



Southampton City Council
Annual Parking Report 2021/22

Foreword

Southampton City Council's aim is to operate a parking environment that is fair and consistent. The parking charges in the City Centre and around the Hospital aim to create a turnover of parking for the benefit of all users and to boost the local economy. However, we have maintained our commitment to keeping daytime parking charges at a reasonable level in comparison to similar authorities with no tariff increases implemented during the 2021/22 financial year.

The Civil Enforcement Team have continued to make effective use of the Camera Enforcement Car making regular frequent visits to school sites around the city to deter vehicles from being left on parking restrictions put in place for the safety of school children. The Penalty Charge Notices being issued has increased with officers paying particular attention to contraventions of double yellow lines and disabled parking bays.

The parking team continue to assist in managing Bus lane enforcement to increase the reliability of buses through the Shirley, along the Eastern approach (New Road and Northam Road) and at Vincent's Walk. Contraventions of bus lanes / bus gates have dropped significantly since this was introduced, meeting our objective of ensuring they are kept clear.

We have listened to feedback regarding the cleanliness of the car parks and continue to carry out regular cleaning during the day. We have now implemented overnight closures at all five of the multi-storey facilities to ensure they are not used for rough sleeping to the detriment of the parking environment.

The Council has continued to carry out consultations on new permit parking schemes across the City. As a result of this work, we introduced two new Resident Parking Zones (Zone 26 and Zone 27) as well as expanding Zone 7, to manage parking on residential roads in the vicinity of the Hospital.

Following the challenges of the pandemic in 2020 and 2021, parking charges and permits entitlements largely reverted to the policies in place prior to the pandemic. However the administration determined to remove evening parking charges to boost the night time economy and also suspended parking charges on Sundays between June 2021 to January 2023 to further encourage visitors to the Southampton's retail centres.

Public Parking

The City Centre

Southampton City Council maintains 5 multi-storey car parks and 29 surface parks within the City Centre, which accommodate 4719 parking spaces. This constitutes approximately one third of the off-street parking capacity available to the public within the City Centre. All other off-street City Centre parking provision is managed by private operators. Toys R Us Car Park was managed by the Council on their behalf but since the closure of the store, the facility is no longer open and is now to be redeveloped.

The number of spaces for each City Council maintained car park are shown in the table below.

Multi-Storey Car Parks	Spaces
Bedford Place	289
Eastgate Street	709
Grosvenor Square	532
Marlands	810
West Park Road	506
Surface Car Parks	Spaces
Albion Place	52
Amoy Street	54
Ascupart Street	32
Bond Street	70
Castle Way	76
Civic Centre Forecourt	72
College Street	168
Commercial Road	19
Compton Walk	35
Crosshouse Hard	66
Gloucester Square	90
Grosvenor Square (North)	88
Handford Place	10
Harbour Parade	64
James Street	16
Kings Park Road	76
Mayflower Park	229
Northam Road	24
Ordnance Road	40
Bargate Street (Shop Mobility)	17
Six Dials	72
Southampton Street	11
Southbrook Road North	27
Southbrook Road South	113
The Quays North	135
The Quays South	92
Trinity Road	23
Wilton Avenue	78
Wyndham Place	24

The City Council also manages all on-street parking within the City Centre. This by definition is any parking bay located on the public highway. There are approximately 1571 on-street parking bays currently located in the City Centre.

Parking Charges

As with most other urban Local Authorities, all Council owned parking within the City Centre is managed using parking charges to ensure turnover of vehicles within the parking bays.

The parking charges will vary depending on location, but the Council aims to maintain a variety of tariffs to suit different needs.

Parking charges for each car park and on-street parking location can be viewed via the link below;

<http://www.southampton.gov.uk/roads-parking/parking/default.aspx>

Season Tickets

The Council also offers a variety of City Centre season tickets to reduce the cost of parking for frequent users. Some season tickets were developed specifically for residents who live within the pay and display zone, enabling them to resolve their parking needs without impacting on the underlying principle of maintaining vehicle turnover.

The City Centre Season Tickets that are currently available to the public can be viewed via the link below;

<http://www.southampton.gov.uk/roads-parking/parking/season-tickets/>

The number of individual Season Tickets sold in 2016/17 is shown in the table below.

Season Ticket Type	Cost	2021/22	2020/21	2019/20
Off Street Any Time Season Ticket	£1200 p/a	415	165	863
Off Street Overnight Season Ticket	£150 p/a	3	2	10
Off Street Any Time Season Ticket*	£750 p/a	189	167	211
On Street Season Ticket Evenings*	£100 p/a	1	1	0
On Street Season Ticket Eve & Weekends*	£400 p/a	7	14	23
On Street Any Time Season Ticket*	£1000 p/a	62	48	47
	Totals	677	397	1154

*City Centre Residents living within the Pay & Display Zone

Electric Vehicle Discount

The Council is currently offering a 90% discount on all Season Tickets for Electric Vehicle users. This is to encourage drivers to adopt this emerging technology for the benefit of air quality within the City Centre. The level of discount will be reviewed on an annual basis.

District Centres

The City Council also operates a limited number of car parks and on-street pay & display / limited waiting car parks in the District Centres.

These vary from 2 hour limited waiting facilities to 5 hours limited waiting with a charge for a longer stay. This is to attract shoppers to the District Centres while maintaining some turn over the course of the day.

Bitterne Car Parks	Spaces
Angel Crescent	119
Commerical Street	55
Lances Hill	74
West End Road	25
Whites Road	26
Portswood Car Parks	Spaces
Rayners Gardens	14
Westridge Road	83
Shirley Car Parks	Spaces
Cannon Street	42
Howard's Grove	47
Marlborough Road North	62
Marlborough Road South	91
Woolston Car Parks	Spaces
The Colonade	29
Oakbank Road	85
Woodley Road	45

Parking Income and Surplus

While the primary reason for implementing parking charges is to manage demand at various locations, this does result in revenue being generated for the Council. Pay & Display revenue is divided into On-Street and Off Street, with On Street Revenue hypothecated for transport and highway expenditure after costs are deducted. Off Street revenue is directed to the Council's general fund after costs are deducted.

Parking revenue, overall income and the surplus is shown in the table below. The full Parking Account can be seen in Appendix A.

	2021/22	2020/21	2019/20
On Street Revenue		£1.12M	£2.51M
Off Street Revenue		£1.58M	£5.39M
Total On Street Income (including revenue)		£2.96M	£4.89M
Total Off Street Income (including revenue)		£2.91M	£7.16M
On Street Surplus (after deduction of costs)		£0.33M	£2.15M
Off Street Surplus (after deduction of costs)		-£0.22M	£3.80M

The reduction in revenue for 2020/21 is of course significant and can be ascribed to the Covid19 pandemic and the subsequent lockdown periods that were put in place between April '20 to July '20 and November '20 to April '21.

Many City Centre retail/restaurant businesses were closed for much of this period while many people who would usually have commuted to work in an office environment were working from home. The amount of people visiting the city or driving to work was therefore greatly reduced with a significant impact on use of parking facilities.

Resident Parking Zones

Permit Parking Schemes

While public highway is not designated for any one user, it is recognised that it can be frustrating for residents who do not have access to off road parking if the road space in the vicinity of their properties is frequently taken up by drivers who do not live in the area.

This usually occurs close to areas of high employment (e.g. the City Centre) and/or places that attract a significant number of visitors (e.g. the General Hospital and the University). In these circumstances, legislation granted under the Road Traffic Regulation Act 1984, allow Local Authorities to introduce Permit Parking Restrictions.

Southampton currently has 21 Permit Parking Zones introduced for the benefit of residents. In all cases, the zones were introduced because residents had requested them and it is currently Council policy that permit parking restrictions will only be introduced where a significant majority of respondents to a consultation are in favour of the proposal.

Southampton's Permit Parking Zones, the year in which they were first introduced and the broad reasons why they were introduced, are outlined below;

Zone	Location	Year	Reason
1	The Polygon	1972	Manage City Centre commuter parking
2	Woolston	1975	Manage parking by workers at Vosper Thorneycroft
3	Woolston		
4	Newtown/Nicholstown	1977	Manage City Centre commuter parking
5	Bevois Town	1978	Manage City Centre commuter parking
6	Highfield	1993	Manage University parking
7	Coxford	1996	Manage Hospital parking
8	Freemantle	2000	Manage City Centre commuter parking
9	Glen Eyre	2000	Manage University parking
10	Flowers Estate	2000	
11	Hampton Park	2000	
12	Highfield	2000	
13	Bitterne Manor	2001	Manage Stadium Event parking (only in operation on Stadium Event Days)
14	Itchen	2001	
15	Northam	2001	
16	Shirley	2003	Manage District Centre parking
17	Golden Grove		Manage estate parking
18	Rockstone Place		Manage City Centre parking
19	Cemetery Road*		Cemetery workers permit scheme
20	Kingsland Estate	2010	Manage estate parking
21	Guildhall Square*		Guild Hall events permit scheme
22	Holyrood Estate	2010	Manage estate parking
23	Alexandra Quay	2015	Manage commuter parking
24	Hollybrook Cemetery*	2016	Cemetery workers permit scheme
25	East Park Depot*	2019	Open Spaces workers permit scheme
26	Hollybrook	2021	Manage Hospital parking
27	Aldermoor	2021	Manage Hospital parking

*Non-resident permit parking schemes

Resident Parking Permits

There is a cost to implementing, maintaining, administering and enforcing permit parking schemes. The Council currently covers this cost by charging a nominal amount of £30 per permit. Some Zones are charged more where a) parking is limited and there is a greater need to manage the number of vehicles or b) where the permit scheme has a small number of properties and there is an increased need to cover the set up and enforcement costs. Permits in Zones 13-14 are issued free of charge as the costs of the schemes are covered by the Stadium.

It should be noted that some other Authorities charge significantly more for parking permits as they place a greater emphasis on managing the number of vehicles on the highway. Furthermore, some Authorities have imposed permit parking schemes on residents, whereas in Southampton, schemes are currently only implemented if residents have requested them and a significant majority are in favour of the proposals.

The number of resident permits (including temporary permits & visitor permits) issued is shown in the table below.

Zone	Location	2021/22	2020/21	2019/20
1	The Polygon	617	623	722
2	Woolston	49	53	66
3	Woolston	178	170	193
4	Newtown/Nicholstown	1275	1245	1488
5	Bevois Town	823	815	969
6	Highfield	656	485	490
7	Coxford	1108	998	1133
8	Freemantle	354	338	373
9	Glen Eyre	338	335	343
10	Flowers Estate	560	553	570
11	Hampton Park	360	359	368
12	Highfield	318	315	342
13	Bitterne Manor	315	243	297
14	Itchen	183	146	190
15	Northam	283	295	419
16	Shirley	350	348	393
17	Golden Grove	360	289	6
18	Rockstone Place	15	15	30
20	Kingsland Estate	61	78	60
22	Holyrood Estate	209	259	219
23	Alexandra Quay	52	48	53
26	Hollybrook	519	-	-
27	Alder Moor	351	-	-
All	Annual Visitor Permits	1855	1401	1398
	Totals	11189	9411	10125

The only significant changes to the Resident Parking Zones saw Zone 17 restrictions expanded to cover the off-street parking areas of the Golden Grove estate. Other consultations carried out were as follows;

- Additional permit parking restrictions around the General Hospital and University of Southampton

Parking Enforcement

Our team of Civil Enforcement Officers (CEOs) monitor compliance of a range of parking controls. Where a contravention appears to have occurred they will seek compliance through education with motorists to the parking regulations and restrictions. This may include the serving of a Penalty Charge Notice (PCN).

In addition to issuing Penalty Charge Notices, Civil Enforcement Officers also report any defective signs to be repaired or replaced and lines to be refreshed or re-lined as well as fulfilling an ambassadorial role for the council. Since October 2013, CEOs have had the power to inspect blue badges (disabled badges) and seize them in specific circumstances.

To ensure we enforce fairly, efficiently and effectively, the City is divided into flexible 'beats'. Visit requirements are determined by the levels of compliance and the restrictions in place, in support of the aims of the council towards wellbeing and safety of road users and to meet the expectations of residents, business and visitors to the city. We also endeavour to respond to notifications from the public where parking restrictions are not being observed. These are supplemented by special enforcement requests during events such as the annual Southampton Boat show, football matches and other major events in the city.

Depending on the severity of the contravention, a Penalty Charge Notice (PCN) may be issued at the higher rate of £70 or the lower rate of £50. If the PCN is paid within 14 days the charge will be reduced by 50%, resulting in a higher rate of £35 and a lower rate of £25. If a PCN remains unpaid after the reduced fee period the increased charge may apply.

A summary of PCNs issued is shown below;

PCN Summary	2021/22	2020/21	2019/20
Number of higher level PCNs issued	35,101	22,427	27,880
Number of lower level PCNs issued	32,841	23,391	38,261
Total number of PCNs issued	67,942	45,743	66,141

The number of PCNs issued against each contravention is shown in the tables below;

Contraventions at the lower rate of £50

Code	Contravention Description	2021/22	2020/21	2019/20
5	Parked after the expiry of paid for time	2,268	1,509	3,357
6	Parked without clearly displaying a valid pay & display ticket	7,774	5,694	7,919
7	Parked with payment made to extend the stay beyond the initial time ('meter feeding')	8	1	15
19	Parked in a residents or shared use parking place or zone displaying an invalid permit, voucher or pay & display ticket	1,535	1,094	1,452
22	Re- parked in the same parking place within one hour of leaving	436	272	405
24	Not parked correctly within the markings of the bay or space	949	585	813
30	Parked for longer than permitted	10,056	7,789	10,048
80	Parked for longer than the maximum period	392	314	428
82	Parked after the expiry of time paid for in a pay & display car park	1,771	961	2,783
83	Parked in a pay & display car park without clearly displaying a valid pay and display ticket	6,569	3,780	10,052
84	Parked with additional payment made to extend the stay beyond time first purchased	18	15	41
86	Parked beyond the bay markings	596	331	876
90	Re-parked within one hour of leaving a bay space in a car park	10	7	14

Contraventions at the higher rate of £70

Code	Contravention Description	2021/22	2020/21	2019/20
1	Parked in a restricted street during prescribed hours	15,407	9,390	12,299
2	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in forces	1,338	552	778
12	Parked in a resident or shared use parking place or zone without clearly displaying either a permit, voucher or pay & display ticket	10,333	8,461	9,349
16	Parked in a permit space or zone without clearly displaying a permit	139	77	210
21	Parked wholly or partly in a suspended bay or space	4	5	16
23	Parked in a parking place or area not designated for that class of vehicle	833	376	579
25	Parked in a loading place during restricted hours without loading	249	161	346
26	Parked in a special enforcement area more than 50cm from the edge of the carriageway and not within a designated parking space	332	98	184
27	Parked in a special enforcement area adjacent to a dropped footway	1,110	658	664

40	Parked in a designated disabled person's parking place without clearly displaying a valid disabled person's badge.	3,291	2,167	2,684
45	Parked on a taxi rank	190	115	146
46	Stopped where prohibited	12	8	20
47	Parked on a restricted bus top/stand	136	98	104
48	Stopped in a restricted area outside a school	133	73	99
49	Parked wholly or partly on cycle track or lane	5	5	-
62	Parked with one or more wheels on or over a footpath or any part of a road other than a carriageway	1	2	3
71	Parked in an electric vehicles' charging place during restricted hours without charging	48	19	59
85	Parked in a permit bay without clearly displaying a valid permit	105	17	59
87	Parked in a disabled person's parking space without clearly displaying a valid disabled person's badge	239	71	148
89	Vehicle parked exceeds maximum weight or height or length permitted in the area	1	-	1
91	Parked in an area not designated for that class of vehicle	32	5	58
99	Stopped on a pedestrian crossing or crossing area marked by zigzags	109	69	73

Camera Car Enforcement

2017 saw the introduction of the Camera Enforcement Car which largely is used to monitor parking outside of schools to deter vehicles contravening parking restrictions that have been put in place to improve safety for school children. A secondary use is to monitor other no stopping restrictions such bus stops/stands which are frequently blocked by other vehicles at some locations. 2021 also saw the introduction of fixed Camera sites outside some schools where contravention of zig zag markings is highest

In the 2021/22 financial year, 835 Penalty Charge Notices were issued via the Camera Car or Fixed Cameras to vehicles in contravention of restrictions outside of schools. A further 179 Penalty Charge Notices were issued to vehicles in contravention of bus stops/stands.

Parking Representations

A penalty charge notice can be challenged if the motorist believes that it has been issued unfairly or if they believe that there are mitigating circumstances. Our in-house Representations Team will consider a written challenge/ representation and will respond formally in writing. Details of how to challenge a PCN can be found on the reverse side of the PCN issued. These can also be found on our website.

There are two stages of challenge/representation:

1. An informal challenge/representation is where correspondence is received by us after the issue of a Penalty Charge Notice, but before the service of the Notice to Owner.
2. A formal challenge/representation is correspondence received by us within 28 days from the date of service of the Notice to Owner.

It is only the registered owner/keeper of the vehicle who can make a formal challenge/representation.

Challenges/ representation may be submitted to the council at both informal and formal stages of the process. If a formal challenge is rejected, information on how an appeal can be made to the independent adjudication service (the Traffic Penalty Tribunal) will be provided. This service cannot adjudicate on whether or not the Council took the "correct" decision in response to an appeal. It can only consider whether or not the contravention occurred; the notice was properly and correctly issued; that the regulation order is properly made and signed; and other legal matters.

Information on how to challenge a PCN can be found here:

<http://www.southampton.gov.uk/roads-parking/parking/parking-fines/>

A summary of the outcome of the Penalty Charge Notices is shown in the table below;

PCN Summary	2021/22	2020/21	2019/20
Total number of PCNs issued	67,941	44,779	66,141
Number of PCNs paid*	36,298	23,675	41,997
Number of PCNs cancelled as a result of an informal or formal representation*	1,745	1,002	1,526
Number of PCNs written off for other reasons*	8,296	4,912	8,237

*Correct at time of publication - the state of each Penalty Charge Notice will change over time until it is resolved.