

A scenic photograph of a riverbank. The left side shows a river with reflections of trees. The right side shows a dirt path leading into a wooded area. The sky is overcast.

Hart District Councils 2020/2021 Annual On-street Parking Report

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About Hart and their parking service

Introduction

This report represents Hart District Councils annual parking report for the financial year of 2020 to 2021. Please note the following when reading this report:

- We did operate on-street-and-off-street parking during this period however **this report focuses on our on-street parking unless otherwise specified.**
- None of the towns and parishes in this report have on-street pay and display as a method to pay for parking.

Hart is a local government district named after the River Hart which runs through its centre. The district is located in north Hampshire and is bisected by the M3. According to 2011 Census data from the Office of National Statistics Hart had a population of 91,033 with an estimated population of 97608 in 2020.

Hart is a predominantly rural district and covers an area of 215 square km. Its land is made up of vast fields and woodlands with a mixture of large urban towns and parishes.



Table 1: Population of the areas that make up Hart

Town	Population estimate 2020
Blackwater and Hawley	8,468
Crookham East	7,552
Crookham West and Ewshot	10,582
Fleet Central	9,296
Fleet East	7,452
Fleet West	9,568
Hartley Wintney	9,569
Hook	8,867
Odiham	9,513
Yateley East	8,283
Yateley west	8,458

Age groups 2020 mid-year estimates



Figure 1: Graph comparing the population of different age groups of Hart to local authorities in England

Car ownership in Hart is significantly higher than other areas. In 2011 92% of households had 1 or more cars whereas the average for England was a great deal lower at 74%. The cause of this could be a result of Hart having considerably more employed residents than workplace jobs leading to a large proportion of workers having to commute.

Car(s) or van(s) per household in 2011

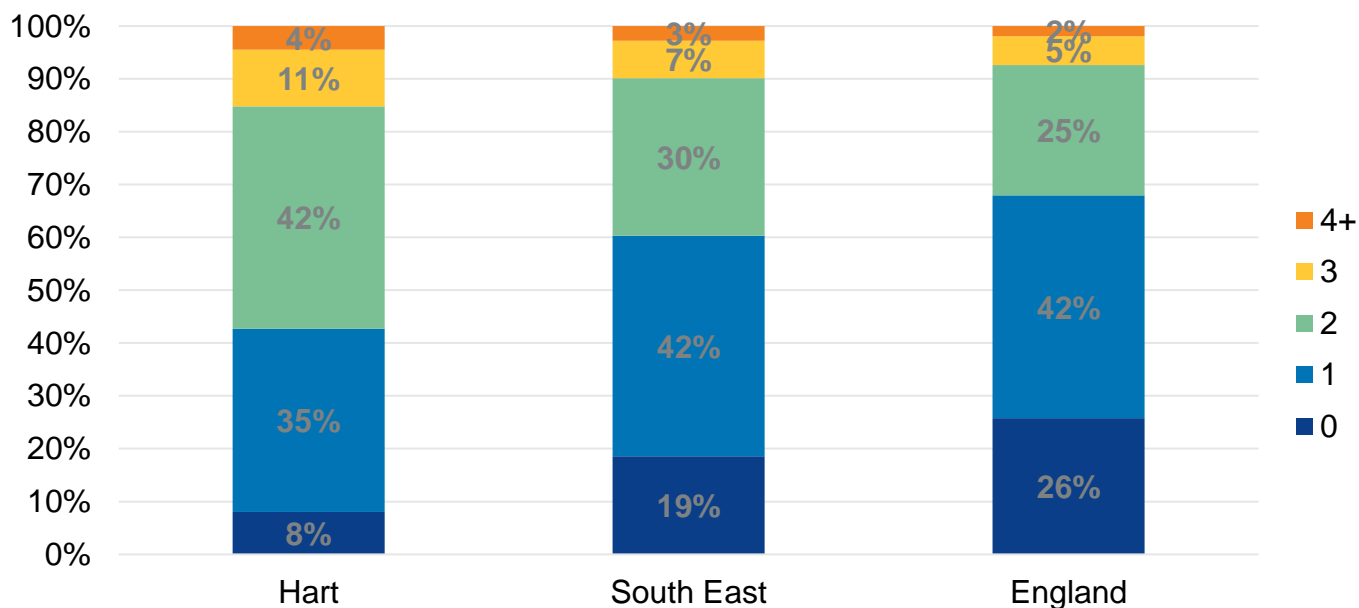


Figure 2: Graph comparing cars per household of Hart to other areas of England

Car parks

The council own 15 car parks, 14 of which being pay and display car parks. There are a total of 1147 spaces, including 40 disabled, 2 electric vehicle (EV) charging, 16 motorcycle, 7 doctor surgery and 2 taxi bays. All of which are enforced by the Civil Enforcement Officers (CEOs).

For more information on fees and charges, please visit:

www.hart.gov.uk/parking



Table 2: Information on parking spaces in council owned car parks

Car Park	Chargeable Spaces	Disabled	Taxi	Electric	Motor-cycle	Doctors Surgery	Total Spaces	Number of P&D Machines
Fleet								
Admiral House	20	0	0	0	0	0	20	1
Birchays	18	2	0	0	1	0	21	2
Central Courtyard	40	2	0	0	0	0	42	1
Church Road	301	10	0	2	5	0	318	6
Civic Offices	63	2	0	0	1	0	66	1
Flagship House	65	0	0	0	0	0	65	1
Gurkha Square	49	2	0	0	3	0	54	2
Victoria Road	141	9	0	0	2	0	152	3
Blackwater								
Community Centre	20	2	0	0	0	0	22	1
Station Approach	121	2	2	0	1	0	126	2
Hartley Wintney								
Monachus Lane	136	2	0	0	0	7	145	2
Hook								
Station Road	5	1	0	0	0	0	6	0
Crossways Manor	56	3	0	0	1	0	60	1
Odiham								
Deer Park View	33	2	0	0	1	0	36	1
The Bury	12	1	0	0	1	0	14	1

Residents parking permits

As a general guideline, residents within the parking scheme are entitled to a maximum of 2 permits per household where no off street parking is provided for the property and 1 permit per household where off Street parking is provided.

To pay for a permit, or to find out if you qualify for one, please visit:

www.hart.gov.uk/residents-permit-application

Based on the '2011 Census data' Hart have an average of 1.71 cars per household, 47% higher than the average for England of 1.16. As a result of this, there is a demand for on street parking.

Residents' parking permits are available in Fleet and Hartley Wintney. The councils CEOs carry out regular patrols on a daily basis to monitor these areas.

There are many areas with residential/permit parking restrictions covering large sections of road or just one or two bays, the main ones being as follows:

Fleet:

- Albert Street
- Church Road
- Clarence Road
- Connaught Road
- Cranbrook Court
- Dunmow Hill
- Glebe Court
- Kent Road

Hartley Wintney:

- 6,8,10 & 12 Old Cove Road
- 18a Reading Road
- Upper Street
- Victoria Road
- Wellington Avenue
- 51 & 53 Fleet Road
- Oakland Terrace
- Un-named link road connecting Oakland Terrace to the A30 High Street
- Oakley Place
- Hardings Lane

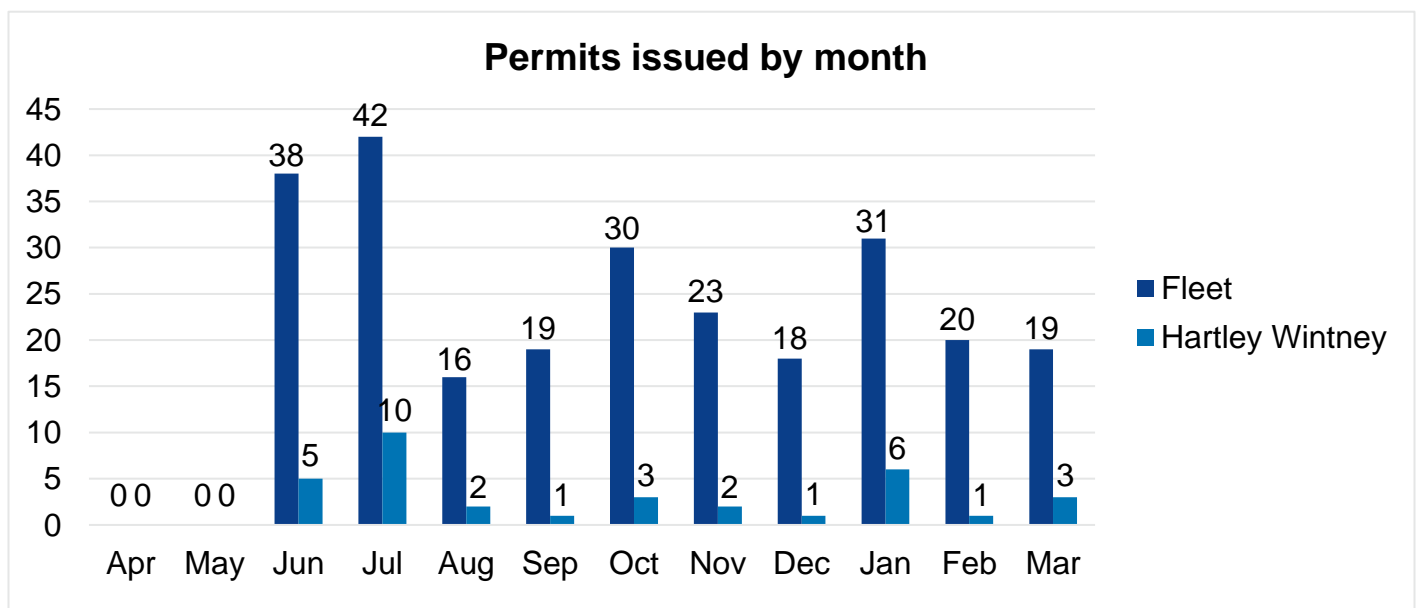


Figure 2: Graph showing permits issued by area and month in Hart

Parking as a service

What is civil parking enforcement

In 2004 the Traffic Management Act was drafted and came into force in England and Wales on 31 March 2008 and includes the following:

- parking offences now to be classed as civil contraventions
- parking wardens/attendants to be known as civil enforcement officers (CEO)
- the power to require authority to apply for civil enforcement powers
- setting the level of penalty charges
- £70 for the most serious contraventions (discounted to £35 if paid within 14 days)
- £50 for other contraventions (discounted to £25 if paid within 14 days)

The Traffic Management Act 2004 (TMA 2004) 'Part 6' 'Civil Enforcement of Traffic Contraventions' sets out the legislation under which civil parking enforcement needs to be undertaken. Statutory guidance for local authorities on enforcing parking restrictions (Guidance for local authorities on enforcing parking restrictions – GOV.UK) (gov.uk) states that each enforcement authority should design their parking policies with particular regard to:

- managing the traffic network to ensure expeditious movement of traffic, (including pedestrians and cyclists), as required under the TMA 2004
- improving road safety
- improving the local environment
- improving the quality and accessibility of public transport
- meeting the needs of people with disabilities, some of whom will be unable to use public transport and depend entirely on the use of a vehicle
- managing and reconciling the competing demands for kerb space

Working with partners

Hart District Council are responsible for managing a number of pay and display car parks, enforcing on street parking and resident parking. The parking team work hard to ensure an efficient, reliable and customer focused parking service and is supported by its partners, which are detailed below.

See the link for more information:

www.hart.gov.uk/parking

Chipside

Chipside is a specialist software development company providing products and services to around a quarter of local and regional government traffic authorities in the UK. This means that Chipside works with over 130 local government authorities throughout the UK, delivering smart city initiatives to villages, towns, cities and regions. Once a Penalty Charge Notice has been issued, the details of the contravention are transferred to the Chipside case management system, this provides all the relevant information relating to the lifecycle of a PCN. This includes full details of the contravention including informal and formal appeals made and decisions.

British Parking Association

Hart District Council is a member of the British Parking Association (BPA) and sought guidance on how best to approach parking enforcement during the COVID-19 restrictions. BPA is a not-for-profit organisation, working with members and stakeholders to support their communities, improve compliance by those managing and using parking facilities and encourage fairness to achieve their vision of excellence in parking for all.

britishparking.co.uk

Mipermit

Hart District Council also works with MiPermit. Over 130 local authorities use it to give their citizens and local businesses the ability to pay for parking and season tickets using their mobile phone, landline telephones or online. Businesses, and visitors can pay for parking in a car park or renew season tickets any day of the week at any time of the day.

Mipermit.com

PATROL

Local authorities who undertake civil traffic enforcement are required by statute to make provision for independent adjudication. The main function of the Joint Committee is to provide resources to support independent adjudicators and their staff, who together comprise the Traffic Penalty Tribunal (TPT). PATROL also provides information for motorists on their options after receiving a parking, bus lane, clean air zone, moving traffic or road user charge, penalty charge notice, or a littering

from vehicles penalty notice. You can obtain further information about the TPT and their service by visiting their website.

www.patrol-uk.info

Hampshire Constabulary

We have worked in partnership with the community to provide joined up thinking and help enforce the parking restrictions to keep the highway network free from obstruction. The police have provided support with school patrols and when CEOs are threatened and have increased patrols in locations where parking has caused obstruction. Where there are no parking restrictions the police may have the powers to enforce obstruction or safety issues.

COVID-19

Impacts of the pandemic

This year, England suffered three national lockdowns. The first commencing on 26 March 2020 with restrictions eased on 10 May 2020 although it was felt the lockdown did not end until 4 July 2020 with the reopening of small businesses. The second lockdown legally came into force on 5 November 2020 and ending on 2 December 2020. England entered a third lockdown on 6 January 2021 with 'Step one of the road map to recovery' beginning on 8 March 2021.

The lockdowns had enforced restrictions on peoples freedom of movement, closing businesses and getting people to work from home. Local authorities were affected significantly as a result of this.

As everyone was staying at home, there was more demand for on street and residential parking. Hart District Councils parking service decided; with guidance from BPA, LGA and PATROL to withdraw CEOs and stopped enforcing parking on and off street. Car parking charges were suspended for 5 months. This could allow more parking for those staying at home. This came with downsides but allowed the team to focus their attention and provide support with the COVID-19 civil emergency.

The team was actively helping with COVID-19 by:

- Running the 'Food Hub' which involved the distribution of medication and food to the members of public shielding or in need.
- Setting up and running Lateral Flow Testing (LFT).
- Assisting in welfare checks for Hampshire County Council.

The short stay admin fee on the Mipermit app was written off with the reintroduction of car parking charges in August. This was done to persuade people to pay using the app instead of handling cash and touching the ticket machines.

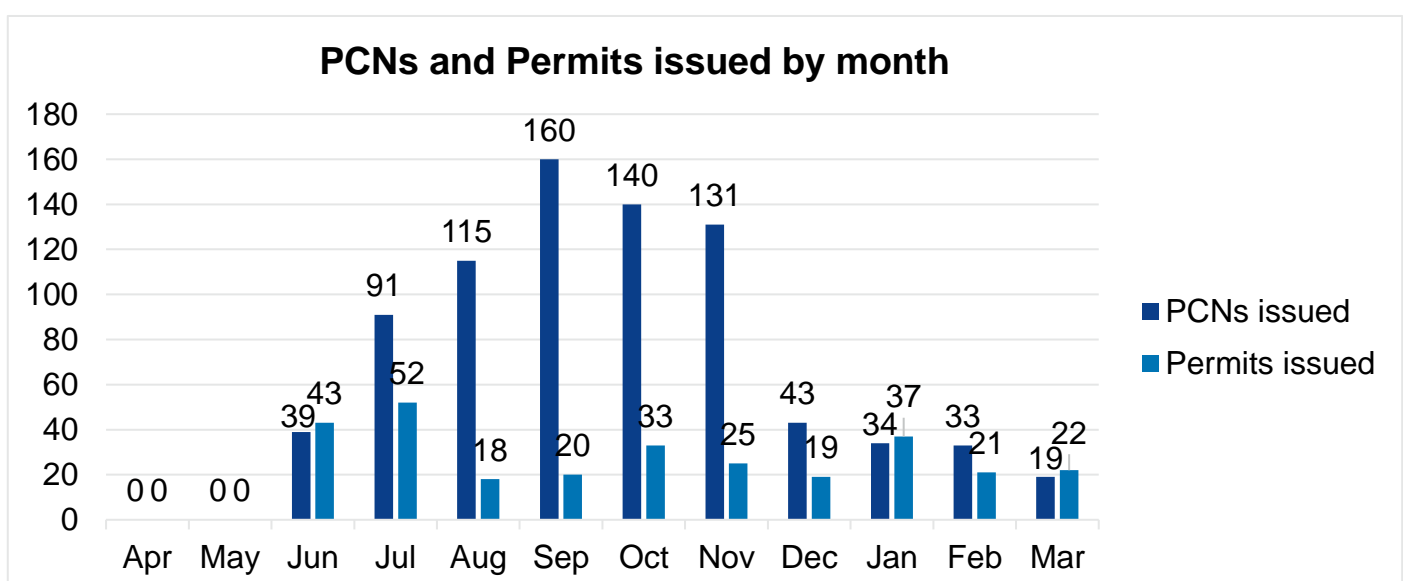


Figure 3: Graph comparing the number of on-street PCNs and Permits issued by month

Hart District Council parking team

The parking team is made up of eight members which are as follows: The Parking Manager, Senior Processing Officer, Processing Officer, Senior Enforcement Officer, and two Civil Enforcement Officers with two vacant civil enforcement officer positions available.

The Civil Enforcement Team keep the roads safe and free flowing, ensuring drivers are following traffic regulation and dealing with other matters such as abandoned vehicles.

The Processing Team deal with the whole lifecycle of the PCN ensuring it is handled correctly following legislation and making sure everyone is treated fairly.

Harts parking policy

All on street parking enforcement and traffic management are the responsibility of Hampshire County Council but delivered by Hart District Council within its administrative area.

The Traffic Management Act requires all councils and the parking industry as a whole, to become more open and transparent to the public. This is to try and change the perception of the industry from one that is often seen as bad to one that helps the public by showing what is really being achieved. Such as:

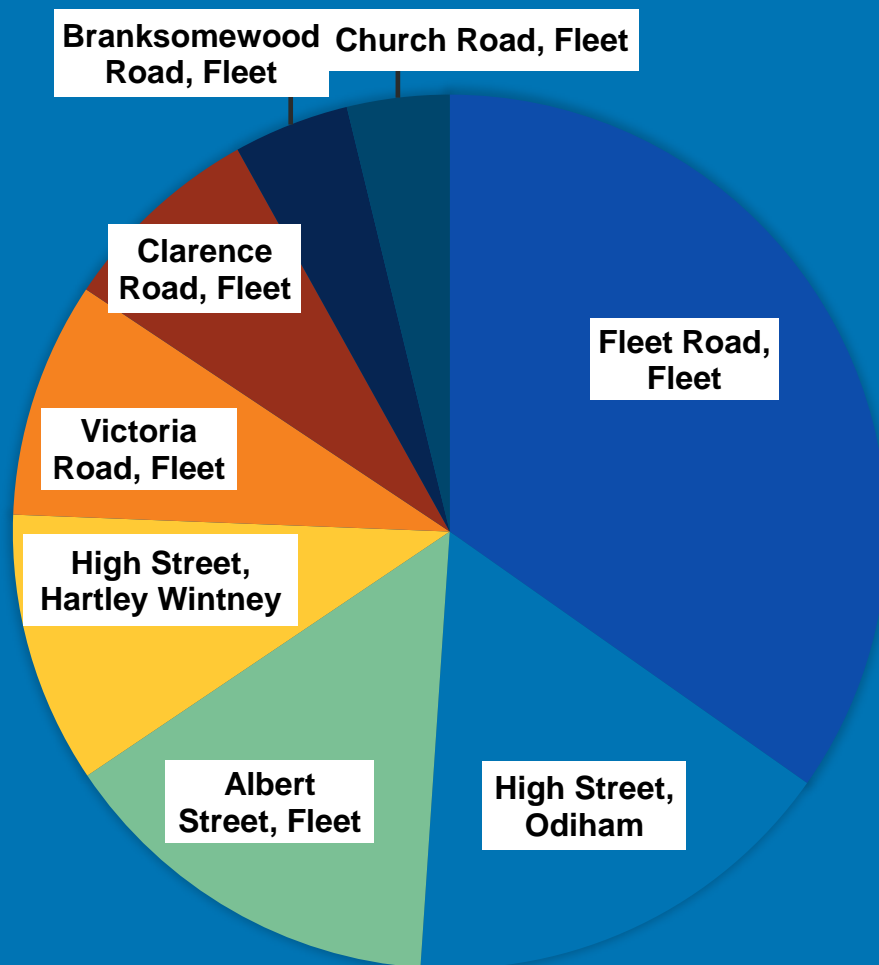
- Improve the safety of pedestrians and road users by dealing with dangerous and indiscriminate parking
- Maintain and where possible improve traffic flows
- Improve the environment by encouraging responsible parking
- Address the needs of local residents, shops and businesses, including deliveries
- Address the needs of people with disabilities

The guiding principles under which the Council operates its parking policy are as follows:

- **Transparency** - the Council will help individuals, organisations or businesses to understand what is expected of them and what they should expect from us.
- **Consistency** - the same approach will be adopted to achieve similar ends under similar circumstances.
- **Fair to all** - Officers employed by the council must comply with the principles set out in this enforcement policy.

Streets with the largest number of PCNs issued

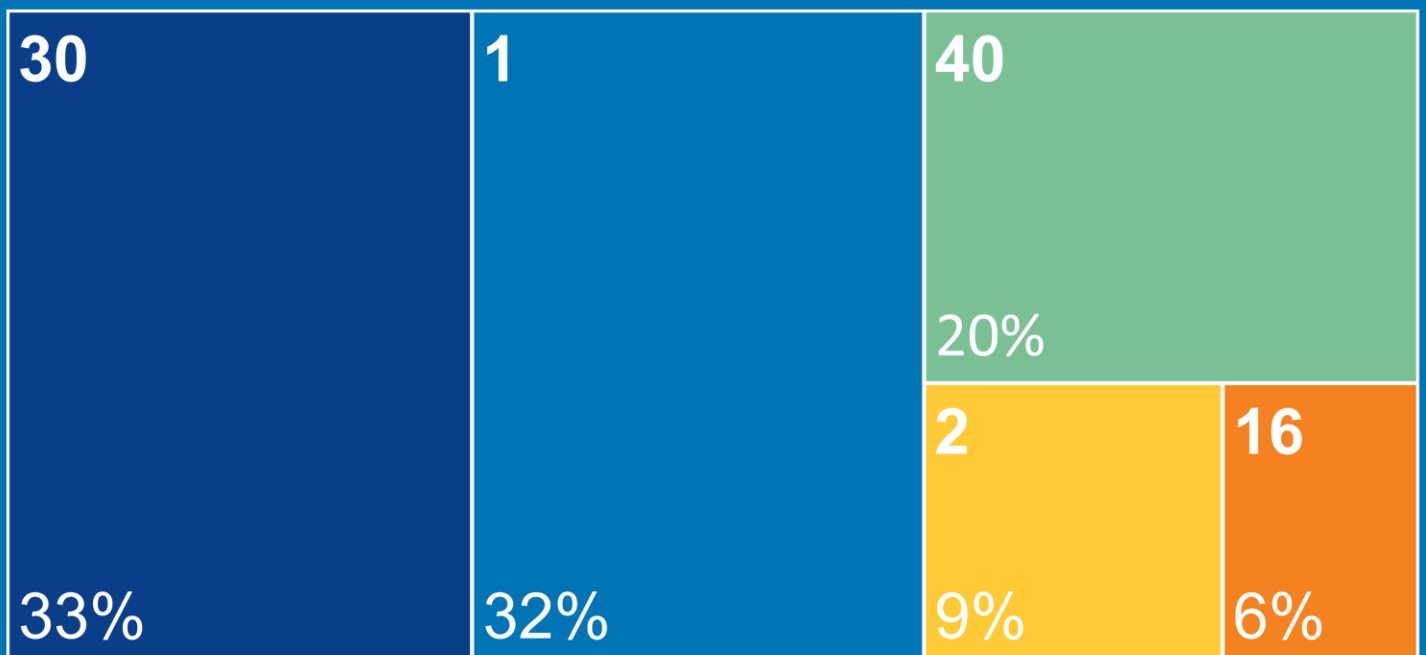
Fleet Road, Fleet	211
High Street, Odiham	99
Albert Street, Fleet	88
High Street, Hartley Wintney	61
Victoria Road, Fleet	53
Clarence Road, Fleet	46
Branksomewood Road, Fleet	26
Church Road, Fleet	23



Top 5 reasons a PCN was issued by contravention code

Code:

- 01 Parked in a restricted street during prescribed hours
- 02 Parked or loading/unloading in a street where waiting and loading/unloading restrictions are in force
- 16 Parked in a permit space or zone without a valid virtual permit or clearly displaying a valid physical permit where required
- 30 Parked for longer than permitted
- 40 Parked in a designated disabled persons parking place without clearly displaying a valid disabled person's badge in the perscribed manner



Suspensions

Hart District Council has the power from the Secretary of State for Transport under Sections 64 and 65 of the Road Traffic Regulations Act 1984 to inform road users of a temporary suspension of parking places to allow for events, maintenance, construction and allow other works to take place.

For a suspension to take place, the Council should be notified 7 days before intended starting date. This is to allow time to process the request and notify the public of the intended suspension. These are communicated using yellow signs and should state the intended starting date, time, duration, and area.

Dispensations

The Council, in certain circumstances, will allow by the issue of a dispensation (waiver), a vehicle or vehicles to park lawfully in what otherwise would be a contravention of a Traffic Regulation Order (TRO). This could be for maintenance, construction and other works to take place.

An administration charge is to be made except in respect of funerals and wedding bridal vehicles, for which no charges are made. Applications should be received at least 2 working days before the required date to enable the Council to inspect the site if felt necessary.

If you want to apply for a dispensation, please visit:

www.hart.gov.uk/sites/default/files/3_Visiting_Hart/Parking/Dispensation%20Application%20form%20V2.pdf

Blue badge enforcement

The Blue Badge Disabled Parking Scheme is coordinated by Hampshire County Council. It is put in place to allow a badge holder (or whoever is driving them) to park closer to their destination. Disabled badge holders can park on yellow lines for up to three hours and designated parking bays free of charge if situated in a pay and display car park. The council provide a large number of disabled bays throughout the district at various locations most convenient for blue badge holders.

CEOs are trained annually on Blue Badge Enforcement and carry out Blue Badge checks as part of their regular routine. They ensure that disabled badges and bays are used in the correct manner. Misuse can result in formal warnings, retaining of the badge and even prosecution.

The Blue Badge Enforcement Team carry out detailed and thorough checks to ensure blue badges are not being misused.

If you think you should have a blue badge, please visit:

www.hants.gov.uk/transport/parking/bluebadge/checkyoucanapply

To learn more about the Blue Badge parking scheme, please visit:

www.hants.gov.uk/transport/parking/bluebadge

New parking controls

Hart District Council is responsible for implementing new parking controls and changes to existing ones on all public highway in its district.

The council are continually reviewing their parking schemes to make sure they meet the changing needs of local communities.

Many requests are received for changes to existing parking controls or where residents or businesses want new controls to be introduced. There are also areas where safety or access issues have been identified and it is felt necessary to introduce restrictions such as yellow lines.

Each location is looked at in detail and proposals to address the issues are raised. Most often there are conflicting issues, and we need to find a balance to meeting differing needs.

To make sure our schemes remain lawful there is a formal, legal process that must be followed when making changes or introducing new restrictions, this is the traffic regulation order (TRO). The review process includes public consultation and normally takes several months to complete.

The councils CEOs issue warning notices to people if they park in contravention to new/updated parking restriction. This is to help familiarise people to the changes made, without incurring a fine.

Education, enforcement and appeals

Role of a Civil enforcement officer

CEOs are employed by Hart district council and are there to assist the local community by making sure that the highway is safe to all users, free flowing and clear from obstructions. They do this by monitoring all areas where parking restrictions apply, and issue Penalty Charge Notices (PCNs) to any vehicle that is parked in contravention.

Our CEOs have the power to issue a PCN to vehicles that do not comply with the parking regulations (contravention). The CEOs wear a uniform when on patrol, so they are easily recognisable and are trained to be fair and consistent in their approach. If there is mitigation, then the driver can appeal the notice.

Each CEO is equipped with a Body Worn Video Camera (BWVC) to deter instances of physical threat and verbal abuse when they are carrying out their duties. CEOs will turn on their BWVC if they feel threatened by a member of the public and think the situation might escalate to have record/evidence of any conversations or incidences.

The role of the CEO is to also assist people with their parking enquiries, control traffic in areas where conflict may occur – for example schools, assist in Blue Badge fraud detection and report defective signs and lines.

Our CEOs play a vital role in ensuring the free flow of traffic and safety of the highways around Hart.

Our CEOs are out and about in the community in all weathers, seven days a week.

Climate change

Climate change is the most serious environmental challenge facing us in the 21st Century. Over the past few years issues such as adverse weather conditions, greenhouse gasses and the reduction of fossil fuels have been highlighted and local authorities across the UK are working together, and with external partners, to see what can be achieved to reduce climate change in their local area.

Hart District Council are committed to becoming a carbon neutral authority by 2035 and a carbon neutral district by 2040. The parking service are supporting and contributing towards these targets in various ways. Some of those being as follows:

Harts parking team are supportive of helping the environment and are working towards the climate change targets by looking towards switching the CEO's vehicles to electric ones and implementing electric vehicle (EV) charging bays in their car parks.

Parking have already implemented 2 off street electric vehicle (EV) charging bays located in the Church Road car park, Fleet.



To learn more about climate change, please visit:

www.hart.gov.uk/climate-change-0

Penalty charge notices

If you are issued with a PCN, you will have 28 days to pay the fine. If the PCN is not paid the council may issue a Notice to Owner (NtO). The purpose of this is to ensure the PCN was received by the vehicle owner and payment is now due in full and may be increased, by the issue of a Charge Certificate, if not paid within a further 28 days.

However, 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 on our website:

www.councilparking.org/hart/pages/OnlineChallengeEntry.aspx

The vehicle owner may dispute the issuing of a PCN at three stages:

1. Informal Challenge

This must be made within 28 days of the PCN being issued. The case will be put on hold until an outcome is reached. If the challenge is made 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.

2. Formal representation

This can be made once a NtO has been issued.

3. Appeals

This is where the registered keeper is not satisfied with the response from their formal representation and can appeal to an independent adjudicator (the TPT) to consider the case and make the final decision. This can be done with or without a telephone hearing depending on what the appellant wishes.

If the appeal is rejected and payment has not been made, the fine of the PCN is registered as a debt. The registered keeper can no longer challenge the PCN but can challenge the debt registration or the debt itself.

PCNs issued by town

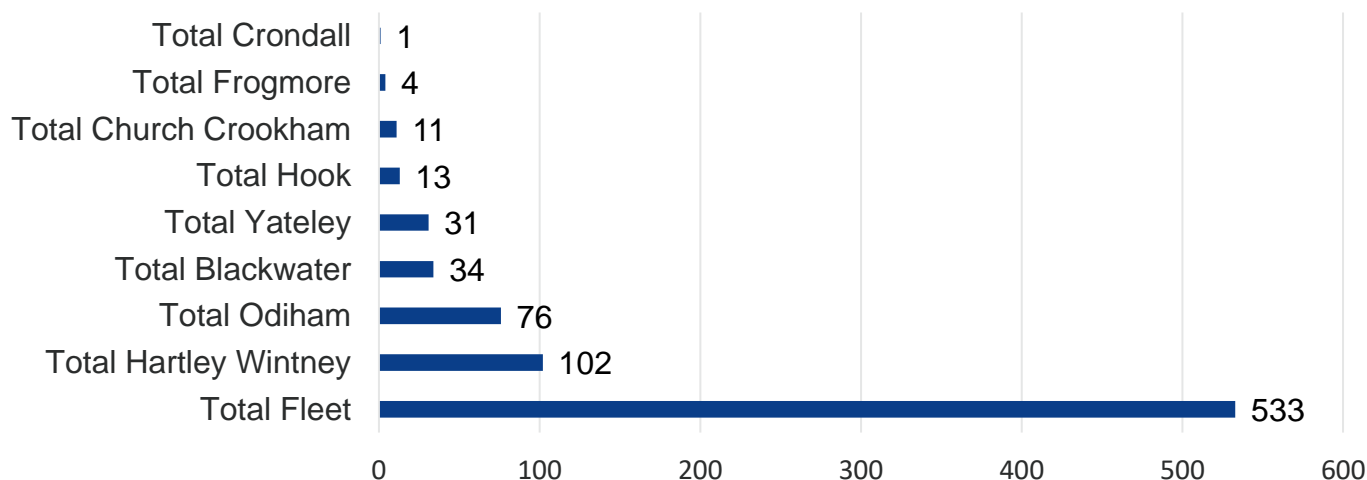


Figure 4: Graph showing the number of on-street parking charge notices issued by area in Hart

Key figures on-street

805

Total PCNs issued



22.60%

Challenges or representations made as a % of PCNs issued



6%

% of PCNs written of or cancelled



Informal challenges made

132

Accepted

47

Rejected

85

19

PCNs cancelled as a result of **CEO error**

Formal representations made

50

Accepted

1

Rejected

49

20

PCNs cancelled as a result of **equipment error**

There were no appeals made in the last financial year

567

Higher level PCNs issued

238

Lower level PCNs issued

Total PCNs issued

805

Total PCNs paid

674

PCNs paid at discounted price

181

Table 3: On-street parking charges issued by contravention code

Codes	Totals
Higher	
01 Parked in a restricted street during percribed hours	216
02 Parked or loading/unloading in a street where waiting and loading/unloading retrictions are in force	61
16 Parked in a permit space or zone without a valid virtual permit or clearly displaying a valid physical permit where required	40
21 Parked wholly or partly in a suspended bay or space	8
23 Parked in a parking place or area not disignated for that class of vehicle	0
25 Parked in a loading place or bay during restricted hours without loading	0
26 Parked in a speacial enforcement area more than 50 centimetres from the edge of the carriageway and not within a designated parking place	2
27 Parked in a speacial enforcement area adjacent to a footway, cycle track or verge lowered to meet the level of the carriageway	19
40 Parked in a designatedisabled persons parking place without clearly displaying a valid diabled person's badge in the perscribed manner	135
45 Stopped on a taxi rank	27
46 Stopped where prohibited (on a red route or clearway)	2
47 Stopped on a restricted bus stop or stand	22
48 Stopped on a restricted area outside a school, hospital or a fire, police or ambulance station when prohibited	12
61 A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways	2
99 Stopped on a pedestrian crossing or crossing area marked by zigzags	21
Totals	567
Lower	
05 Parked after the expiry of paid for time	2
06 Parked without clearly displaying a valid pay & display ticket or voucher	1
11 Parked without payment of the parking charge	2
22 Re-parked in the same parking place or zone within the specified time after leaving	2
24 Not parked correctly within the markings of the bay or space	9
30 Parked for longer than permitted	222
Totals	238

Inclusion and diversity

The Council's vision for Hart is a district that appreciates and celebrates its diversity, challenges intolerance and discrimination, and positively promotes equality and community cohesion. The Council has a legal duty to provide all services and employment opportunities fairly and without discrimination. The Council will not discriminate on grounds of sex, age, sexual-orientation, gender reassignment, marital status, race, religion or belief, disability, pregnancy, or maternity. The Equality Act 2010 and the Public Sector Equality Duty underpin our values and support the stance we take to eliminate unlawful discrimination in all parts of our business and services.

More information can be found at:

www.hart.gov.uk/corporate-policies

Financial transparency

In 2020/21 the Hart District Councils Parking Service received a total of £37,537 in income and a total expenditure of £302,520 leaving a total deficit of £264,983.

For good governance, enforcement authorities need to forecast revenue in advance. But raising revenue should not be an objective of civil parking enforcement, nor should authorities set targets for revenue or the number of Penalty Charge Notices (PCNs) they issue.

The purpose of penalty charges is to dissuade motorists from breaking parking restrictions.

The Secretary of State will not expect either national or local taxpayers to meet any deficit.

Any surplus made on our on-street parking charges and on-and-off-street enforcement activities is used under the legislative restrictions in section 55 of the Road Traffic Regulation Act 1984.

Any expense is paid by the general fund, surplus brought forward or existing funding. The secretary of State will not expect either national or local taxpayers to meet any deficit.

Parking advice for residents

There are many misconceptions around parking and we hope this information is of some use.

Did you know?

- All vehicles must be taxed and insured to be on the public highway. The local authority has the right to remove any vehicles without tax from the public highway.
- You should not park your vehicles within ten metres of a junction except in an authorised parking space. If you do, your vehicle may be considered to be causing an obstruction and you may receive a fine.
- Unless a parking space is marked as belonging to a particular property, any vehicle may park there.
- Zig-zag lines are there to protect pedestrians. If you stop on yellow zig-zags you may get a fine. If you stop on white zig-zags, you may get a fine and three points on your licence.
- If there are no parking restrictions in place, such as double yellow lines or a residents' permit, and a vehicle is not blocking access like a dropped kerb, a vehicle has the right to remain there indefinitely. You have no right to ask another road user to move their vehicle.
- Homeowners do not own the public highway outside their property or have a priority right to park there unless they have a dropped kerb outside it.
- Single and double yellow lines also apply to grass verges and the footpath either side of the road.
- Emergency vehicles do not have to follow parking restrictions when dealing with an incident.

For more information contact your local council

Contacts

Parking: Parking@hart.gov.uk

01252 625990