



HOUSING AND ENVIRONMENT SCRUTINY COMMITTEE – 10TH DECEMBER 2024

**SUBJECT: CIVIL PARKING ENFORCEMENT UPDATE AND IMPACT OF
REDUCED TARIFFS IN PAY AND DISPLAY CAR PARKS**

REPORT BY: CORPORATE DIRECTOR OF ECONOMY AND ENVIRONMENT



1. PURPOSE OF REPORT

- 1.1 To provide an update to Scrutiny Committee on the Civil Parking Enforcement Service (CPE) and give feedback on the impact of the reduced 1-hour parking tariffs introduced in January 2023.

2. SUMMARY

- 2.1 The implementation of CPE has been broadly successful. During the 2023/24 financial year there were 764 requests for enforcement across the county borough. A total of 10,858 Penalty Charge Notices (PCNs) were issued, 9861 (90%) of which have been paid with the remainder progressing through the appeals process.
- 2.2 As a result of the more pro-active enforcement of parking restrictions numerous requests have been received to consider changes to the Traffic Regulation Orders (TROs). Since the implementation of CPE in April 2019, 208 TRO changes have been introduced throughout the county borough.
- 2.3 There has been a significant reduction in the number of tickets sold in 2023/24 compared to pre-pandemic levels (2017/18 & 2018/19). Approximately 145,000 (20%) less tickets were sold in 2023/24 and the largest percentage reduction in ticket sales (30% less tickets sold) is for the 'up to 1 hour' tariff despite the reduction to 40p.

3. RECOMMENDATIONS

- 3.1 Members are asked to scrutinise the report and provide comments on how this can be improved and/or to endorse the continuation of the approach taken within the contents of this report.

4. REASONS FOR THE RECOMMENDATIONS

- 4.1 To enable Members to consider and comment on the impact of CPE and the reduced 1-hour parking tariffs and to consider whether the current approach should be maintained.

5. THE REPORT

5.1 CPE Performance 2023/24

5.1.1 **Civil Enforcement Officer (CEO) recruitment:** The approved business case for CPE requires enforcement staffing resource of 8 full time equivalents. During 2023/24 the service encountered 2 resignations that meant for some periods there was a slight shortfall in the complement of staff. Difficulties were also encountered in backfilling the vacant posts and to make the employment opportunities more attractive, 2 part-time CEO positions were converted to 1 full-time position. The revised structure appears to have had a positive impact as all CEO positions were occupied at the time of this report being drafted. That said the service has managed to maintain a positive response to enforcement requirements across the county borough.

5.1.2 **Penalty Charge Notices (PCNs) issued:** During the 2023/2024 financial year 10,858 PCNs were issued of which 9861 (90%) have already been paid. Of these, 70% were paid within 14 days at the discounted rate. The remaining 10% that are unpaid are progressing through the appeals and debt recovery process.

5.1.3 A total of 8384 PCNs (77%) were issued on-street & 2474 PCNs (23%) were issued off-street. 9312 PCNs (86%) were issued in the six main towns, of which 3473 PCNs (32%) were issued in Caerphilly, 2608 PCNs (24%) were issued in Blackwood, 860 (8%) were issued in Ystrad Mynach, 1525 PCNs (14%) were issued in Bargoed, 688 PCNs (6%) were issued in Risca, 158 PCNs (2%) were issued in Newbridge, 1546 PCNs (14%) were issued in areas outside of the six main towns. A breakdown of the PCNs issued by town is provided in Appendix 1.

5.1.4 **Contraventions (On-street):** The greatest number of PCNs 2973 (35%) were issued to vehicles that were parked in contravention of waiting restrictions, 1448 (17%) were issued for overstay, 1041 PCNs (12%) were issued for failing to display a valid residents' parking permit, 721 PCNs (9%) for parking in loading bays, 512 PCNs (6%) were issued for parking on no loading restrictions. The remaining 21% of PCNs were issued for a variety of different contraventions; these are shown in Appendix 1 along with a breakdown of the contraventions for each town.

5.1.5 **Contraventions (Off-street):** The greatest number of PCNs 1711 (69%) were issued for failing to display a valid parking ticket, 263 PCNs (11%) were issued for expired tickets, 221 PCNs (9%) were for parking out of bay, 142 PCNs (6%) were for failing to display a blue badge, 52 PCNs (2%) were for no valid permit, 34 (1%) were issued for exceeding Maximum stay and 2% were

issued for a variety of other contraventions. A breakdown of the contraventions is provided in Appendix 1.

- 5.1.6 **Income received:** The CPE service generated an income of £332,558 from the issuing of PCNs during 2023/24. There are still a number of PCNs progressing through the appeals and debt recovery process (which can take up to 12 months) however, based on the financial information that is available at this time the CPE service covered its running costs for the year - £144,231 surplus (income compared to expenditure including Car Park income). However, the income did not achieve the budget target for Parking Services (£103,769 shortfall) due in part to the reduced amount of ticket sales in pay and display car parks and inflationary costs. Departmental expenditure is increasing year on year due to inflation (equipment, materials, vehicles), increased back-office processing costs, national pay awards etc., however the PCN levels have remained set at £70 (higher level offences) and £50 (lower-level offences). Note – The PCN levels are set nationally by Welsh Government.
- 5.1.7 **Enforcement Agents:** A total of 958 cases were referred to the Enforcement Agents during 2023/24.
- 5.1.8 **Appeals received/successful:** During 2023/24, only 16 cases have proceeded to the Traffic Penalty Tribunal (the ultimate external arbiter). Of these, the Council won 6 cases, and 4 cases were lost. There were no cases that were not registered by the Tribunal. 6 cases were not contested due to preceding TPT decisions on similar cases as well as staff shortages.
- 5.1.9 **Requests for enforcement:** During 2023/24, 764 requests for enforcement were received. Appendix 2 provides a summary of these requests by ward. Where possible these have been responded to as part of the ongoing enforcement rotas and patrol routes. A number of 'evening' and 'Sunday' enforcement operations were also conducted throughout the year.
- 5.1.10 **Residents parking permits:** A total of 1418 residents' parking permits were issued during 23/24 which generated an income of £25,125. Of these, 683 were issued in Caerphilly, 259 in Bargoed, 236 in Ystrad Mynach, 160 in Blackwood, 52 in Newbridge, 23 in Pontymister, 5 in Abercarn and 0 in Rhymney.
- 5.1.11 **Behaviour changes:** anecdotal information is broadly positive with a greater turnover of spaces and reduced congestion being observed in busy areas of the county borough. However, the popularity of fast-food delivery apps has fuelled non-compliance at a number of locations within the borough.
- 5.1.12 **Complaints/compliments/incidents/PR:** A total of 8 complaints were received in 2023/24 that mentioned Civil Parking Enforcement work/attendance. i.e. Six stage 1, two stage 2 complaints. No complaints were upheld. The CEOs receive verbal abuse from members of the public on a daily basis, and although physical abuse is still a rare occurrence, two assaults were reported in 2023/34 (involving a CCBC officer and a BGCB officer). There were also two other incidents/occasions when the police were

called. Officers and managers will continue to ensure such incidents are not tolerated and are reported to Gwent Police.

5.2 Impact of reduced 1-hour parking tariffs

5.2.1 During the period March 2020 to December 2022 all parking charges were suspended due to Covid-19. In-line with Task and Finish Group recommendations and Cabinet Decision on 26th September 2022, parking charges were reintroduced in January 2023 with the 1 hour tariff reduced across all car parks to 40p.

5.2.2 The table below shows the combined figures for ticket sales/income for all P&D car parks for financial years 2017/18, 2018/2019 and 2023/24.

Tariff	2017/2018		2018/2019		2023/24		↑↓
	Tickets	Income	Tickets	Income	Tickets	Income	
up to 1 hour	335,389	£150,929	339,233	£151,203	239,891	£85,126	↓
up to 2 hours	196,553	£143,743	195,151	£143,331	173,344	£143,698	↓
up to 3 hours	99,196	£100,150	97,510	£99,381	69,134	£79,323	↓
up to 4 hours	40,015	£58,740	40,897	£59,876	31,308	£51,487	↓
Daily Ticket	50,130	£100,180	55,167	£108,083	63,260	£153,411	↑
Weekly ticket	293	£2,193	465	£3,466	1,807	£15,061	↑
Totals	721,576	£555,933	728,423	£565,340	578,744	£528,106	↓

5.2.3 The data shows that there was a significant (20%) reduction in the number of tickets sold in 2023/24 compared to pre-pandemic levels. Approximately 145,000 less tickets were sold in 2023/24 which reduced the total annual income by £27k - £37k compared to previous years.

5.2.4 The largest percentage reduction in ticket sales (30% less tickets sold) is for the 'up to 1 hour' tariff despite the reduction to 40p. However, the number of daily and weekly tickets sold in 2023/24 increased significantly which suggests that parking patterns have changed post-pandemic.

5.3 Conclusion

5.3.1 There has been a significant reduction in the number of tickets sold in 2023/24 compared to pre-pandemic levels. Approximately 145,000 less tickets were sold in 2023/24 and the largest percentage reduction in ticket sales (number of tickets sold) is for the 'up to 1 hour' tariff despite the reduction to 40p.

5.3.2 The service has managed to cover its operational costs and is having a positive impact on traffic congestion, the efficiency of public transport services, the economic attractiveness and future vitality of all areas within the County Borough.

6. ASSUMPTIONS

6.1 No assumptions have been made in the preparation of this report.

7. SUMMARY OF INTEGRATED IMPACT ASSESSMENT

7.1 An IIA is not required as this is an information item only.

8. FINANCIAL IMPLICATIONS

8.1 The CPE service generated an income of £332,558 from the issuing of PCNs during 2023/24. There are still a number of PCNs progressing through the appeals and debt recovery process (which can take up to 12 months) however, based on the financial information that is available at this time the CPE service covered its running costs for the year - £144,231 surplus (income compared to expenditure including Car Park income). However, the income did not achieve the budget target for Parking Services (£103,769 shortfall).

9. PERSONNEL IMPLICATIONS

9.1 There are no personnel implications arising from the report

10. CONSULTATIONS

10.1 All responses from consultations have been incorporated in the report.

11. STATUTORY POWER

11.1 The following enabling statutory powers apply to the CPE service.

- Traffic Management Act 2004.
- The Civil Enforcement of Road Traffic Contraventions (General Provisions) (Wales) Regulations 2013.
- The Civil Enforcement of Road Traffic Contraventions (Representations and Appeals) (Wales) Regulations 2013.
- The Civil Enforcement of Road Traffic Contraventions (Representations and Appeals) Removed Vehicles (Wales) Regulations 2013.
- The Civil Enforcement of Road Traffic Contraventions (Approved Devices) (Wales) Order 2013.
- The Civil Enforcement of Road Traffic Contraventions (Guidelines on Levels

of Charges) (Wales) Order 2013.

Author: Dean Smith, Traffic Management and Road Safety Manager

Consultees: Councillor Andrew Whitcombe Chair Housing and Environment
Scrutiny Committee
Councillor Shane Williams Vice Chair Housing and Environment
Scrutiny Committee
Councillor Nigel George, Cabinet Member for Corporate
Services, Property and Highways
Dave Street, Interim Chief Executive
Mark S. Williams, Corporate Director for Economy and
Environment
Marcus Lloyd, Head of Infrastructure
Lynne Donovan, Head of People Services
Clive Campbell, Transportation Engineering Group Manager
Robert Tranter, Head of Legal Services and Monitoring Officer
Stephen Harris, Head of Financial Services and Section 151
Officer
Gareth C Williams, Assistant Accountant

Background Papers:

Appendices:

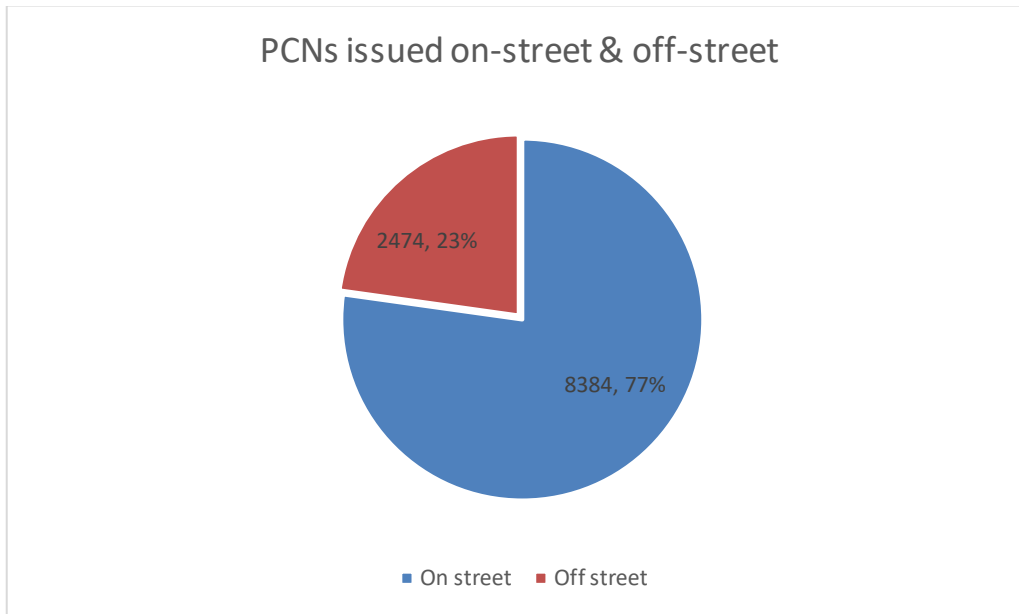
Appendix 1 PCN data for period of operation 2023/24

Appendix 2 Summary of requests for parking enforcement 2023/24

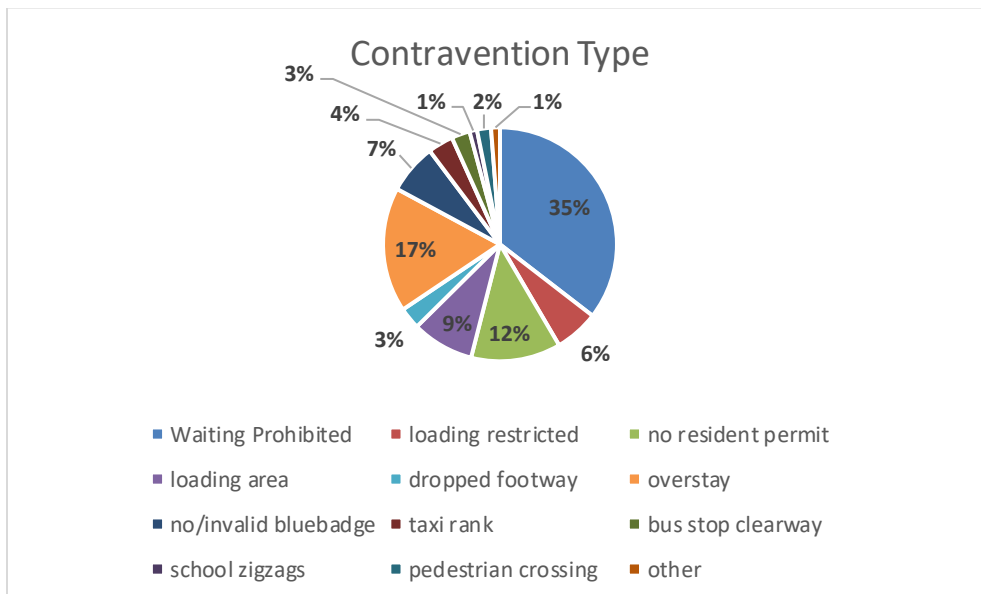
APPENDIX 1

PCN data CPE operations April 2023 – March 2024

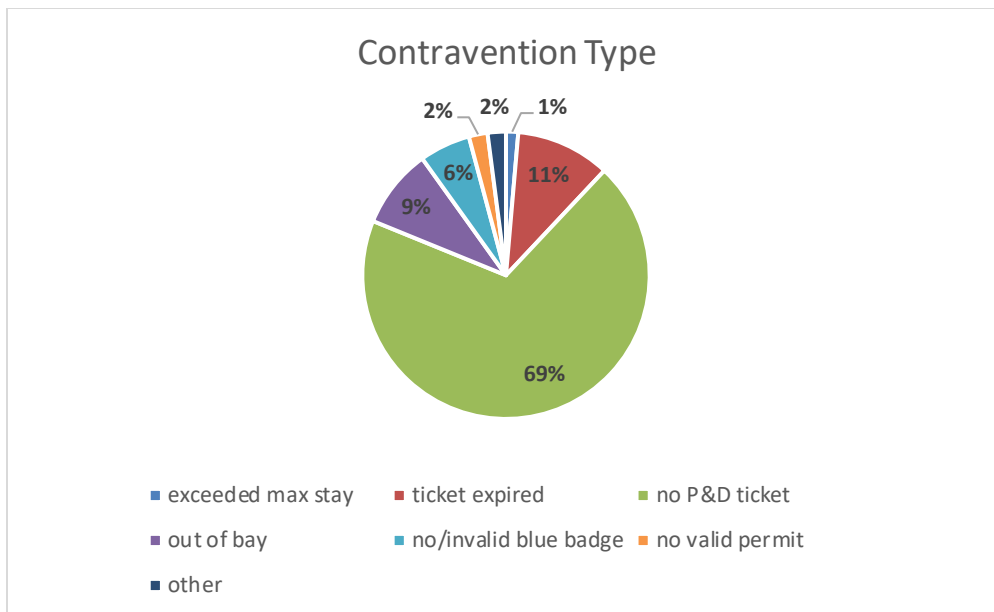
1. PCNs issued on-street and off-street



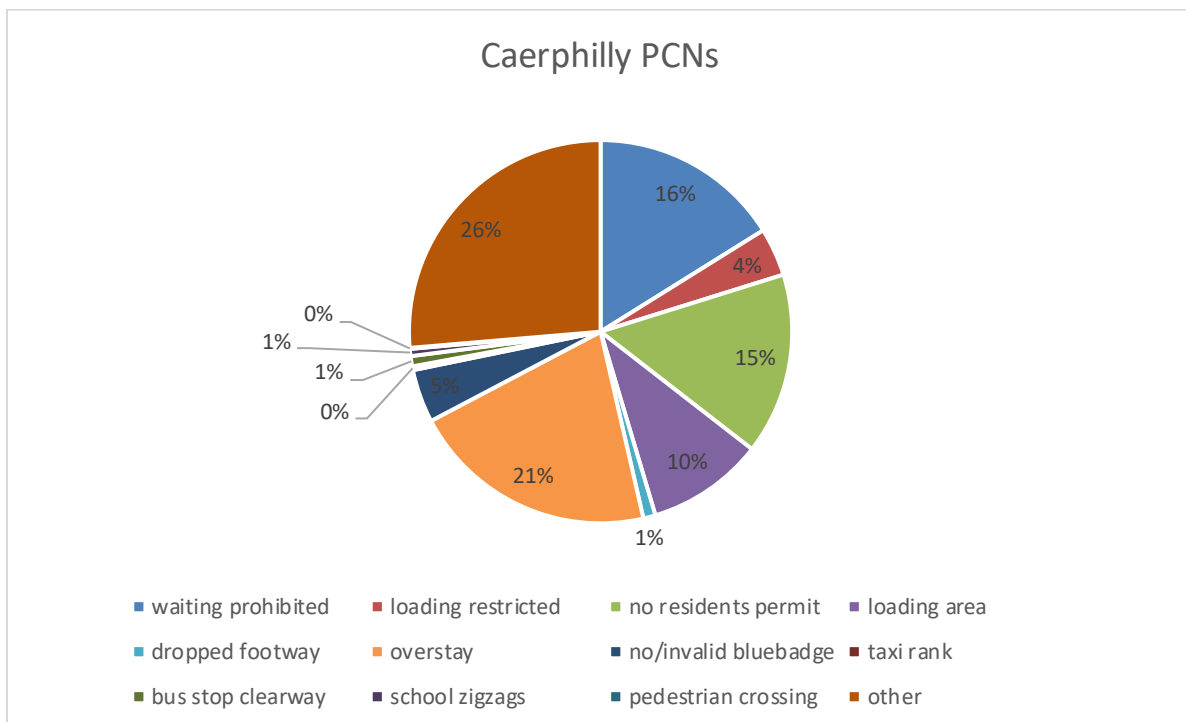
2. On-street parking contraventions



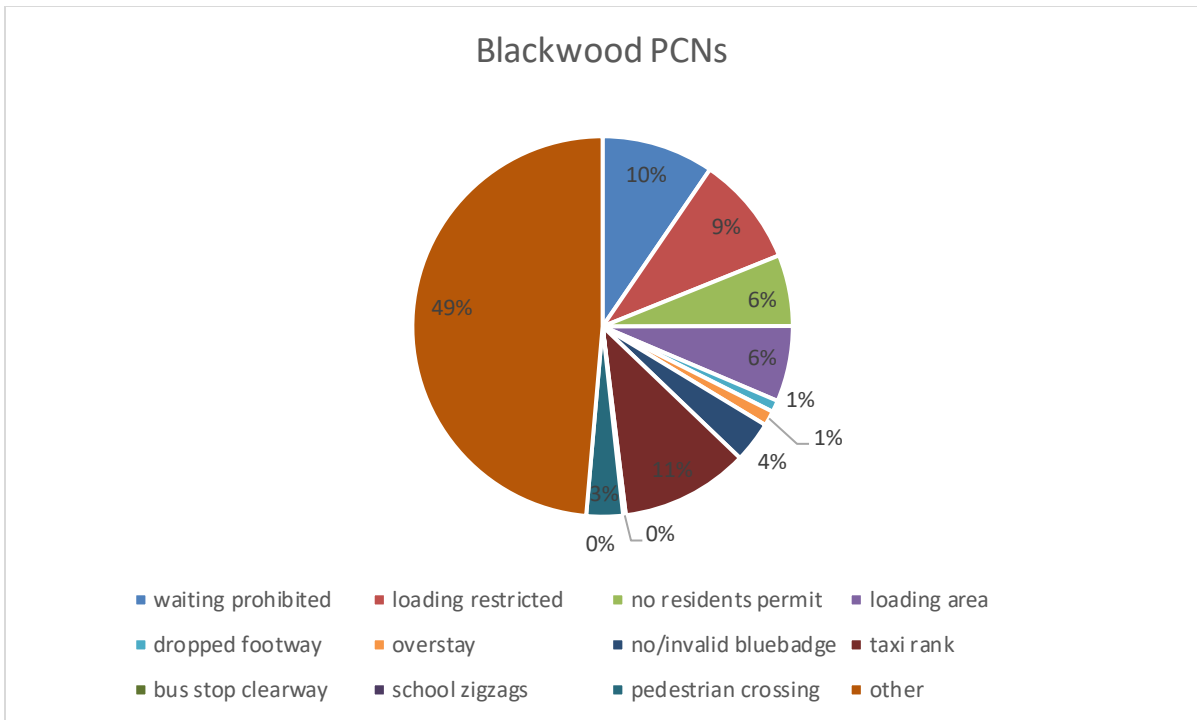
3. Off-street parking contraventions



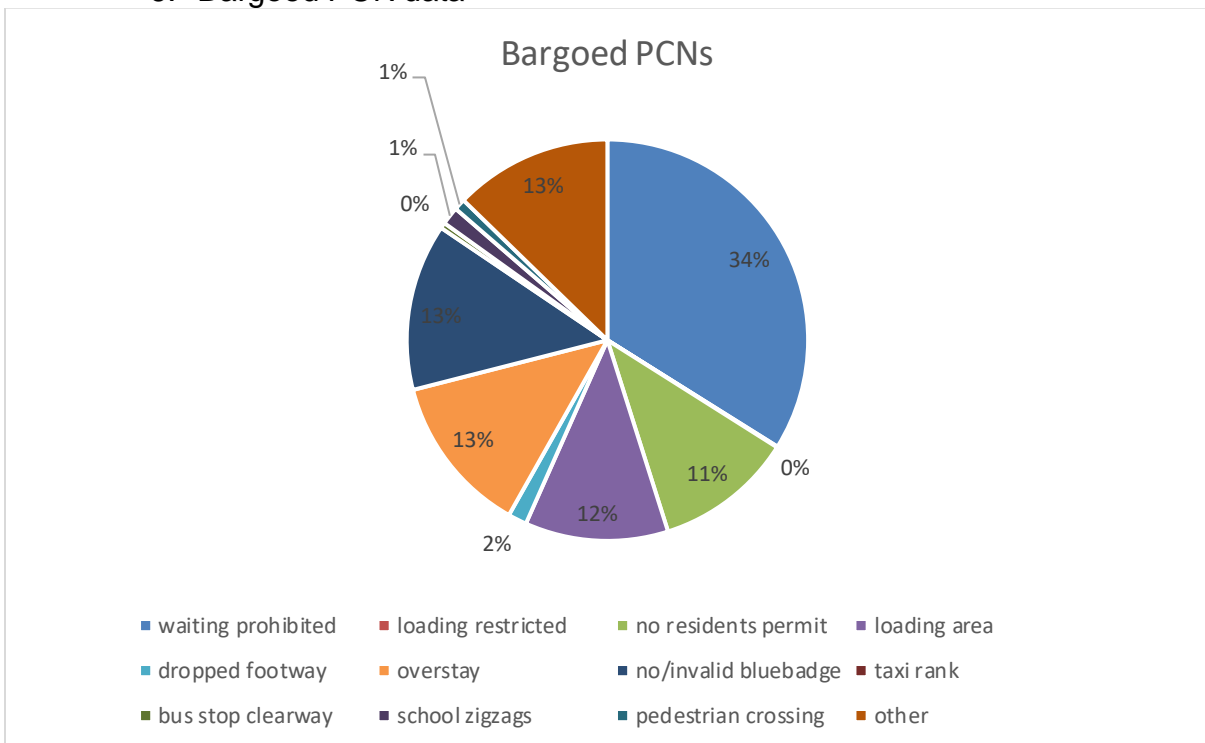
4. Caerphilly PCN data



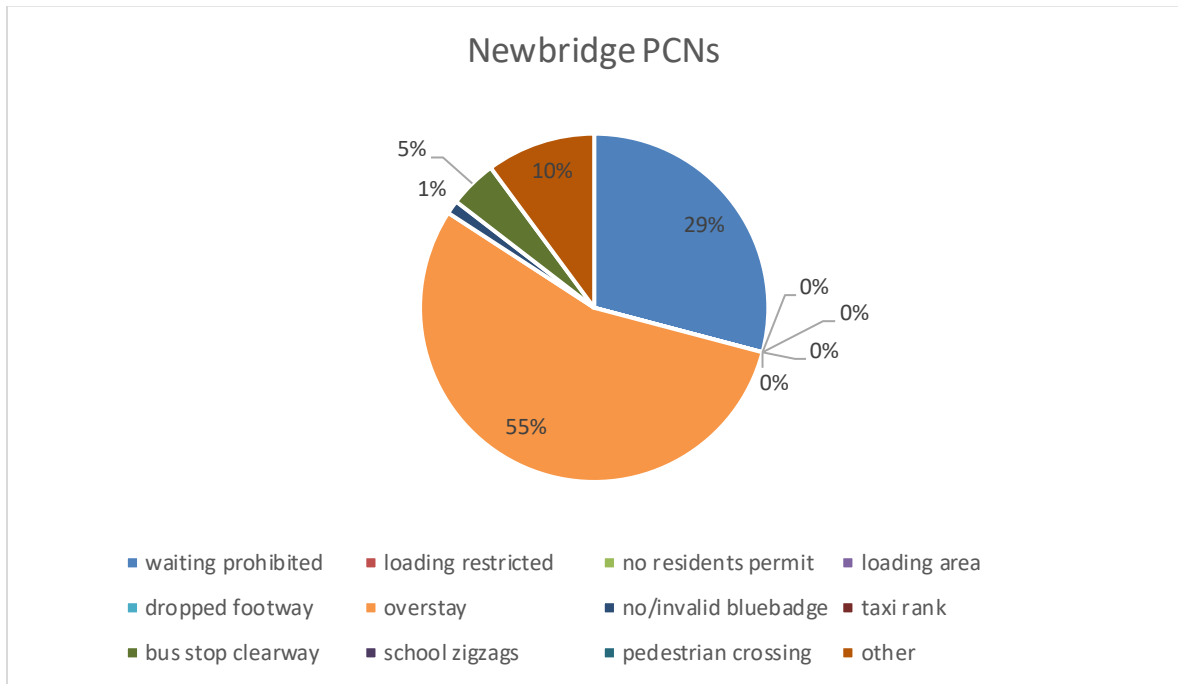
5. Blackwood PCN data



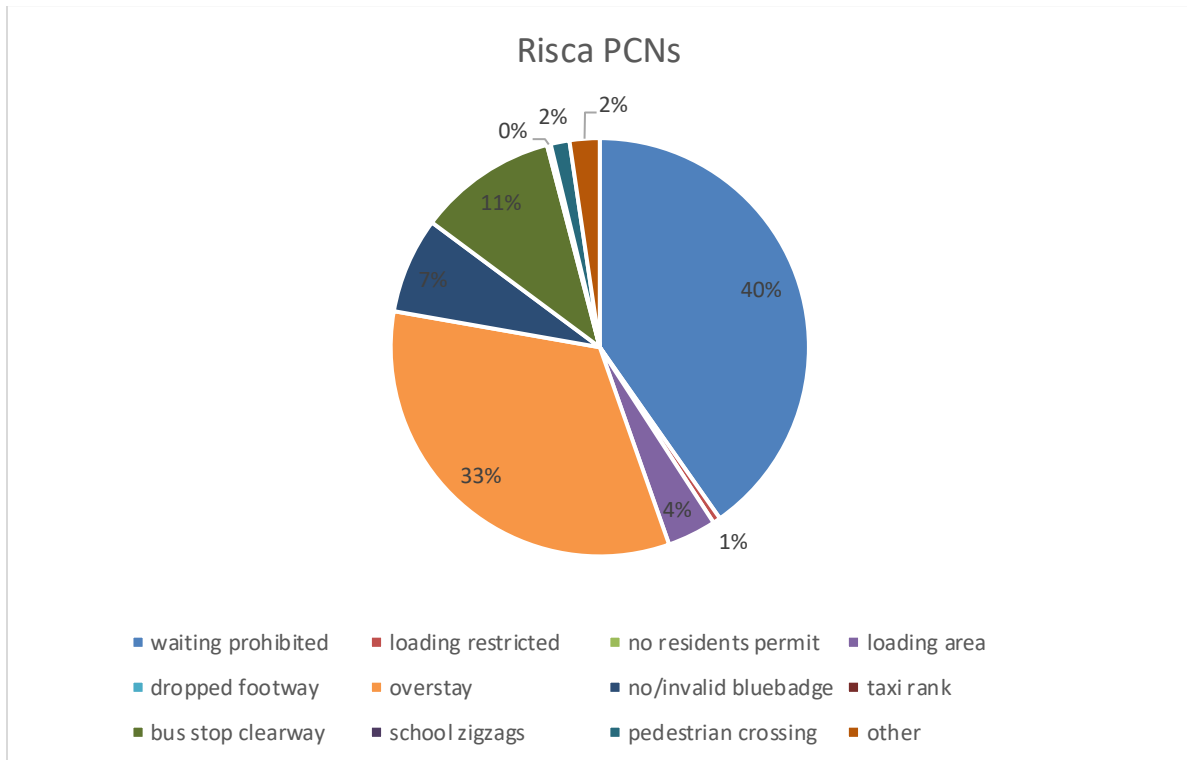
6. Bargoed PCN data



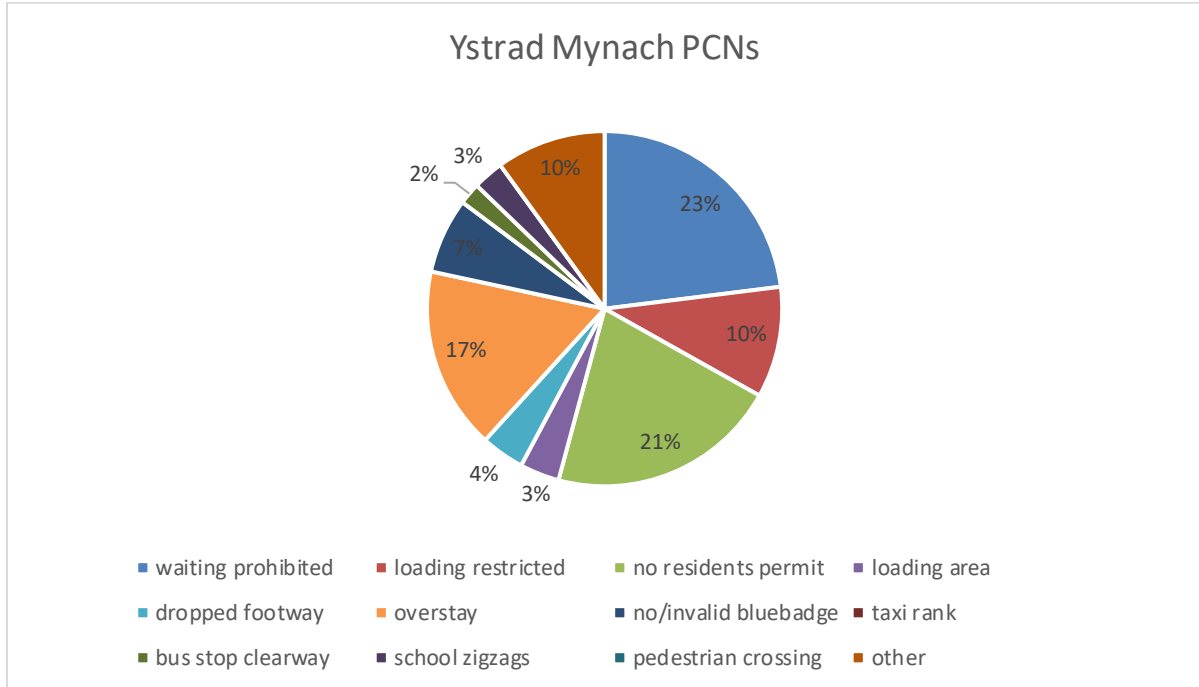
7. Newbridge PCN Data



8. Risca PCN data



9. Ystrad Mynach PCN Data



Appendix 2 – Summary of requests for parking enforcement 2023/24

Requests for enforcement	
Ward	total
Caerphilly	175
Aberbargoed	5
Abercarn	14
Argoed/Markham	2
Bargoed	49
Bedwas, Trethomas and Machen	48
Blackwood	77
Cefn Fforest	10
Crosskeys	30
Crumlin	4
Gilfach	10
Hengoed	12
Llanbradach	5
Maescwmmer	3
Nelson	18
Newbridge /Croespenmaen	14
Pengam /Fleur de lys	19
Pontllanfraith	20
Pontlottyn/Rhymney/Tirphil/New Tredegar	23
Risca	67
Gelligaer/Penpedairheol	5
Ynysddu/Wattsville/Cwmfelinfach	21
Ystrad Mynach	32
Cwmcarn	12
Rudry	3
Deri/Fochriw	15
Senghenydd/Abertridwr	22
Trethomas	6
Trecenydd	7
Machen	22
Oakdale	7
Abertysswg	3
Hendredenny	4
Total	764