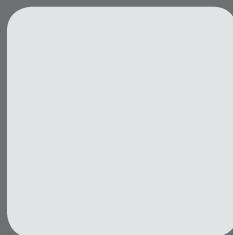


Civil Parking Enforcement in Gloucestershire

The County Council's Annual Report on Parking



Report on parking activities for the period 2009 to 2010

www.gloucestershire.gov.uk



Gloucestershire
COUNTY COUNCIL

Gloucestershire is a largely rural County highly reliant on the use of the car. Car ownership throughout the County reflects this with the average number of cars significantly higher than the national average (0.55 cars per person in Gloucestershire compared to 0.45 cars per person nationwide). One of the effects of high car ownership is significant parking problems in the urban areas of the County, a problem exacerbated by their historic layout. The widespread reliance on the car means that effective parking management is vital for the efficient functioning of the County’s transport systems and the development of sustainable and dynamic communities.



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Parking is a particularly emotive issue and tends to be high on the agenda during public consultation exercises on transport schemes and in local parish plans.

“There is a real dilemma... between the individual’s desire to own and park a car and the collective desire to enjoy a safe and an attractive street. The neighbourhood in which we live affects fundamentally our quality of life and parking has a real impact, both positive and negative, on the way the neighbourhood looks and works. A balance between the two perspectives needs to be struck and this is only likely to happen when parking is integrated as a key component of urban design and not simply as a numerical or functional component of housing layout”. (Car parking: What works where, English Partnerships, p4).

It is a transport issue which can be difficult to tackle as it can bring into play the need to address the conflict between different policy objectives for different stakeholders, such as:

- The provision of parking in central urban areas and Park and Ride provision
- Parking income to local authority budgets, and the need to manage car travel demand through tariff control
- Parking charges in relation to public transport fares

- The environmental impact of car parking supply in towns and villages in the County in terms of:

- Helping to achieve County targets on traffic reduction
- The setting of appropriate tariffs in relation to public transport fares
- Provision of appropriate cycling parking facilities and improved walking and cycling environments

- The impact of parking on the highway network, in terms of appropriate management of supply, particularly where there are competing needs and road safety implications.

National government provides policy, legislation and advice in relation to the provision and management of parking.

At a national level, Planning Policy Guidance Note 13: Transport (2001) sets out the use of parking policies, alongside other planning and transport measures, to reduce reliance on the car and to promote sustainable transport choices. It states:

“The availability of car parking has a major influence on the means of transport people choose for their journeys. Some studies suggest that levels of parking can be more significant than levels of public transport provision in determining means of travel (particularly for the journey to work) even for locations

very well served by public transport. Car parking also takes up a large amount of space in development, is costly to business and reduces densities. Reducing the amount of parking in new development (and in the expansion and change of use in existing development) is essential, as part of a package of planning and transport measures, to promote sustainable travel choices”.

Planning Policy Statement 3 (PPS3) on Housing (2006) requests that

“Local Planning Authorities should, with stakeholders and communities, develop residential parking policies for their areas, taking account of expected levels of car ownership, the importance of promoting good design and the need to use land efficiently”.

Notably, the predecessor document, PPG3, provides an outline maximum standard of 1.5 off-street parking spaces per dwelling, as an average provided for sustainable residential developments.

The purpose of this report is to set out the policies and objectives for Gloucestershire County Council for the 2009 -2010 financial year. It will discuss the steps that we have taken to achieve our objectives during the year and consider the steps we need to take in the future to allow us to meet new challenges and objectives.



2. On street parking

2.1 Overview

Civil Parking Enforcement (previously Decriminalised Parking Enforcement) was introduced into the County in 2007 when the Secretary of Sate allowed the County Council to take over responsibility for the enforcement of parking regulations, at the same time changing the status of any contravention of those regulations from a criminal to a civil “offence”. Whilst there remains room for improvement, the introduction of Civil Parking Enforcement over the past two years has been a success, delivering improved enforcement and a greater focus on the growing problem of parking management.

The county Traffic manager has stated that CPE has:

“reduced the level of indiscriminate parking which has had the effect of making more efficient use of the available road space. This in turn reduces journey times, particularly for public transport, and

correspondingly, reduces CO2 emissions.”

Following the introduction of civil parking enforcement, we aimed to maximise the benefit of having an efficient enforcement operation by improving our on street restrictions and further extending our enforcement operation. From discussion with members of the public, the district councils and our own performance monitoring, we identified the following as significant areas for improvement at the start of the 2009-2010 financial year:

- Access issues for residents, particularly in Cheltenham, Gloucester and Cirencester
- Excessive commuter parking on street
- Blue badge fraud
- Signs, lines and Pay & Display machines in poor repair
- Bus lane abuse.

On street parking in Gloucestershire is the responsibility of Gloucestershire County Council. As the highway authority we are responsible for making all improvements to the highway. This includes all on street parking projects. New parking projects in Gloucestershire can be split into two categories, both of which are the operational responsibility of different teams within the County Council with the Parking Manager responsible for the co-ordination and strategic overview of all schemes:

- Permitted parking projects: Including all issues of access to homes, shops and businesses are undertaken by the parking team based in Shire Hall
- Restricted parking projects: Including issues of road safety and efficient traffic flow in circumstances where parking cannot be allowed are undertaken by the asset and division teams at Gloucestershire Highways.

2.2 Projects – 2009-10

A total of £380,000 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.

Bus Lane Enforcement

The site that was designated as our first priority for bus lane enforcement was Llanthony Bridge in Gloucester. This bus lane was built to give bus users easy access to the new Gloucester Quays development, as well as to provide a safer and friendlier environment for pedestrians. The bus lane has been heavily misused since its introduction which has been detrimental to the safety of pedestrians traffic across the bridge has risen as high as over one thousand vehicles per day.

Undertaking the first camera enforcement project has involved a large amount of legal and operational preparation over the year. We have worked with experts in the field of camera enforcement and data processing to produce a system that will become a model for a number of other camera enforcement projects throughout the County. Enforcement began on Llanthony Bridge in July 2010 following a publicity campaign. We plan to extend bus lane enforcement to other problem areas in the County in the near future.

Blue Badge fraud investigation

Blue Badge fraud and misuse gives able bodied people access to facilities and dispensations reserved for those in real need. It denies the use of designated spaces to the most vulnerable section of

the travelling public and often has the effect of making it impossible for a disabled person to access shops and other facilities in their community. The County Council, along with all District and Borough Councils in the County is resolved to confront this abuse.

Gloucestershire County, Cheltenham Borough and Gloucester City Councils have been working with specialist fraud investigators and the Police to crack down on blue badge abuse in Gloucestershire. We have carried out two operations so far, one in Cheltenham and one in Gloucester. These have both involved the training of our enforcement officers along side Police and Community Support Officers followed by a week of intensive enforcement of blue badges on the street. We have targeted misuse, as well as fraudulent abuse, and forgeries. The operations have resulted in 14 on-going Court cases and 6 formal warnings, and have been a success in increasing awareness of how blue badges should be used. The project has met with a very positive support from disabled groups in Cheltenham and Gloucester.

Residents Parking - County wide review

In late 2009, a residents parking policy was adopted as part of a large scale project to afford residents better opportunity to park close to their homes in areas with intense parking pressures. The policy set standards for the development of a strategic review and updating of current parking regulations in residential areas. It was an important first step in the work that has subsequently been undertaken standardising residents

permit parking schemes throughout the County. The policy also outlined a major policy change in the way we charge for residents parking permits. A council decision was taken that a new charging strategy should be put in place: that permit schemes should be funded entirely by permit holders (and not be partially funded by other tax payers) and permit charges should be the same throughout Gloucestershire.

Accordingly, shortly after the adoption of the residents parking policy, charges for Residents Parking Permits were aligned across all areas into a single price schedule designed to cover the full and real cost of the provision of such permit schemes and ensure that no part of that cost was borne by anyone not directly receiving the potential benefit of the schemes. These new charges will be rolled out over the next three years. Details of the charges can be found in the appendices to this report.

We are currently undertaking a major review of all on street parking restrictions in urban areas of the County. We are focussing on areas where residents and local councillors have informed us there are problems. This review aims to update restrictions to bring them in line with the new residents parking policy and to introduce restrictions in the areas where residents have limited opportunities to park within easy walking distance of their homes. We have started this review in Cheltenham and Gloucester as these are the areas that experience the most severe parking pressures spread across a wide area. The maps overleaf show the 1st review areas which we are currently working on in Cheltenham and Gloucester.

Length of on street restrictions in Gloucestershire

Resriction length (meters)	Number of bays	% of total highway length
405656	8113	16.76%
100410	20082	1.67%
15007	3001	0.25%
5794	1159	0.10%
9390	1878	0.16%
23639	4728	0.39%
559896	111979	9.34%

The responsibility for parking enforcement on street has been delegated to the six District and Borough Councils in Gloucestershire. Some District Councils work in partnership to best deliver an efficient and effective service. This type of partnership approach has been adopted

between Gloucester City Council and the Forest of Dean District Council, and between Cotswold District Council and Stroud District Council.

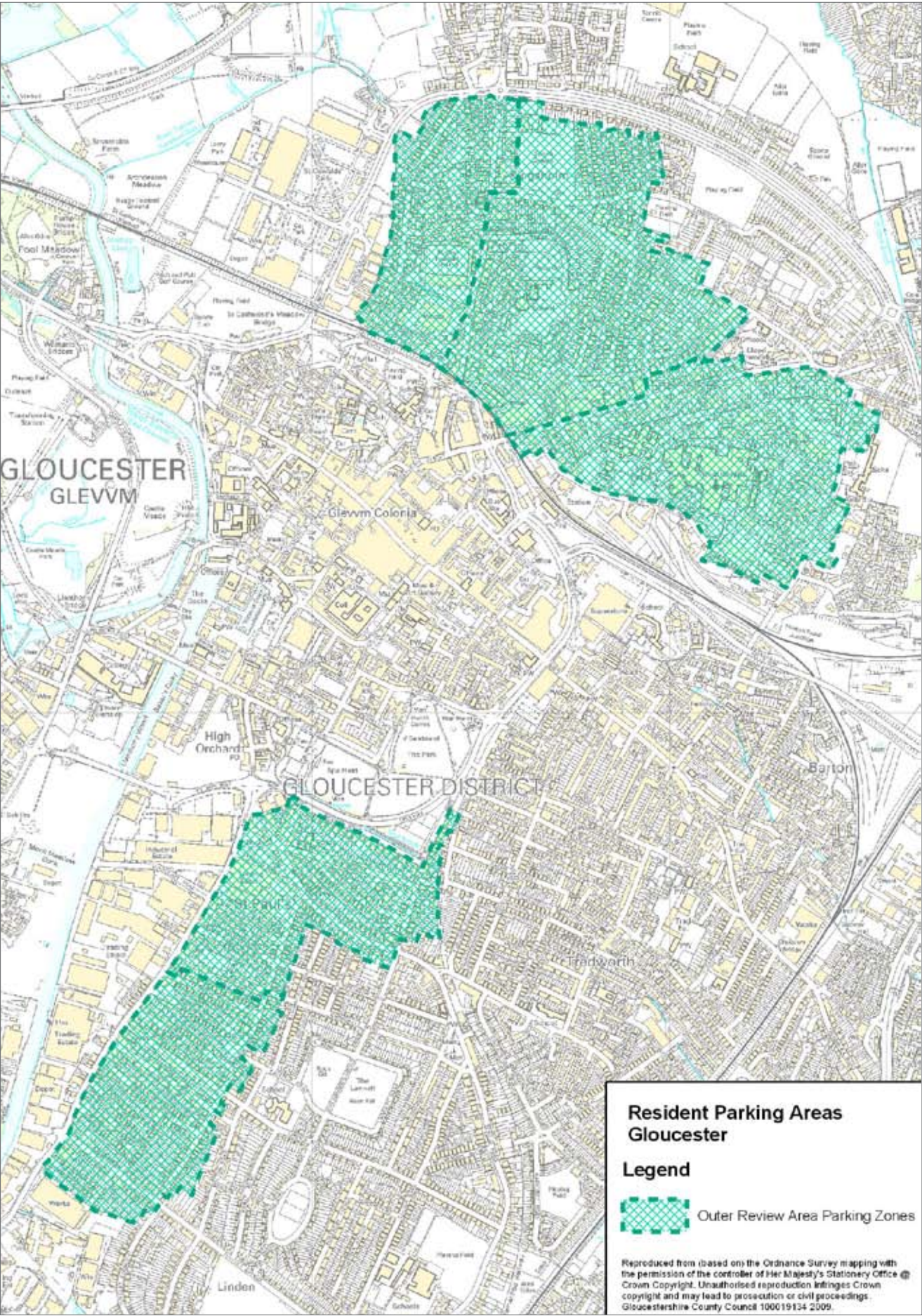
All of the District and Borough Councils work closely with the County Council on the design and implementation of new

and improved parking schemes in their areas.

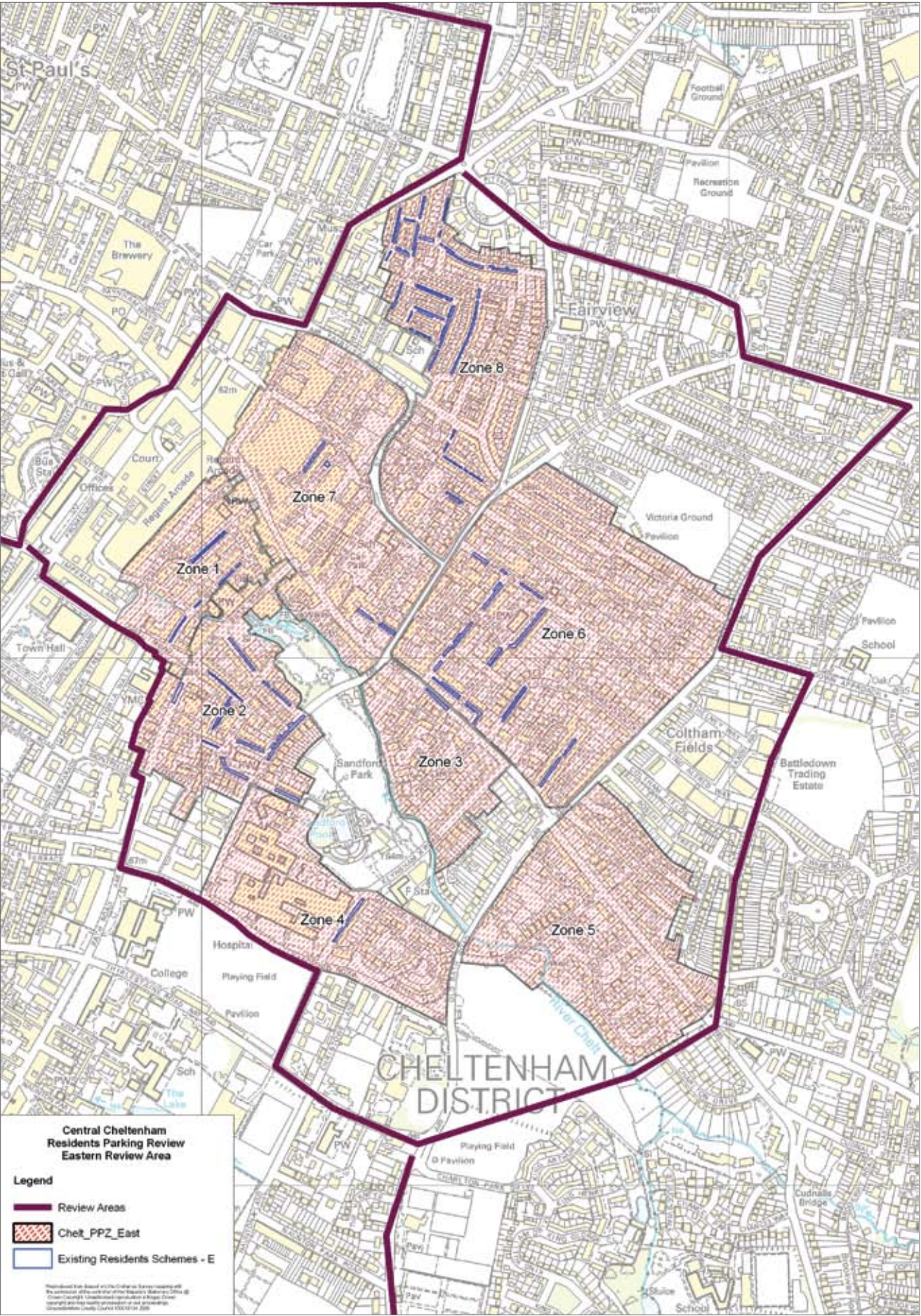
During the 2009-2010 financial year our objectives were to make improvements in each of the areas above wherever possible. The projects described below have been undertaken to achieve the above objectives.



[Figure 1] Gloucester, 1st review area



[Figure 2] Cheltenham, 1st review area



We are introducing a new method of consultation, which involves contacting all of the affected residents by letter, possibly several times, to ask them to answer a questionnaire and to invite them to attend consultation events. We are adopting this robust method of consultation in recognition of the sensitive nature of residents parking schemes. We then proceed to design schemes which are heavily influenced by the needs of local residents and other stakeholders. Questionnaires for the first study areas were sent out to residents and businesses on the affected streets early in 2010 and by the end of the year the design work was well underway.

We plan to extend our residents parking review during the next few years to eventually cover all of the urban areas throughout the County. In the more immediate future, we hope to be able to complete our review for much of Cheltenham and Gloucester during the 2010-2011 financial year.

Pay and Display weekly parking distribution

The graph give us an indication of the Pay and Display parking pattern in an average week for both Cheltenham and Gloucester:

- Gloucester
- Cheltenham

Pay and Display Improvements

Pay by Phone Technology

The first of the improvements to Pay and Display undertaken was to introduce pay by phone technology. The purpose of this was to make Pay and Display easier to use for the motorist. The system allows motorists to pay for their parking using their mobile phones. You are able to pay by phone for on street and off street parking in Gloucester and Cheltenham. Details of the pay by phone service can be found on our website as well as on P&D machines in Gloucester and Cheltenham. The system allows you to not only pay for your parking when you don't have change, but also to pre book parking and sends an automatic reminder when your paid for period is due to expire.

Pay and Display machine replacement

Following frequent technical problems, 53 old Pay and Display machines were replaced in Gloucester city centre. The new

machines are solar powered and significantly more efficient. The project has helped us cut down running costs on both machine repair and electricity, delivering significant environmental benefits as well as providing a more efficient and reliable service to the motorist.

Real-Time monitoring system

Near the end of the last financial year we introduced a Real-Time Pay and Display machine monitoring database. This has further improved the efficiency of our on street parking operation. The database allows us to remotely access information such as machine faults, ticket levels, cash box levels and battery life. This has reduced the need for CEO patrols to regularly inspect the machines and allows us to promptly respond to any issues. The system also gives us access to detailed transaction data helping us build up a picture of the parking patterns in Pay and Display areas and improve the management - and therefore the availability - of parking spaces in the City.

Signs and lines improvements

Throughout the year we have been working on bringing parking signs and lines in Gloucestershire up to a consistent and acceptable standard county wide. This has proved a challenge, but we feel that this is an area where significant improvements have been made during the year. A total of 307 parking restriction maintenance, repair and improvement jobs were carried out as part of an ongoing project to ensure that parking restrictions throughout the County align with TSRGD (Traffic Signs Regulations and General Directions) 2002.

Approximately 200 signs and lines improvements are currently scheduled for completion during the 2010-2011 financial year.

Barton and Tredworth

A project was undertaken in the Barton and Tredworth area of Gloucester at the request of residents and members in an attempt to ease the congestion on heavily parked streets. The purpose of the project was to free up extra parking spaces wherever possible by reducing double yellows and in exceptional circumstances allowing parking on the pavement. We have split the scheme into 4 phases which we have undertaken separately. Phase 1 has been successfully introduced, phases 2 and 3 are due to be installed on the ground shortly and phase 4 is under formal consultation.

Highway improvement schemes

Gloucestershire Highways have undertaken a large number of

highway improvement schemes that have involved minor changes to parking over the year. A number of minor parking specific schemes have also been undertaken. They have often involved updating yellow lines so that they are of maximum efficiency according to the current usage patterns of the relevant stretch of highway.

Gloucester Rugby Parking

Consultation is currently being undertaken to determine the best way to improve parking for residents, and other stakeholders, suffering from parking congestion in Gloucester on Rugby match days.

2.3 The local transport plan (LTP3)

Gloucestershire County Council has developed a draft Parking and Demand Management Strategy which is out to public consultation as part of Gloucestershire's Draft Local Transport Plan until 14th October 2010. Following the consultation period, comments on the strategy will be reviewed and a finalised Parking and Demand Management Strategy adopted as part of the Local Transport Plan in April 2011.

The draft strategy sets out Gloucestershire County Council's policies, in collaboration with key stakeholders, on the management of existing parking provision in the County, and on parking standards for new developments. This document will provide a guide on parking for all modes of transport, and will address parking policies and needs in the diverse areas of the County. The County Council's

approach will be undertaken in collaboration with the District and Borough Councils who manage off-street car parks, and in consultation with relevant stakeholders, including parish and town councils.

In terms of the management of existing parking demand in the County and provision of parking as part of new developments, this strategy outlines policies to help address the following objectives:

- To provide parking to support the economic growth and potential of towns and villages in the County in terms of:
 - The sheer provision of parking supply and its relative accessibility
 - The quality of the parking offer
 - The setting of appropriate tariffs
 - Visitor parking provision, including coach parking
 - Parking facilities for HGVs
- To limit the environmental impact of car parking supply in towns and villages in the County in terms of:
 - Helping to achieve County targets on traffic reduction
 - The setting of appropriate tariffs in relation to public transport fares
 - Provision of appropriate cycle storage facilities and improved walking and cycling environments
- To minimise the impact of parking on the highway network, in terms of appropriate management of supply, particularly where there are competing needs, and road safety measures.





2.4 On street parking and the district councils

Gloucestershire County Council, as the highway authority, has responsibility for all matters relating to the public highway throughout the County. Gloucestershire is a two tier authority and we have devolved the responsibility of parking enforcement to the District, Borough and City Councils in the County. This responsibility has been devolved in three different ways:

- Cotswold, Stroud and Tewkesbury - Rural Districts**

The rural districts invested a significant amount of money setting up CPE and to reflect that, they keep a percentage of any surplus made as part of the CPE process.

They also have the responsibility to cover any deficit incurred as part of the CPE process.

- Cheltenham and Gloucester - Urban Districts**

Cheltenham and Gloucester’s costs are all covered by Gloucestershire County Council. Any surplus they make as part of the process is paid in full to Gloucestershire County Council.

- Forest of Dean**

Civil Enforcement in the Forest of Dean started six months 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.

2.5 Financial breakdown

Table 2 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 overview for the county, please see the table opposite. 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 (£)	Group 2: Cotswold Stroud & Tewkesbury (£)	Gloucestershire County Council (£)	Total for Gloucestershire (£)
Income				
Penalty Charge Notice income	-1,142,200	-429,411		-1,571,611
Pay & Display income	-1,311,238	-70,619		-1,381,857
Permits and waivers	-200,964	-29,106		-230,070
Total Income	-2,654,402	-529,136	-0	-3,183,538
Expenditure				
Enforcement	266,832	249,242		516,074
Appeals and other admin	160,479	48,750		209,229
Third Party Contracts	530,854	36,765	11,766	579,385
Management	32,663	88,306	81,530	202,499
Overheads	284,775	120,705	470,286	875,766
Contribution to set-up costs		46,089	90,000	136,089
Total Expenditure	1,275,603	589,857	653,582	2,519,042
Inter-Authority Transactions				
Net Total	0	112,137	-776,633	-664,496



3. Cheltenham Borough Council

3.1 Introduction

Cheltenham is a regency spa town situated in the north east of Gloucestershire with approximately 110,000 people living in the Borough. It is often used as a base for those wishing to tour the Cotswolds, with its good links to larger cities and the local airport. The area attracts many tourists and visitors with its festivals that take place throughout the year. The town centre specifically, is home to large employers and attracts numerous shoppers daily.



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 sections 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.

We are currently in the initial stages of implementing a travel choice plan for Cheltenham Borough Council employees with the view to extending this to members of the public through Gloucestershire's Local Travel Plan 2011-26. This will set Cheltenham on its way to becoming a sustainable travel town and help ease congestion.

We have 26 residents permit areas, and offer 3,190 spaces of charged off street parking and 273 spaces of charged on street parking.

The Borough is served by a park and ride scheme operating from Arle Court and Cheltenham racecourse. Several different

bus operators service the town centre, all of which are disabled user friendly and many cater for parents and children. In addition to this we have seven 24 hour taxi ranks enabling shoppers, workers and visitors alike to reach their destinations.

History of decriminalised parking enforcement

Before the introduction of DPE (Decriminalised Parking Enforcement) - now known as CPE (Civil Parking Enforcement), the Police were responsible for dealing with parking infringements via a team of Traffic Wardens. Their numbers dropped and many drivers took a chance on

parking illegally as receiving a fine grew increasingly unlikely.

In November 2007, we started our Civil Parking Enforcement service with 4 CEOs (Civil Enforcement Officers) and a supervisor. The area covered and the type of activity was limited. Despite this, even with a small team, the service provided improved on the police traffic warden service.. As our Parking Services department has grown in size and experience, we have been able to cover a larger area and provide additional services such as suspensions and waivers. With the increased enforcement has come a higher rate of compliance.



3.2 Enforcement

This years main objectives were to consolidate the team's skills and knowledge and improve our service.

We focussed on the areas which generated most complaints and took a robust approach to enforcement in those locations. The areas were kept under review and priorities changed where appropriate.

We have made the following improvements during the year:

- We have enhanced the team's skills by sharing information, experience and knowledge across both on and off street activities.
- We have improved technical knowledge by introducing an NVQ qualification for members of the original start up team.
- We have become more responsive to patrol and enforcement requests and evolved sound methods of recording these.

The town centre has the highest proportion of parking and loading restrictions, consequently this area is prioritised for enforcement. It is vital to maintain the free flow of traffic to facilitate ease of access by transport and delivery services bringing visitors to the town and enabling local commerce to thrive. It is important to keep specialist bays clear for disabled users, deliveries, taxis and bus services, as well as to ensure a steady turnover rate in parking places. CEO's are encouraged to move attended vehicles on and engage with drivers giving parking advice and directions, but enforcement remains the primary activity.

In areas where residents parking schemes are in place, it is a priority to provide a fair and consistent service with value for money for those who have paid for permits and visitors vouchers.

Some areas in Cheltenham combine commercial properties as well as residential ones and the differing

needs of those communities are often difficult to balance. It is challenging to provide the correct levels of patrol cover in Cheltenham's diverse areas. To help us achieve an efficient patrol coverage, we make use of information provided by members of the public to target areas with parking problems.

With the establishment of regular mobile patrols, the service is more responsive to the concerns of local people, even those in outlying areas not normally covered by foot patrols. Residents contact the enforcement team by telephone, letter or email and areas of concern are visited regularly. Findings and any enforcement activity is logged. Information is then available to give updates and progress reports.

The table below gives details of the enforcement staff employed by Cheltenham Borough council:

Position and Number of employees	
Civil Enforcement Officers	14
Supervisor	1
Civil Enforcement Manager	1
Total	16

The flexibility of the mobile service has lead to closer links with Police and PCSOs at INA level to help resolve community issues by participating in several joint operations.

Our future plans and objectives include: fostering closer working relationships with local Police, promoting a multi-agency response to resolve long-standing issues. We will assess the value of the NVQ training programme and consider offering it to more members of the team. We plan to undertake a review of current working practices and ascertain whether they still

meet the community's needs. We will continue working in partnership with Gloucestershire County Council to effectively maintain signs and lines in Cheltenham.

3.3 Administration

The parking administration objectives for the year 2009/10 were as follows:

- To implement an on-line payment and challenge facility for Penalty Charge Notices
- To streamline the application process for dispensations and suspensions
- To continue to improve our success rate with Traffic Penalty Tribunal (TPT) adjudications

The parking administration team are responsible for notice processing, issuing permits, dispensations, suspensions, compiling TPT cases and liaisingwith debt recovery agencies. Currently there is a three working day turnaround with initial challenges. To enable efficient delivery of all of the above services, members of the team have recently obtained an NVQ qualification in parking administration.

The table below summaries the administration staff employed by Cheltenham Borough Council

Position and Number of employees	
Administration Staff/Officer	3
Parking Administration Manager	1
Total	4

As a result of the initialisation of the view, pay and challenge online facility, we are receiving fewer postal challenges. This enables customers to view evidence, submit a challenge or pay online. Initial feedback would suggest that this facility is customer friendly.

We are achieving an increased working average recovery rate of 70.8% for the year.

Due to more efficient working systems we are now having success decreasing the number of TPT appeals.

Our objectives for 2010-11 are as follows:

- To review the resident's parking policy
- To offer a TPT appeal online facility

The table (top right) summarises the number of PCN's issued and the category of appeals received:

3.4 Off street parking

Cheltenham Borough Council, working in partnership with the County Council, is committed to developing Cheltenham into a sustainable travel town. Whilst recognising there are some differences in local conditions and the problems faced, the approach seeks to take into account the broader traffic flow and parking challenges that we face throughout the County.

Whilst regular reviews of the off street parking policy have been ongoing in consultation with stakeholders, the need was identified for an overhaul to the existing off street policy.

The Cheltenham Parking Board has now been established with the County Council helping us to work together to address local concerns and improve parking for residents, businesses and visitors in Cheltenham. We aim to establish a framework and structure that delivers a range of services to both off and on street parking and streetscape management.

To support the sustainable travel town initiatives, an audit has begun of the services and facilities associated with off street car parking, with a view to improving our existing asset management and processes, but more importantly,

Penalty charge notice statistics - Cheltenham	Total Penalty Charge Notices	On street	Off street
High level PCNs	14387	14,269	118
Low level PCNs	7190	4,373	2,817
Total	21577	18,642	2,935
Number paid	15372	13,445	1,927
Number written off	1,783		
Number of challenges	4092		
		Total	
Number of appeals to adjudicators		30	
Number of appeals dismissed		6	
Number of appeals non – contested		10	
Number of appeals allowed		11	
Number of appeal withdrawn		3	

to identify potential sites that can be used in supporting such services as sustainable travel nodes, night safe parking and improved access to business, places of interest and community services.

We have established the Cheltenham Mobility and Disability forum. This is a community led initiative. It aims to identify the needs of the local community, and to seek ways to improve access to facilities in both the off and on street environment (particularly where mobility and disability are issues) to ensure fair access for all.

We are currently conducting an audit of all of our off street car parks with a view to improving our asset

management and processes. Within our car parks we have designated parking bays for disabled users and parent and child bays, to ensure fair access to all. There are currently limited safe and secure facilities for motorcycles; this is something which we are aiming to improve shortly.

The Regent Arcade car park has received a safe car park award from the British Parking Association in recognition of the services available for 2009/10. We aim to build on this and continue to improve safety in our off street car parks.

The table below shows financial details for off street car parks in Cheltenham.

Off street income and expenditure - Cheltenham

Income	
Parking charges (inc. permits & season tickets)	£3,900,000
PCN income	£73,000
Other	0
Total	£3,973,000
Expenditure	
Enforcement	£52,000
Appeals and other admin	£52,000
Car park maintenance and improvements	£180,000
Total	£284,000
Net Income	£3689000



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). The district has the second highest number of listed buildings (6,000) and the largest number of conservation areas (144) in England.



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. There are several Towns and Parishes which attract significant numbers of tourists, particularly in the summer season, these include: Bourton on the Water, Stow on the Wold and Moreton in Marsh.

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, by 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.

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 (although the numbers coming into the District have declined with the recession).

Statistically, the District is a safe place with low levels of crime. 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.

The UK continues to suffer an economic downturn, and Cotswold District has been affected by job 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.

Cotswold District Council Parking Strategy

During the year three of our Civil Enforcement Officers passed the NVQ level 2 Controlling Parking Areas. This qualification was achieved through demonstrating knowledge, ability and skills whilst being observed by an assessor. Continued professional development for Enforcement Officers is considered very important, to maintain a good level of service. The enforcement for the Cotswolds is seasonally led with the North Cotswolds requiring more enforcement hours during the summer and particularly bank holiday weekends.

The Council is preparing a Parking Strategy; the focus in 2009-10 was to widely consult on all parking issues with as many stakeholders as possible throughout the district. The Parking Strategy considers the needs of parking users now and in the future and identifies actions necessary to provide a sustainable modern parking service which reflects local issues and meets the demands for parking provision

across the Cotswolds.

The strategy sets out the Councils strategic parking aims and objectives and is due to be submitted to Full Council for adoption in October 2010.

The Strategy has been developed following significant surveys and data analysis undertaken by an independent parking consultant and following extensive consultation with the Public, Town Councils, Chambers of Commerce, Specialist groups and Cotswold District Council elected members.

The parking report produced by the consultants should be read in conjunction with the Parking Strategy.

4.2 Enforcement

Dropped kerb enforcement was introduced in December 2009, warning notices were issued over several weeks before Penalty Charge Notices were issued. Local disability groups welcomed the much needed changes, where the people they represent had experienced difficulties crossing the road. Tactile dropped kerbs were patrolled regularly enabling those with mobility problems or baby buggies to cross easily and safely.

Civil Enforcement Officers continue to enforce parking both on street and in the Council’s car parks across the district. The table below provides details on the enforcement staff currently working for Cotswold District Council.

Position and Number of employees	
Civil Enforcement Officers	7
Senior Civil Enforcement Officer	1
Total	8

4.3 Administration

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.

Plans are in place to automate as many elements of the PCN processing as possible. This will

include transfer of information to the Traffic Penalty Tribunal, and enable the appellant to submit appeals on line.

The following tables provide details of the number of administration staff employed by Cotswold and statistics on the numbers of PCN's issued respectively.

Position and Number of employees	Penalty charge notice statistics - Cotswold	Total Penalty Charge Notices	On street	Off street
Administration Officers	High level PCNs	4528	4454	74
Senior Administrator	Low level PCNs	5931	1882	4049
Total	Total	10459	6336	4123
	Number paid	8897		
	Number written off	274	179	95
	Number of challenges	2733		

Off street income and expenditure - Cotswold

This table provides a financial breakdown of our off street parking statistics.

Income	
Parking charges (inc. permits & season tickets)	£2,026,148
PCN income	£104,119
Other	£13,005
Total	£2,143,272
Expenditure	
Employee related costs	£140,968
Administration, appeals and stationery	£104,347
Car Park Maintenance/services & improvements	£237,550
Utilities & Rates	£243,273
Total	£726,138
Net Income	£1,417,134



5. The Forest of Dean District Council

5.1 Introduction

The Forest of Dean is a rural district popular with tourists containing large areas of densely forested terrain. The district contains four towns (Lydney, Newent, Coleford and Cinderford) as well as a number of villages.

Transport systems within the district are generally infrequent and consequently the population is highly reliant on private transport.

Gloucester city continues to manage, and undertake, parking services for the forest of Dean district (this has been the case since Civil parking enforcement was introduced in the area).

5.2 Enforcement

Civil enforcement officers

Enforcement in the Forest of Dean is undertaken by Gloucester City's enforcement staff on the behalf of the Forest of Dean district council. Further information is presented in the Gloucester city section of this report (section 6).

The district aims to enforce on street parking restrictions throughout the district in a timely and considerate manner to enable local and visiting users to use the town areas to their full potential.

Lydney, Newent, Coleford and Cinderford are priorities for enforcement but patrols are sent to problem areas according to Gloucester City's floating unit patrol strategy.

5.3 Administration

Administration for the Forest of Dean is also undertaken by Gloucester City's administration staff on the behalf of the Forest of Dean district council. Again information is presented in the Gloucester city section of this report. Details of PCN's issued in the Forest of Dean district can be seen below.

5.4 Off street parking

Car parks are provided free of charge at locations throughout the Forest of Dean district to improve access to local amenities and to encourage visitors throughout the Forest of Dean District. To further improve our parking facilities the district undertook

an expansion to the Coleford town centre car park. By demolishing some nearby buildings, it was possible to increase the number of spaces in the car park from 40 to 110. All of our other facilities remain unchanged. The possibility of charging on street is under consideration at member level.

The Forest of Dean does not charge for parking in any of its car parks and they are not subject to any enforcement regime.

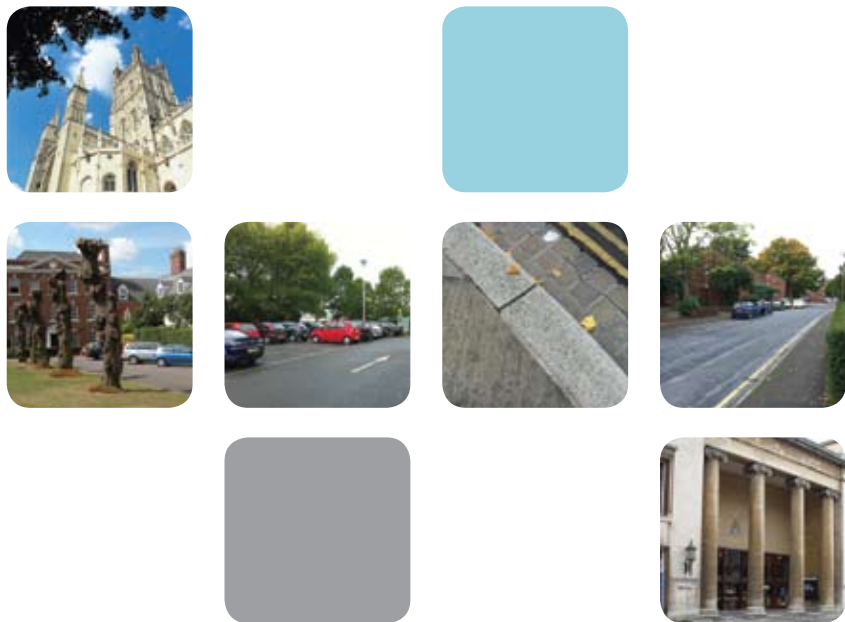


Penalty charge notice statistics - FOD	Total Penalty Charge Notices	On street	Off street
High level PCNs	845	845	0
Low level PCNs	131	131	0
Total	976	976	0
Number paid	610	610	0
Number written off	100	100	0
Number of challenges	279	279	0



6.1 Introduction

Gloucester is a 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. A new parkway railway station is proposed at Elmbridge Court through the Gloucestershire Local Transport Plan. 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.

Gloucester offers a good range of shops, mostly located in the City Centre. 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 City Centre these bays are also shared with permit holders. Permit areas near the City Centre include Alvin street and Oxford Road (Zone A), Gothic Cottages (Zone B), Great Western Road (Zone C), Deans Way and Deans Walk (Zone D).

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 on behalf of Gloucestershire County Council for Gloucester City and the Forest of Dean District. We currently employ APCOA Parking UK to manage enforcement and car park management. APCOA have been fulfilling this role since September 2009.

6.3 Enforcement

Our current deployment consists of six Beats and with a "floating" unit spanning from the City Centre out to Linden and Barton. 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 they 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. The table below provides a breakdown of the enforcement staff currently working in the Gloucester City and Forest of Dean area.

Position and Number of employees	
Civil Enforcement Officers	16
Supervisor	4
Total	20

6.4 Administration

We currently use Chipside parking software for all of our Penalty Charge notice processing. We currently respond to appeals and representations within 10 days. Facilities are available to appeal on line and payments are received via our website, touch tone phone and our cashier's office. For details of our administration staff see table below. For penalty charge notices see table overleafs.

Position and Number of employees	
Administration Officer	3
Supervisor	1
ETC	1
Total	5



Penalty charge notice statistics - Glos City	Total Penalty Charge Notices	On street	Off street
High level PCNs	10630	10315	315
Low level PCNs	13513	8949	4564
Total	24143	19264	4879
Number paid	16658		
Number written off	576		
Number of challenges	9013		

Off street income and expenditure - Gloucester City

Income	
Parking charges (inc. permits & season tickets)	£11,563.46
PCN income	£2,288,012.62
Other	£10,821.74
Total	£2,310,397.82
Expenditure	
Enforcement	£40,899.39
Appeals and other admin	£1,236,494.40
Car park maintenance and improvements	£-
Total	£1,277,393.79
Net Income	£1,033,004.03

6.5 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 has recently been upgraded and is above the Mall shopping centre with access to the indoor market and the Mall. Kings square 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 finish at 4pm in St Michaels Square and Hampden Way.

We are planning some improvements to Kings Walk and Longsmith multi storey car parks for 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 £1.50 for all day parking.

We offer a good value but competitive tariff in our car parks to encourage visitors to stay longer. Currently our main tariff bands are set in 2 hour increments from £2 to £6. See the left hand table for a financial breakdown of off street parking in our off street car parks.

6.6 Bus Lanes

On 19th July 2010 we implemented a bus and taxi lane on Llanthony Bridge and have been issuing postal PCN's to unauthorised vehicles.

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 in Stroud District is split between three departments:

parking enforcement is managed by the Stroud District Council community safety service, car parks are managed by Stroud District Council's asset management team and notice processing and permit issuing is undertaken 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 aim of parking enforcement provided by Stroud District Council is to ensure that:

- Disabled badge holder bays are clear of non disabled badge holders
- Ensure that non-residents do not park in residents bays.
- Increase the turn over of short stay parking restrictions near to town centres so shops benefit from increased turnover of customer parking.
- Ensures the free flow of traffic through our towns and villages, improving access and road safety

Patrol patterns are geographical/ town based and Civil Enforcement Officers are expected to provide a visible presence both on street and within our car parks. Where possible Officers are expected to offer advice prior to the issue of a Penalty Charge Notice.

The enforcement of school keep clear zones are a priority for Stroud District Council. We can currently enforce five schools within the district and each school will receive a weekly visit on a rota basis. Civil Enforcement Officers also work in partnership with Police Community Support Officers (PCSOs) and our Neighbourhood Warden Service to visit schools that do not have

school keep clear restrictions in response to complaints. This can be useful as PCSOs can issue parking tickets where we cannot do so.

Civil Enforcement Officers are equipped with GIS linked mobile radios, this allows us to provide a demand response service when we receive complaints about illegal parking. Where possible, we are able to direct officers to parking problems using the radio system and advise complainants when officers are expected to arrive. The table below shows details of the numbers of enforcement staff employed by Stroud District Council.

Position and Number of employees	
Civil Enforcement Officers	4
Supervisor	1
Total	5

In 2009 and through to June 2010, the District Council has worked with Gloucestershire Highways, Gloucestershire County Council, Dursley Town Council and community groups to deliver an improved public realm scheme around the market place in Dursley. The Traffic Regulation Order was altered to extend the pedestrian zone and introduce a new shared use loading bay and night time taxi rank, the surfacing removed and replaced with high quality material and street furniture installed to create a more attractive

pedestrian environment. Illegal access through a no entry has been reduced almost too nil due to improved configuration of the kerb. Obstructive vehicle parking in the thoroughfare section has also been reduced due to less inhibited pedestrian movement.

We have also worked in partnership with Gloucestershire Highways and Gloucestershire County Council to develop an improved public realm concept for the market town of Berkeley. Consultation on the concept plans closes 1st September 2010. Should the community agree with proposals, this will see an improved configuration of on street car parks on Salter Street; introduction of more accessible public space in the town square; alteration to the priority of traffic accessing Marybrook Street; restricted heavy vehicle access due to arrangement of kerb lines - all with no net loss of parking. The key objective of the project is to:

- Reclaim public space to more easily allow community events and to provide space, for instance, for café tables
- Reconnect the town centre by eliminating the feeling that it is bisected by the road and by providing a focal point
- Engendering a feeling of safety for pedestrians through the slowing of traffic and creating pedestrian crossing points
- Create a destination of choice for local people, visitors and businesses by creating an attractive and distinctive town centre, which the community would be proud of.

7.3 Administration

Stroud District Council continues to work with Cotswold District Council to economise on back-office processing of Penalty Charge Notices (PCN's) and permits. Cotswold hosts the I.T system with a link to Stroud District Council. The partnership has worked well with considerable savings made in the initial set-up costs and annual on-going costs for both authorities. Stroud District Civil

Enforcement Officers issue tickets which are electronically transferred to Cotswold on a daily basis, where they are processed and managed through to payment, adjudication or Bailiff. Cotswold DC also process all season tickets and permits for both authorities.

7.4 Off street parking

Stroud District Councils Asset Management Service continues to provide administration and management support for our

car parks. The Council retains the ownership of car parks to assist and meet a variety of customer needs. These needs are catered for by promoting the turnover of spaces during working hours. Car park enforcement measures ensure, as much as possible, that shoppers and visitors can find spaces and this in turn assists the local economy by allowing customers to use the businesses in the district.

Penalty charge notice statistics - Stroud	Total Penalty Charge Notices	On street	Off street
High level PCNs	1596	1549	47
Low level PCNs	1727	693	1034
Total	3323	2242	1081
Number paid	2577	0	0
Number written off	135	103	32
Number of challenges	1000	0	0



Off street income and expenditure - Stroud District

Income	
Parking charges (inc. permits & season tickets)	£525,324
PCN income	£27,199
Other	£10,741
Total	£563,264
Expenditure	
Enforcement	£40,550
Appeals and other admin	£125,308
Car park maintenance and improvements	£236,558
Total	£402,416
Net Income	£160,848



8. Tewkesbury Borough

8.1 Introduction

Tewkesbury is a 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 Twixtbears and King Johns Court. Therefore, the majority of the enforcement resources are focused on Tewkesbury.

Winchcombe is a small historic market town located on the River Isbourne. It is an attractive town with a centre composed of traditional Cotswold architecture. 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 for walking holidays and Cotswold breaks. To manage tourist parking, Winchcombe has two Pay and Display Car Parks offering 145 parking spaces. There is also free on street limited waiting parking available.

Bishops Cleeve plays an important role as 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 and expansion. Bishops Cleeve has two large retail outlets with their own large Car Parks that offer customers’ free parking. Consequently, there are no Pay and Display Car Parks but free limited waiting 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 waiting 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 waiting parking available. There are no off street parking facilities.

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 picks 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

We aim to provide consistent and responsible management of on

street parking in the Borough.

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.

As elsewhere, Tewkesbury has suffered from the recession. There has been a 12% reduction in car usage which has resulted in a reduction of income. However, the last quarter of the financial year has shown an increase in use of our Car Parks. Following the results of the compliance survey we have changed the Civil Enforcement Officers work patterns in an attempt to further reduce non compliance.

8.2 Enforcement

Improvements have been made to parking in the Tewkesbury area during this financial year. Restrictions that we were unable to enforce due to broken and damaged lines and signs have predominately been corrected

to enable effective enforcement. The borough have employed an additional Civil Enforcement Officer to further improve the enforcement operation.

Following the results of the compliance survey we have changed the Civil Enforcement Officers work patterns to attempt to reduce non compliance.

Position and Number of employees	
Civil Enforcement Officers	5
Supervisor	2/5
Total	5+2/5

Tewkesbury Borough Council prioritises certain areas for enforcement. Resources are generally focussed on the busiest areas where it is important that restrictions are enforced to prevent congestion and to maintain a high turnover of parking spaces. The table below shows details of the high priority areas for enforcement in Tewkesbury Borough.

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

Tewkesbury Borough Council respond to reported parking problems by sending CEO patrols to investigate.

In the future, an extensive review of on street parking restrictions is planned in Tewkesbury. A project targeting blue badge fraud is also under consideration (for more details on this project please see section 2.2, page 5). We also plan to investigate a more effective approach to the repair and maintenance of lines and signs throughout the Borough.

8.3 Administration

Our objective throughout last year was to maintain our speedy response to appeals and an efficient and cost effective service.

To this end we instigated a new method of recording appeals received using a daily appeals correspondence book. In addition, we reviewed our daily procedures. This has resulted in one administration officer now being able to work part time thereby reducing our overall costs

Position and Number of employees	
Administration Officers	1+3/5
Supervisor	3/5
Total	2+1/5

Unless we have requested further information from the appellant or are awaiting an audit check, then appeals are responded to within two working days. Permit applications are processed on the same day as received and all other

correspondence is responded to within 2 working days.

We will further improve our reporting procedures to incorporate information that may be required by the County Council or Freedom of Information requests.

Details of PCN's issued in Tewkesbury Borough is shown in the table below.

8.4 Off street parking

All Car Parks are either free of charge or Pay and Display. The tariffs for the car parks have been set to encourage the use of the 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 of our car parks but are considerably cheaper in the Long Stay Car Parks.

During last year Business Permits were introduced in two of our Car Parks to enable local businesses to significantly reduce their parking charges.

There are plans in place to re-line the Car Parks. 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.

Penalty charge notice statistics - Tewkesbury	Total Penalty Charge Notices	On street	Off street
High level PCNs	2,675	2,644	31
Low level PCNs	4,375	1,985	2,390
Total	7,050	4,629	2,421
Number paid	5,659	3,897	1,762
Number written off	214		
Number of challenges	2,028		

Off street income and expenditure - Tewkesbury Borough

Income	
Parking charges (inc. permits & season tickets)	£563,932
PCN income	£65,209
Other	£42,378
Total	£671,519
Expenditure	
Enforcement	£54,410
Appeals and other admin	£61,384
Car park maintenance and improvements	£184,218
Total	£300,012
Net Income	£371,507

9. County overview

9.1 Summary and conclusions

The second full year of Civil Parking Enforcement in Gloucestershire has started to see the County and District Councils take full advantage of the benefits of the devolution of enforcement powers to Civil Authorities in the County. For the first time those responsible for creating Parking Regulations (Traffic Regulation Orders) have direct control over how effective those regulations are in practise and to design new schemes that can be properly aligned with enforcement patrols and times.

Active enforcement has helped to highlight those regulations that are not best placed or designed - often because the original need for those controls has now passed or changed. In other areas, and despite an increase in patrol time and presence on the street, the Authorities have failed to meet the expectations of road users and residents who see the continuing abuse of the existing regulations as an unacceptable detrimental effect on their lives and their communities.

A need for better, and more, regulations, better enforcement and improved compliance with those regulations is the most common cause for public comment since the take up of Civil Parking Enforcement powers. The year 2009/2010 has seen a county lead response to this need with the first adoption of a parking Policy aimed at enabling the current wide ranging review of Residents Parking across the County and a holistic approach to a growing and commonly felt problem that cannot be effectively managed at an isolated local level.

In 2009 the County Council further invested in a single dedicated

Parking Manager to give a clear strategic lead and oversight on both the development of new parking schemes and Policies as well as helping our District partners improve the enforcement of those restrictions and regulations.

9.2 The way ahead

2010/2011 will see the review of Residents Parking produce results in the four review areas in Cheltenham and the two review areas in Gloucester, and allow us to move on to similar reviews in the Stroud and Cotswold Districts. Throughout the process we will develop new and innovative approaches to the management of a growing parking problem across the County. These processes will ensure that:

- those residents, visitors and businesses in need are given effective help,
- where possible an incentive is provided to encourage the greater use of other means of transport (train, bus, cycle and walking etc),
- that we encourage greater use of off-street car parks - especially for medium to long stay parking - easing on street congestion,
- we help to provide a less congested and safer highway environment.

Continuing improvements to the way we resource and target our enforcement patrols will see an improvement in compliance and the development of a both proactive and reactive enforcement regime.

A further roll out of camera enforcement on key bus lanes will see improved bus times and encourage the uptake and use of local bus services.

During the reported year of 2009/2010 we greatly improved the way in which we collected late payment of Penalty Charge Notices, especially those progressing to County Court debt registration and the subsequent issue of a Warrant to a bailiff. Over the next year we will focus on the bailiff service being provided ensuring that debts are properly collected.

Issues over staffing levels and the reach of enforcement patrols, both in terms of areas visited and times of day have been identified. We now need to improve the way we target our resources and ensure that we have the optimum levels of patrol officers - in the right place - to provide an effective service that at the same time does not become an unreasonable financial burden on the process.

We will continue to prioritise enforcing correct use of Blue Badges and other dispensations. We aim to improve and develop the way in which we identify and tackle all kinds of fraud. To achieve this we plan to continue to work in close partnership with a number of other organisations.

The current tightened budgetary constraints have highlighted the need to ensure that the services we provide represent the best possible value for money. We will continue to scrutinise our costs, cutting waste and improving working practise wherever identified.



8. Appendices

10.1 Contact details

Gloucestershire County Council

Website 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

Cheltenham Borough Council

Website www.cheltenham.gov.uk/parking
Email parking@cheltenham.gov.uk
Phone 01242 264114
Postal address Parking services
Cheltenham Borough Council
Municipal offices, Promenade
Cheltenham GL50 9SA

Cotswold District Council

Website 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
Email Christopher.Johns@fdean.gov.uk
Phone 07795061016
Postal address Council Offices
High St, Coleford, Gloucestershire

Gloucester City Council

Website 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
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
Email parkingservices@tewkesbury.gov.uk
Phone 01684 295010
Postal address Council Offices
Gloucester Road
Tewkesbury
Gloucestershire GL20 5TT.

10.2 District Permit zones | District permit zones

District	Number of permit zones	Residents permits issued	Business permits issued	Waivers/ dispensations issued
Cheltenham	26	1398	40	189
Cotswold	3	552	0	29
Forest of Dean	0	0	0	
Gloucester	11	575	95	Not recorded
Stroud	2	69	0	

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	6hrs +	£1.40	£2.60	£3.60	£4.00	£7.50	£10.00		
Bath Terrace GL50 2BL	160	3	6 hrs +	£0.60	£0.90	£1.20			£5.00		
Brewery GL50 4AA	23	1	2 hrs	£1.40	£2.60						
Chapel Walk GL50 3DA	47	1	6 hrs +	£1.40	£2.60	£3.60	£4.00	£7.50	£10.00		
Chelt walk GL50 3PU	90	2	6 hrs+	£1.40	£2.60	£3.60	£4.00		£6.00		
Commercial Street GL50 2AZ	37	1	6 hrs+	£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	6 hrs +	£1.20	£2.00	£2.60			£5.50		
High Street GL50 3HQ	126	5	6 hrs +	£1.40	£2.60	£3.60	£4.00		£5.50		
North Place GL50 4DT	484	3	6 hrs +	£1.40	£2.60	£3.60	£4.00		£5.50		
Portland Street GL52 2NW	329	4	6 hrs +	£1.40	£2.60	£3.60	£4.00	£7.50	£10.00		
Regent Arcade GL50 1 JZ	557	15	6 hrs+	£1.50	£2.90	£4.30	£5.50	£9.00		£12.00	£14.00
Rodney Road GL50 1HT	111	1	6 hrs +	£1.40	£2.60	£3.60	£4.00	£7.50	£10.00		
Sandford Lido GL53 7PY	141	2	8 hrs		£2.90		£4.80	£6.50		£8.20	
Sherborne Place GL52 2RS	102	1	4 hrs +	£1.40	£2.60	£3.60	£4.00		£5.50		
St George's Road GL50 3PF	116	1	6 hrs +	£1.40	£2.60	£3.60	£4.00	£7.50	£10.00		
St James Street GL50 2SH	202	2	6 hrs +	£1.40	£2.60	£3.60	£4.00	£7.50	£10.00		
West End GL50 3HU	36	1	6 hrs +	£0.70	£1.30	£1.80			£5.00		



Cotswold District Car Park Charges

Location	Spaces	Disabled spaces	Max stay	½ hr	1 hr	Cost		5hr	10hr
Brewery, Cirencester GL7 1JW	298	Y	3 hrs	50p	£1.20	£2.10	£2.60	N/A	N/A
Forum Cirencester GL7 1LW	248	Y	3 hrs	50p	£1.20	£2.10	£2.60	N/A	N/A
Leisure Centre Cirencester GL7 1FP	120	Y	3 hrs	50p	£1.20	£2.10	£2.60	N/A	N/A
Abbey, Cirencester	100	N	10 hrs	N/A	£1.20	£2.10	£2.60	£3.50	£6.30
Old Station, Cirencester	147	Y	10 hrs	N/A	£1.20	£2.10	£2.60	£3.50	£6.30
Sheep Street, Cirencester	69	Y	10 hrs	N/A	£1.20	£2.10	£2.60	£3.50	£6.30
Waterloo, Cirencester	233	Y	10 hrs	N/A	£1.20	£2.10	£2.60	£3.50	£6.30
Beeches, Cirencester	145	Y	7 days	50p	£1.20	£2.10	N/A	N/A	£3.20
Lorry Park Cirencester, Cars	15	N	10hrs	N/A	N/A	N/A	N/A	N/A	£3.20
Lorry Park Cirencester, Lorries	25	N	24hrs	N/A	£2.10	N/A	N/A	N/A	6.20
Queen Street, Cirencester	15	N	72 hrs	Free	Free	Free	Free	Free	Free
Rissington road, Bourton on the Water	229	Y	10 hrs	N/A	£1.20	£2.10	£2.60	£3.50	£6.30
Station Road, Moreton in Marsh	52	Y	10 hrs	N/A	£1.20	£2.10	£2.60	£3.50	£6.30
Maugersbury Road, Stow on the Wold	61	Y	10hrs	N/A	£1.20	£2.10	£2.60	£3.50	£6.30
Fosseway – Stow on the Wold	100	N	72 hrs	Free	Free	Free	Free	Free	Free
Church street, Tetbury	35	N	3 hrs	N/A	60p	£1.30	£1.90	N/A	N/A
West Street, Tetbury	57	N	10 hrs	N/A	60p	N/A	N/A	N/A	£3.20
Old Railyard, Tetbury	80	Y	13 hrs	Free	Free	Free	Free	Free	Free
Lorry Park, Tetbury	20	N	72 hrs	Free	Free	Free	Free	Free	Free

Forest of Dean Car Park Charges

Location	Spaces	Max stay	Cost
Lewell street, Newent	86	No max stay	£0.00
High street, Mitcheldean	34	No max stay	£0.00
High street, Drybrook	21	No max stay	£0.00
Belle Vue road, Cinderford	12	No max stay	£0.00
Heywood road, Cinderford	64	No max stay	£0.00
Woodside street, Cinderford	13	No max stay	£0.00
Grange Lane, Littledean	15	No max stay	£0.00
Mill end, Blakeney	18	No max stay	£0.00
Bream road, Lydney	65	No max stay	£0.00
Forest road, Lydney	83	No max stay	£0.00
Newerne street, Lydney	135	No max stay	£0.00
Swan road, Lydney	20	No max stay	£0.00
Bank street, Coleford	42	No max stay	£0.00
Lords hill, Coleford	54	No max stay	£0.00
Newland street, Coleford	21	No max stay	£0.00
Old Station Way, Coleford	54	No max stay	£0.00
Railway Drive, Coleford	219	No max stay	£0.00
Grahamstown Road, Sedbury	16	No max stay	£0.00
Beachley Slipway, Beachley	11	No max stay	£0.00



Gloucester City Car Park Charges

Location	Spaces	Disabled spaces	Max stay	Cost				
				1hr	2hr	3hr	4hr	All day
Hare Lane North Hare Lane GL1 2DF	79	1	hrs	na	£2	na	£4	£6
Hare lane South Hare Lane GL1 2DA	97	6		na	£2	na	£4	£6
Westgate street car park Westgate street GL1 2TU	139	4 11 coach spaces	na	£2	na	£4	£6	
Eastgate Roof Top Eastgate Street GL1 2PA	380	20 Parent/child spaces 18	na	£2	na	£4	£6	
Longsmith Multi storey Longsmith Street GL1 2HH	300	17 Parent/child spaces 16	na	£2	na	£4	£6	
Kins Square Car Park Kings Walk GL1 1EA	290	4		na	£2	na	£4	£6
St Michaels sq Car Park St Michaels GL1 1HX	97	1		na	£2	na	£4	£6
Hampden Way Car Park Hampden Way GL1 1SX	72	7		na	£2	na	£4	£6
Station Road Car Park Station Road GL1 1QD	110	2		na	£2	na	£4	£6
Ladybellegate street Car Park Ladybellegate Street GL1 2HN	28	7		na	£2	na	£4	£6
GL1 Car Park Bruton Way GL1 1DT	53	10 Parent/child spaces 6	2 half hours	na	na	na	£4	
Northware house car park The Dock GL1 2EP	66	(weekend only)		na	£2	na	£4	£6
Castlmeads car park Castlemeads way GL1 2NH	249		All day	na	na	na	na	£2
St Oswald car park 1 St oswalds road GL1 2SR	242	8	All day	na	na	na	na	£1.50
St Oswalds Car park 2 St Oswald Road GL1 2SR	52		All day	na	na	na	na	£1.50

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	23hrs				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, Symn Lane, GL12 7AD	36	Y	23 hrs				Free			
The Chipping Car Park, The Chipping, Symn Lane, GL12 7AD	37	Y	3 hrs				Free			
Potters Pond Car Park, Potters Pond, Wotton-under-Edge, GL12 7HF	23	Y	23 hrs				Free			

Forest of Dean Car Park Charges

Location	Spaces	Disabled spaces	Max stay	Cost					
				1hr	2hr	3hr	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, GI20 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	
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, Back Lane, GL54 5RA	98 Cars 2 Coaches	3	24hrs					£1.00 £1.00	
Bull Lane, Bull Lane, GL54 5HY	45	1	24hrs	£1.00	£2.00	£3.50	£5.00	£8.00	
Chapel Hay, Church Road 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		2009/2010 Number	Percent
PCNs Issued On street	Total	18642	86.40%
	Higher level	14,269	76.54%
	Lower level	4,373	23.46%
Avg issue per patrolled hour		1.52	
PCNs Issued Off-Street	Total	2935	13.60%
	Higher level	118	4.02%
	Lower level	2,817	95.98%
Avg issue per patrolled hour		1.04	
PCNs Paid	Total	15337	71.08%
	Within discount period	10,100	65.85%
	At full rate	4,441	28.96%
	With additional Charge	620	4.04%
	At Warrant	176	1.15%
Informal/Formal Representations	Total	4092	18.96%
	Number cancelled	1783	60.75%
Appeals to the Traffic Penalty Tribunal	Total	32	0.15%
	Declined	8	25.00%
	Upheld	5	15.63%
	Not contested	7	21.88%
Total PCN Income (on street)		£ 581,354.12	
Total P&D income		£ 771,865.83	
Total Permit income		£ 86,135.84	
Other income (Waivers etc)		£ 19,316.71	
Total Income		£ 1,458,672.50	
Expenditure (on street only)	Management	£ 32,662.97	
	Enforcement	£ 266,832.24	
	PCN Processing (back office)	£ 68,123.29	
	Third Party Contracts	£ -	
	Premises	£ 12,295.92	
	Supplies & Services	£ 60,544.21	
	Support Services Costs	£ 103,299.96	
	Transport	£ 4,094.59	
	Other costs	£ 31,412.24	
	Total Expenditure	£ 579,265.42	
Balance		£ 879,407.08	

Cotswold District Council		2009/2010 Number	Percent
PCNs Issued On street	Total	6346	60.59%
	Higher level	4,454	70.19%
	Lower level	1,882	29.66%
Avg issue per patrolled hour		1.33	
PCNs Issued Off-Street	Total	4127	39.41%
	Higher level	74	1.79%
	Lower level	4,049	98.11%
Avg issue per patrolled hour		0.87	
PCNs Paid	Total	8897	84.95%
	Within discount period	6,595	74.13%
	At full rate	1,902	21.38%
	With additional Charge	285	3.20%
	At Warrant	115	1.29%
Informal/Formal Representations	Total	2733	26.10%
	Number cancelled	1295	31.38%
Appeals to the Traffic Penalty Tribunal	Total	44	0.42%
	Declined	25	56.82%
	Upheld	7	15.91%
	Not contested	12	27.27%
Total PCN Income (on street)		£ 208,217.98	
Total P&D income		£ 70,618.61	
Total Permit income		£ 17,916.53	
Other income (Waivers etc)		£ 124.13	
Total Income		£ 296,877.25	
Expenditure (on street only)	Management	£ 20,716.40	
	Enforcement	£ 93,956.78	
	PCN Processing (back office)	£ 25,712.02	
	Third Party Contracts	£ 8,478.73	
	Premises	£ 1,511.95	
	Supplies & Services	£ 12,776.23	
	Support Services Costs	£ 30,410.00	
	Transport	£ 8,485.75	
	Other costs	£ 18,665.00	
	Total Expenditure	£ 220,712.86	
Balance		£ 76,164.39	



Detailed Performance and On street Financial Breakdown per district

Forest of Dean District Council		2009/2010 Number	Percent
PCNs Issued On street	Total	976	100%
	Higher level	845	86.58%
	Lower level	131	13.42%
Avg issue per patrolled hour		1.63	
PCNs Issued Off-Street	Total	0	0%
	Higher level	0	
	Lower level	0	
Avg issue per patrolled hour		0.00	
PCNs Paid	Total	698	71.52%
	Within discount period	606	86.82%
	At full rate	49	7.02%
	With additional Charge	34	4.87%
	At Warrant	9	1.29%
Informal/Formal Representations	Total	279	28.59%
	Number cancelled	100	35.84%
Appeals to the Traffic Penalty Tribunal	Total	1	0.10%
	Declined	1	100%
	Upheld	0	0%
	Not contested	0	0%
Total PCN Income (on street)		£ 23,988.34	
Total P&D income		£ -	
Total Permit income		£ -	
Other income (Waivers etc)		£ -	
Total Income		£ 23,988.34	
Expenditure (on street only)	Management	£ -	
	Enforcement	£ -	
	PCN Processing (back office)	£ 7,633.54	
	Third Party Contracts	£ 17,958.60	
	Premises	£ -	
	Supplies & Services	£ 2,207.50	
	Support Services Costs	£ 2,945.00	
	Transport	£ -	
	Other costs	£ -	
	Total Expenditure	£ 30,744.64	
Balance		£ -6,756.30	

Gloucester City Council		2009/2010 Number	Percent
PCNs Issued On street	Total	19264	79.79%
	Higher level	10,315	53.55%
	Lower level	8,949	46.45%
Avg issue per patrolled hour		1.13	
PCNs Issued Off-Street	Total	4879	20.21%
	Higher level	315	6.46%
	Lower level	4,564	93.54%
Avg issue per patrolled hour		0.56	
PCNs Paid	Total	16658	69.00%
	Within discount period	13,162	79.01%
	At full rate	1,589	9.54%
	With additional Charge	905	5.43%
	At Warrant	1002	6.02%
Informal/Formal Representations	Total	9013	37.33%
	Number cancelled	3603	73.85%
Appeals to the Traffic Penalty Tribunal	Total	28	0.12%
	Declined	8	28.57%
	Upheld	7	25.00%
	Not contested	7	25.00%
Total PCN Income (on street)		£ 536,857.57	
Total P&D income		£ 539,372.22	
Total Permit income		£ 82,935.48	
Other income (Waivers etc)		£ 12,576.10	
Total Income		£ 1,171,741.37	
Expenditure (on street only)	Management	£ -	
	Enforcement	£ -	
	PCN Processing (back office)	£ 84,721.74	
	Third Party Contracts	£ 512,895.05	
	Premises	£ 3,761.58	
	Supplies & Services	£ 56,437.11	
	Support Services Costs	£ 7,754.38	
	Transport	£ 23.85	
	Other costs	£ -	
	Total Expenditure	£ 665,593.71	
Balance		£ 506,147.66	



Detailed Performance and On street Financial Breakdown per district

Stroud District Council		2009/2010 Number	Percent
PCNs Issued On street	Total	2244	67.47%
	Higher level	1,549	69.03%
	Lower level	693	30.88%
PCNs Issued Off-Street	Total	1082	32.53%
	Higher level	47	4.34%
	Lower level	1,034	95.56%
PCNs Paid	Total	2577	77.48%
	Within discount period	1,925	74.70%
	At full rate	608	23.59%
	With additional Charge	4	0.16%
	At Warrant	40	1.55%
Informal/Formal Representations	Total	1000	30.07%
	Number cancelled	618	57.12%
Appeals to the Traffic Penalty Tribunal	Total	17	0.51%
	Declined	6	35.29%
	Upheld	2	11.76%
	Not contested	9	52.94%
Total PCN Income (on street)		£ 68,132.31	
Total P&D income		£ -	
Total Permit income		£ 3,493.00	
Other income (Waivers etc)		£ 1,295.00	
Total Income		£ 72,920.31	
Expenditure (on street only)	Management	£ 15,840.27	
	Enforcement	£ 66,409.42	
	PCN Processing (back office)	£ -	
	Third Party Contracts	£ 19,871.00	
	Premises	£ -	
	Supplies & Services	£ 5,601.82	
	Support Services Costs	£ 10,451.04	
	Transport	£ 2,793.66	
	Other costs	£ 7,515.08	
	Total Expenditure	£ 128,482.29	
Balance		£ 55,561.98	

Tewkesbury Borough Council		2009/2010 Number	Percent
PCNs Issued On street	Total	4629	65.66%
	Higher level	2,644	57.12%
	Lower level	1,985	42.88%
Avg issue per patrolled hour		1.04	
PCNs Issued Off-Street	Total	2421	34.34%
	Higher level	31	1.28%
	Lower level	2,390	98.72%
Avg issue per patrolled hour		0.91	
PCNs Paid	Total	5658	80.26%
	Within discount period	3,708	65.54%
	At full rate	1,640	28.99%
	With additional Charge	234	4.14%
	At Warrant	76	1.34%
Informal/Formal Representations	Total	1905	27.02%
	Number cancelled	983	40.60%
Appeals to the Traffic Penalty Tribunal	Total	21	0.30%
	Declined	7	33.33%
	Upheld	5	23.81%
	Not contested	8	38.10%
Total PCN Income (on street)		£ 153,061.19	
Total P&D income		£ -	
Total Permit income		£ 2,822.09	
Other income (Waivers etc)		£ 3,455.00	
Total Income		£ 159,338.28	
Expenditure (on street only)	Management	£ 51,749.95	
	Enforcement	£ 88,876.08	
	PCN Processing (back office)	£ 23,038.24	
	Third Party Contracts	£ 8,415.16	
	Premises	£ -	
	Supplies & Services	£ 8,425.26	
	Support Services Costs	£ 35,409.61	
	Transport	£ -	
	Other costs	£ -	
	Total Expenditure	£ 215,914.30	
Balance		£ -56,576.02	



10.5 On Street Parking Charges

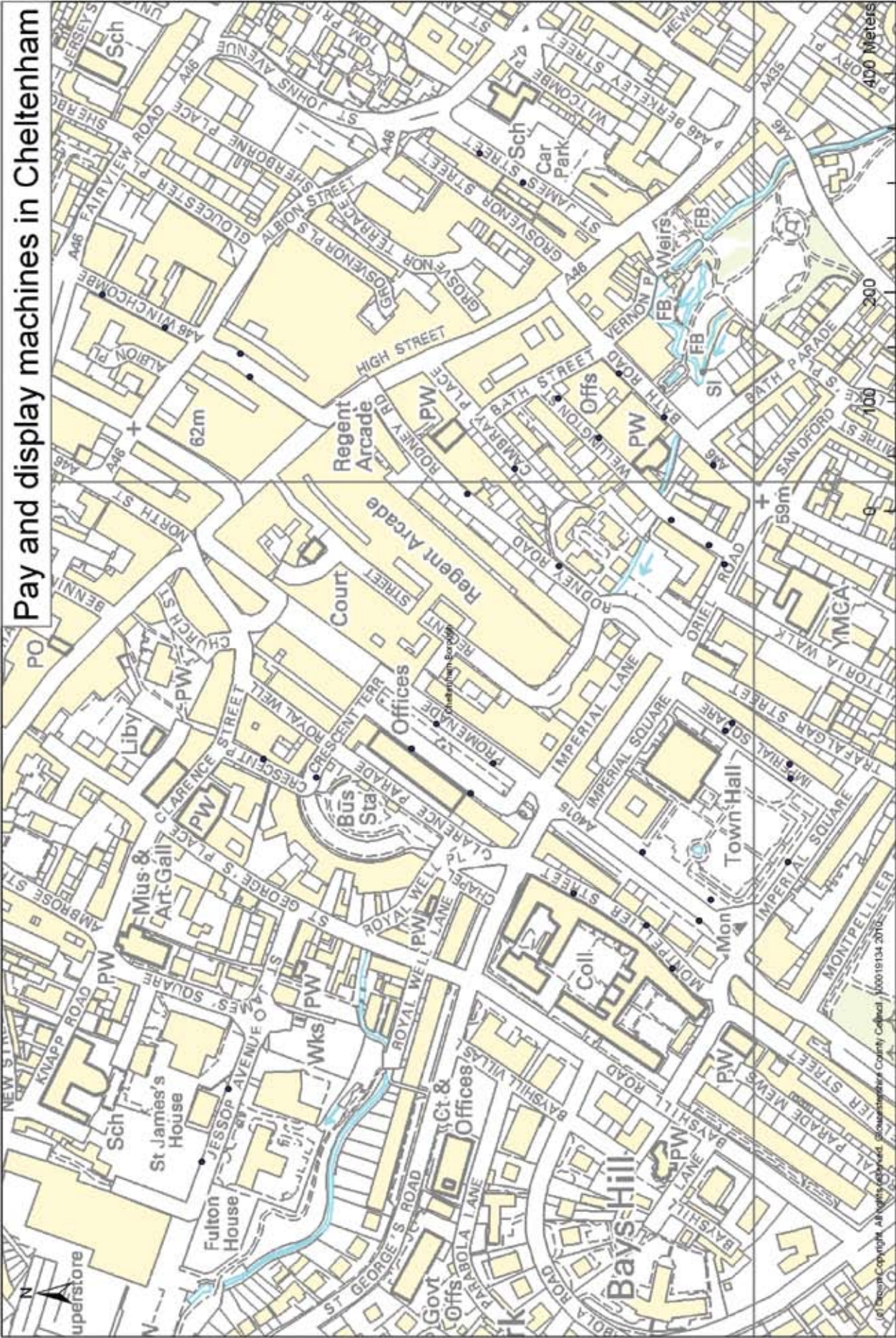
Cheltenham - Inner Promenade, Prom North, Rodney Road & Cambray Place	
Up to 30mins	£1.00
Up to 1hr	£1.70
Up to 1hr 30mins	£2.50
Up to 2hrs	£3.30
Cheltenham - Promenade South Imperial Square, Montpellier Street	
Up to 1hr	£1.60
Up to 2hrs	£2.80
Up to 3 hours	£4.00
Up to 4hrs	£5.50
Up to 10hrs	£10.00
Cheltenham - Wellington street, Bath Road, St James street Winchcombe street, crescent place, crescent terrace, oriel road	
Up to 1hr	£1.60
Up to 2hrs	£2.80
Up to 3hrs (only available on Sundays)	£3.80
Cheltenham - Jessops avenue	
1 hr	£1.30
2hrs	£2.60
3hrs	£3.90
Up to 12 hrs	£6.00
Cirencester - Market Place	
up to 30 minutes	£0.50
up to 1 hour	£1.00
Gloucester	
Up to 1hr	£1.40
Up to 1hr 30mins	£2.10
Up to 2hrs	£2.70

10.6 Permit parking fees and charges

	Cheltenham			Gloucester			Cirencester z1			Cirencester z1			Tewkesbury			Stroud			Forest		
	2010	2011	2012	2010	2011	2012	2010	2011	2012	2010	2011	2012	2010	2011	2012	2010	2011	2012	2010	2011	2012
Permit Parking																					
Standard Parking	£62	£72	£80	£62	£72	£80	£62	£72	£80	£62	£72	£80	£62	£72	£80	£62	£72	£80	£62	£72	£80
Reduced Charge Permit (tax band A vehicles & <300cc Motorcycles)	£31	£36	£40	£31	£36	£40	£31	£36	£40	£31	£36	£40	£31	£36	£40	£31	£36	£40	£31	£36	£40
Higher Charge Permit (2nd vehicles)	£77.50	£90	£100	£77.50	£90	£100	£77.50	£90	£100	£77.50	£90	£100	£77.50	£90	£100	£77.50	£90	£100	£77.50	£90	£100
Replacement and amendment permits	£14	£14	£14	£14	£14	£14	£14	£14	£14	£14	£14	£14	£14	£14	£14	£14	£14	£14	£14	£14	£14
Visitor Vouchers																					
Book of (5hr) vouchers	£12.50	£12.50	£12.50	£12.50	£12.50	£12.50	£12.50	£12.50	£12.50	£12.50	£12.50	£12.50	£12.50	£12.50	£12.50	£12.50	£12.50	£12.50	£12.50	£12.50	£12.50
Book of (10hr) vouchers	£25	£25	£25	£25	£25	£25	£25	£25	£25	£25	£25	£25	£25	£25	£25	£25	£25	£25	£25	£25	£25
Business Permits																					
Annual Permit	£150	£250	£360	£150	£250	£360	£150	£250	£360	£150	£250	£360	£150	£250	£360	£150	£250	£360	£150	£250	£360
Imperial Square, Cheltenham (annual permit)	£850	£850	£850	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Imperial Square, Cheltenham (6 month permit)	£475	£475	£475	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Carer Permit (upon documented Social Services assessment confirming)	FREE	FREE	FREE	FREE	FREE	FREE	FREE	FREE	FREE	FREE	FREE	FREE	FREE	FREE	FREE	FREE	FREE	FREE	FREE	FREE	FREE



10.7 Pay and Display machines
[Figure 1] Pay and Display machines in Cheltenham



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[Figure 2] Pay and Display machines in Gloucester



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