

# **Civil Parking & Bus Lane Enforcement Annual Report**

**2022-2023**



Welcome to Swindon Borough Council's Annual Report. It has been a busy year for our parking department. This report looks at changes and developments made to the service in the 2022/2023 financial year.

One of the positive changes that happened this year was the introduction of digital permits following successful testing. It is hoped that in the future all permits will become digital.

The parking department continue to be involved in the Safer and Smarter parking project put in place. Following contact from schools, parents and residents in respect of keeping children safe at school drop off and pickup. Swindon Borough Council introduced new restricted parking zones in and around schools. We will continue to assist while this project is completed and not only enforce when restrictions are breached but also assist with educating road users to the importance of safety.

We are still working towards becoming a completely cashless Council and the current pay and display machines that accept cash will be renewed to allow payment by card. The PaybyPhone application will continue to be a means to pay for parking.

There have been some staff changes within the department but we continue to review the way the Parking Management team operates, adopting a multi skilled method to ensure fair process and training of staff continues around the various tasks within parking.

New Legislation was brought in relating to Penalty Charge Notices in particular giving offenders longer to pay the discount amount (21 Days). Our letters have been amended accordingly in line with the new legislation.

Whilst Government decided to stop the requirement to provide Critical Care Permits to NHS staff/carers and volunteers we as a local authority continued to offer free parking for volunteers assisting with the vaccination programme these permits will expire on the 31/03/2023 and there is no plan to extend these further.

Foreword by Peter Byrne  
Operations Localities Manager



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# 1. Introduction

The Traffic Management Act 2004 places an obligation on local authorities that carry out Civil Parking Enforcement to produce an annual report. Providing a report of our activities is a major part of the accountability that we will provide to our residents and visitors. This is our report for the year ended 31 March 2023.

# 2. Background

Since September 2003, Swindon Borough Council has adopted Decriminalised Parking Enforcement (DPE) powers. The Council is responsible for on-street enforcement (yellow lines, resident parking areas etc.) on all adopted highways within the Borough with the exception of the A419 and motorways. The Council is also unable to issue Penalty Charge Notices for obstruction as this power continues to be reserved by the Police authority.

Since 21<sup>st</sup> July 2014, Swindon Borough Council has expanded its responsibilities to include the enforcement of Bus Lanes and Bus Gates within the Borough.



### 3. Why Civil Parking Enforcement?

For many years, Local Authorities have been able to enforce their own car parks but until the 1990s on street enforcement was undertaken by police officers or traffic wardens employed by the police force. By the mid-1990s, the government gave local authorities the right to apply for powers to enforce on-street parking restrictions. This is now known as Civil Parking Enforcement. Many Local Authorities across the country rapidly adopted this opportunity.

There are a number of reasons why Local Authorities accepted the decriminalisation:

- Police forces let central government know that they would not regard parking enforcement as a priority given the many other demands on their resources.
- The majority of parking offences would be better dealt with under civil law rather than as a criminal matter. This would be more cost effective and would not clog up busy criminal courts.
- Local Authorities, as representatives of their community, felt they were best placed to design and run an enforcement regime that would meet the needs of the community.

From the inception of the scheme, the Department for Transport identified the prime purposes of Civil Parking Enforcement to be:

- Contribute to Authorities' transport objectives.
- Increase compliance with parking restrictions.
- To ensure the movement of traffic, including pedestrians and cyclists.
- To improve road safety.
- To improve the local environment.
- To improve the quality and accessibility of public transport.
- Meet the needs of disabled people, some of whom will be unable to use public transport systems and depend upon the use of a car.
- Managing and reconciling the competing demands for kerb space.

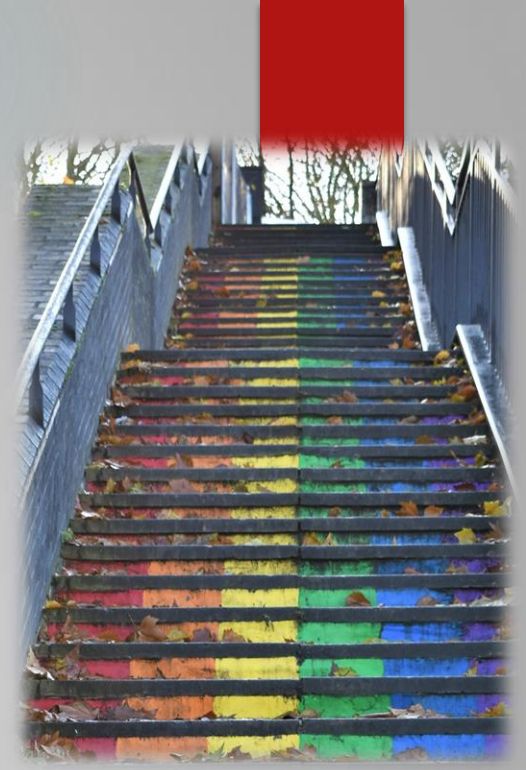
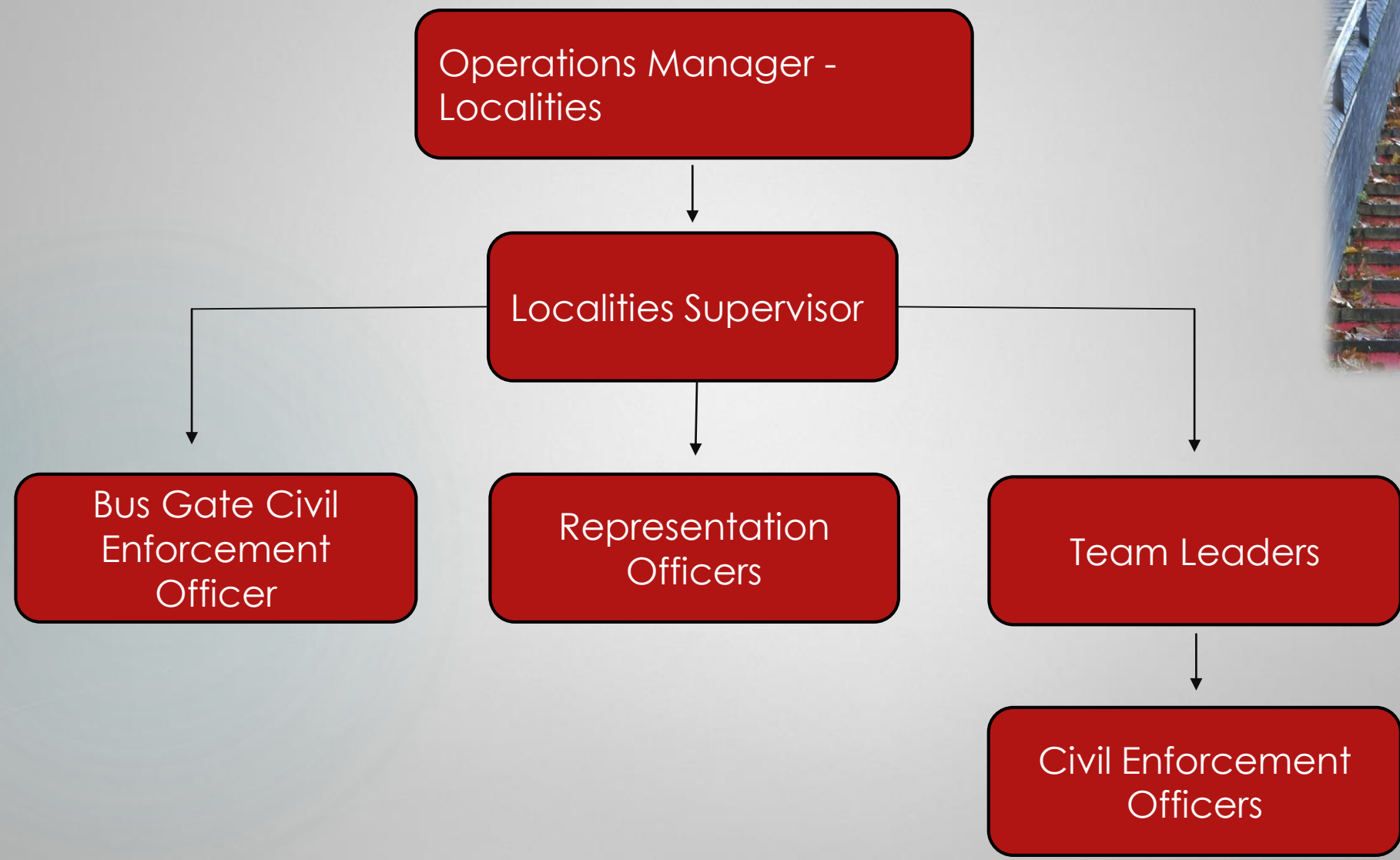
The guidance from Central Government is also clear that Civil Parking Enforcement should not be seen as a revenue raising exercise nor should Local Authorities set targets for revenue or the number of Penalty Charge Notices they issue.



# 4. Civil Parking Enforcement in Swindon

## i. Staffing 2022/2023

The team responsible for the operation of Civil Parking Enforcement and the maintenance of our car parks and their fittings is:



## ii. Enforcement and back office Processing

Swindon Borough Council directly employs all members of the Parking Team. Our Business Support Unit deal with the processing of permits and season tickets. They also deal with challenges against Penalty Charge Notices received before the Notice to Owner form is sent to the registered keeper of the vehicle. The Unit act in accordance with the operational and policy guidelines issued by the Parking Team.

After the issuing of the Notice to Owner Council Officers consider the formal representations and deal with appeals to the Traffic Penalty Tribunal. These staff are also responsible for the registration of any debts owed to the Council at the Traffic Enforcement Centre and any subsequent instructions to Bailiff Companies.

Although it has the powers Swindon Borough Council, does not currently clamp or remove vehicles. The sanction of removing vehicles is, however, under review, to be invoked for vehicles which persistently evade payment of penalty notices or are posing a hazard to other road users or pedestrians.

### Email iii. How to submit an informal challenge (Parking Fines Only)

Send an email to [Parking@swindon.gov.uk](mailto:Parking@swindon.gov.uk). This should include reasons as to why the Penalty Charge Notice should be cancelled including any evidence.

### Online

Via the Swindon Borough Council Website using the link below and clicking on the informal challenge button. You will then be taken through the form to complete. Again you can upload any evidence. -

<https://parking.swindon.gov.uk/pcns/pages/OnlineChallengeEntry.aspx>

### iv. How to submit a formal Representation – Parking (Notice to Owner) and Bus Lane/Gate (Penalty Charge Notice)

### Email

Send an email to [Parking@swindon.gov.uk](mailto:Parking@swindon.gov.uk). This should include reasons as to why the Penalty Charge Notice should be cancelled including any evidence.

### Online

Via the Swindon Borough Council Website using the link below and clicking on the Representation button. You will then be taken through the form to complete. Again you can upload any evidence. - <https://parking.swindon.gov.uk/pcns/pages/OnlineChallengeEntry.aspx>

Swindon Borough Council

## Challenge a Penalty Charge Notice

You have two opportunities to challenge a Penalty Charge Notice (PCN) dependent upon its stage of progression.

Informal Challenge	Representation
<b>To be made prior to the issue of a Notice to Owner.</b>	<b>To be made after the issue of a Notice to Owner.</b>
You may challenge the PCN in writing by clicking here.	Make a representation against a Notice to Owner by clicking here.
If you make your challenge within 14 days of the date on which the PCN was issued and your challenge is rejected, the discount period will be reset for a further period of 14 days from the date of the rejection letter.	If the PCN is not responded to within 28 days of the date on which it was served a Notice to Owner (NtO) will be sent. If you have received an NtO and wish to make a representation against it, please click here.

Swindon Borough Council  
Civic Offices  
Euclid Street  
Swindon  
Wiltshire  
SN1 2JH  
Tel: 01793 445500  
Email: parking@swindon.gov.uk

# 5. Penalty Charge Notices Issued

## i. Parking

The numbers of Penalty Charge Notices issued by Swindon Borough Council for parking contraventions over the last three years are detailed below. The total Penalty Charge Notices are split between on street (contraventions that occur on the public highway) and off street, (usually contraventions that happen in Council owned car parks). The corresponding figures for the previous years are provided for comparison. See figures below:

Penalty Charge Notices are issued at two price bands, higher and lower rates. The rate depends on the seriousness of the contravention. For example, parking on double yellow lines is deemed as a higher rate contravention while overstaying in a car park is charged at the lower rate. The relative numbers issued are detailed below:

## ii. Bus Lane

Swindon Borough Council issued the first Penalty Charge Notices during July 2014. **Notices were issued at a charge of £60 prior to 31<sup>st</sup> May 2022 following the new legislation this charge increased to £70.** The Notices issued since commencement in each financial year since then are detailed below:

Year	Total Penalty Charge Notices	On Street	Off Street	Abandoned (Parked in an electric place)
2020/2021	26837	20846	5991	
2021/2022	34554	23863	10365	326
2022/2023	31520	21315	9747	458

Year	Higher Level £70	Lower Level £50
2020/2021	18017	8820
2021/2022	20821	13733
2022/2023	18400	13120

Year	Total Issued
2020/2021	13916
2021/2022	27341
2022/2023	26447



## 6. Enforcement After Issue

### i. Parking

Penalty Charge Notices are issued at £50 or £70. However, a 50% discount applies to notices paid within 14 days of issue or where we receive an informal representation within 14 days of issue. The numbers of the total issued and paid at this discounted rate are listed below:

Year	Penalty Charge Notices paid at discounted rate
2020/2021	15888
2021/2022	21212
2022/2023	19283

Following the initial 14 days the Penalty Charge Notice reverts to the full value and if not paid the outstanding amount increases by stages. This increase reflects the additional cost incurred by the Issuing Authority and to act as an incentive to promptly pay or challenge the charge. See figures below:

Year	Penalty Charge Notices paid at full or surcharged rate
2020/2021	2286
2021/2022	3170
2022/2023	2809

### ii. Bus Lanes

Penalty Charge Notices are issued at £60 (prior to 31/05/2022) or £70 (post 31/05/2022). However, a 50% discount applies to notices paid within 14 days of issue or where we receive a formal representation within 14 days of the date of service.

The numbers of the total issued and paid at the discounted rate are listed below:

Year	Penalty Charge Notices paid at discounted rate
2020/2021	9982
2021/2022	20091
2022/2023	19405

Following the initial 14 or 21 days the Penalty Charge Notice reverts to the full value and if not paid the outstanding amount increases by stages. This increase reflects the additional cost incurred by the Issuing Authority and to act as an incentive to promptly pay or submit a representation. See figures below:

Year	Penalty Charge Notices paid at full or surcharged rate
2020/2021	1219
2021/2022	2597
2022/2023	2041

## 7. Challenges, Representations and Appeals

**i. Challenges** - All motorists who receive a Parking Penalty Charge Notice are entitled to make an informal representation, usually called a Challenge, against its issue. The Traffic Management Act 2004, s82; The Civil Enforcement of Road Traffic Contraventions (Approved Devices, Charging Guidelines and General Provisions) (England) Regulations 2022. The Civil Enforcement of Road Traffic Contraventions (Representations and Appeals) (England) Regulations 2022 sets out a number of statutory grounds (shown at Appendix C), sets out a number of statutory grounds (shown at Appendix C), which if established means that the Council must cancel the Notice. However, in addition to these the Council must fully consider any mitigation put forward.

The system for Bus Lane Penalty Charge Notices is slightly different given that the Notice is served by post after the event. On these, the first Representation is at the 'formal' stage. Therefore, figures for Bus Gates start at the Representation stage. Due to this the number of Penalty Charge Notices issued in the table below are for Parking contraventions only while the subsequent tables include these and Bus Gate ones.

Over the last few years, the following challenges have been received. The end column shows the number of those challenges accepted and cancelled.

Where the challenge is accepted the Notice is cancelled. If it is not accepted, and if it was received within 14 days of the issue of the Penalty Charge Notice, a further period of 14 days at the discounted rate is offered and the Penalty Charge Notice can be settled at that amount. Alternatively, the motorist can await the issue of the Notice to Owner to the registered keeper who can then make a formal Representation.

\*Records of the results of challenges are not separately maintained so figures shown are approximate.

Year	Total Notices Issued	Challenges Received	Accepted and Cancelled
2020/2021	26837	4534	1627 *
2021/2022	34554	5719	2244 *
2022/2023	31520	5391	2165 *

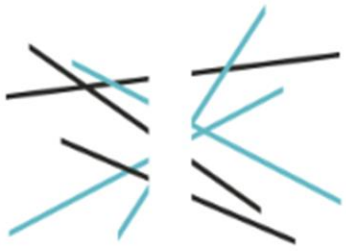
**ii. Representations Received** - The issue of the Notice to Owner is the beginning of the more 'formal' part of the process.

During the last three years, the following Representations have been received. The end column shows the number of those Representations accepted.

Where the Council decides not to cancel the Penalty Charge Notice at the formal Representation stage then the keeper can make an appeal to the Traffic Penalty Tribunal. This is a free service to the driver and will allow an independent adjudicator (who will be a barrister or senior solicitor) to review the issue and enforcement of the Notice. The decision is binding on both parties. The Council as part of the letter of rejection sends full details to the registered keeper.

\*Records of the results of Representations are not separately maintained so figures shown are approximate.

Year	Total Notices Issued	Representations Received	Representations Accepted and Cancelled
2020/2021	40753	1920	402 *
2021/2022	61895	3419	620 *
2022/2023	57967	3334	569 *



# Traffic Penalty Tribunal

## England and Wales



**iii. Appeals** - The Traffic Penalty Tribunal provides an important safeguard to the interests of the motorist. It also provides findings, information and advice, which can enable the Local Authority to improve their enforcement and back office work, by providing instruction and guidance. The Tribunal also publishes an Annual Report that gives examples of illustrative individual adjudications. We continue to look to use this to improve our service and practices.

Each year the Traffic Penalty Tribunal provides a report detailing the numbers and outcomes of the appeals they have received. Full details can be found on their website [www.trafficpenaltytribunal.gov.uk](http://www.trafficpenaltytribunal.gov.uk)

Figures of appeals for Penalty Charge Notices issued by Swindon Borough Council are shown on the right. Corresponding national figures can be found on the Traffic Penalty Tribunal website.

Year	Appeals Made	Rate of Appeal per Penalty Charge Notice	Not Contested by Council	Allowed i.e. cancelled	Refused i.e. found in favour of the Council	Not Decided & Other
2020/2021 Swindon	39	0.09	3	22	13	1
2021/2022 Swindon	32	0.05	3	13	16	0
2022/2023 Swindon	38	0.06	3	21	11	3

**iv. Notices Written off/Cancelled** - A number of Penalty Charge Notices have to be cancelled or written off each year because the Registered Keeper cannot be traced. This can be due to inadequate or out of date records at DVLA or because the address details given are incorrect.

These figures are subject to change

Year	Notices Written Off/Cancelled
2020/2021	1305
2021/2022	1955
2022/2023	1819

# 8. Debt Registration and Bailiff Action

If a Penalty Charge Notice has not been paid or successfully challenged and remains outstanding the notice may be registered as a debt in the County Court. If it is still not paid, the Authority will apply for a warrant to issue to our bailiffs for enforcement.

During last three financial years the numbers of Notices, which were registered as debts, were:



Year	Debts Registered	Warrants Obtained	Amount Remitted by Bailiffs
2020/2021	4435	3609	£137,682.90
2021/2022	5648	4399	£180,924.85
2022/2023	5966	5062	£178,123

## Enforcement Agent Recovery Statistics

Parking

Year	Parking Income	Issued	% of cases collected	% cases sent to Enforcement Agents
2020/2021	£831,000	26,837	44%	9%
2021/2022	£1,046,000	34,554	39%	7%
2022/2023	£998,000	31,520	34%	8%

Bus Gate

Year	Parking Income	Issued	% of cases collected	% cases sent to Enforcement Agents
2020/2021	£456,000	13,916	52%	10%
2021/2022	£879,000	27,341	47%	8%
2022/2023	£932,000	26,447	39%	9%

## 9. Financial Aspects of Civil Parking Enforcement in Swindon

		Swindon Borough Council Car Park Account (Excludes Departmental Overheads & Central Support)		
	Bus Lanes			Bus Lanes
<u>2021/2022</u> <u>Actual</u>			<u>2022/2023</u> <u>Actual</u>	<u>2022/2023</u> <u>Actual</u>
£'000	£'000		£'000	£'000
		<b>Pay &amp; Display Income</b>		
-£2,582	£0	Off Street Pay & Display Income	-£2,761	0
-£100	£0	On Street Pay & Display Income	-£101	£0
£0	£0	Leasing	£0	£0
-£593	£0	Season Tickets	-£600	£0
-£1,046	-£879	PCN Fee Paying	-£998	-£932
-£14	£0	Miscellaneous Income	-£8	£0
<b>-£4,335</b>	<b>-£879</b>	<b>Total Income</b>	<b>-£4,468</b>	<b>-£932</b>
		<b>Summary Of Payroll</b>		
£747	£88	Staffing, Maintenance & Management Costs	£652	£85
		Direct Costs		
£139	£0	Electricity	£150	0
£0	£0	Water	£0	£0
£1,239	£0	NNDR/Void Rate	£1,252	£0
£60	£0	Structural	£38	0
		Review/Maintenance		
£54	£108	Car Park	£58	£41
		Equipment/Materials/Cleaning		
£188	£0	Ticket Machine	£108.00	£41
		Maintenance/Airtime		
£161	£0	Cash Collection & Security	£163	£0
<b>£1,841</b>	<b>£108</b>		<b>£1,769</b>	<b>£82</b>

		<u>Other variable costs</u>		
	Bus Lanes			Bus Lanes
<u>2021/2022</u> <u>Actual</u>	<u>2021/2022</u> <u>Actual</u>		<u>2021/2022</u> <u>Actual</u>	<u>2021/2022</u> <u>Actual</u>
£30	£0	DVLA Processing & Court Costs	£54	£0
£24	£0	NPAS Agency Fees	£20	£39
£32	0	Ticket Supplies All	£14	0
<b>£86</b>	<b>£38</b>		<b>£88</b>	<b>£39</b>
		<b>Other costs</b>		
£0	£0	Clothing/Uniforms	£0	£0
£13	£0	Telephones/Mobiles	£13	£0
£7	£0	Printing & Stationary	£5	£2
£0	£0	Credit Card Service Charge	£0	£0
£14	£1	Postages	£8	£1
£0	£0	Computer Hardware/Software	£0	£0
£0	£0	Promotions Advertising	£1	£0
£10	£0	Misc	£6	£0
£26	£1	General Maintenance	£0	£1
£25	£0	Fleet Management Recharge	£11	£0
£2	£0	Subscriptions	£0	£0
£0	£0	Public Notices	£0	£0
<b>£97</b>	<b>£2</b>		<b>£44</b>	<b>£4</b>
<b>£2,509</b>	<b>£236</b>	<b>Total Costs ( Including Pay)</b>	<b>£2,553</b>	<b>£210</b>
<b>-£296</b>	<b>-£643</b>	<b>Costs - Income</b>	<b>-£1,915</b>	<b>-£722</b>
<b>£20</b>	<b>0</b>	<b>Transfer To Car Park Reserve</b>	<b>0</b>	<b>0</b>
<b>-£276</b>	<b>-£643</b>	<b>Surplus</b>	<b>-£1,915</b>	<b>-£722</b>

The surplus has been fully spent during the year on public passenger transport services, highway improvement, maintenance & other environmental improvements. The contribution derived from Parking continues to bring improvements throughout the town.

# 10. Blue Badge General Information

## Where you can park

- Double or single yellow lines providing there are no kerb markings, for up to 3 hours and as long as they are not causing an obstruction. The Blue Badge and Clock (showing the time of arrival) should be clearly displayed on the dashboard.
- A designated Disabled Parking space providing the blue badge is clearly displayed on the dashboard.

## Where you cannot park

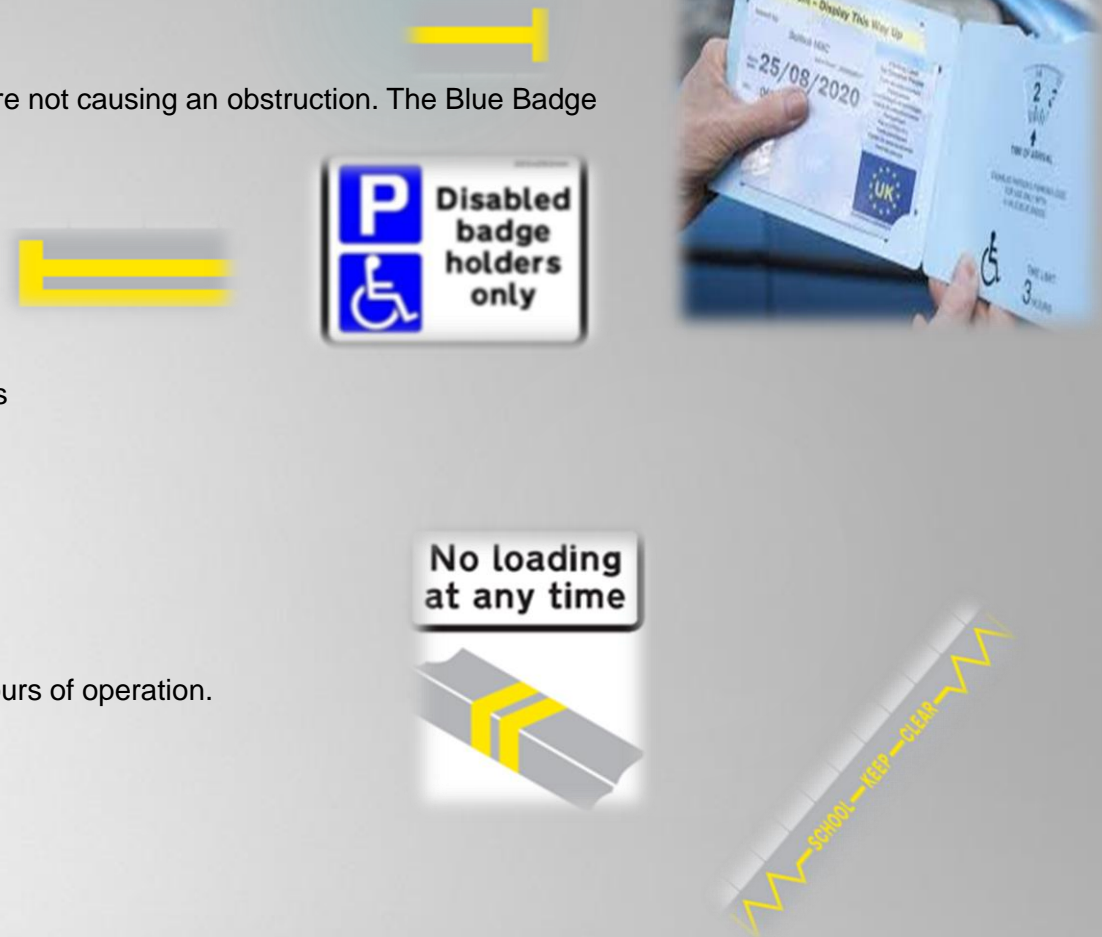
- Places where a ban on loading/unloading is in force
- Pedestrian crossings (zebra, pelican, toucan and puffin crossings), including areas marked by zig-zag lines
- Clearways (no stopping)
- A bus stop clearway during its hours of operation
- An urban clearway within its hours of operation.
- School 'keep clear' markings during the hours shown on a yellow no-stopping plate.
- Bus, tram or cycle lanes or cycle tracks. Badge holders are not entitled to drive in bus lanes during their hours of operation.
- Where there are double white lines in the centre of the road, even if one of the lines is broken.
- Suspended meter bays or when use of the meter is not allowed.
- Where temporary parking restrictions are in force, for example by no-waiting cones.

In addition

Residents Permits are free of charge to Disabled Badge Holders; however, the badge must be produced at the time of issue and is limited to one Resident Permit per Disabled Badge holder.

Disabled badge user guide can be found using the following link

<https://www.gov.uk/government/publications/the-blue-badge-scheme-rights-and-responsibilities-in-england/the-blue-badge-scheme-rights-and-responsibilities-in-england>



Blue badge holders can park wherever they want.

Blue badge holders cannot just park anywhere. Blue badge holders can park on single and double yellow lines for up to 3 hours and must display the parking clock set at the time of arrival. They must still abide by some standard parking rules.

I won't have to pay a PCN if I drive off before it is issued to the vehicle/handed to the driver.

Driving off before the ticket is placed on the vehicle or handed to the driver does not cancel the PCN.

I am the registered keeper but I was not the driver at the time therefore I do not have to pay the PCN.

The DVLA registered keeper of the vehicle is ultimately responsible for any PCN issued against the vehicle regardless of who was driving at the time.

## 11. Truth Behind the Most Common Myths

PCN's cannot be issued at night

PCN's can be issued at night, on Sundays and bank holidays

I can park on double yellow lines to nip to the bank/get some shopping.

You cannot park on double yellow lines to talk on the phone, go to the toilet, pop to the bank or buy your lunch/go shopping.

I can drive in the bus gate my vehicle is a taxi

The legal definition of a Taxi is a "hackney carriage" they are public transport vehicles which are licences to "ply for hire". They do not need to be pre-booked.

Do CEO's have targets?

CEO's do not get bonuses for issuing tickets. They are paid a salary

# 12. i. Most Common Contraventions Off Street

Below is an example of some of the signage and/or road markings associated with these contraventions.

**Contravention code 83** - Parked in a car park without clearly displaying a valid Pay & Display ticket or voucher or parking clock. Means parked in a pay and display bay without evidence that payment has been made. This can also apply when a pay and display ticket has been obscured or fallen from view.



**Contravention code 87** - Parked in a disabled persons parking space without displaying a valid badge.



**Contravention code 86** - Not parked correctly within the markings of a bay or space.

Vehicles which are observed not parked within the markings of a bay.



**Contravention code 82** - Parked after the expiry of paid for time.

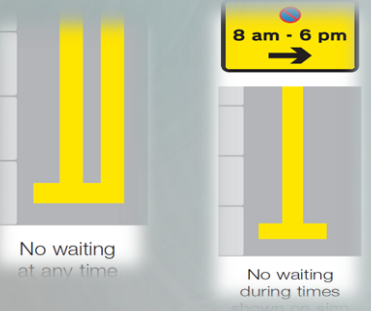
Parked in a pay & display bay 5 minutes after the paid for time has expired.



# 12. ii. Most Common Contraventions On Street

Below is an example of some of the signage and/or road markings associated with these contraventions.

**Contravention code 01** - Parked in a restricted street during prescribed hours. Commonly known as parking on double yellow or single yellow lines.

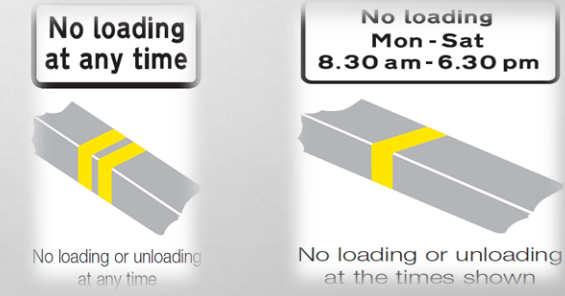


**Contravention code 12** - Parked in a residents or shared use parking place or zone without either clearly displaying a valid permit or pay and display ticket issued for that place, or without payment of the parking charge.



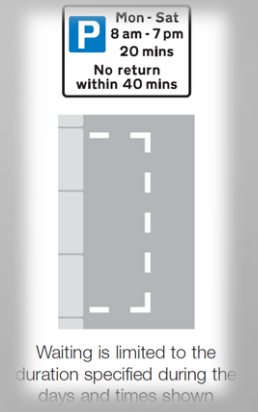
**Contravention code 02** - Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force.

Commonly known as parking or loading in an area marked with double/single lines with kerb markings.



**Contravention code 30** - Parked for longer than permitted.

Parked in a limited waiting bay for longer for longer than specified on the corresponding sign.







# 14. School Safety Environment Zone Scheme

In the past two years the School Safety Environment Zone Scheme has been underway. Working closely with 29 schools across Swindon to improve road safety and congestion issues around each school.

Keep clear markings, single and double yellow lines, flashing amber school signs have been making an appearance and our Civil Enforcement Officers were on hand to assist when these were put in place. They continue to visit these locations and issue Penalty Charge Notices when they witness a vehicle being parked in contravention of the regulations in place.

This next year will see Swindon Borough Council working with another 20 schools to identify the most effective measures that can be introduced to make the road around each school safer.

You can find out more about the scheme by following the link below:

[https://www.swindon.gov.uk/info/20135/traffic\\_management/1147/school\\_safe\\_environment\\_zones\\_ssez](https://www.swindon.gov.uk/info/20135/traffic_management/1147/school_safe_environment_zones_ssez)



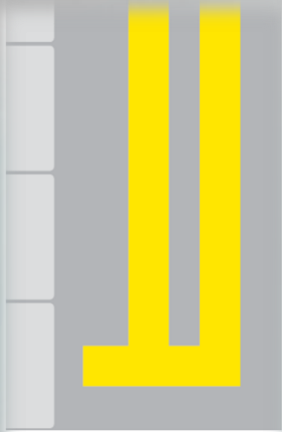
# 15. Dangerous Parking

In a move to crack down on road users parking dangerously. Civil Enforcement Officers have been working closely with Police Officers in the Manchester Road and Broad Green areas targeting drivers parking in a dangerous manner.

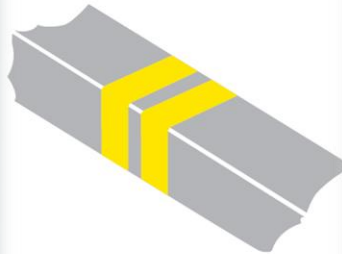
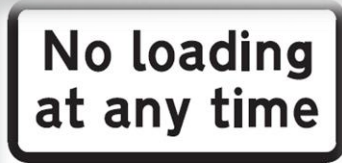
Tickets have been issued to drivers that were parked on zig-zag lines, double yellow lines and double yellow kerb markings.

Double yellow lines are enforceable from the centre of the carriageway to the building line, which includes the pavement and verges therefore the Penalty Charge Notice was issued correctly.

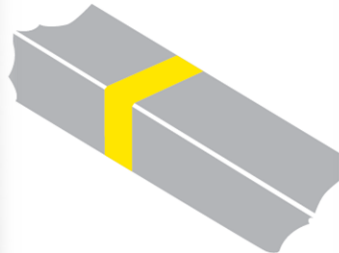
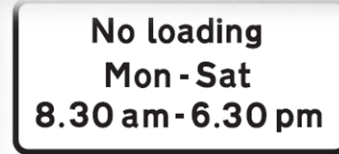
You are not allowed to park on a pedestrian crossing at any time they will be marked with ZigZag lines. You can also find these lines outside schools.



No waiting at any time



No loading or unloading at any time



No loading or unloading at the times shown



# 16. Why do we still charge to park in our car parks?

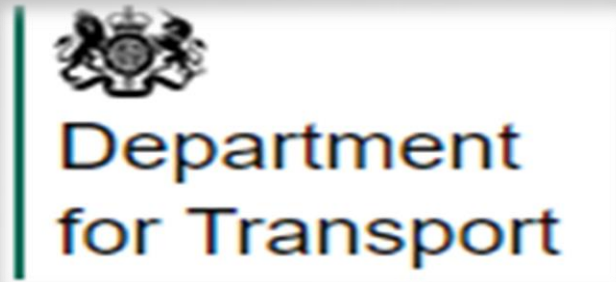
One of the many questions asked is whether the Council could reduce or abolish town centre parking charges to encourage more visitors.

Whilst the pandemic accelerated changes in how we shop with more of us choosing to shop online. There is some good news in that there are around 600,000 visits to Swindon town centre every month to use shops and services. Many of those are people travelling by public transport or foot with some taking advantage of the free parking offered in the town centre every Sunday.

The money raised through parking charges and fines in the town centre is essential council income spent on running parking services. That includes operating council-run car parks, blue badges, restrictions, permits and parking enforcement. Any extra is only spent on supporting concessionary bus fares to help reduce congestion and other local transport projects that benefit the town.



## 17. New Legislation



New legislation came into force on 31<sup>st</sup> May 2022 in respect of moving traffic enforcement powers for local authorities in England (outside of London). The new regulations bring together existing civil enforcement regimes for parking contraventions (England-wide) and bus lane contravention (outside London).

This meant that the wording on Penalty Charge Notices had to be changed quoting the new regulations and grounds for submitting a representation.

In addition, the regulations applied an automatic increase in the bus lane/gate penalties and discounts and surcharges. The regulations also increased the time allowed to pay the 50% discount amount from 14 days to 21 days.

If you would like to know more about the new regulation's please see the links below:

*The Civil Enforcement of Road Traffic Contraventions (Approved Devices, Charging Guidelines and General Provisions) (England) Regulations 2022*

<https://www.legislation.gov.uk/uksi/2022/71/contents/made>

*The Civil Enforcement of Road Traffic Contraventions (Representations and Appeals) (England) Regulations 2022*

<https://www.legislation.gov.uk/ukdsi/2022/9780348231564>



# 18. Future Plans

Over the coming year we will

- Look at bringing Swindon Borough Council Parking Operations into a more digital and cashless society.
- 
- Look at making all available permits virtual for local residents and businesses.
- 
- Looking at ways to move closer to a cashless system in our Pay and Display car parks.
- 
- Work alongside various projects, supporting where and when we can.
  - Bus Boulevard Project
  - School Safety Environment Zones Scheme
- Continue to review the parking department structure.
- 
- Continue to support the Council's "Paperless" Policy, to find ways to use less paper.



## 19. Useful links on the Swindon Borough Council Website

Swindon Borough Council website - <https://www.swindon.gov.uk>

Parking - [https://www.swindon.gov.uk/info/20031/roads\\_parking\\_and\\_transport](https://www.swindon.gov.uk/info/20031/roads_parking_and_transport)

Pay a parking fine - [https://www.swindon.gov.uk/info/20034/parking\\_tickets\\_and\\_bus\\_lane\\_fines/334/pay\\_a\\_parking\\_fine](https://www.swindon.gov.uk/info/20034/parking_tickets_and_bus_lane_fines/334/pay_a_parking_fine)

List of car parks - [https://www.swindon.gov.uk/directory/16/car\\_parks](https://www.swindon.gov.uk/directory/16/car_parks)

Various permits can be applied for via the SBC website following the links below:

Resident, Visitors or business permit

[https://www.swindon.gov.uk/info/20031/roads\\_parking\\_and\\_transport/322/parking\\_permits/2](https://www.swindon.gov.uk/info/20031/roads_parking_and_transport/322/parking_permits/2)

Renew a resident permit

[https://www.swindon.gov.uk/info/20031/roads\\_parking\\_and\\_transport/322/parking\\_permits/3](https://www.swindon.gov.uk/info/20031/roads_parking_and_transport/322/parking_permits/3)

Season Tickets

All week - <https://parking.swindon.gov.uk/permits/pages/OnlinePermitDetailsForm.aspx?ID=33>

Coate Water - <https://parking.swindon.gov.uk/permits/pages/OnlinePermitDetailsForm.aspx?ID=55>

Lydiard & Coate - <https://parking.swindon.gov.uk/permits/pages/OnlinePermitDetailsForm.aspx?ID=56>

Lydiard Park - <https://parking.swindon.gov.uk/permits/pages/OnlinePermitDetailsForm.aspx?ID=54>

Mon-Fri - <https://parking.swindon.gov.uk/permits/pages/OnlinePermitDetailsForm.aspx?ID=3>

Mon-Sat - <https://parking.swindon.gov.uk/permits/pages/OnlinePermitDetailsForm.aspx?ID=4>

Traffic Regulation Orders -

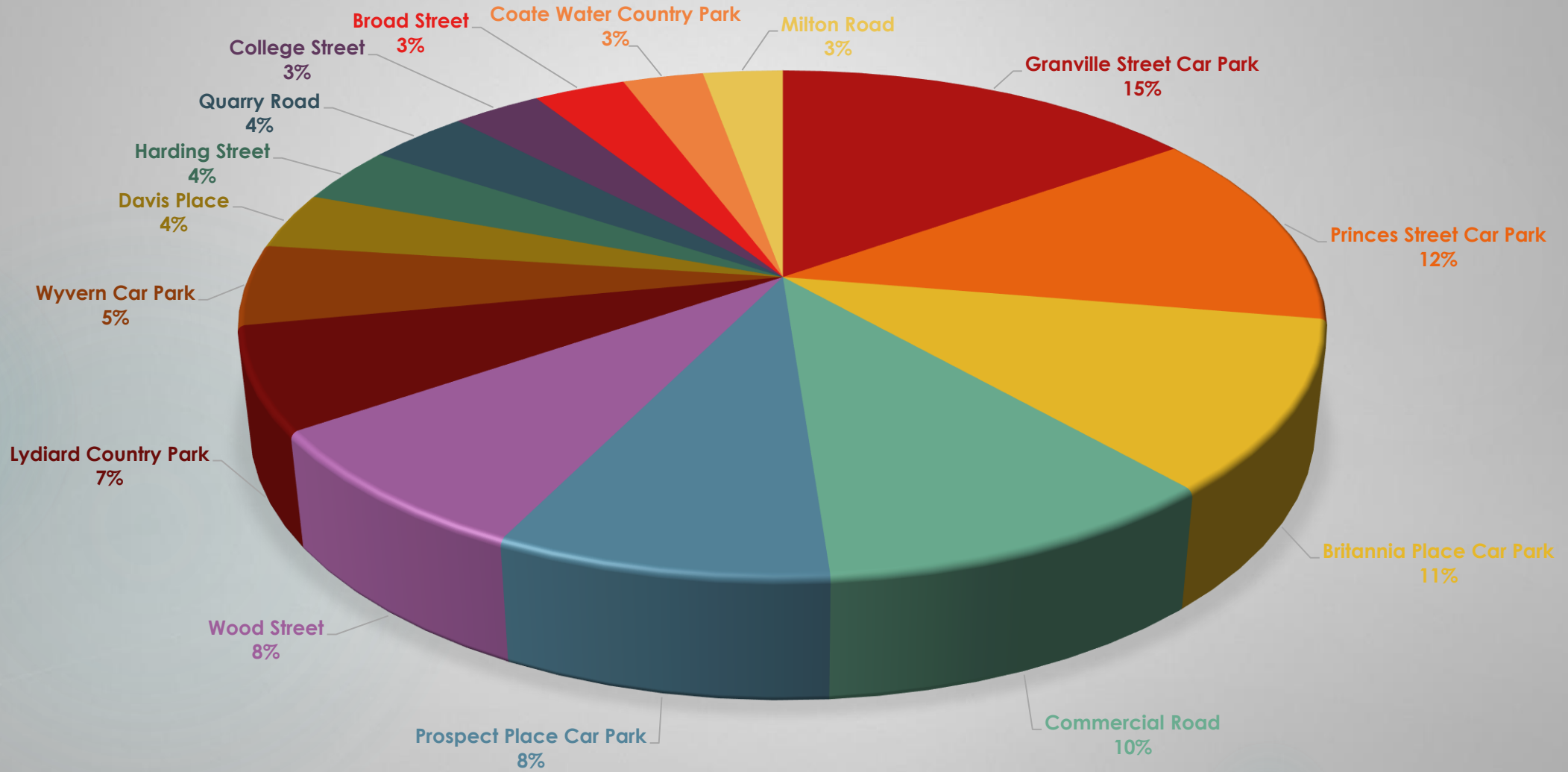
[https://www.swindon.gov.uk/info/20135/traffic\\_management/657/find\\_out\\_about\\_traffic\\_regulation\\_orders\\_tros](https://www.swindon.gov.uk/info/20135/traffic_management/657/find_out_about_traffic_regulation_orders_tros)



# Appendix A –

i) Top 15 locations where Parking Penalty Charge Notices were issued during 2022/2023

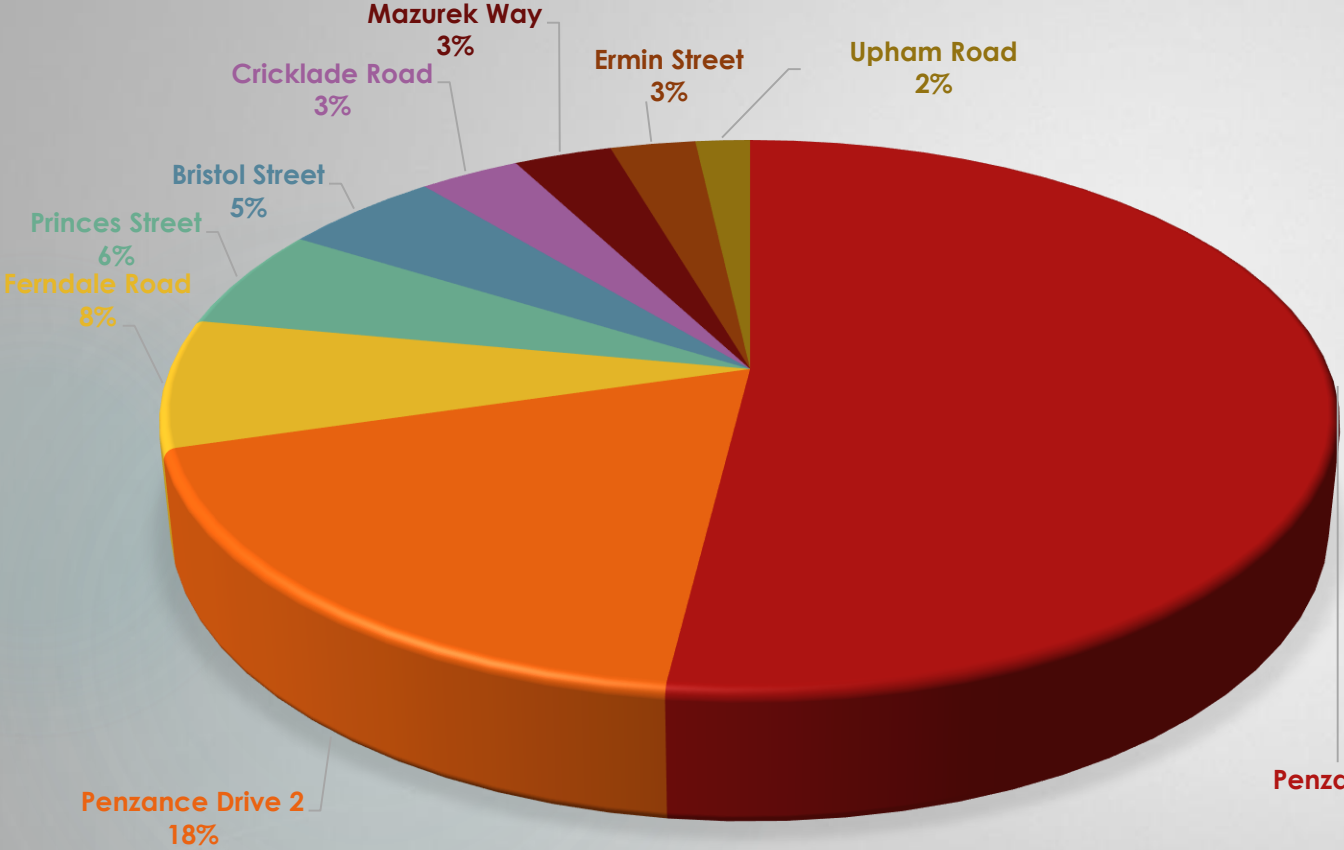
## TOP 15 LOCATIONS WHERE PARKING PENALTY CHARGE NOTICES





ii) Bus Lane/Gate Locations and Penalty Charge Notices issued 2022/2023

### BUS LANE/GATE LOCATIONS AND PENALTY CHARGE NOTICES ISSUED



iii) Camera Car – Restricted school area

Location	Number Issued
Queens Drive	58
Welcombe Avenue	15
Durham Street	3
Plymouth Street	3
The Brow	2
The Harriers	1
Wordsworth Drive	1

## Appendix B – Parking Penalty Charge Notices issued against contravention.

Summary to show the principle contravention groups where 100+ Parking Penalty Charge Notices were issued.

### On Street:

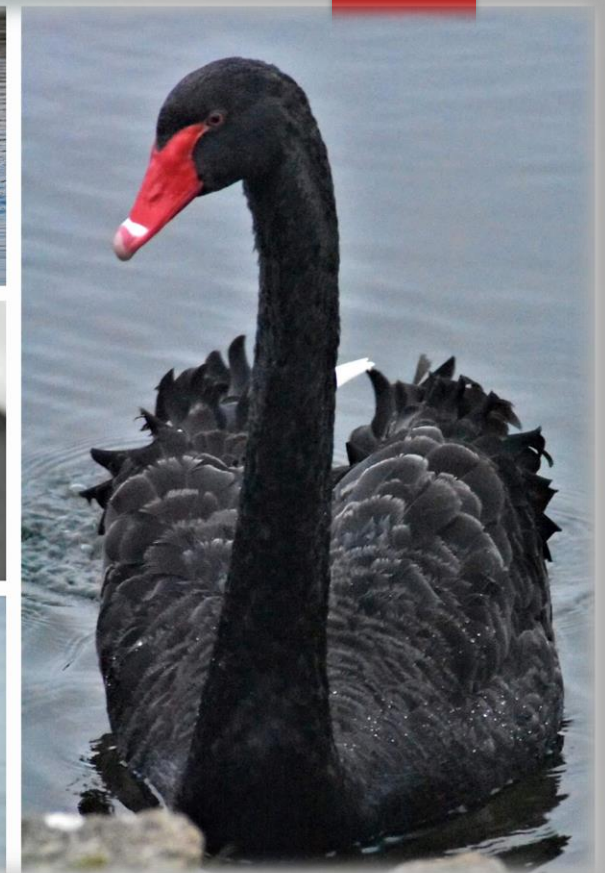
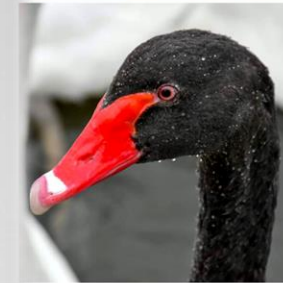
Code and contravention	Charge Band	Number issued
01 – Parked in a restricted street during prescribed hours	Higher	7573
12 – Parked in a residents' parking place without clearly displaying a permit for that place	Higher	5051
02 – Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	Higher	1784
06 – Parked without clear display	Lower	1610
30 – Parked for longer than permitted	Lower	1540
25 – Parked in a loading place during restricted hours without loading	Higher	755
45 – Taxi Rank	Higher	713
05 – Parked after payment expired	Lower	519
99 – Pedestrian Crossing	Higher	409
19 – Parked in a residents 'place	Lower	438
40 – Parked in a designated disabled persons parking space without displaying the relevant badge	Higher	485
14 – Parked in an electric place	Higher	458
47 – Restricted bus stop of stand	Higher	121

### Off Street (Car Parks):

Code and contravention	Charge Band	Number issued
83 – Parked in a car park without clearly displaying a valid pay and display ticket	Lower	6445
82 – Parked after expiry of paid for time	Lower	2052
87 – Parked in a disabled persons parking space without displaying a valid badge	Higher	515
86 – Parked beyond bay markings	Lower	373
81 – Parked in a restricted area	Higher	203

## Appendix c – Statutory Grounds for Cancellation of Penalty Charge Notices

1. The alleged contravention did not occur
2. I was never the owner of the vehicle OR I had ceased to be the owner before the date on which the contravention occurred OR I became the owner after the date on which the contravention occurred
3. The vehicle had been driven by a person without the consent of the owner
4. We are a vehicle-hire firm and the vehicle was on hire under a hiring agreement and the hirer has signed a statement acknowledging liability for any Penalty Charge Notice issued during the hire period
5. The Penalty Charge exceeded the amount applicable in the circumstances of the case
6. There has been a procedural impropriety by the enforcement authority
7. The order which is alleged to have been contravened is invalid
8. The Penalty Charge Notice has been paid either in full or at the discounted rate
9. Other Grounds If there are any other reasons not listed above why you consider the council should cancel this Notice



### Contact Us

Email - [Parking@swindon.gov.uk](mailto:Parking@swindon.gov.uk)

Address – Parking Management & Enforcement, Civic Offices, Euclid Street, Swindon, SN1 2JH

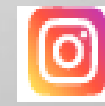
### You can also find us on:



<https://twitter.com/swindoncouncil>



<https://en-gb.facebook.com/SwindonBoroughCouncil>

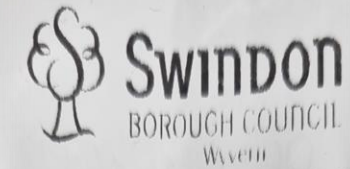
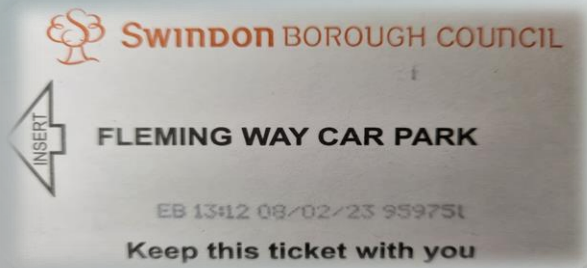


<https://www.instagram.com/swindonboroughcouncil>

# List of car parks

## Pay & Display

- Bath Road Car Park – Long Stay (28 Spaces)
- Bristol Street Car Park – Long Stay (320 Spaces)
- Britannia Place Car Park – Short Stay (140 Spaces)
- Catherine Street Car Park – Short Stay (6 Spaces)
- Coate Water Country Park
- County Ground Car Park – Long Stay (256 Spaces)
- Granville Street Car Park – Short Stay (247 Spaces)
- Lydiard Country Park
- Princes Street Car Park – Short Stay (112 spaces)
- Prospect Place Car Park – Short Stay (79 spaces)
- Queen Street Car Park – Short Stay (9 Spaces)
- Spring Gardens Multi-Storey Car Park – Long Stay (662 Spaces)
- The Planks Car Park – Long Stay (61 Spaces)
- Wyvern Car Park – Short Stay (40 Spaces)



VAT Reg No. GB 195 5047 42  
TICKET NUMBER: 137543  
EXPIRY TIME:

14:51

01/02/23

AMOUNT: £ 3.40

01/02/23 12:52 0019

01/02/23 12:52 0019

01/02/23 14:51 3.40  
137543

## Pay on Exit

- Brunel North Multi-Storey Car Park – Short Stay (754 Spaces)
- Brunel West Multi-Storey Car Park – Long Stay (225 Spaces) Short Stay (274 Spaces)
- Fleming Way Multi-Storey Car Park – Short Stay (654 Spaces)
- Whalebridge Multi-Storey Car Park

## Other Car Parks

- Commercial Road Car Park – Pay On Street Bays – Marked Bays (17)
- Harding Street Car Park – Pay On Street Bays – Marked Bays (15)
- Market Square – Pay On Street Bays – Marked Bays (Up To 18 Vehicles)
- Wood Street – Pay On Street Bays – Marked Bays (Up To 15 Vehicles)

