

2021/22 CIVIL PARKING ENFORCEMENT IN GLOUCESTERSHIRE

ENTER

ANNUAL REPORT

INTRODUCTION FROM COUNCILLOR DOM MORRIS

AS THE NEW CABINET MEMBER
FOR HIGHWAYS AND FLOODING
I AM PLEASED TO PRESENT
**GLOUCESTERSHIRE COUNTY
COUNCIL'S ANNUAL PARKING
REPORT FOR 2021/22**



The 20/21 report dedicated lots of content to new and recent developments, from projects relating to electric vehicles and active travel, to how the team responded to the challenge of COVID-19, all vibrantly presented with good use of design and graphics. The 21/22 report is no different.

I am delighted to share that the Parking Annual Report 20/21 has recently received an award at the **Promoting Awareness of Civil Enforcement through Reporting (PACER) Awards** by PATROL for 'Best for Innovation and New Services'.

As new cabinet member for parking I am keen to build on our success and drive forward to make continual improvements in the use of innovation to deliver an efficient service and to ensure the community receive excellence with an end to end process that is user friendly.

With so many exciting projects and initiatives on the horizon, I would like to take this opportunity to reflect on the previous years' successes and thank you all for your hard work. Moving forward we will remain aware of the importance of parking management; improve safety for all road users, aid access to facilities including for disabled badge holders, enable traffic flow and encourage more sustainable transport options, including active travel.

I hope you find this Annual Report 2021/22 informative and interesting, and I thank you for taking the time to read it.





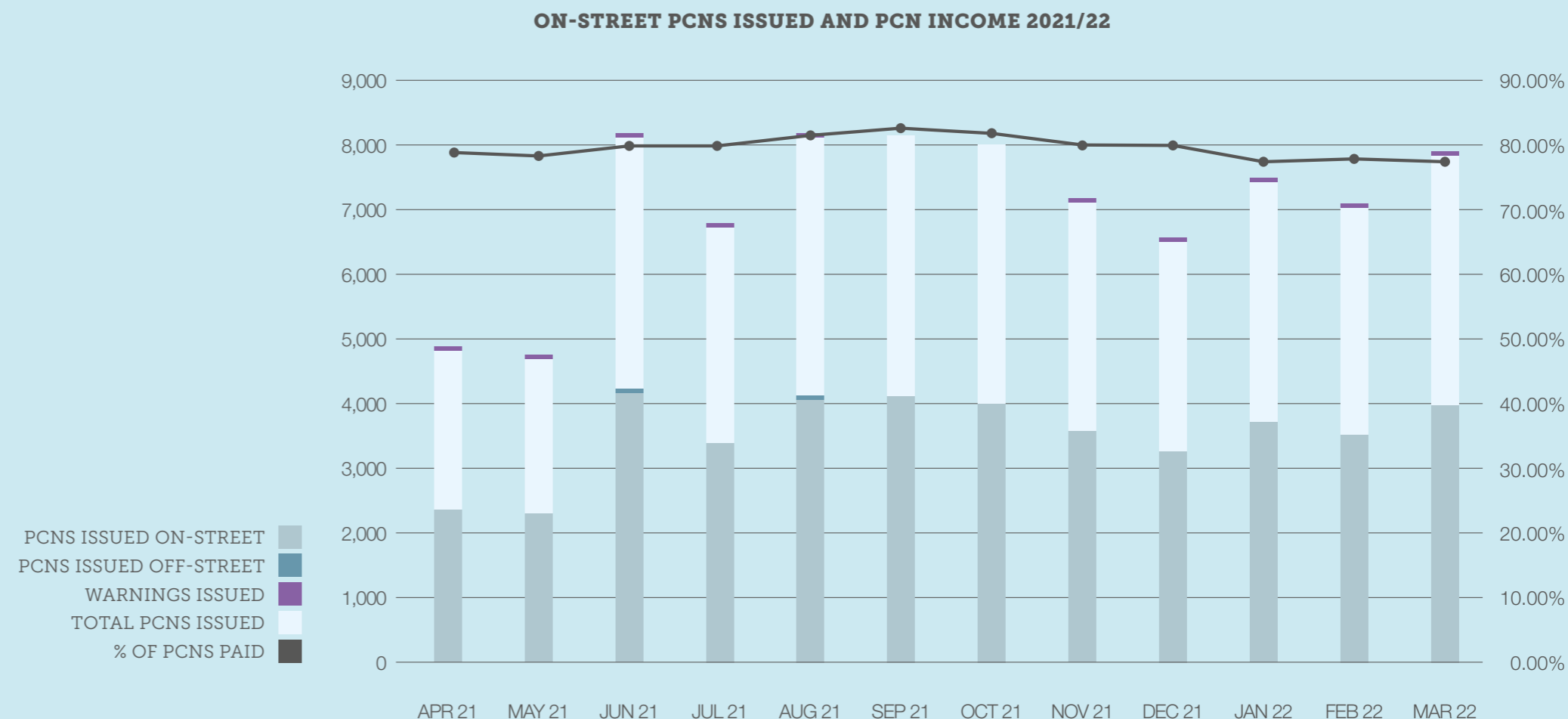
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CIVIL PARKING ENFORCEMENT



PERMIT PARKING SCHEMES
PROVIDE **GREATER**
OPPORTUNITIES FOR PARKING
IN LOCAL NEIGHBOURHOODS



01 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**. PCNs are issued when a 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.

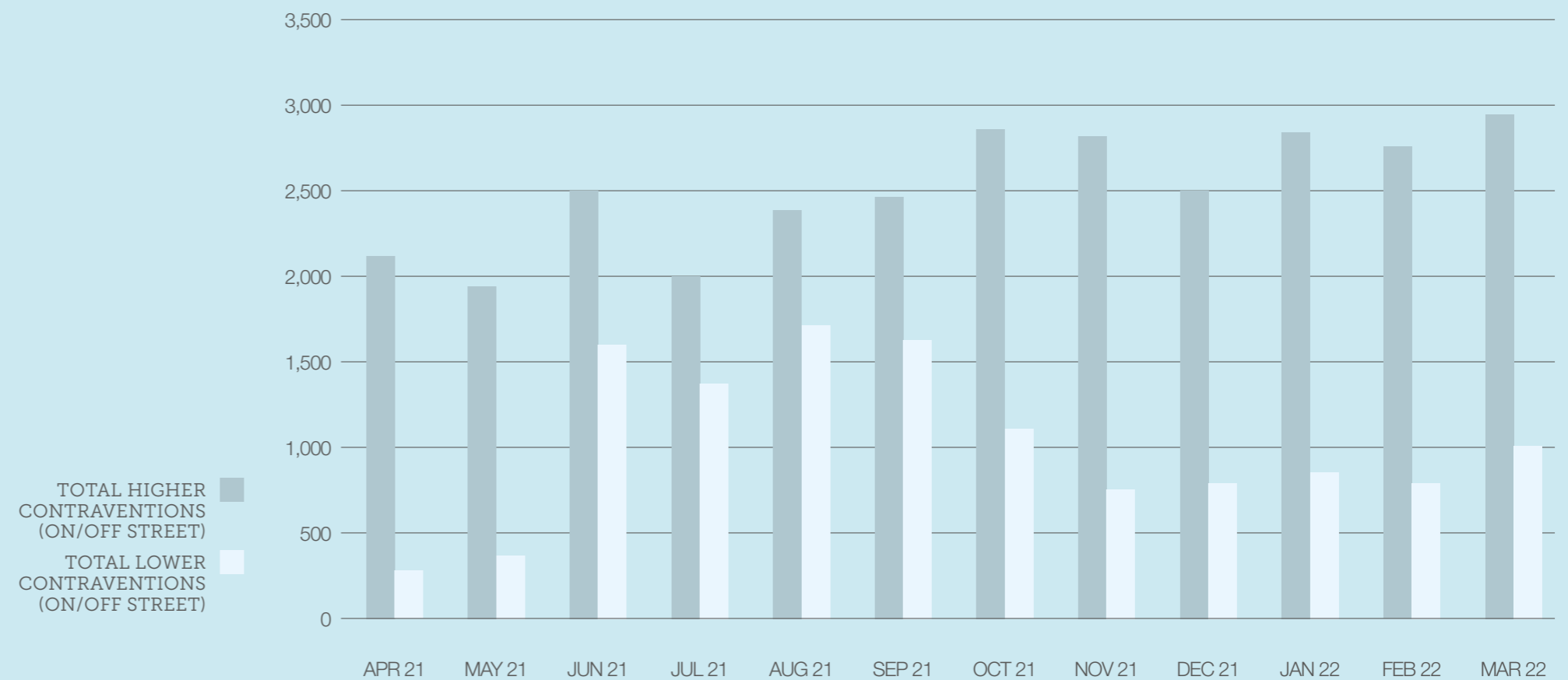
The graph shows the amount of on street PCNs issued and % recovered in 2021/22:

CONTRAVENTIONS, ON AND OFF STREET, AND % OF PCNS PAID IN 2021/22

CONTRAVENTION MONTH	ON STREET	OFF STREET	TOTAL	WARNINGS ISSUED	% PCNS PAID
APRIL 2021	2,420	0	2,420	3	77.73%
MAY 2021	2,330	0	2,330	2	77.04%
JUNE 2021	4,105	24	4,129	3	80.14%
JULY 2021	3,387	0	3,387	14	80.42%
AUGUST 2021	4,100	1	4,101	1	82.71%
SEPTEMBER 2021	4,101	0	4,101	0	83.39%
OCTOBER 2021	4,013	0	4,013	0	82.62%
NOVEMBER 2021	3,610	0	3,610	2	79.70%
DECEMBER 2021	3,276	0	3,276	1	79.61%
JANUARY 2022	3,742	0	3,742	3	77.74%
FEBRUARY 2022	3,543	1	3,544	58	77.96%
MARCH 2022	3,962	0	3,962	4	77.56%
TOTAL	42,589	26	42,615	91	79.72%



TOTAL CONTRAVENTIONS BY LOWER OR HIGHER CONTRAVENTION 2021/22



AMOUNT OF ON STREET PCNs ISSUED BY HIGHER OR LOWER CONTRAVENTION IN RELATION TO THE YEAR 2021/22:

CONTRAVENTION MONTH	HIGHER ON STREET	LOWER ON STREET	HIGHER OFF STREET	LOWER OFF STREET	TOTAL HIGHER	TOTAL LOWER
APRIL 2021	2,124	296	0	0	2,124	296
MAY 2021	1,936	394	0	0	1,936	394
JUNE 2021	2,510	1,595	0	24	2,510	1,619
JULY 2021	2,006	1,381	0	0	2,006	1,381
AUGUST 2021	2,384	1,716	0	1	2,384	1,717
SEPTEMBER 2021	2,468	1,633	0	0	2,468	1,633
OCTOBER 2021	2,886	1,127	0	0	2,886	1,127
NOVEMBER 2021	2,857	753	0	0	2,857	753
DECEMBER 2021	2,509	767	0	0	2,509	767
JANUARY 2022	2,867	875	0	0	2,867	875
FEBRUARY 2022	2,736	807	0	1	2,736	808
MARCH 2022	2,948	1,014	0	0	2,948	1,014
TOTAL	30,231	12,358	0	26	30,231	12,384

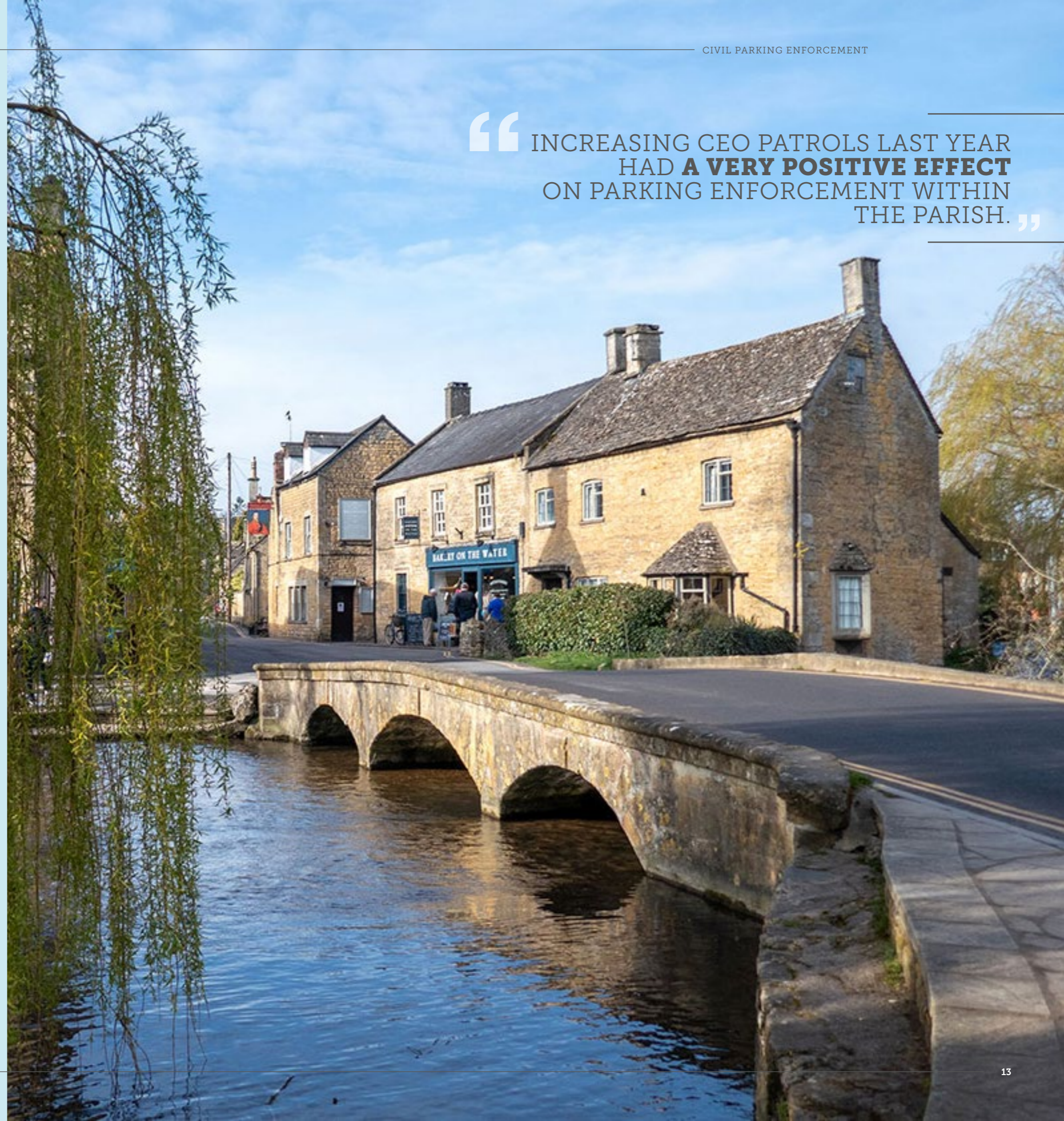
BOURTON ON THE WATER EXTRA SEASONAL PATROL HOURS TRIAL

At the beginning of April 2021, at the request of Bourton Parish Council, we began a trial of extra seasonal patrol hours for the village. Bourton is a very popular tourist destination particularly during the spring/summer months. The aim of the trial was to keep the main routes through the village clear and safe and to encourage considerate parking by providing additional enforcement presence. NSL officers that patrolled were briefed to engage with the public and to suggest safer places to park where appropriate. The trial has been very positive and will continue going forward.

“The more than doubling of CEO patrols last year from 15.5 hours a week to 36 had a very positive effect on parking enforcement within the parish. The extra hours allowed patrols to cover outlying estate roads, as well as dealing with the village centre. They could not have covered the village so effectively without the extra hours provision 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. It is hoped that increased patrolling will be repeated in future years.”

Cllr Andy Roberts, Chair of Highway's Committee, Bourton on the Water Parish Council

“ INCREASING CEO PATROLS LAST YEAR
HAD **A VERY POSITIVE EFFECT**
ON PARKING ENFORCEMENT WITHIN
THE PARISH. ”



02

PAY AND DISPLAY & PERMIT PARKING

PAY AND DISPLAY
& PERMIT PARKING



IMAGE CREDIT: BEN MOLYNEUX / SHUTTERSTOCK.COM



02

PAY AND DISPLAY & PERMIT PARKING

ON STREET PARKING PROVISION

Table below shows the approximate number of **available spaces** on the highway per restriction type.

These spaces have been calculated using **5.5 meters** as an **average car length**, which takes into consideration both larger and smaller vehicles.

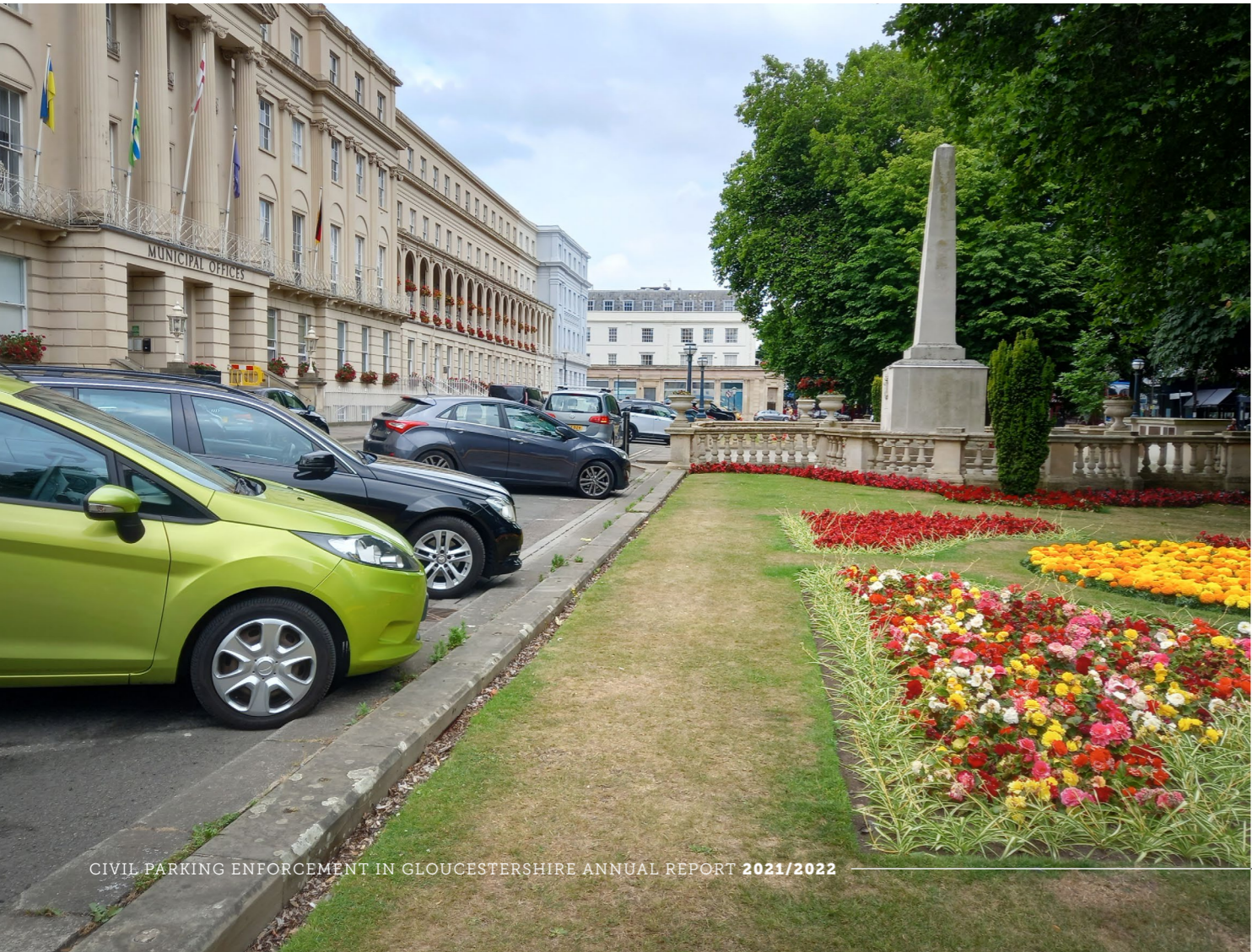
Please note that **permit parking areas** (PPAs) have been included in the table below, however, this is estimated as a PPA does not require a bay being marked.

Parking capacity in PPAs are informally managed by the local residents themselves i.e. parking over their own gateway/access/garage so accurate capacity cannot be calculated.

ON-STREET PARKING PROVISION BY DISTRICT

	CHELTENHAM	COTSWOLDS	FOREST OF DEAN	GLOUCESTER	STROUD	TEWKESBURY
PERMIT HOLDERS ONLY	1029	107	0	162	109	35
DISABLED PARKING BAYS	71	18	11	57	39	20
LIMITED WAITING BAYS	253	354	176	181	343	230
PAY AND DISPLAY BAYS	267	15	0	46	0	0
SHARED USE BAYS	4640	173	0	1165	2	0

Click here for link to detailed maps showing permit areas or visit:
www.gloucestershire.gov.uk/highways/parking/parking-permits-and-zone-maps



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)).

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.**

Pay and display charges were increased on the 5th April 2021 by around 3% and we have continued with the “pay per minute” model, for parking up to 2 hours with a minimum charge of either 50p or £1

depending on location. This has streamlined the charging structure allowing users greater flexibility and reducing the requirement for change (coins). Due to an uptake in cashless parking the council is actively encouraging customers to use our cashless payment options, by using the MiPermit facility.

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.

EFFECTIVE MANAGEMENT OF ON-STREET PARKING SUPPORTS ACCESS TO RESIDENTS, SERVICES AND BUSINESSES.

Click here for a link to pay and display charges, or visit:
www.gloucestershire.gov.uk/highways/parking/parking-and-bus-lane-management

CASH COLLECTED AND BANKED FROM PAY AND DISPLAY MACHINES AND THE CASHLESS MI PERMIT SYSTEM

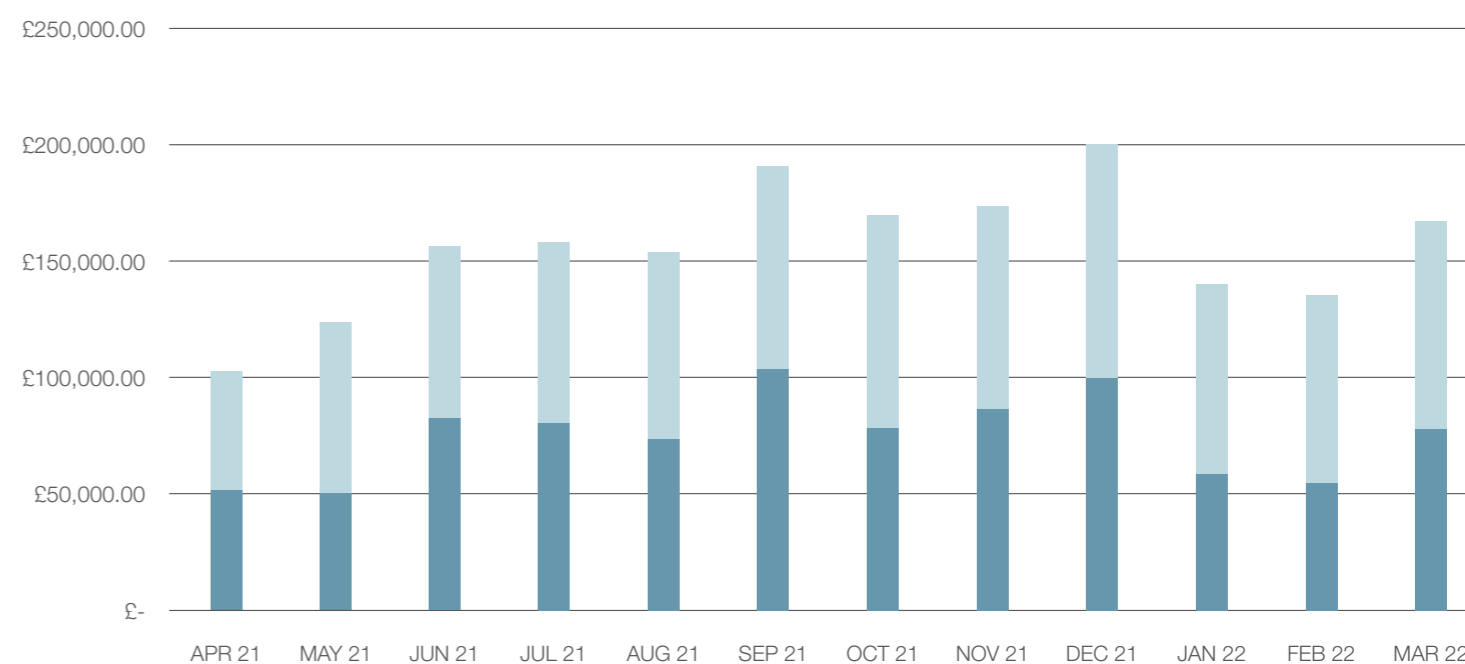
The graph to the right shows cash collected and banked from pay and display machines and the cashless MiPermit system.

CASHLESS
CASH

PAY AND DISPLAY INCOME CASH AND CASHLESS 2021/22

The following table shows cash collected and banked from pay and display machines and the cashless MiPermit system for 2021/22.

	CASH	CASHLESS	TOTAL	CASH %	CASHLESS %
APRIL 2021	£52,901.55	£49,311.99	£102,213.54	52%	48%
MAY 2021	£50,796.25	£72,494.73	£123,290.98	41%	59%
JUNE 2021	£83,293.30	£74,421.84	£157,715.14	53%	47%
JULY 2021	£81,902.15	£78,282.67	£160,184.82	51%	49%
AUGUST 2021	£73,155.20	£80,882.42	£154,037.62	47%	53%
SEPTEMBER 2021	£105,829.40	£81,040.45	£186,869.85	57%	43%
OCTOBER 2021	£79,623.85	£91,425.80	£171,049.65	47%	53%
NOVEMBER 2021	£85,063.00	£88,755.54	£173,818.54	49%	51%
DECEMBER 2021	£99,906.45	£101,641.67	£201,548.12	50%	50%
JANUARY 2022	£61,398.30	£79,881.69	£141,279.99	43%	57%
FEBRUARY 2022	£57,240.05	£78,414.80	£135,654.85	42%	58%
MARCH 2022	£78,618.15	£90,613.82	£169,231.97	46%	54%
TOTAL	£909,727.65	£967,167.42	£1,876,895.07		
AVERAGE YEARLY %				48%	52%



CASHLESS PARKING

Please note that the council has seen growth in cashless 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%.

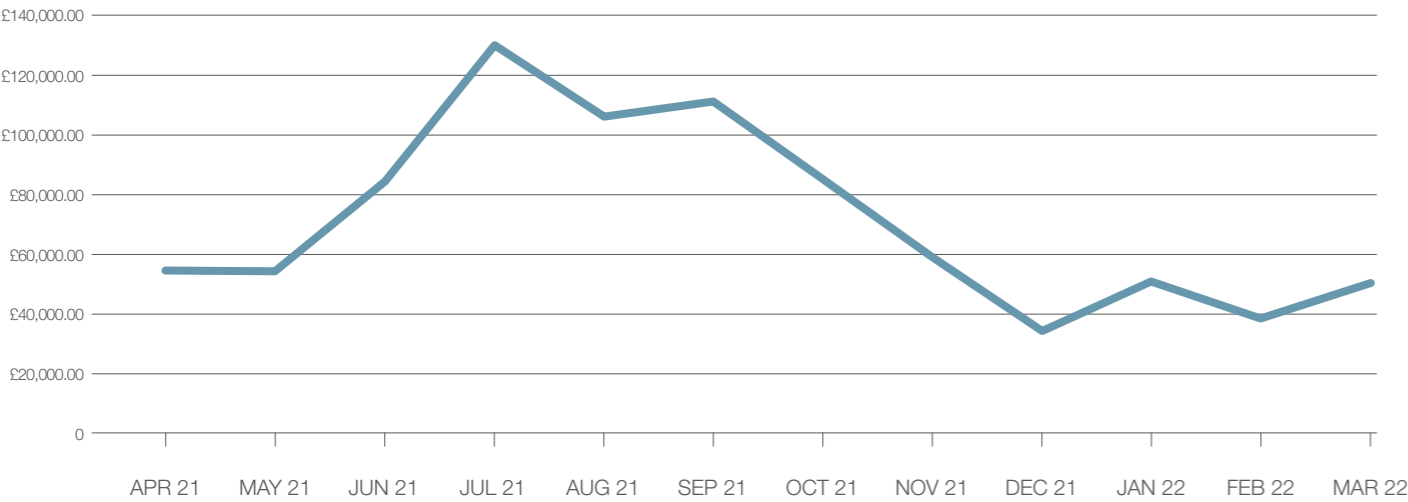
PERMITS

In 2021/22 the council obtained £959,747 of income from permits, waivers and vouchers.

Click here for the terms and conditions for each permit type or visit:
<https://www.gloucestershire.gov.uk/media/2114890/gloucestershire-parking-tcs-v121-april-2022-v2.pdf>

During the COVID pandemic the council was able to support the NHS by providing permits for use by staff around Cheltenham General Hospital. Parking spaces were available next to the hospital in both Keynsham and College Roads. Due to changes in the nature of the pandemic this scheme ended on 30th June 2021.

PERMIT WAIVERS AND OTHER INCOME



PERMITS WAIVERS AND OTHER INCOME 2021/22

The graph below shows permit, waiver and other income for the period 2021/22. The peak in July 2021 was caused by the annual renewal anniversary of the Cheltenham West permit zones that created an increase in demand in relation to permit applications.

Table shows income received, by month, in relation to permits, waivers and other income.

PERMITS WAIVERS AND OTHER INCOME 2021/22	
APRIL 2021	£54,138.60
MAY 2021	£53,792.80
JUNE 2021	£84,605.20
JULY 2021	£129,624.15
AUGUST 2021	£105,913.75
SEPTEMBER 2021	£110,814.40
OCTOBER 2021	£93,728.45
NOVEMBER 2021	£73,823.50
DECEMBER 2021	£54,426.60
JANUARY 2022	£70,611.95
FEBRUARY 2022	£59,002.50
MARCH 2022	£69,266.05
TOTAL	£ 813,830.83





03

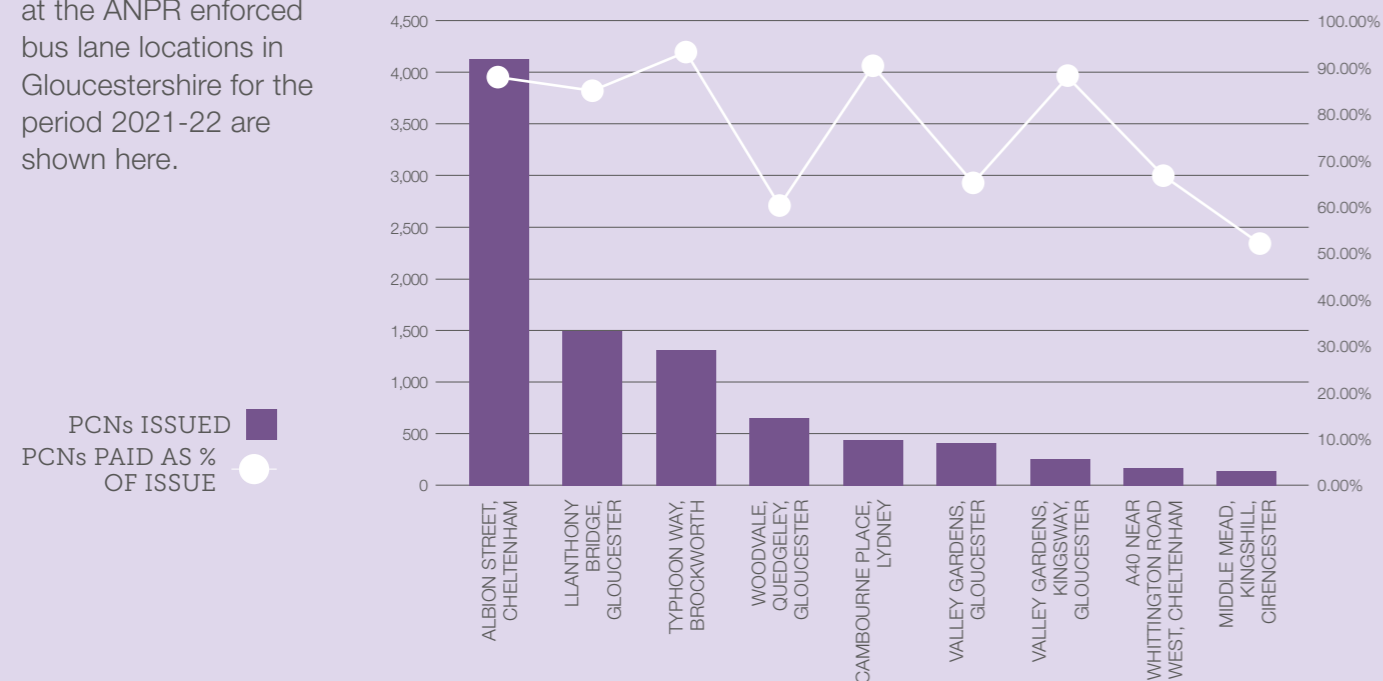
BUS LANE ENFORCEMENT

BUS LANE ENFORCEMENT

03 BUS LANE ENFORCEMENT

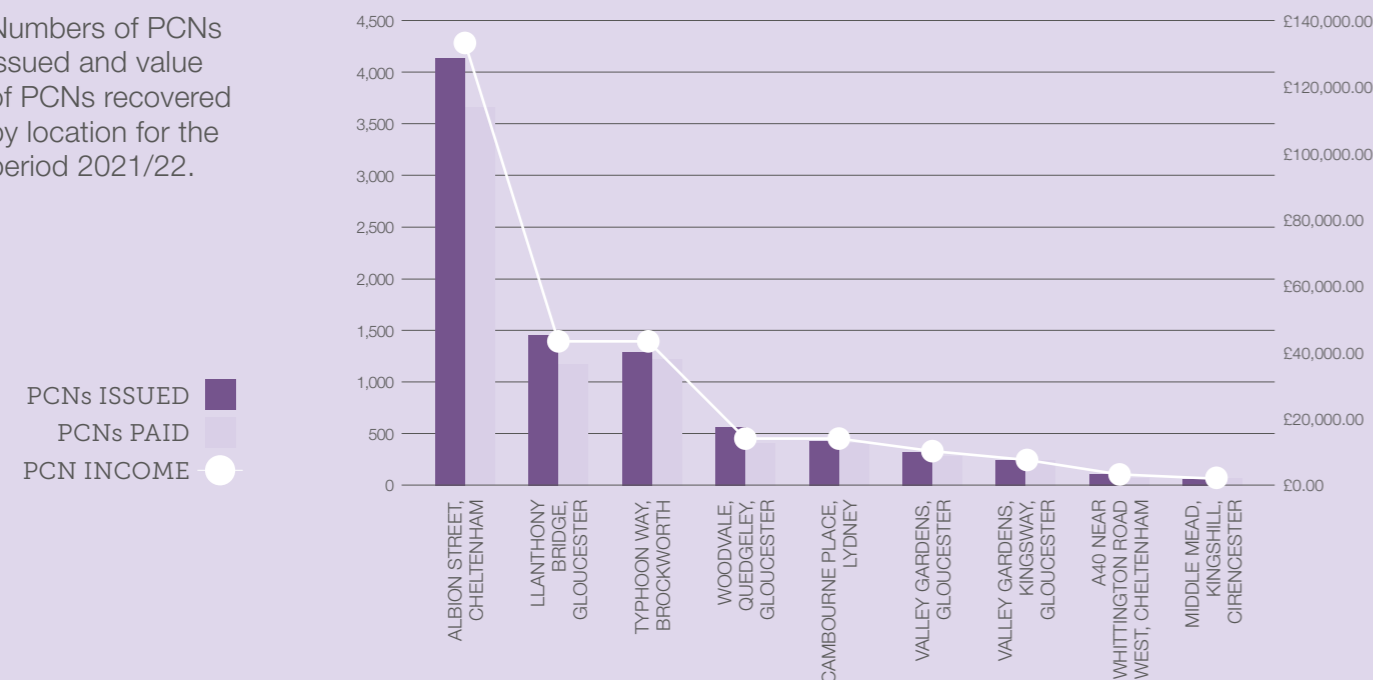
The numbers of PCNs issued and recovered at the ANPR enforced bus lane locations in Gloucestershire for the period 2021-22 are shown here.

CCTV PCN ISSUE AND % OF PCNS PAID 2021-2022 BY LOCATION



BUS LANE CCTV ENFORCEMENT ACTIVITY 2021-2022 BY LOCATION

Numbers of PCNs issued and value of PCNs recovered by location for the period 2021/22.



In April 2021 the council awarded a 5 year contract with SEA Limited to maintain its existing estate of ANPR cameras and provision of associated cloud storage and reviewing platform.

While awarding the contract to SEA for existing equipment the council undertook a competitive procurement in relation to any new future camera requirements. This contract was won by Videalert who delivered the most economically advantageous tender to the council. This contract commenced on 1st June 2021.

During 2021/22 the council's consolidated its countywide bus lane order, this became effective on 21st May 2021. All the information can be found at www.gloucestershire.gov.uk/parking.

It should be noted that due to the West of Cheltenham A40 major highway improvement several the councils ANPR cameras were switched off during the period under review.

NUMBERS OF PCNS ISSUED 2021-2022 BY LOCATION

BUS LANE	PCNS ISSUED	£ (#/%) PAID	AMOUNT PAID	INCOME
ALBION STREET, CHELTENHAM	4,160	88.75%	3692	£133,159.00
LLANTHONY BRIDGE, GLOUCESTER	1,443	84.34%	1217	£43,107.00
TYPHOON WAY, BROCKWORTH	1,287	93.55%	1204	£43,054.00
WOODVALE, QUEDGELEY, GLOUCESTER	633	60.66%	384	£13,558.00
CAMBOURNE PLACE, LYDNEY	416	90.14%	375	£13,921.00
VALLEY GARDENS, GLOUCESTER	373	64.61%	241	£9,249.00
VALLEY GARDENS, KINGSWAY, GLOUCESTER	257	89.11%	229	£8,498.00
A40 NEAR WHITTINGTON ROAD WEST, CHELTENHAM	187	67.38%	126	£4,346.00
MIDDLE MEAD, KINGSHILL, CIRENCESTER	149	51.01%	76	£2,954.00
TOTAL	8,905	84.72%	7,544	£271,846.00



04

CHALLENGES AND REPRESENTATIONS

04

CHALLENGES AND REPRESENTATIONS

The table below shows the number of challenges and representations received for the 2021-22 period and as a percentage of issue for on and off street parking contraventions.

The table below shows the representations received for the 2021-22 period and as a percentage of issue for bus lane contraventions.

CHALLENGES & REPRESENTATIONS PARKING 2021-2022

CHALLENGES AND REPRESENTATIONS	YEARLY TOTALS	CHALLENGES AND REPRESENTATIONS AS A % OF TOTAL PCNS ISSUED
REJECTION PRE NOTICE TO OWNER (NTO)	3971	9.31%
ACCEPTANCE PRE NTO	2124	4.98%
REJECTION POST NTO	454	1.06%
ACCEPTANCE POST NTO	290	0.68%
TOTAL PCNS ISSUED	42,615	

ON STREET PCN'S

STAGE	YEARLY TOTALS
NO CONTEST	1
APPEALS REJECTED	12
APPEALS ALLOWED	19
TOTAL SUBMITTED TO TPT	32

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
42,615	8,905	32	20	0.07%	0.22%

CHALLENGES & REPRESENTATIONS BUS LANES 2021-2022

CHALLENGES AND REPRESENTATIONS	YEARLY TOTALS	CHALLENGES AND REPRESENTATIONS AS A % OF TOTAL PCNS ISSUED
REJECTION POST NTO	214	2.40%
ACCEPTANCE POST NTO	486	5.45%
TOTAL PCNS ISSUED	8,905	

The tables below show the number of PCN cases that were submitted to Traffic Penalty Tribunal (TPT) for the 2021-22 period.

BUS LANE PCN'S

STAGE	YEARLY TOTALS
NO CONTEST	1
APPEALS REJECTED	6
APPEALS ALLOWED	13
TOTAL SUBMITTED TO TPT	20



05



05 ENFORCEMENT AGENTS

On 26th April 2021 the government introduced the **Breathing Space scheme** in relation to debtors who are struggling financially or with serious mental health challenges.

The council has embraced the Breathing Space protocols and has fully implemented the scheme, working in partnership with its contracted enforcement agent Marston Holdings.

In the period 2021/22 the council received 21 notifications relating to parking from debtors to enter breathing space, these were all granted.

THE COUNCIL
RECEIVED **21**
NOTIFICATIONS
RELATING TO
PARKING FROM
DEBTORS TO ENTER
BREATHING SPACE,
THESE WERE ALL
GRANTED.



BLUE BADGE FRAUD

06

SUCCESS OF THE
NEW MODEL WILL
BE **REVIEWED IN**
2022-23

06 BLUE BADGE FRAUD

NEW BLUE BADGE FRAUD INVESTIGATION CONTRACT

From the 1st September 2021 the council commenced a new model in relation to the investigation of blue badge fraud and misuse.

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

This success of the new arrangements will be reviewed in 2022-23 with a decision taken on how the service will be delivered in the future.

2021/22 CASES

The table 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.

BLUE BADGE FRAUD INVESTIGATION OUTCOMES 2021-2022

BLUE BADGE FRAUD INVESTIGATION OUTCOMES	NO. CASES
TOTAL PROSECUTED	12
TOTAL NOT PROSECUTED	21
TOTAL CASES AWAITING COURT DATE	9
CAUTION ISSUED	8
TOTAL INCIDENTS	50





PARKING REVIEWS

7

PARKING REVIEWS

During the autumn and winter of 2021/22 three areas of the county were subject to **informal consultation** with regards to **reviewing parking** in the neighbourhood. These areas included Kingsholm in Gloucester, All Saints in Cheltenham and Stroud. Please see below the feedback summary and analysis for each of these areas.

GLOUCESTER FEEDBACK OVERVIEW

SUMMARY

3433 letters were sent to properties within the proposed scheme promoting the consultation survey. 723 responses were received, **a response rate of 21%.**

Respondents were asked if they liked the general idea of a permit scheme in their area (see table below).

Its important to note that the informal consultation, is not a vote, but used to understand the local views.

In this case, slightly more respondents did not like the idea of a permit scheme than did. The comments left by respondents were analysed further to determine why this was the case.

DO RESPONDENTS LIKE THE IDEA OF A PERMIT SCHEME IN THEIR AREA?

YES	43%
NO	50%
DON'T KNOW	6%
DID NOT ANSWER	1%

RECATEGORISATION

The comments from people that did not like, or were not sure of, the idea of a permit scheme; were further analysed.

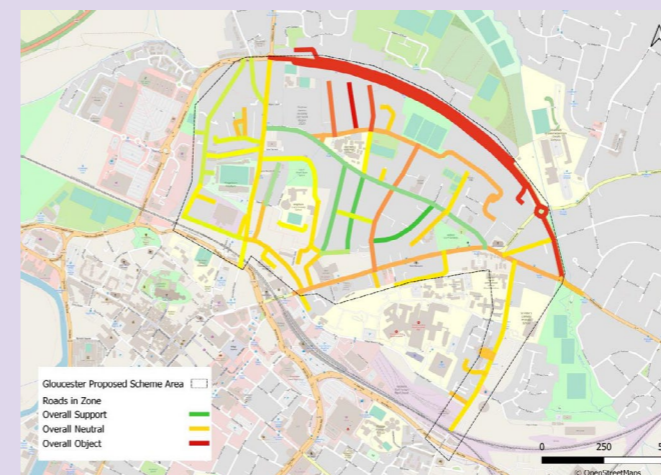
This resulted in four key concerns being highlighted:

- 1 The benefits of the scheme (believing there is a parking problem but the scheme will make things worse).
- 2 The economic aspects of the scheme (permit/visitor voucher cost, believing the scheme is only for revenue raising purposes).
- 3 How the scheme restrictions will operate (concern over operating hours, visitor waiting time restrictions).
- 4 The overall Traffic Restriction Order (TRO) consultation process (concern about how changes are made, and not understanding that any TRO changes will give people another chance to be consulted with).

Therefore, through addressing these key points, and through using your feedback as part of the detailed design phase, we are confident that 40% of the total responses can be re categorised as **‘support with changes’**.

DO RESPONDENTS LIKE THE IDEA OF A PERMIT SCHEME IN THEIR AREA?

YES (AND YES WITH CHANGES)	82%
NO	18%



ROADS IN SCHEME

The map above shows the roads within proposed Gloucester Scheme, colour coded by the total response to whether the respondent would like the idea of a permit scheme in their area (support) or not (object).

The majority of roads within the review are neutral (covered by existing permit zones) or supportive.

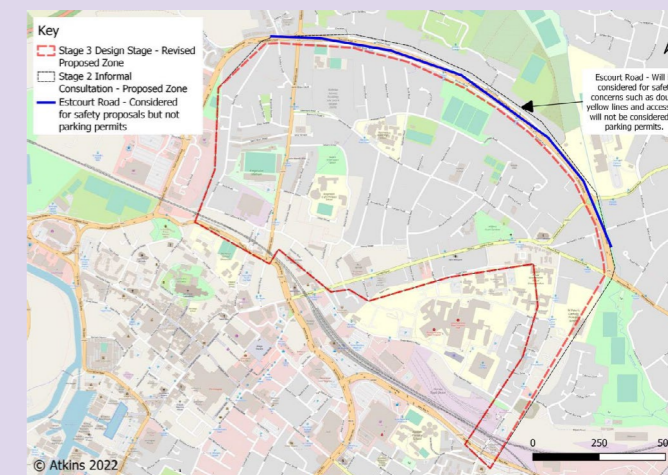
The **most supportive area** is within the centre of the proposed scheme.

- + Alexandra Road
- + Henry Road
- + Oxford Road

Estcourt Road had the most objections of any road. The most common reasons for objection are:

- + Not agreeing that there is a parking problem on this road.
- + Objecting to Pay and Display, on Estcourt Road, due to the lack of a parking problem.

Following this feedback, the proposed scheme area has been reconsidered.



GLOUCESTER

REVISED ZONE

The Stage 3 revised zone proposal for Gloucester is shown in the map above.

Estcourt Road:

- + Removed from the permit scheme due to the negative response.
- + Will still be considered for safety concerns such as double yellow lines to protect resident's accessing properties.

The remaining roads in the scheme will all be included for the next phase, including:

- + The detailed design, which will be reviewed with stakeholders
- + Before we commence the TRO consultation stage, which will give everyone the chance to comment on the full scheme details.

CHELTENHAM

FEEDBACK OVERVIEW

SUMMARY

4590 letters were sent to properties within the proposed scheme promoting the consultation survey. 1003 responses were received, **a response rate of 22%**.

Respondents were asked if they liked the general idea of a permit scheme in their area (see table below).

Its important to note that the informal consultation is not a vote, but used to understand the local views.

In this case, slightly more respondents liked the idea of a permit scheme, however the split was nearly equal. The comments left by respondents were analysed further to determine why this was the case.

DO RESPONDENTS LIKE THE IDEA OF A PERMIT SCHEME IN THEIR AREA?	
YES	47%
NO	46%
DON'T KNOW	5%
DID NOT ANSWER	2%

RECATEGORISATION

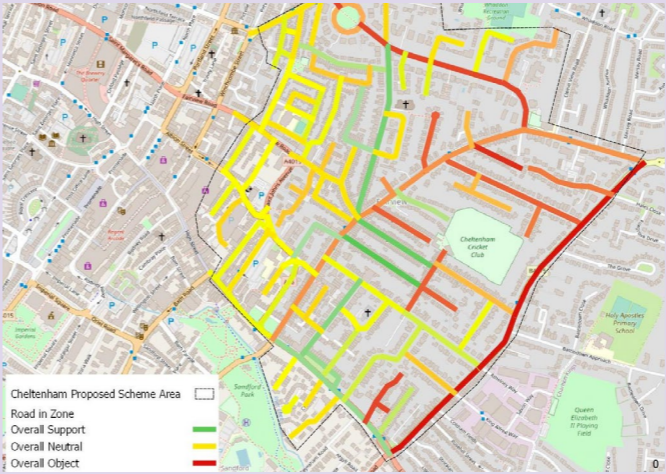
The comments from people that did not like, or were not sure of, the idea of a permit scheme; were further analysed.

This resulted in four key concerns being highlighted:

- 1 The benefits of the scheme (believing there is a parking problem but the scheme will make things worse).
- 2 The economic aspects of the scheme (permit/visitor voucher cost, believing the scheme is only for revenue raising purposes).
- 3 How the scheme restrictions will operate (concern over operating hours, visitor waiting time restrictions).
- 4 The overall Traffic Restriction Order (TRO) consultation process (concern about how changes are made, and not understanding that any TRO changes will give people another chance to be consulted with).

Therefore, through addressing these key points, and through using your feedback as part of the detailed design phase, we are confident that ~40% of the total responses can be re categorised as **‘support with changes’**.

DO RESPONDENTS LIKE THE IDEA OF A PERMIT SCHEME IN THEIR AREA?	
YES (AND YES WITH CHANGES)	90%
NO	10%



ROADS IN SCHEME

The map above shows the roads within proposed Cheltenham Scheme, colour coded by the total response to whether the respondent would like the idea of a permit scheme in their area (support) or not (object).

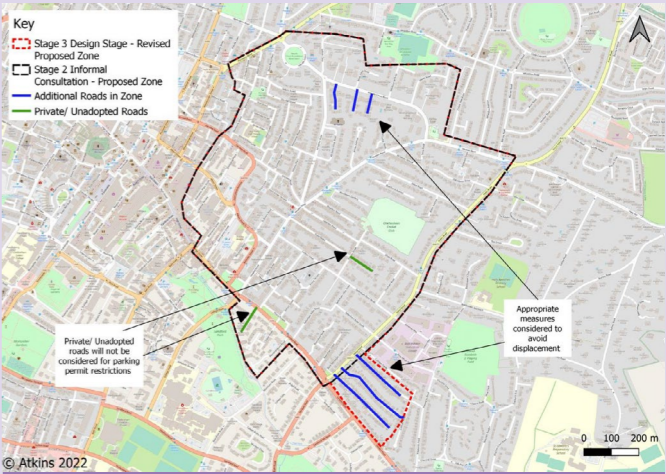
The majority of roads within the review are neutral (which are covered by existing permit zones) or supportive.

The **most supportive area** is within the centre of the proposed scheme. The five roads with the highest overall support response count were: Duke Street, Leighton Road, All Saints Road, Priory Street and Sydenham Villas Road.

The support responses demonstrated there is a parking problem which is related to the number of residents cars (HMO and students) and hospital staff (and commuters) parking in residential streets.

Hales Road had 17 objection comments with the key themes of concerns around cost of permits and that there is no parking problem. However, Hewlett Road, linking to Hales Road, was concerned about the displacement onto other roads.

Pittville Circus Road’s top concerns were around safety and school parking issues.



CHELTENHAM REVISED ZONE

Upper Park Street, Strickland Road and Rosehill Street:

- + Included in the revised zone. An area wide approach should be taken to ensure that nearby roads are not subject to displacement.
- + Due to their location near to the Hospitals and just outside of the proposed zone, the displacement risk on these roads would be high.

St Anne’s Close, North Hall Mews and Godwin Close:

- + Included in the revised zone due to similar displacement concerns from Pittville Circus Road.

Victoria Terrace and Priory Place:

- + These are private/unadopted roads and will therefore not be considered for parking restrictions.

STROUD TOWN CENTRE



INFORMAL CONSULTATION

ANPR surveys carried out for residential areas (methodology is industry recognised and award winning).

Consultation with residents via an online portal (as TSRGD is limited to permits in residential areas).

Focus groups to gather local perspectives with the following key groups:

- + Local Businesses
- + Residents and the local community
- + Taxis
- + Accessibility and Blue Badge Holders
- + Cyclists

The aim of this information engagement has been to:

- + Gather information, local expertise and opinion from key representatives that represent a group rather than individual views; and
- + Gain feedback on some **potential practical options** for improvement – through an open and transparent dialogue with all stakeholders.

NEXT STEPS

Some positive feedback and conversations highlighting the design and review considerations:



REVIEW

Review the items in long list – to establish if they can be accommodated.



DEVELOP

Understand next steps with other projects (Medical centre, Station plans, Regeneration, LUF – and alignment with GCC LTP, EV, Highways and LCWIP schemes.

Set out a programme for further engagement with key groups/focus groups.



REFINE

Refine the proposals to reflect inputs from all FG users and SH. Establish short – long term requirements.



TRO

Following a review of further informal steps above, finalise plan for review ahead of TRO consultation.

TOWN CENTRE FOCUS GROUPS

As part of the parking review strategy for Stroud several focus groups were created to look at kerbside management in the central area of the town.

By working with SDC and STC it is ensured that the scheme aligns with Neighbourhood Plans and GCC LTP policies, EV strategy and Local Cycle and Walking strategies (LCWIP).

GCC split the Town Centre into several Focus Group sessions, whilst also running an online consultation on permit parking in the residential areas north and south east of the town.

The review aimed to ensure parking restrictions and traffic movements are both fit for future and aligned with GCC Local Transport Plan (LTP).

Focus groups were held in November and December 2021 to gather local perspectives with the following key groups:

- + Stakeholders (session 1): 9th November 2021
- + Taxi drivers: 16th November 2021
- + Blue Badge Holders: 23rd November 2021
- + Residents: 30th November 2021
- + Businesses: 7th December 2021
- + Cyclists: 14th December 2021
- + Stakeholders (session 2): 21st December 2021

The aim of this information engagement has been to:

- + Gather information, local expertise and opinion from key representatives that represent a group rather than individual views; and

- + Gain feedback on some potential practical options for improvement – through an open and transparent dialogue with all stakeholders.

Focus group feedback identified 20 areas of emerging themes from the sessions that were both positive and constructive. Some of the suggestion raised were feasible, others required further research to investigate compatibility with other town centre projects.

An agreed outcome from the focus groups was that the areas below would be addressed should the scheme progress:

- + Review the list of 20 emerging themes – to establish if they can be accommodated.
- + Understand next steps with other projects (Medical centre, Station plans, Regeneration, LUF –and alignment with GCC LTP, EV, Highways and LCWIP schemes.
- + Set out a programme for further engagement with key groups/focus groups.
- + Refine the proposals to reflect inputs from all focus group users and stakeholders.
- + Following a review of all Town Centre projects, a TRO would look to include all required elements from each scheme, that needs amendments to the highway, ahead of TRO consultation.

In December 2021 various stakeholders were contacted via email to request the formation of a working group to ensure a collaborate approach to Stroud town centre improvement. This group will consider all ongoing projects and stakeholder objectives.

STROUD FEEDBACK OVERVIEW

SUMMARY

4489 letters were sent to properties within the proposed scheme promoting the consultation survey. 1270 responses were received, **a response rate of 28%**.

Respondents were asked if they liked the general idea of a permit scheme in their area (see below).

Its important to note that the informal consultation is not a vote, but used to understand the local views.

DO RESPONDENTS LIKE THE IDEA OF A PERMIT SCHEME IN THEIR AREA?

YES	21%
NO	71%
DON'T KNOW	6%
DID NOT ANSWER	2%

RECATEGORYISATION

The feedback from people that didn't like the idea of a permit scheme was reviewed and re-categorised as supportive if the concern could be addressed in the detailed design phase. This method changes the 71%/21% objection/support split to a more even 53%/47% split (see below).

DO RESPONDENTS LIKE THE IDEA OF A PERMIT SCHEME IN THEIR AREA?

YES (AND YES WITH CHANGES)	47%
NO	53%

THEMES

961 responses from roads within the Stroud scheme had **additional comments**.

Every comment from the responses was categorised into a theme (the 10 most common themes are shown below).

The most common theme is respondents disagreeing that there is a parking problem.

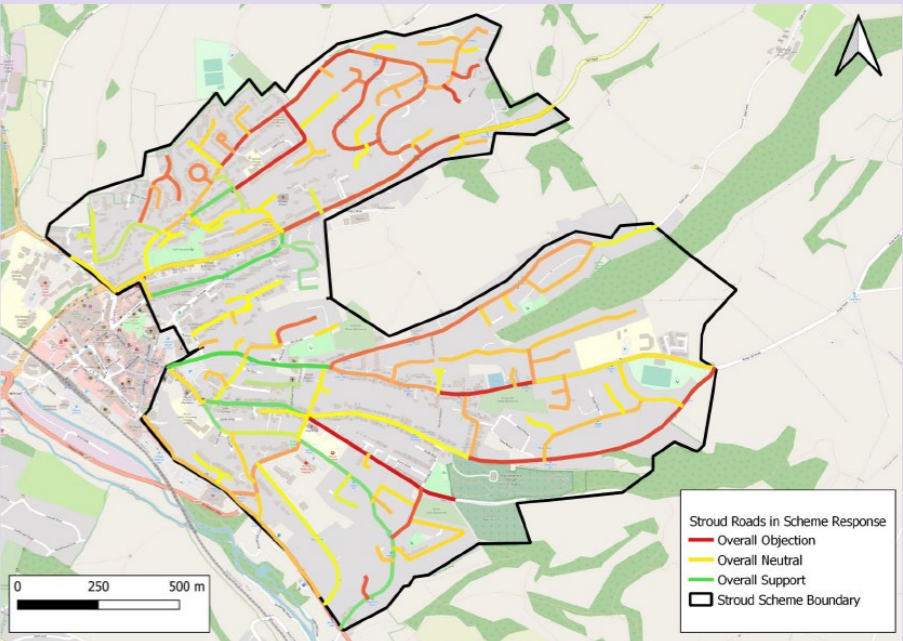
While these roads in North/South Stroud do not have a parking problem in their immediate area, these roads have been included to manage displacement. However, the analysis of feedback by themes and roads shows that, despite this, these roads object to the proposed scheme.

MOST COMMON RESPONSE THEMES

RESPONSE THEME	TOTAL	SUPPORT/ OBJECTION
SEE NO PARKING PROBLEM	163	O
THERE IS A PARKING PROBLEM	94	S
CAN SEE NO BENEFIT FROM THE SCHEME	83	O
CONCERN OVER IMPACT ON LOCAL TRADERS	49	O
CONCERNED ABOUT REVENUE RAISING EXERCISE	47	O
DON'T WANT TO PAY TO PARK ON STREET	35	O
ENQUIRY	34	S
CONCERN ABOUT PARKING BLOCKING ACCESS	33	O
SUPPORT THE SCHEME	32	S
SCHEME IS INCONVENIENT FOR VISITORS	27	O

ROADS IN SCHEME

Fewer supportive roads in Stroud Uplands Ward and Stroud Slade Ward, more supportive near the centre of Stroud in Stroud Valley Ward and Stroud Trinity Ward (see map).



As the topography becomes steeper in North and South Stroud, the housing profile also changes:

- + More terraced/council houses with a lack of access to off-road parking at lower altitude.
- + More suburban/detached houses with greater access to off-road parking at higher altitude.

This housing profile is consistent with the survey feedback as increased access to off-road parking correlates with a greater objection response to the permit scheme.

For further information click here or visit:
www.gloucestershire.gov.uk/parkingreviews

LONDON ROAD CYCLE SCHEME

Following the continuation of the Experimental Traffic Regulation Order (ETRO) for a cycle lane on London Rd and Cheltenham Road, Gloucester plus associated parking restrictions, a decision was made to make the scheme permanent with some minor changes and became effective on 7th February 2022.

The scheme proposals were developed following consultation with both statutory bodies and local stakeholders, whilst duly considering comments received by local residents and businesses, all of whom were liaised with throughout the TRO process and all comments duly considered at each stage of the process.

After considering the representation received at statutory and stakeholder consultation stage regarding the original proposals, the deferring of the decision on the section of London Road between Great Western Road and Black Dog Way was considered appropriate.

After considering the representations received at formal public consultation stage regarding the original proposals, a modification was made to the loading restriction outside properties 100-118 London Road by lessening the restriction as it only



affects 4 properties along London Road. This was not deemed to be a substantial modification and no further consultation is required.

The entire scheme will continue to be monitored in terms of usage and safety. A Penalty Charge Notice can be issued for any vehicles not adhering to the restrictions. Any vehicle travelling in the mandatory cycle lane may be dealt with by the Police.

It is felt that the nature of this scheme reflects GCC objectives set out in the LTP along with climate change policy and the new rules set in the Highway Code, which gives priority to those vulnerable road users that utilise active travel means, such as cycling.

More information can be found at:
www.gloucestershire.gov.uk/tros



IMAGE CREDIT: PJ PHOTOGRAPHY / SHUTTERSTOCK.COM



08

ARLE COURT PARK & RIDE

08

ARLE COURT PARK & RIDE

The Park and Ride facility at Arle Court has seen post COVID growth during 2021-22, with numbers of bus trips and paid for parking increasing compared to 2020-21.

It should be noted that development work with the on-bus units has meant that not all passenger validations have been captured from September 2021 onwards.

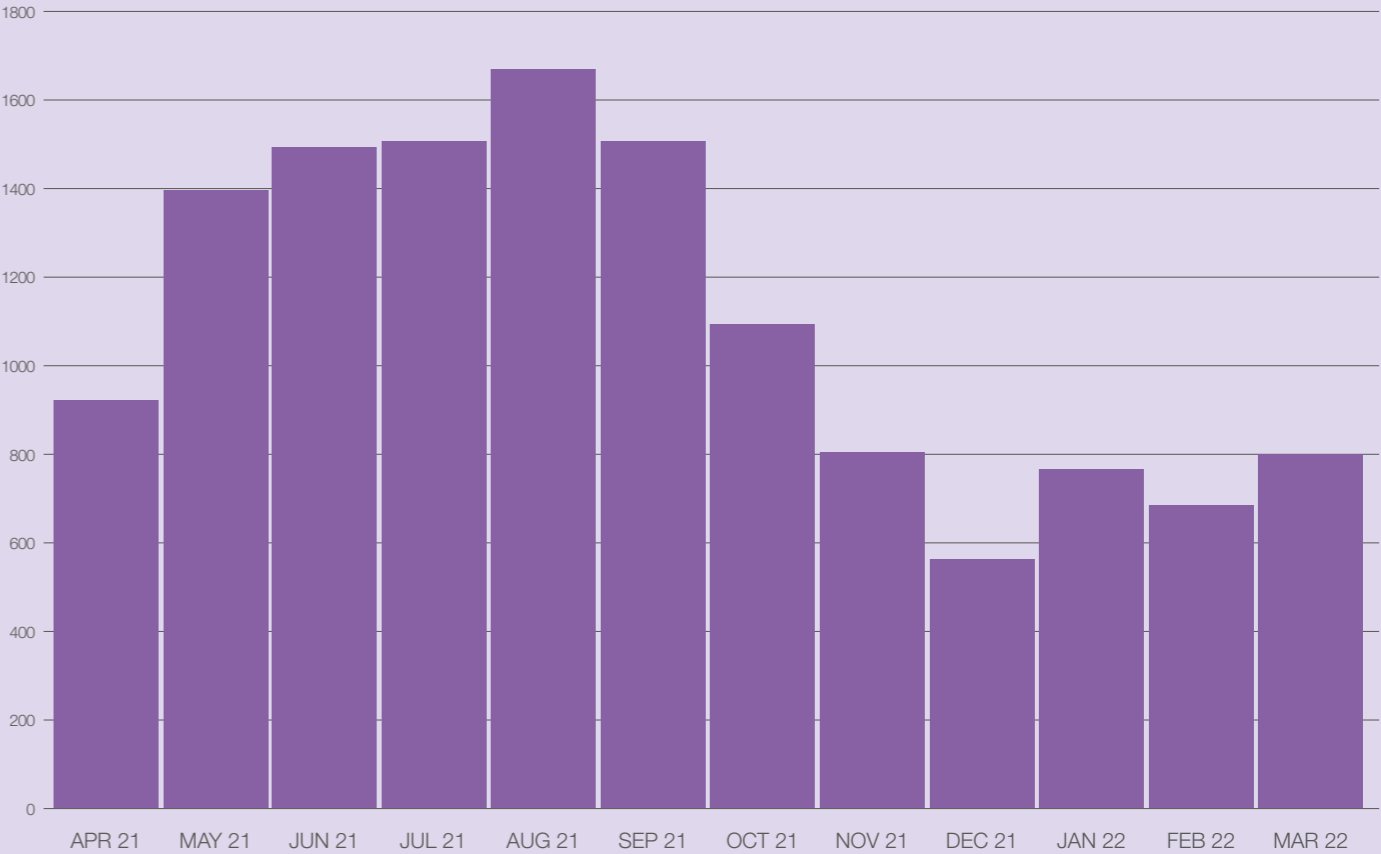
More information on the park and ride can be found here: gloucestershire.gov.uk/transport/park-ride-gloucester-and-cheltenham/

INCREASE IN
USE COMPARED
TO 2020-21



BUS TRIPS VALIDATED BY MONTH 2021-2022

BUS TRIPS VALIDATED



	TOTAL PAID PARKING STAYS	TOTAL INCOME
APRIL 2021	20	£125.20
MAY 2021	412	£2,578.50
JUNE 2021	686	£4,270.60
JULY 2021	168	£1,039.70
AUGUST 2021	135	£819.30
SEPTEMBER 2021	189	£1,173.60
OCTOBER 2021	132	£814.10
NOVEMBER 2021	543	£3,395.60
DECEMBER 2021	335	£2,084.50
JANUARY 2022	183	£1,142.20
FEBRUARY 2022	332	£2,088.20
MARCH 2022	907	£5,679.30
	4042	£25,210.80

ARLE COURT PAID FOR
PARKING BY MONTH
2021-22

Table shows the numbers of paid for parking and income taken in the year 2021/22.

09

**NSL
COMMUNITY
WORK**



NSL COMMUNITY
WORK

SUPPORTING THE LOCAL COMMUNITY FOOD COLLECTIONS, RECYCLING, AND COLLECTIONS



09 NSL COMMUNITY WORK

NSL are the council's parking enforcement contractor and are part of Marston's Holdings Ltd. Marston's are committed to **Social Value** and giving something back to the communities in which they work via social pledges. Please see below a report on the Social Value work being carried out by Gloucestershire's NSL team.

NSL SOCIAL VALUE WORK

NSL commenced with their Social Value work in December 2021 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 few months and something the team have really embraced. See below the volume of recycling collected.

In January 2022 NSL **collected old Christmas cards for Cobalt house** which is a medical

charity helping people affected by cancer, dementia, and other conditions.

During Spring 2022, 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.

NSL have continued to collect for the local **Dog Charity** and delivered a few treats to them in November. See photo above.

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.

GCC welcomes the initiatives undertaken by NSL and support the positive work that is being undertaken for the communities of Gloucestershire.





FINANCIAL YEAR 2021-22
IN RELATION TO PARKING

Below is the total income and expenditure in relation to parking for the financial year 2021-22.

INCOME AND EXPENDITURE 2021-2022

COST ELEMENTS	ACT. COSTS
* Employee Related	£375,692.43
* Premises Related	£2,483.07
* Transport Related	£516.29
* Supplies and Services	£6,202.87
* Third Party Payments	£1,971,366.79
* Support Services	£6,368.89
* Depreciation & Impairment	
* Inter GCC Transfers	£4,063.54
** Expenditure	£2,366,693.88
** Income	£5,048,162.66-
*** Debit	£2,681,468.78-
**** OVER/ UNDERABSORPTION	£2,681,468.78-

TOTAL INCOME
& EXPENDITURE



Gloucestershire
COUNTY COUNCIL

WALK TO REFRESH

