

Annual Parking Report

**Covering Fareham, Gosport,
New Forest and Test Valley**

2022 to 2023

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Foreword

As the Executive Lead Member for Universal Services at Hampshire County Council, I am pleased to present this annual parking report covering the 2022 to 2023 financial year.

This report outlines the 'what, why and how' of our parking services' activities over the past year and includes financial and statistical data, covering Fareham, Gosport, the New Forest and Test Valley.

The service in these four district areas is delivered in partnership with our parking services provider NSL, and this report covers the third year of the initial five-year term of the contract with them. As part of this arrangement, we have a number of key performance indicators (KPIs) in place, which are monitored and reviewed on a monthly basis to ensure the service is provided in line with our aim to provide a modern, efficient and customer focused parking service.

Over the last year we have continued to focus on modernising the service by digitalising residents' parking permits and ensuring we provide a customer focused service. During 2022 to 2023, we also introduced the first enforcement by ANPR (automatic number plate recognition) cameras, which comes under the remit of the parking services team. The County Council's enforcement activity is important to help keep the roads safe, free flowing and reduce congestion and improve air quality including enabling priority access for public transport.

In 2023 to 2024 we will start to undertake Moving Traffic Enforcement using ANPR camera technology. Further details will be included in next year's report and can also be found on our [website](#), which will be updated as the scheme progresses. Also, during 2023 to 2024 the County Council will become directly responsible for delivering parking services across all eleven Hampshire districts which, for the first time, will enable a consistent and efficient service provision on a countywide basis. I am also pleased to announce that our parking team has been awarded a second PACER award (Promoting Awareness of Civil Enforcement through Reporting) for our 2021 to 2022 report. The judges said the report was well presented, helping readers understand the information clearly.

Finally, I would like to thank Hampshire County Council's Parking Services Team for all their hard work, and their continued commitment to ensuring the effective running of the parking service.



Nick Adams-King

Councillor Nick Adams-King
Hampshire County Council's Executive Lead Member for Universal Services

Headlines



Award winning

second Annual Parking Report
South East regional winner



First bus gate

enforcement
is undertaken



2,466

Resident
permits issued



Notice given

to the other seven districts



131

Waivers arranged



45

Suspensions implemented



20,725

PCN's were issued



82.8%

of PCN's were paid

Introduction

Hampshire is a coastal county, which is also home to two national parks as well as three cities. The coastal areas run along the south of the county, including the popular coastal areas of Lee-on-the-Solent. The South Downs National Park stretches into the areas in the east and the New Forest National Park is located in the southwest. Due to this variety across the county, Hampshire attracts a large number of visitors each year.

Hampshire is broken down into 13 areas, the County Council covers 11 of these with Portsmouth and Southampton having unitary authorities which undertake the work of both the district and the County Council. In Parking Services, we manage four districts/boroughs, which are detailed below.

Population including

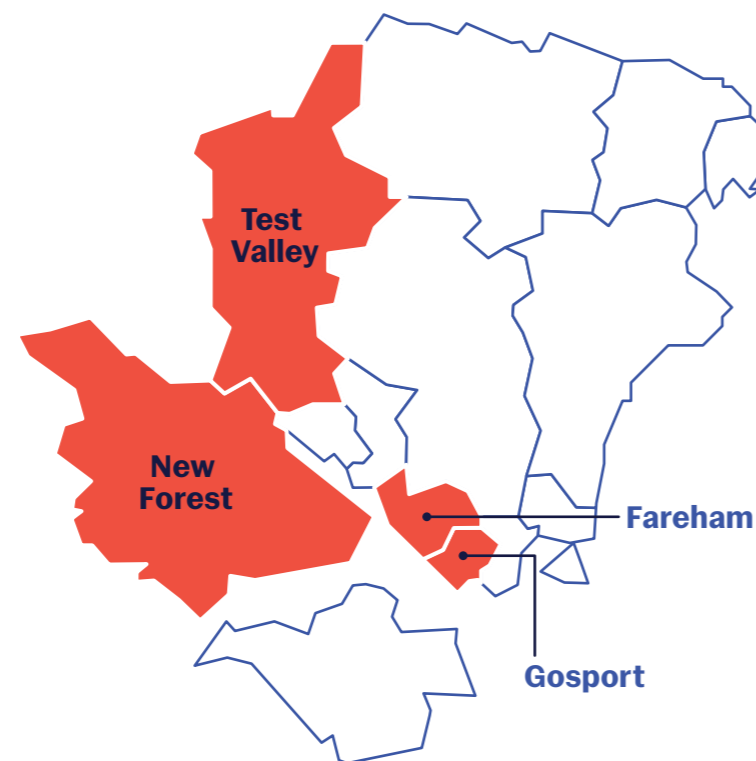
Portsmouth and Southampton

1.85 million

Population excluding

Portsmouth and Southampton

1.38 million



This report represents Hampshire County Council's third year managing on-street civil parking enforcement. When reading this report please note the following:

- This report covers the four districts where we currently manage on-street parking – Fareham, Gosport, New Forest (including the National Park) and Test Valley.
- We operate one off-street car park, Durngate Car Park in Winchester – details relating to this car park are included within the report.
- We have introduced our first bus gate (East Anton) with enforcement carried out by ANPR camera.

NSL, our parking services provider, has now completed three years of the initial five-year contract awarded during a competitive tender process in 2020. The contract includes a possible extension period of a further five years. We monitor several key performance indicators (KPI's) monthly to ensure the service provided is in line with our expectations for the delivery of a modern, efficient and customer focused parking service.

Details of our income and expenditure as well as the number of Penalty Charge Notices we have issued is broken down into various categories for the four areas that this report covers. There are currently parking agency agreements in place with the district, borough and city councils to manage the on-street parking enforcement for the other areas of the county (not Portsmouth and Southampton unitary areas). Notice has been given on these agreements which will all end during 2023 meaning that the County Council will then manage the whole county for on-street civil parking enforcement.



Understanding the jargon

ANPR

Automatic Number Plate Recognition. This is a camera that reads vehicle number plates when a contravention occurs.

APM

Access Protection Markings. This is the white H bar painted on the ground to highlight an access point.

CEA

Civil Enforcement Area. Is an area that contains parking restrictions that can be enforced by a Civil Enforcement Officer.

CEO

Civil Enforcement Officer. A person who has the power to give a Penalty Charge Notice to a vehicle that is wrongly parked in an enforcement area.

CPE

Civil Parking Enforcement. Are the legal powers given to the council to enforce parking restrictions.

CPZ

Controlled Parking Zone. An area where a specific type of parking restriction is in place and can be applied to a group of roads.

DVLA

Driver and Vehicle Licensing Agency - An organisation of the UK government that is responsible for maintaining a database of drivers and vehicles.

MTE

Moving Traffic Enforcement. A restriction that applies to a vehicle when it is moving, such as stopping in a box junction, driving through a bus lane, banned left or right turn etc.

NTO

Notice to Owner. Letter that is issued to the registered keeper after 28 days if a Penalty Charge Notice has not been paid.

Observation time

The time a CEO will monitor a vehicle that is parked in contravention in an enforcement area before issuing a ticket. This is to ensure the vehicle is not undertaking an exempt activity, and/or providing a period of grace.

Parking contravention

The act of parking a vehicle in breach of the restrictions in place detailed in legislation.

PATROL

Parking and Traffic Regulation Outside London. Joint committee that provides adjudication services for Penalty Charge Notices.

PCN

Penalty Charge Notice. A fine you receive after you have parked or driven in an area where enforcement restrictions are in place.

RPZ

Resident Parking Zone. An area with parking restrictions that requires a permit. This area has been laid out and designed for the use of residents.

SEA

Special Enforcement Area. An area that does not require signs and lines to enforce certain contraventions (e.g. parked in front of a dropped kerb or double parking).

TPT

Traffic Penalty Tribunal. An independent body that reviews motorists PCN appeals.

TRO

Traffic Regulation Order. A legal document that restricts, regulates or prevents the movement and parking of vehicles in any named road.

Myth busters

01

Myth: I wasn't the driver, I don't need to pay

The owner (usually the registered keeper) of a vehicle is responsible for the debt even if he/she was not the driver. Legislation dictates that after 28 days we must issue a Notice to Owner to the registered keeper who is liable for the Penalty Charge Notice. However, if the vehicle is on hire/leased, the hire company can supply details of the hirer and can request for a transfer of liability based on the signed agreement in place, in these cases the hirer/lease holder becomes liable for the PCN.

03

Myth: I will see you in court!

The 'day in court' for those who want to appeal, is replaced by adjudication. If you think the council has made the wrong decision you can take your case to an independent Traffic Penalty Tribunal. To get this opportunity you must make a formal representation once a Notice to Owner has been issued to the registered keeper of the vehicle.

05

Myth: Civil Enforcement Officers can cancel the PCN

Our Civil Enforcement Officers cannot withdraw or cancel a penalty charge. However, they will be happy to record any information you give them that might help if you choose to challenge the notice by following the instructions on the reverse of the notice.

02

Myth: I'm going to ignore it, nothing will happen

Doing this means that you may miss the opportunity to challenge the notice or to make payment during the discounted period. The penalty charge is discounted by 50% if it is paid within 14 days, but equally is increased by 50% if no payment is made. The case will eventually be registered with the Traffic Enforcement Centre and be passed to enforcement agents for recovery of the debt.

04

Myth: Why didn't the officer let me know before issuing a PCN to my vehicle?

If a vehicle is parked in contravention, the CEO will not 'go looking' for a driver even if there is a note in the windscreen. If a vehicle is unattended and the driver does not return within the observation period, it will incur a penalty charge. Officers do not door knock or alert traders or residents to their presence.

06

Myth: A Penalty Charge Notice can be issued to vehicles parked close to a junction

This is not classed as a contravention and therefore our officers are unable to issue to vehicles parked in this manner. Whilst this is highlighted within the highway code as something drivers should not do; it is not illegal to do so.

07

Myth: Civil Enforcement Officers have targets and get bonuses

In no circumstances are our civil enforcement officers set targets or given incentives for issuing Penalty Charge Notices. They are expected to enforce the parking restrictions with professionalism and a commitment to discourage inconsiderate, poor and obstructive parking and therefore improve traffic management and safety for the community.

09

Myth: New road markings can be requested and painted within a couple of days

The introduction of any new parking restrictions requires the implementation of a legally enforceable Traffic Regulation Order, which is a costly and lengthy process.

11

Myth: Civil Enforcement Officers can issue for obstruction

Unfortunately, our Civil Enforcement Officers are unable to issue a Penalty Charge Notice to a vehicle that is obstructing the highway unless they are parked on a parking restriction such as single or double yellow lines. Obstruction issues need to be reported to the Police via their non-emergency 101 number or via their website.

08

Myth: I have a resident permit so I should be able to park outside my house

Residents' parking schemes are aimed at tackling problems caused by commuter and shopper parking as well as helping locations close to popular visitor hot spots. Permits are introduced as a benefit to residents, giving them priority to park their vehicles within a reasonable distance of their homes but it does not guarantee a parking space.

10

Myth: Having a Blue Badge means that the badge holder can park for free anywhere at any time

The Blue Badge is not a licence to park anywhere. Like other road users, badge holders must obey the rules of the road and not cause dangerous or obstructive parking. Parking of up to three hours on yellow lines is permitted with the badge and clock clearly displayed within the windscreen. It does not allow parking in areas such as loading bays or where loading is not permitted. More information can be found in the Blue Badge booklet or via the webpage [blue badge parking scheme](#).

Bad parking gallery

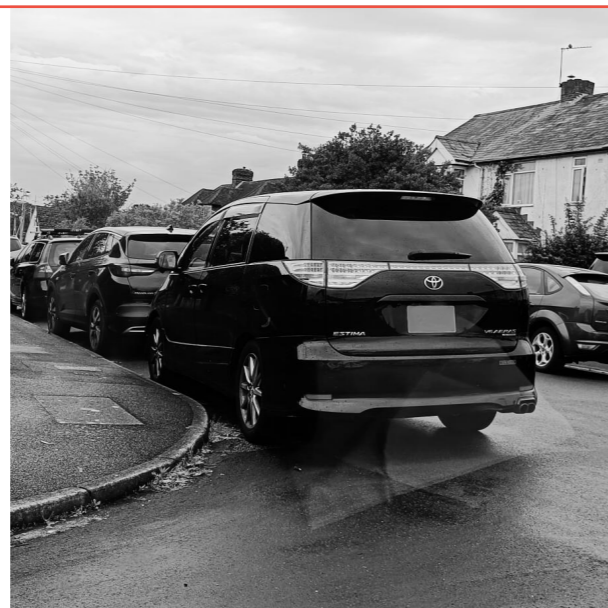
01

This vehicle is parked over an access on the pavement where there is a single yellow line. Our officers would be able to issue a Penalty Charge Notice to this vehicle.



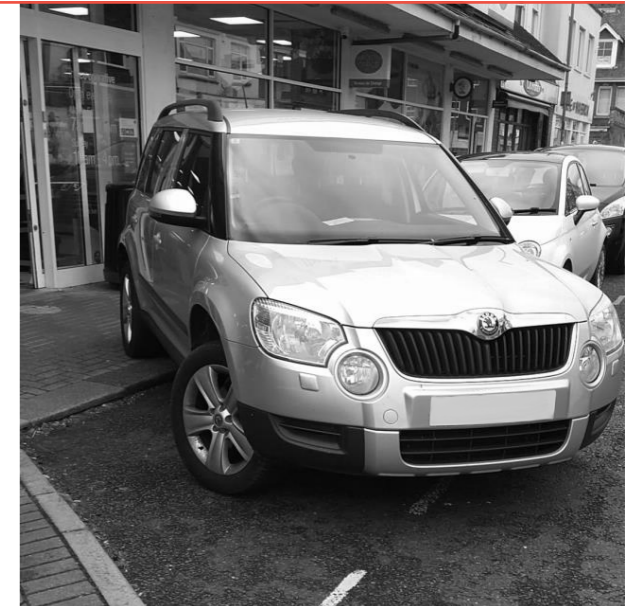
02

This vehicle is parked close to a junction, causing an obstruction to the view of the driver. This is not a contravention that our Civil Enforcement Officers can issue for but would be considered as inconsiderate parking.



03

This vehicle has parked the wrong way within a bay and is protruding out into the carriageway as well as onto the pavement. Our officers can issue a Penalty Charge Notice as the vehicle is not fully parked within the bay markings.



04

This vehicle is parked partly on the pavement, preventing pedestrians from being able to use the pavement. Local authorities outside of London do not have the powers to deal with pavement parking. A Penalty Charge Notice can only be issued if there is a yellow line restriction in force along the road. More information on this issue can be found in the next section of this report.



Pavement parking

Pavement parking is a common problem not only experienced across the county but in fact throughout the UK. Vehicles parking on the pavement can cause significant damage to the surface which is not designed to hold the weight of a vehicle. Repairing the damage is a costly and resource intensive process. However, more importantly, the vehicles cause problems for pedestrians, in particular those with a visual impairment, wheelchair/mobility scooter/pushchair users as they narrow the width of the pavement forcing pedestrians to use the road. The vehicles can also cause problems with visibility for other road users.

At present local authorities (outside of London) are unable to enforce against pavement parking. Central Government are considering proposals for a legislation change to enable local authorities with civil parking enforcement powers to enforce against 'unnecessary obstruction of the pavement'. This could include a London-style pavement parking prohibition throughout England.

If a vehicle is parked on a pavement that is adjacent to a parking restriction, e.g. single or double yellow line, a Penalty Charge Notice can be issued. Yellow lines cover from the centre of the road to the nearest property boundary, including pavements which allows enforcement to take place.

What you can do

All motorists should think carefully about whether parking is absolutely necessary at the location before doing so and consider the potential impact that their vehicle may have on drivers and pedestrians when parking.

Report any instances of pavement parking where yellow lines are present, to us through our webpage [report a parking contravention](#).

Report any other instances of pavement parking where a dangerous obstruction or a hazard is being caused to the police on their non-emergency 101 telephone number.

Civil Enforcement Officers

Our CEOs are employed by our parking services provider NSL. Their role is to ensure that the existing parking restrictions are enforced and the roads are kept clear. Our CEOs have the powers to issue PCNs to vehicles that do not comply with the parking regulations and are parked in contravention. They do this by patrolling and monitoring areas where parking restrictions apply. They assist our local communities by ensuring the highway is safe to all users, free flowing and clear of obstructions. The officers are identified by a uniform and badge number, they carry a handheld device and have a body worn camera for recording incidents when necessary. The CEOs assist people with their parking enquiries and control traffic in areas where conflict may occur. They complete Blue Badge inspections to prevent misuse and fraud. CEOs have the powers to retain Blue Badges when found to be misused. They are trained to be fair, accurate and consistent and complete qualifications in civil parking enforcement.

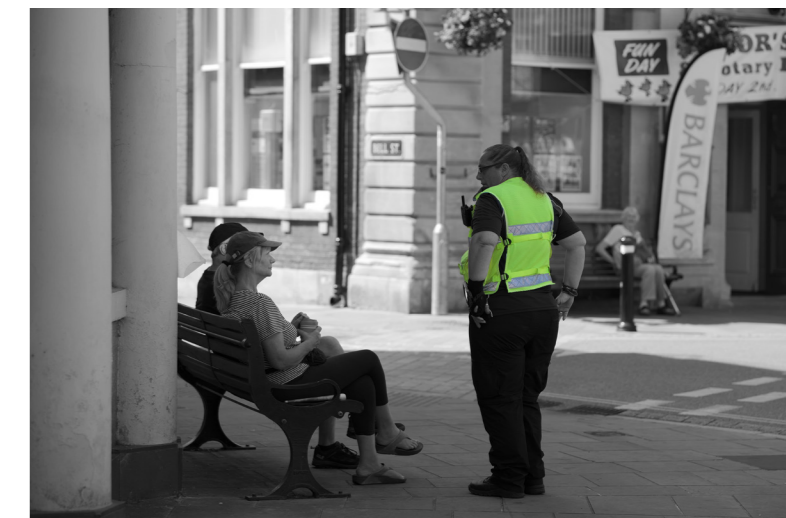
CEO's issue PCNs by following our [Parking Enforcement Policy and operational guidance](#).

They record the vehicle's registration number, make and colour, its location and the time and date it was parked in contravention. Each Penalty Charge Notice has a unique number.

For PCNs involving tickets and permits they will record the ticket, badge, or permit details. For fines involving time limits they record wheel valve positions to show the vehicle has not moved.

They will also record additional notes, such as conversations with drivers, observations about the nearest signs and the condition of the lines. Wherever possible, they will take photographs of the vehicle, its parking position, the windscreen, and windows to show any tickets, badges or permits and to prove that the PCN has been attached to the vehicle.

Our CEOs are out and about in all weathers, seven days a week including public and bank holidays and are valued by local residents and the community.



Back-office team

Who are we?

The Hampshire County Council Parking Services Team is made up of five back-office staff, who deliver a wide range of services to residents and visitors to Hampshire. There is a need to expand the team with the return of the parking agency agreements from the remaining seven districts in 2023. The recruitment process sourced individuals both internally and externally, bringing a wide variety of experience and skills to the newly structured team to start operating from 1 April 2023.

Much of the team has several years' experience working in parking and many have previous involvement in the wider Local Government sector. It's important to the whole team that their work contributes to the education of the general public regarding parking and its relation to safer roads across the county.

Quotes from the team



Parking is a very sensitive subject and can cause all sorts of safety issues as well as financial and mental problems for anyone who is using the roads. This is why I find it so important that parking is regulated, and these rules are adhered to by everyone. ”



Before I joined parking enforcement, I did not realise the scale of drivers that park in contravention and are inconsiderate to other drivers and pedestrians. If we can help to educate and prevent this, then it makes a happier environment for all. ”



Working in this team has allowed me to expand on my knowledge of parking enforcement. Everyone is there for each other and share their expertise and knowledge so we can all learn together. This is important as we can then advise members of the public on different parking restrictions leading to safer roads across the county. ”

Services the team provide

The back-office team deals with a range of tasks related to the on-street parking enforcement and management. It also liaises with NSL, our parking service provider, which is responsible for the deployment of CEOs. NSL is also responsible for the early stages of notice processing and appeals management – also known as the pre-NtO (Notice to Owner) stages. While NSL carries out this work on Hampshire County Council's behalf, they do so by adhering to the council's parking policy, along with policies outlined by the British Parking Association (BPA).

Services that the Hampshire County Council team provide directly include:

- notice processing and appeals management after the Notice to Owner has been served
- management of appeals sent to the Traffic Penalty Tribunal
- assisting customers who contact the council directly with parking related queries and concerns
- reviewing and authorisation of resident parking permit applications
- assessment, authorisation, and organisation of dispensation permits and suspension applications

- reporting of metrics and financial information to internal and external stakeholders
- forecasting road users and public trends and adapting the service to best serve the community and economy, including taking steps towards modernisation of the service

Where improvements have been made to ensure the longevity of the service, it is important that we continue to look for ways to improve what we do. Over the last 12-months (2022 to 2023) a large focus for the team has been to ensure a smooth transition relating to the ending of the district parking agency agreements. We have had to understand how the service has previously been run, look for ways to modernise the service and ensure that it is operated on a full cost recovery basis. This is an ongoing task that the team monitor and explore daily.

With the increase in workload from the 1 April 2023, the parking service has been undertaking a recruitment drive. Recruitment took place during January and February 2023, and we received a high number of excellent applications for a range of different roles. We have been fortunate to be able to recruit some excellent new team members, some with experience and others looking to start their parking careers.

Top reasons for a PCN being issued

On-street

Code 01

6,545 PCNs issued

Parking in a restricted street during prescribed hours

This code is used for vehicles that are parking on single yellow lines, double yellow lines, in pedestrian or controlled zones. A controlled (or restricted) zone is an area where waiting/loading restrictions apply throughout the zone/area even though there are sometimes no visible yellow lines. The zones are defined with upright signage at the entrance and exit points of the zone. CEOs generally allow a five-minute observation time to check if there is any loading/unloading activity taking place. However, if the vehicle is parked in a dangerous or obstructive manner an instant PCN can be issued.

Code 30

5,273 PCNs issued

Parked for longer than permitted

Limited waiting bays are in place in town centres and close to shops. They allow for short-term parking to allow drivers to visit shops or businesses. There will be an upright sign detailing the maximum time a vehicle is allowed to stay within the bay and when they are permitted to return. This time limit

is often only in force on certain days and between specific times which will also be displayed on the sign. They are important to manage the demand for parking as people abide by the time restrictions and therefore free up parking for other users.

Code 40

1,275 PCNs issued

Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner

Disabled parking bays are provided in residential streets and near shops to help those people that struggle to walk long distances to park close to their destination. The majority of these bays are advisory and therefore not legally enforceable so our CEOs cannot issue a Penalty Charge Notice to a vehicle that parks in the bay without displaying a valid badge. Enforceable bays are marked with an upright sign advising that the bay is for disabled badge holders only. Parking in a legally enforceable disabled bay without displaying a valid Blue Badge can result in an instant PCN.

Code 06

1,124 PCNs issued

Parked without clearly displaying a valid pay and display ticket

Pay and display parking bays are in place in town centres, close to shops and in seafront locations. They allow customers flexibility with their length of stay with some bays allowing all day parking. These bays are important to manage the demand for parking in high use areas. Vehicles must display a valid pay and display ticket or purchase a valid parking session via an online/telephone service provider.

Code 02

1,037 PCNs issued

Parking where loading/unloading restrictions are in place

Loading and unloading restrictions are marked with single or double yellow blips on the kerb. Generally, there will be a single or double yellow line on the adjacent carriageway. It is very important to keep these areas free as parking here can cause major obstructions. A PCN can be issued instantly where there are kerb markings as there is no observation time required.

Off-street

Code 73

131 PCNs issued

Parked without payment of the parking charge

When using pay and display car parks, drivers must ensure they purchase and display a valid pay and display ticket or purchase a valid parking session via an online/telephone service provider. CEOs will check the vehicle for a valid pay and display ticket or online session and if there is not one in place, they will issue a Penalty Charge Notice to the vehicle.

Penalty Charge Notices issued through the post

Most PCNs are issued by attaching the notice to the windscreen of the vehicle or handing it to the driver. However, if a CEO is prevented from issuing the notice, the PCN can be served through the post. The main reasons a PCN can't be issued is if the vehicle is driven away or if the officer feels threatened.

It is a common misconception that if the vehicle is driven away this would prevent the notice from being issued however once a PCN has been started the CEOs cannot cancel it. The vehicle details are sent to the DVLA to obtain the registered keeper's details and once received, a PCN is issued through the post.

Postal PCNs are deemed to have been served on the second working day after the date of posting. Once served, the registered keeper can either pay the notice at a 50% discount for 14 days, or if they feel there are suitable grounds, they have 28 days to submit a representation (appeal) to the council for consideration. If, after 14 days, neither payment nor representation are received the charge will increase to the original amount. Once the case has got to this stage it will then follow the normal process for PCNs.

Postal PCNs issued

158

New Forest

133

Fareham

63

Gosport

58

Test Valley

412

Total

East Anton Farm Road bus gate

In September 2022 Hampshire County Council commenced enforcement via ANPR cameras in East Anton, Andover. The Bus Gate at East Anton Farm Road was opened to allow access for the local bus service whilst also allowing access for essential vehicles. Initially, warning notices were issued to motorists for their first contravention, who were captured on an ANPR camera driving through the bus gate. Full enforcement then commenced in December 2022 with PCNs being issued by post.

The ANPR cameras record each vehicle that passes through the bus gate, the vehicles that are permitted to pass through are then filtered out. A CEO will then review each of the remaining clips and issue a PCN to each vehicle that has contravened the bus gate restriction. These PCN's then follow the same process as the postal PCNs detailed previously.

Key statistics

238

PCNs issued

155

Payments made

30

Appealed



Appeals process

If a motorist feels that their PCN has been issued incorrectly or has mitigating circumstances as to why the vehicle was parked in contravention, they have the right to contest. Information on how to do this can be found on the back of the PCN or via **pay a penalty charge notice**.

There are different stages to contest a PCN. A summary of the different stages of the appeals process are as follows:

Informal challenge

This can be submitted in the first 28 days following the issue of the PCN. We will investigate this challenge and aim to respond within 28 days of receipt. If the challenge is received within the first 14 days, then if rejected the driver will be offered a further 14 days to pay at the reduced rate. Motorists who have received a postal PCN do not have the opportunity to informally challenge due to a different process at this early stage.

Formal representation

If no payment or successful informal challenge is received within 28 days from the date of serving the PCN, a Notice to Owner (NtO) is sent to the registered keeper of the vehicle. The letter outlines the different grounds under which the representation may be submitted. Once the NtO has been issued it is now at a legal stage and we can only communicate with the registered keeper of the vehicle, unless we are given permission to communicate with a third party by the registered keeper. Hampshire County Council aim to respond to formal representations within 21 days, however, statutory guidance states that responses must be made within 56 days.

Appeal

If the PCN is upheld (representation rejected) the registered keeper will receive a Notice of Rejection of Representations outlining the reasons for this. If the registered keeper is not satisfied with the council's decision the letter contains details to enable the appeal to be passed to the Traffic Penalty Tribunal (TPT) for an independent adjudicator to consider the case. There is an option for a hearing to take place with the adjudicator to consider the case. Otherwise, the decision will be made on the evidence provided. The adjudicators decision is full and final.

Contesting a debt

If the appeal is rejected and no payment made, the PCN is registered as a debt. An Order for Recovery letter will be sent to the registered keeper. At this stage there is no further right to appeal the PCN, however, it is possible to challenge the debt registration or debt itself by completing a Witness Statement or an out of time Witness Statement. These documents are sent to the Traffic Enforcement Centre (TEC – part of Northampton County Court) for consideration.

Debt recovery. If no Witness Statement is submitted within 21 days of the Order for Recovery being issued, the debt will be referred to the council's Enforcement Agent for recovery.



Enforcement Agents

Enforcement Agents (formerly known as bailiffs) are used to recover any unpaid debts from a Penalty Charge Notice. If no payment has been received, we can register the debt with the Traffic Enforcement Centre (TEC).

A letter will then be sent to the registered keeper to confirm the debt has been registered and will provide a final opportunity for payment to be made direct to Hampshire County Council.

If payment is not received the debt is referred back to TEC so they can issue a Warrant of Control in order to allow the Enforcement Agents to collect the debt.

There are three stages to the enforcement carried out by an Enforcement Agent.

First is the Compliance Stage. Once the Warrant of Control is issued, the warrant is valid for one year (warrants can be re-issued in some circumstances). The Enforcement Agent will send a letter to the debtor, giving them seven days' notice that a visit will be made to their property if payment is not received. A fee of £75 will be added to any outstanding debt.

The second stage is the Enforcement Stage. A fee of £235 is added per visit to the property and at this stage the Enforcement Agent will assess what goods can be taken to cover the fine, unless the debt is paid in full.

Thirdly is the Removal and Sale Stage. A sale fee of £110 is added, and then the Enforcement Agent will make preparations to remove and sell any goods if full payment is not received within 14 days.

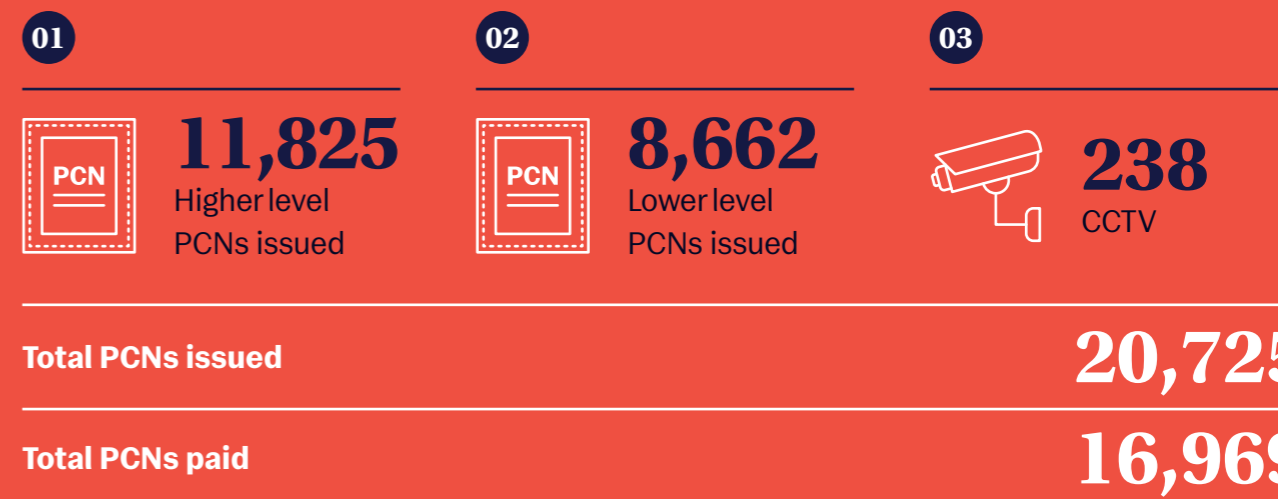
We work with two Enforcement Agent companies, Marston Recovery and Equita.

Parking enforcement by numbers

PCNs issued by area in 2022 to 2023

| Area | Issued on-street | Issued by post | Total |
|--|------------------|----------------|---------------|
| Fareham | 5,144 | 133 | 5,277 |
| Gosport | 5,451 | 63 | 5,514 |
| New Forest | 6,364 | 158 | 6,522 |
| Test Valley | 2,937 | 58 | 2,995 |
| East Anton bus gate | N/A | 238 | 238 |
| Total | 19,896 | 412 | 20,546 |
| Durngate car park | 178 | 1 | 179 |
| Total, including on-street, Postal and Durngate | | | 20,725 |

Higher and lower level PCNs



PCNs by contravention code

Civil Parking Enforcements - On-street

| Contravention code | Reason | Levels | Total issued |
|--------------------|-------------------------------|--------|--------------|
| 1 | Parked in a restricted street | Higher | 6,554 |
| 2 | Loading in restricted street | Higher | 1,046 |
| 5 | Parked after payment expired | Lower | 305 |
| 6 | Parked without clear display | Lower | 1,124 |
| 11 | Parked without payment | Lower | 589 |
| 12 | Parked in a residents' place | Higher | 48 |
| 16 | Parked in a permit space | Higher | 804 |
| 19 | Parked in a shared use bay | Lower | 4 |
| 20 | Parked in a loading gap | Higher | 34 |
| 21 | Parked in a suspended bay | Higher | 207 |
| 22 | Re-parked in the same place | Lower | 350 |
| 23 | Wrong class of vehicle | Higher | 200 |
| 24 | Not parked correctly | Lower | 829 |
| 25 | Parked in a loading place | Higher | 365 |
| 26 | Double parking in a SEA | Higher | 71 |
| 27 | Dropped footway in a SEA | Higher | 204 |
| 30 | Parked longer than permitted | Lower | 5,281 |

| Contravention code | Reason | Levels | Total issued |
|----------------------|------------------------------|--------|---------------|
| 34 | Being in a bus lane | N/A | 238 |
| 35 | Disc without clearly display | Lower | 1 |
| 36 | Disc longer than permitted | Lower | 1 |
| 40 | Disabled person's parking | Higher | 1,274 |
| 45 | Taxi rank | Higher | 461 |
| 46 | Clearway | Higher | 22 |
| 47 | Restricted bus stop or stand | Higher | 154 |
| 48 | Restricted school area | Higher | 48 |
| 49 | Cycle track or lane | Higher | 4 |
| 61 | Commercial footpath parking | Higher | 5 |
| 62 | Verge parking | Higher | 204 |
| 63 | Parked with engine running | Lower | 2 |
| 99 | Pedestrian crossing | Higher | 118 |
| Section total | | | 20,547 |

PCNs by contravention code

Civil Parking Enforcements - Off-street

| Contravention code | Reason | Levels | Total issued |
|---|------------------------------|--------|---------------|
| 73 | Parked without payment | Lower | 131 |
| 80 | Parked longer than permitted | Lower | 6 |
| 82 | Parked after payment expired | Lower | 22 |
| 83 | Parked without clear display | Lower | 12 |
| 84 | Feeding the meter | Lower | 5 |
| 87 | Disabled person's parking | Higher | 1 |
| 91 | Wrong class of vehicle | Higher | 1 |
| Section total | | | 187 |
| Total number of Civil Parking Enforcements | | | 20,725 |



9

Appeals allowed in driver's favour



29

Appeals to the Traffic Penalty Tribunal



31%

Percentage of appeals allowed in driver's favour

Appeals



4,180

Total received



1,002

Total accepted



2,471

Total rejected



707

Other - general letter etc

Informal challenge

3,269

Total received

807

Total accepted

2,462

Total rejected

Formal representations

911

Total received

206

Total accepted

214

Total rejected



278

Transfer of liability of formal representations



213

Other - general letter etc of formal representations

Pay and display schemes

There are pay and display schemes in force in High Street, Fareham; in Marine Parade in Lee-on-the-Solent; and in High Street, Lymington. These form part of Hampshire County Council's continuing plans to modernise the on-street parking service, with the aim of reducing the scale of subsidy provided from general highway maintenance resources to support parking regulation and enforcement.

Charging for parking helps to manage the demand, as people are more likely to abide by the time restrictions they have paid for, moving on before the expiry and, thereby, freeing up parking for other road users. The money generated will also help to avoid a draw on highway maintenance funding, which has previously been needed to fund enforcement of on-street parking regulations together with other associated costs such as the maintenance of parking signs, posts and lines.

A key part of Hampshire County Council's proposals to modernise the on-street parking service was cashless parking. Both High Street, Fareham and Marine Parade, Lee-on-the-Solent are cashless areas where payment can only be made by card at the meter or via RingGo.

Disabled Badge holders can park free of charge at all our on-street pay and display locations, provided that a valid Blue Badge is clearly displayed in the windscreen of the vehicle.

Lymington High Street

We have increased the maximum stay in this location to two hours through this new scheme, those who need to stay longer are able to park within the local car parks. The charges have been set to allow a 20-minute free period of parking before the need to make a payment so visitors can still make short stops. A parking ticket must be displayed or a RingGo session activated to allow the vehicle to park for this time. Payment can be made via cash or card at the meter or via the RingGo system.

Potential new areas

We are currently investigating parking issues at new locations, such as Keyhaven and Barton on Sea, to understand if these would benefit from the introduction of new parking restrictions. This is due to the increased visitor numbers, particularly to seafront locations, with some visitors staying for prolonged periods, including overnight. This is causing disruptions to local residents and other visitors, who also wish to enjoy the area.

For further information about our pay and display sites please visit [on-street pay and display details](#).

Durngate car park

Durngate car park offers an affordable and convenient parking option less than ten minutes' walk to Winchester city centre.

The car park includes 66 spaces with an additional two disabled bays close to the parking metres. To encourage electric vehicles to park in Durngate car park, we have recently installed two dual 22kW electric vehicle charging points. During the day visitors of the car park can use these charging points for a 'maximum stay' time of four hours – this is to make it fair for all visitors and to ensure turnover. An additional benefit of the installation is that the electric charging points will also provide nearby residents, who have no access to off-street parking, a place to charge their electric vehicles overnight.

The two solar-powered ticket machines that are positioned near the pedestrian

entrance of the car park offer a cashless and environmentally friendly service. Parking can be paid with a card or contactless at the parking metres, over the phone, or via the RingGo mobile app.

Charges apply Monday to Sunday from 8am to 6pm, with a 24-hour maximum stay. Parking is free on bank holidays. Blue Badge holders are exempt from the parking charges if the badge is clearly displayed within the vehicle.

To accommodate workers or those who wish to save money and benefit from parking close to nearby shops or other services, we offer season tickets for either a quarter (three months) or one year. These are available to purchase through RingGo.

For further details about charges and operation, please visit [Durngate car park](#).



RingGo

RingGo is an alternative payment method to using coin or card at the meter. Payment can be made using either the RingGo app or by calling the telephone number on the meter. If using the app, you can save your vehicle and card details for ease when purchasing future parking sessions.

Each location will have a unique location number to ensure the correct tariff is charged. The location number is confirmed on the pay and display meters for your reference. The app can suggest nearby locations if you allow the app to use your location, but it is advised to double check the meters for location number and tariffs. Tariffs are also listed on the app for each location.

Should you find yourself delayed in returning to the vehicle a parking session can be extended when you are away from the vehicle. If the maximum time permitted to stay has already been reached you will not be able to extend your session.

The CEOs have access to the RingGo database to check vehicle registrations and whether there is a valid parking session for the vehicle. They can see if a session has expired or been extended.

Resident and visitor permits

Our resident permits are available to purchase digitally via MiPermit. Digital permits allow eligible households to take full control of their parking needs, which can be done online, by downloading the MiPermit app or by calling MiPermit directly. Once a permit is purchased, the vehicle registration number is added onto the database of active permits. CEOs carry a handheld device and can check all vehicles parked in a resident parking zone (RPZ) for a valid permit by typing in the vehicle registration number.

To set up an account with MiPermit residents need their council tax reference number as proof of residency. When making the permit application, to show proof of vehicle ownership they must provide documentation showing the vehicle is registered to the property, for example a copy of the V5 logbook or a copy of the insurance certificate. The application will be checked by a team member and will be valid as soon as it is accepted or at the selected start date, if in the future. The permit holder will receive confirmation when the application is accepted.

Depending on the location of the resident permit zone, permits start at £50 for a 12-month permit. In some locations there may be options to buy multiple permits, but this may vary depending on the off-street parking available at each property in the zone, checks can be made to ensure each property has the correct number of permits available.

Visitor permits can also be activated digitally via MiPermit. Once the permit is activated it is valid instantly for the vehicle assigned to the permit. For ease the visitor permits can be activated from the MiPermit app upon your visitor's arrival.

Applications for resident and visitor permits can be made online. For residents that do not have access to the internet, the permits can be applied for over the phone by calling MiPermit on **0345 520 7007**. Please note that this is a national rate number. For further information on the digital permit scheme or to apply, please visit **parking permit**.

Number of resident permits issued

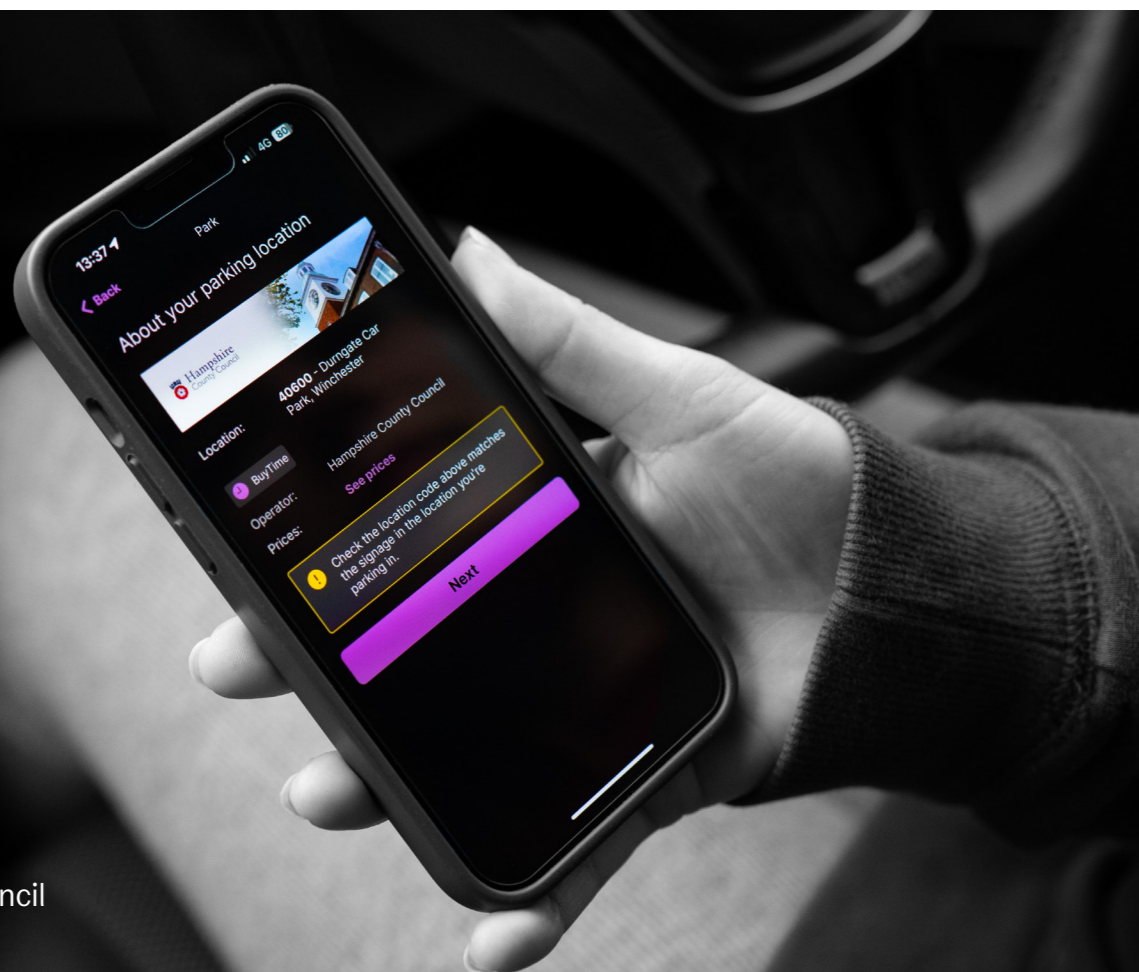
2,466

Hampshire County Council four districts

578

Returning districts*

*These permits were sold in March, prior to Hampshire County Council taking over these additional areas on 1 April 2023.



Suspensions and dispensations

What are parking bay suspensions?

Parking bay suspensions are to temporarily stop parking in an area where it would normally be allowed. Parking bays can be suspended to support road closures and events that require the road to be free of vehicles, or to keep the area clear because of works needing to be undertaken and having a vehicle parked in the bay would be inconvenient or obstructive.

Signs are placed adjacent to the bay advising of the details of the suspension, cones are also used on occasion to highlight that vehicles should not be parking in that bay. The suspension of a parking bay allows the County Council to issue Penalty Charge Notices to any unauthorised vehicles that have parked in the bay once the suspension has begun.

For a suspension to take place, the County Council should be notified at least five working days before the intended date of suspension. This will allow processing time and give 72 hours' notice to the public of the intended bay suspension. Parking suspensions are communicated using yellow signs (stating the date, time, duration, and nature of restriction) and yellow cones are placed to block off the parking bay.

To make an application please visit [parking bay suspensions in Hampshire](#).

What are parking dispensations?

Parking dispensations are exemptions that can be applied to vehicles when they need to park in areas that would otherwise leave them liable to receive a Penalty Charge Notice. Dispensations are issued under **two categories**:

Green

Green dispensations extend parking beyond current restrictions, such as:

- limited waiting bays
- loading bays

The County Council should be notified at least three working days before the green dispensation is required.

Red

Red dispensations allow parking where it is not normally permitted. Such as:

- on double or single yellow lines (where there is not a restriction on loading)

When the County Council is notified at least five working days before the red dispensation is required.

When a dispensation is granted, the vehicle details are uploaded to the County Council's database – if vehicles are parked

in contravention of the restrictions but are not in possession of a dispensation, they will be treated as being in contravention and are liable to receive a Penalty Charge Notice.

When the County Council has assessed dispensation applications on individual merit and decided on whether it should be granted based on the location, type of vehicle, time of day, nearby road features, and any other considerations such as safety – alternative locations for parking will also be explored as part of the assessment process.

Applications can be made at [parking dispensations in Hampshire](#).

Number of dispensations issued

70

Green dispensations

61

Red dispensations

45

Suspensions

176

Total



New parking controls

Why does the County Council regulate parking and traffic schemes?

Parking schemes help to maintain a safe and efficient traffic flow across the districts. Improving road safety, reducing congestion, improving air quality and seeking to ensure access for emergency vehicles.

Traffic Regulation Orders (TROs)

TROs are legal documents which are made to control or restrict the use of the highway permanently. A permanent TRO is used to make changes such as introducing parking places or yellow lines. It is a legal requirement to have a TRO in place for all restrictions to allow enforcement to be undertaken. To help us prioritise for new and amended TROs, we consider factors such as:

- safety
- access
- congestion and traffic flow
- local conditions such as nearby shops, schools and hospitals
- demand from residents, local elected members and businesses
- the nature of the issue and the frequency of reports received

The process to introduce new parking restrictions can be lengthy and costly. The same procedure must be followed to amend or remove parking restrictions that are

already in place. Changing or implementing a TRO is open to public consultation and there is no guarantee of restrictions being introduced or amended due to this.

Access Protection Markings (APMs) and Blue Badge parking places

Our Traffic Management Team provide parking places for Blue Badge holders who are regularly unable to park near their property, and do not have the benefit of access to their own off-street parking. Where possible we install the parking place in the optimal location.

Blue Badge parking places

123
Installed

28
Refreshed

33
Removed

An APM is a white line painted in front of a kerb which has been lowered to allow vehicle access, for example a driveway. APMs are not legally enforceable but can help deter inconsiderate parking that may restrict or block access.

Access Protection Markings

72
Installed

11
Refreshed

We have introduced on our website an online application form to allow people to apply for a disabled bay or APM. By having the process available online, the Traffic Management Team review and manage incoming applications more efficiently.



Financial figures

The County Council's aim is to operate the on-street parking service on a full cost recovery basis, but should the authority make a surplus on its on-street parking

account, it will be used in accordance with the legislative restrictions in Section 55 (as amended) of the Road Traffic Regulation Act 1984.

Income

Parking permits issued
(including suspensions and waivers)
£156,354

PCNs
£698,514.51

Off-street pay and
display income
£72,801.15

On-street pay and
display income
£159,730.46

Total income
£1,087,400.12

Expenditure

Parking services provider costs
£688,307.10

PATROL
£5,891.70

British Parking Association
£681

RingGo/IPS
£23,374.89

Employee/staff cost
£204,184

Total expenditure
£922,439

Total

Total surplus made
£164,961

20,725
Total PCNs issued

16,969
PCNs paid (82%)

14,301
PCNs paid (discounted rate)

Partnership working

Hampshire County Council works closely with several partners to deliver a modern, efficient and customer focused parking service. The different agencies we work with, ensure we provide a full and joined up service for our residents, businesses and visitors.

Below are the organisations that we work with that allow this to happen.

NSL

NSL is our parking services provider, they supply Civil Enforcement Officers and the back-office notice processing function.

marstonholdings.co.uk/nsl

PATROL

Parking and Traffic Regulations Outside London (PATROL) provides the resources and support for independent adjudication with staff together at the Traffic Penalty Tribunal (TPT).

patrol-uk.info

MiPermit

MiPermit is an online platform that administers our digital permit schemes.

mipermit.com

Chipside

Chipside provides the case management system, this manages the lifecycle of the PCN including appeals and payments.

chipside.com

British Parking Association

British Parking Association (BPA) is a not-for-profit organisation that works to improve parking facilities as well as providing support to their communities.

britishparking.co.uk

Future of the service

Transfer of the on-street civil parking enforcement to the County Council

As mentioned throughout this report the parking service is expanding which will see us managing the whole county (except for the unitary areas of Portsmouth and Southampton) for on-street civil parking enforcement by the 1 October 2023. Bringing all 11 areas together allows us to deliver a consistent high-level service across the county. This means that we are able offer a modernised service including digital permits where customers can manage their own accounts online, at any time.

We will continue to work with our parking enforcement provider NSL to undertake on-street civil parking enforcement in these new areas. The recruitment process is continuing to expand the number of CEOs to cover the new areas at the levels needed. The car parks in each of these areas will remain the responsibility of the district or borough councils.

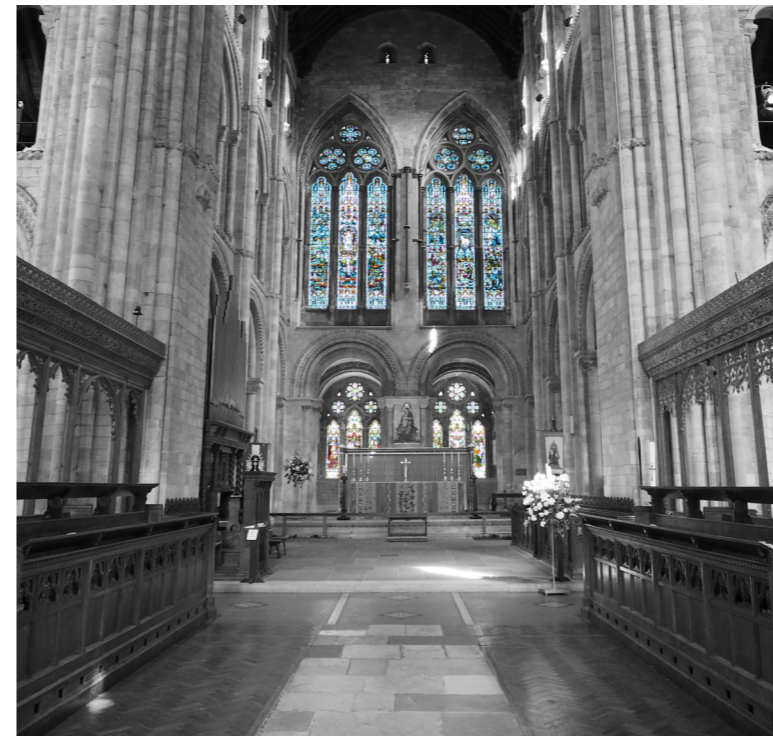
Moving Traffic Enforcement (MTE)

Hampshire County Council has identified nine sites around the county that we believe will benefit from having this type of enforcement. These sites include bus lanes, bus gates, yellow box junctions, school keep clear markings and banned right turn junctions.

Moving traffic contraventions are enforced via ANPR cameras and Penalty Charge Notices are issued via post to the registered keeper of the vehicle.

Pavement parking

A consultation has been taking place in England and Wales regarding pavement parking and giving local authorities the power to undertake enforcement. This, however, has not yet been passed into law. We are currently awaiting further updates from Central Government on this matter.



Contacts

Parking enquiries

Email: parking.services@hants.gov.uk
Web: hants.gov.uk/transport/parking

Application for access protection markings or disabled bays

APM: hants.gov.uk/transport/parking/access-protection-markings
Disabled bay: hants.gov.uk/transport/parking/bluebadge/bluebadge-parking-place

Applying for or renewing resident and/or visitor permits

Telephone: **0345 520 7007**
Email: contact@mipermit.com
Web: hants.gov.uk/transport/parking/parking-permit

Parking permit enquiries (MiPermit)

Telephone: **0345 520 7007**
Email: contact@mipermit.com
Web: mipermit.com/hampshire/application/contact

Enforcement Agents for Equita

Telephone: **01604 628360**
Web: equita.co.uk/make-a-payment/

Paying a PCN

Telephone: NSL payment line
0333 006 8349
Web: hants.gov.uk/transport/parking/parking-fine

Resident parking scheme terms and conditions

Web: documents.hants.gov.uk/parking/HCC-Residents-Parking-Schemes-Terms-and-Conditions-2023.pdf

Challenging a PCN

Web: hants.gov.uk/transport/parking/parking-fine/challenge-PCN
Post: Hampshire County Council,
PO Box 314, Sheffield, S98 1YA

School Travel Plans

Email: travelplans@hants.gov.uk
Web: myjourneyhampshire.com/Education

Enforcement Agents for Marston Holdings

Telephone: **0333 320 2230**
Web: payments.marstonholdings.co.uk

Request for new parking control

Email: traffic.managment@hants.gov.uk

Electric vehicle enquiries

Email: evchargepoints@hants.gov.uk

Blue Badge enquiries

Email: blue.badge@hants.gov.uk

Freedom of Information requests

Email: us.foi@hants.gov.uk

Annual Parking Report

Covering Fareham, Gosport,
New Forest and Test Valley
2022 to 2023

#862JDZXRH