of Card Payments (Pay and Display Terminals)	% of Pay by Phone (MiPermit)
Apr-23	£113,478.77	£87,868.40	£201,347.17	56%	44%
May-23	£118,318.03	£93,311.05	£211,629.08	56%	44%
Jun-23	£121,863.37	£95,970.75	£217,834.12	56%	44%
Jul-23	£120,611.86	£94,528.30	£215,140.16	56%	44%
Aug-23	£122,578.56	£92,224.90	£214,803.46	57%	43%
Sep-23	£117,246.94	£91,880.85	£209,127.79	56%	44%
Oct-23	£129,586.10	£101,510.05	£231,096.15	56%	44%
Nov-23	£120,997.70	£99,161.35	£220,159.05	55%	45%
Dec-23	£131,252.98	£109,952.30	£241,205.28	54%	46%
Jan-24	£112,060.94	£93,293.35	£205,354.29	55%	45%
Feb-24	£113,386.82	£93,074.90	£206,461.72	55%	45%
Mar-24	£121,652.78	£96,446.85	£218,099.63	56%	44%
Total	£1,443,034.85	£1,149,223.05	£2,592,257.90		
Average Yearly %				56%	44%

Cashless Parking

Please note that the council has seen growth in Pay By Phone payments over the previous few years. In 2019/20 the % of cashless was 39%, by the end of the 2021/22 financial year the cashless percentage had increased to 52%.

Figure 3] below shows the amount of income collected and banked by month, showing the split of Cash/Card Only and Pay by Phone (Mipermit) for 2023/24



Permits

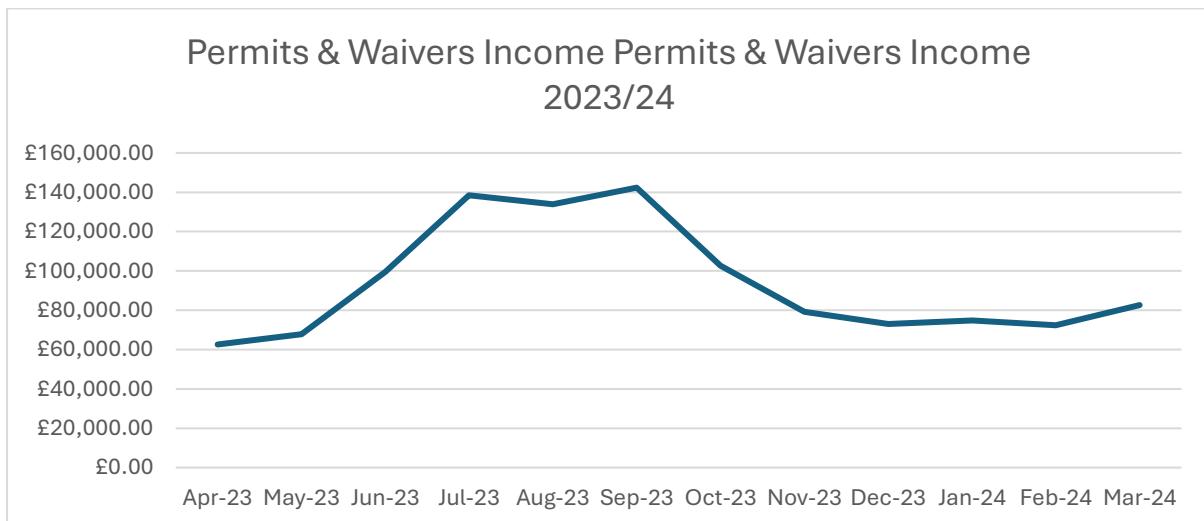
In 2023/24 the council obtained £959,747 of income from permits, waivers and vouchers.

A link to the terms and conditions for each permit type is available at: [gloucestershire-parking-tcs-v123-june-2023.pdf](https://www.gloucestershire.gov.uk/assets/2023/06/glos-parking-tcs-v123-june-2023.pdf)

[Table 5] below is table shows income received, by month, in relation to permits, waivers and other income:

Permits Waivers and Vouchers 2022/23	
Apr-23	£62,601.25
May-23	£67,841.47
Jun-23	£99,590.34
Jul-23	£138,416.61
Aug-23	£133,832.36
Sep-23	£142,344.87
Oct-23	£102,654.22
Nov-23	£79,206.43
Dec-23	£73,023.40
Jan-24	£74,875.89
Feb-24	£72,301.72
Mar-24	£82,617.37
Total	£1,129,305.93

[Figure 4] below is a graph showing permit, waiver and vouchers for the period 2023/24.

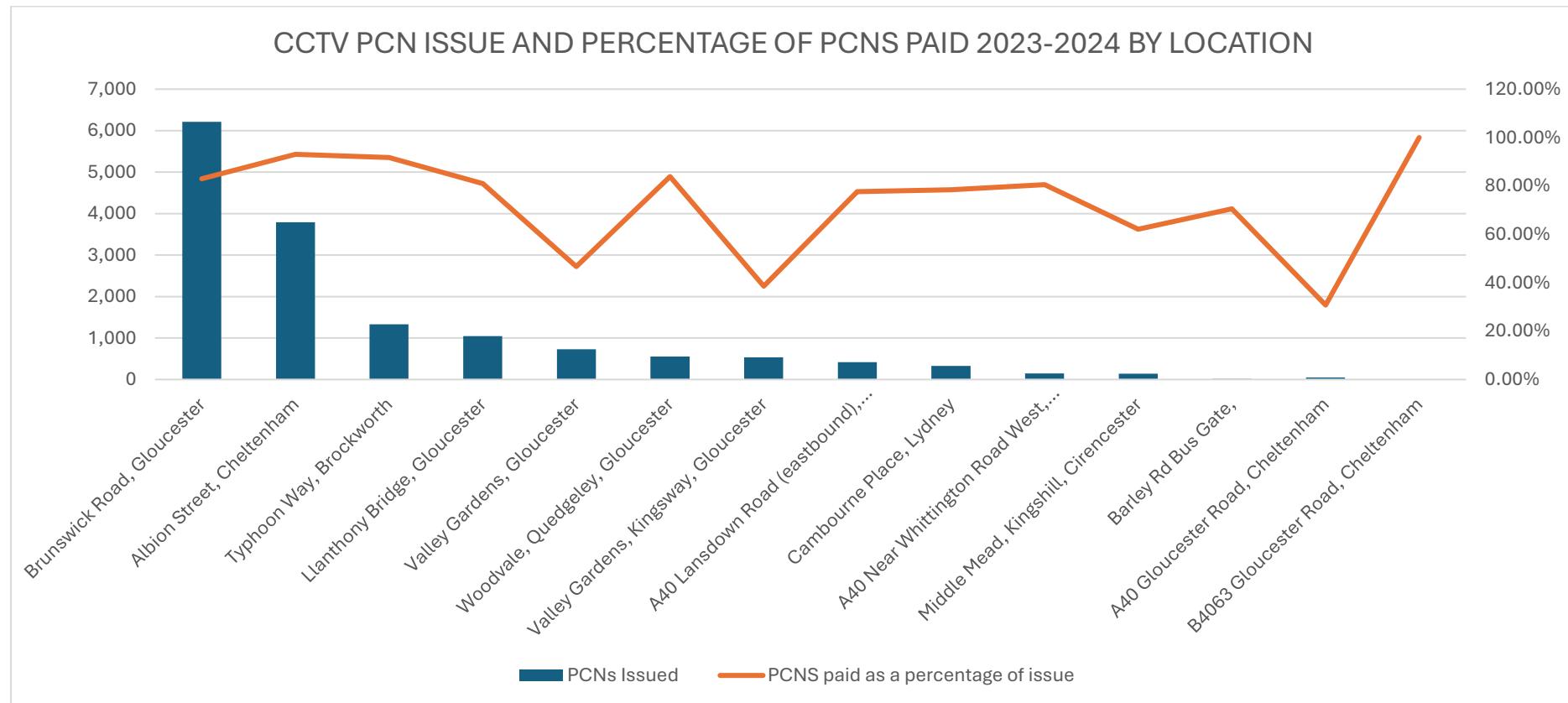


The peak in July 2022 was caused by the annual renewal anniversary of the Cheltenham West permit zones that created an increase in demand in relation to permit applications.

3. Bus Lane Enforcement

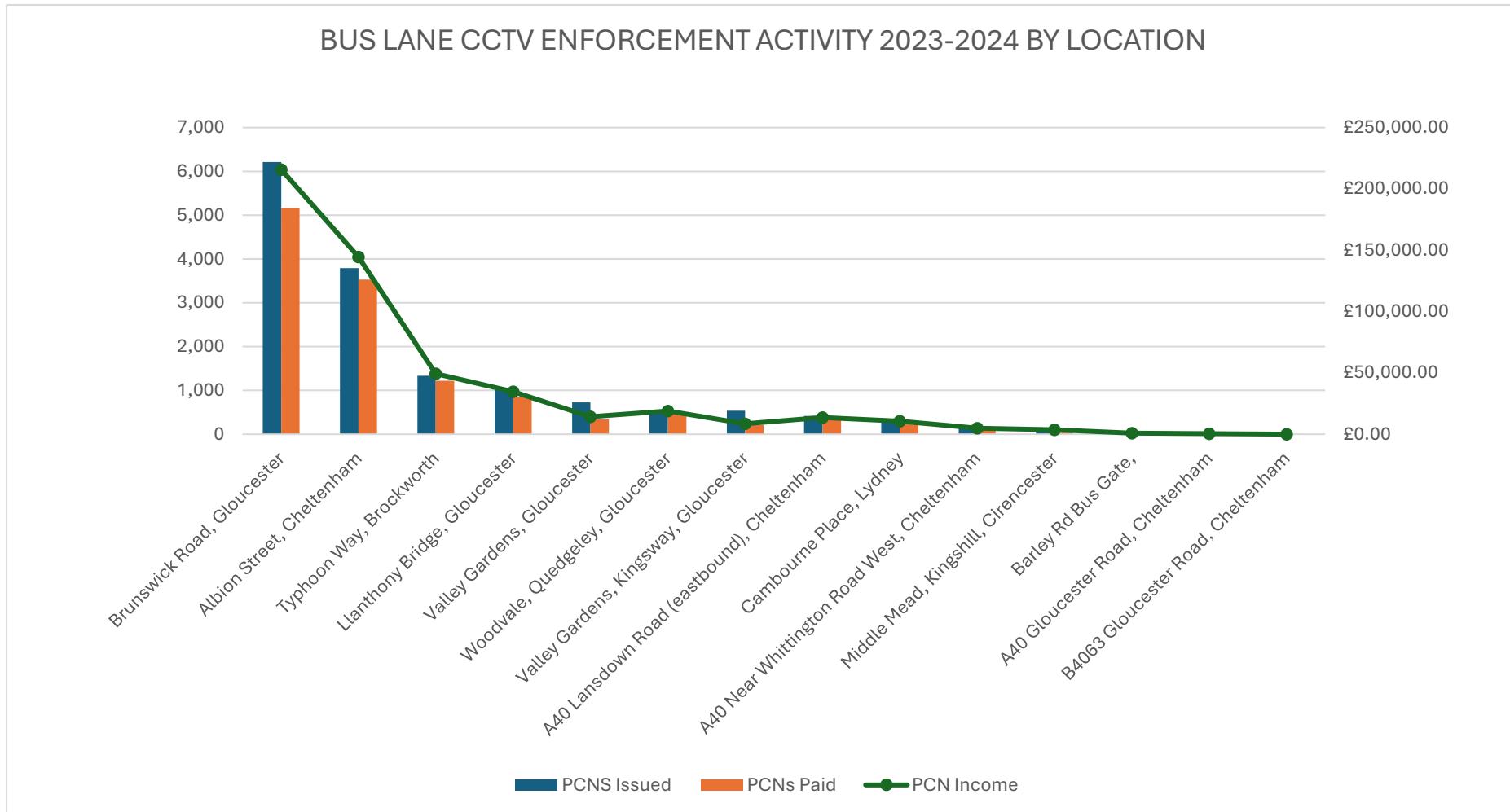
The numbers of PCNs issued and recovered at the ANPR enforced bus lane locations in Gloucestershire for the period 2023-24 are shown below in Figure 4:

[Figure 5] CCTV PCN issue and % of PCNs Paid 2023-24 by Location



Please note that this report was run on 23/06/2025, the income relating to PCNs paid will change as more payments are received.

[Figure 6] shows the numbers of PCNs issued and value of PCNs recovered by location for the period 2023/24.



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[Table 7] shows the numbers of PCNs issued by location in 2023/24

<u>Location</u>	<u>PCNs</u>	<u>% Paid</u>	<u>PCN's</u>	<u>Income (To Date 17/02/2025)</u>
Brunswick Road,	6,214	83.02%	5159	£215,888.90
Albion Street,	3,792	93.06%	3529	£144,503.46
Typhoon Way,	1,334	91.75%	1224	£49,404.00
Llanthony Bridge,	1,045	80.96%	846	£34,629.83
Valley Gardens,	730	46.71%	341	£14,231.00
Woodvale,	552	83.88%	463	£18,868.00
Valley Gardens,	537	38.55%	207	£8,595.00
A40 Lansdown Road	417	77.70%	324	£13,595.00
Cambourne Place,	330	78.48%	259	£10,618.00
A40 Near	149	80.54%	120	£4,857.00
Middle Mead,	140	62.14%	87	£3,632.00
Barley Rd Bus Gate,	17	70.59%	12	£860.00
A40 Gloucester	52	30.77%	16	£420.00
B4063 Gloucester	2	100.00%	2	£70.00
Total	15,311	1018.15%	12589	£520,172.19

4. Challenges and Representations

The table below shows the number of challenges and representations received for the 2023-24 period and as a percentage of issue for on and off street parking contraventions.

[Table 8] Challenges & Representations Parking 2023-24.

Challenges and Representations 2023-24	Yearly Totals	Challenges and Representations as a % of total PCNs issued
Rejection Pre Notice to Owner (NTO)	5237	9.38%
Acceptance Pre Notice to Owner (NTO)	3257	5.83%
Rejection Post NTO	401	0.71%
Acceptance Post NTO	276	0.49%
Total PCNs issued	55,782	

The table below shows the representations received for the 2023-24 period and as a percentage of issue for bus lane contraventions.

[Table 9] Challenges and Representations Bus Lanes 2023-24

Challenges and Representations Bus Lanes 2023-24		
Challenges and Representations	Yearly Totals	Challenges and Representations as a % of total PCNs issued
Rejection Post NTO	364	2.3%

Acceptance Post NTO	597	3.7%
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The tables below show the number of PCN cases that were submitted to Traffic Penalty Tribunal (TPT) for the 2023-24 period.

[Table 10] On street PCN's

Stage	Yearly Totals
No Contest	1
Appeals rejected	28
Appeals Allowed	10
Total Submitted to TPT	39

[Table 11] Bus lane PCN's

Stage	Yearly Totals
No Contest	4
Appeals rejected	12
Appeals Allowed	3
Total Submitted to TPT	19

[Table 12] TPT overview

Total PCNS issued		Total Cases to TPT		Appeals as a % of Total PCNs issued	
On Street	Bus Lane	On Street	Bus Lane	On Street	Bus Lane
55,782	15,983	39	19	0.06%	0.11%

Insert Image Here

5. Enforcement Agents

The council continued with its Breathing Space scheme in relation to debtors who are struggling financially or with serious mental health challenges.

In the period 2023/24 the council received 39 notifications relating to parking from debtors to enter breathing space, these were all granted.

6. Blue Badge Fraud

The contract continued with the new model is delivered in house by the council being jointly managed by Trading Standards and the Parking Team.

2023/24 Cases

The table below is based on the incident date. The cases not prosecuted were due to reasons such as lack of evidence and prosecution not being within the public interest.

[Table 13] Blue Badge Fraud Investigation Outcomes 2023-24.

Blue Badge Fraud Investigation Outcomes	No. cases
Total prosecuted	8
Total not prosecuted	31
Total cases awaiting court date	0
Caution issued	8
Total incidents	39

7. Parking Reviews

The parking review areas included Kingsholm in Gloucester, All Saints in Cheltenham and Stroud continued throughout the financial year 23/24, general information about these reviews can be found within the previous annual report at:

8. Arle Court Park and Ride

During the 2023/24 financial year, construction began on the transformation of Arle Court Park and Ride into the Arle Court Transport Hub, as part of the M5 Junction 10 Improvements Scheme. Work focused on Phase 1 and early Phase 2, including groundwork, infrastructure upgrades, and preparation for the new multi-storey car park and expanded bus terminal. The project aimed to support sustainable travel, with plans for EV chargepoints, solar panels, and improved public transport links.

[Figure 7] below shows numbers of on bus validations in 2023/24

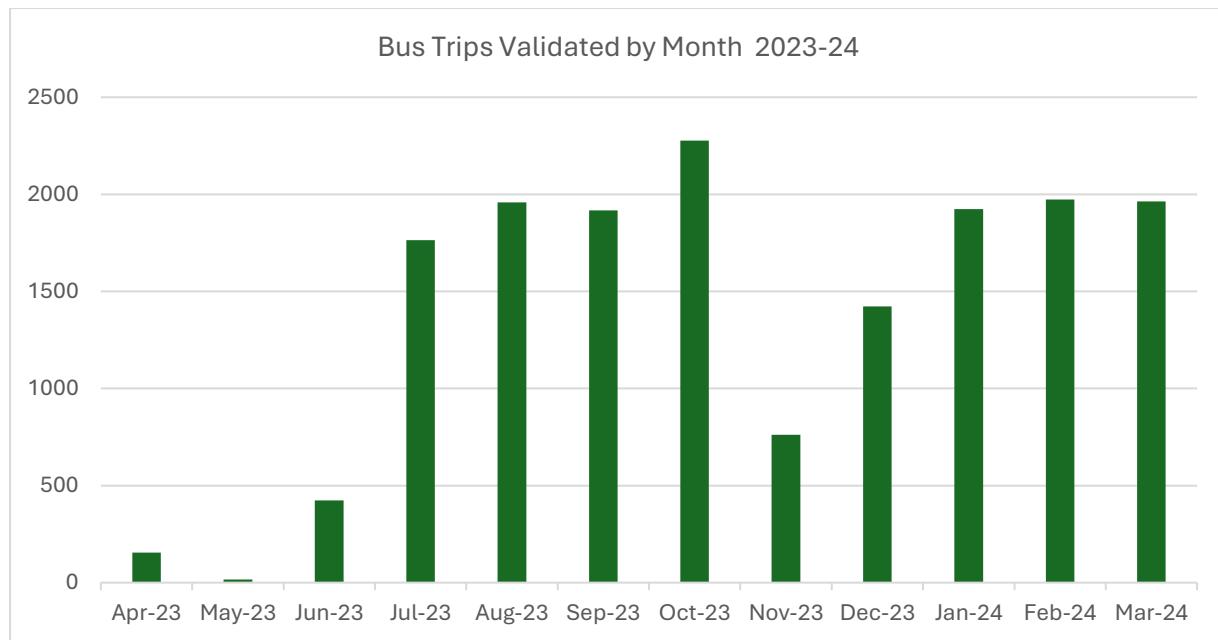


Table 12 below shows the numbers of paid for parking and income taken in the year 2024/24.

[Table 13] Arle Court Paid for Parking by Month 2023-24

	Total Paid Parking Stays	Total Income
Apr-23	508	£3,178.70
May-23	626	£3,912.80
Jun-23	663	£4,229.40
Jul-23	635	£4,089.10
Aug-23	557	£3,585.30
Sep-23	497	£3,192.10
Oct-23	730	£4,690.60
Nov-23	953	£6,130.50
Dec-23	609	£3,897.70
Jan-24	904	£5,773.60
Feb-24	931	£5,987.50
Mar-24	850	£5,464.20
Totals	8463	£54,131.50

9. NSL Community Work

NSL are Gloucestershire County Council's parking enforcement contractor and are part of Marston's Holdings Ltd. NSL have worked with GCC since April 2020 and are halfway through a 5-year contract. NSL deploy 50,000 hours a year for GCC, all over the county with a team of over 40 CEOs enforcing special events, such as Cheltenham Races or Rugby matches at Kingsholm stadium as well as the daily duties to promote safety and the correct operation of the road network.

The biggest project NSL have undertaken this year is to support the switch to cashless parking and upgrade the Pay and Display machines to card only machines working in partnership with IPS. This was rolled out over the summer of 2022.

NSL are committed to Social Value and giving something back to the communities in which they work via social pledges. NSL commenced with their Social Value for this year with a continued collection for Kicks Count. This is a charity which collects recycling to raise money. This has been an ongoing collection for the last two years and something the team have really embraced. In January 2023 NSL collected old Christmas cards for Cobalt house which is a medical charity helping people affected by cancer, dementia, and other conditions. Starting in Spring 2022 and continuing,

NSL began collecting slightly used boots from team members who have left in a bid to recycle uniform and reduce wastage. The boots have a lot of life left in them, so NSL got in touch with the local Army Cadets. The Cadets were very grateful for the donation. From this NSL decided to see where they could offer high quality, but slightly worn, non-logo uniform. We started a collection during Winter 2022 for The Nelson Trust Women's centre and also Feed the Hungry for male clothing. NSL staff also donated second hand items they no longer needed to support this

. This lead on to a food bank collection for Feed the Hungry Gloucester, which was very much needed due to the cost of living crisis. (photos below) Leading on from this, NSL encouraged staff to use the Too Good To Go app to not only save themselves money during the cost of living crisis, but also help to reduce the huge volumes of food waste in the UK, along side reducing CO2e. NSL are always open to new ideas that come from the team and so far, the work undertaken has had a successful impact on the local community.

NSL Community Work

Sustainability & giving back: Our community initiatives

NSL are Gloucestershire County Council's parking enforcement contractor and form part of Martson's Holdings Ltd. NSL have worked with us since April 2020 and support a team of 40 CEOs across the county to keep our streets safe and accessible for all by encouraging responsible parking and protecting vulnerable road users.

NSL make a big difference both on and off our streets and are committed to supporting our local communities by promoting social responsibility and creating a safer and more

sustainable environment for all. Here are some of the initiatives that demonstrated those values and benefited our communities during 2023-2024:

Sustainability in action

We are proud to announce that all **uniform** items from our supplier are now made from **recycled bottles**, helping to **reduce** plastic **waste** by using existing materials.

There is life for our uniforms beyond our CEOs too, as unmarked **items** still in usable condition are **donated** to **charity**, alongside our continuing initiative to donate any **boots** to local **cadets** to support teenagers who can't afford a new pair.

Our PCN **envelopes** are also now **biodegradable**, showing our commitment towards sustainability goals.

Combatting food waste and supporting those in need.

The team have been promoting the **Too Good to Go** app, where participating retailers offer **food** close to expiration at hugely **discounted** rates. Not only does this **minimise food wastage**, it's also supports our commitment to reducing CO₂ wastage, as every saved meal saves 2.5kg of wasted CO₂ emissions involved in landfill waste disposal. To get involved and get huge amounts of food at discounted rates, please visit (insert link).

NSL have completed ongoing collections for a local **food bank** as many in our communities continue to struggle with the **cost-of-living crisis**, providing a much need **supplies** to those in need. The team have responded to shortages of specific items too, and after it was mentioned at our last drop that the team were really short on strong carrier bags, we were able to do a collection to help with this.

Supporting Veterans

We hugely appreciate the sacrifices our **veterans** have made, and we are committed to **providing** them with the **support** they need to smoothly **transition** back into civilian life. Working with NSL is a brilliant **opportunity** for veterans and this year we have hired several ex-military veterans and supported their return to the workplace.

In addition, our **signage supplier** RBLI is **run by veterans**, and they supply all our signage from suspension boards to enforcement signs. RBLI supports veterans by **providing housing** on-site, including for their families, and by running **charity events** to support veterans getting back into the workplace.

Other initiatives

We continue to give our support to **Kicks Count** and this year we have again been recycling crisp packets and milk tops to support **Child Loss** charity.

We have also been busy collecting for local **animal shelter** Teckels. They had advertised online a list of things they needed, and the team purchased items to support with this.



10. Total Income & Expenditure

Below is the total income and expenditure in relation to parking for the financial year 2023-24

[Table 14] Income and Expenditure 2023-24.

Cost Centre 302708 - Parking: Income statement 23-24	
Cost Elements	Act. Costs
Employee Related	395,847
Premises Related	-
Transport Related	555
Supplies and Services	202,213
Third Party Payments	1,959,304
Support Services	9,553
Depreciation & Impairment Losses	-
Inter GCC Transfers	7,287
** Expenditure	2,574,759
**Income	- 5,971,489
***Debit	- 3,396,730
Over/Underabsorption	- 3,396,730