

# PARKING SERVICES ANNUAL REPORT

## 2018/2019



**Reading**  
Borough Council  
Working better with you

## Foreword - Councillor Page

Welcome to Reading Borough Council's eleventh Parking Services Annual Report. The report summarises the parking and traffic enforcement responsibilities conducted by the Council in 2018/2019. It also provides details of activities and related financial information.

Reading remains a key economic hub in the Thames Valley and wider South-East. Many thousands of people travel into and around Reading on a daily basis, placing great demands on our transport infrastructure. At the same time, local businesses highlight a lack of capacity in transport infrastructure as one of their key concerns, and a restraint to future growth. The increasing demands on infrastructure are seen either through overcrowding or traffic congestion levels.

New infrastructure and growing our public transport offer, not only provide significant improvements to sustainable transport options, they support growth in the local economy and reducing Reading's carbon footprint. The Council introduced its first red route in Reading, along the 'Purple 17' bus route in March 2018 to help ease congestion and improve public transport.

Reading has an enforcement policy to try and balance the needs of all road users, at a time when demands continue to increase. The key objective is to maintain an appropriate balance between the needs of residents, visitors, businesses and access for disabled people, thereby contributing to the economic growth and success of the town.

Enforcement is conducted both on and off-street by Council Parking Services and Civil Enforcement Officers, employed through a term contractor. These officers actively patrol and enforce parking restrictions, supporting traffic management and safety responsibilities imposed on local authorities by legislation, directing patrol efforts to strategically important routes, areas of high contravention and sensitive locations, and in many cases in response to public demand.

Enforcement of parking restrictions is approached in a fair and reasonable manner across the town. The Parking Services team takes continual care when dealing with representations from the public against the Penalty Charge Notices to ensure that all the circumstances are fully considered on a case by case basis.

We continue to be committed to being transparent about our Parking Services and enforcement activity. This report provides an extensive record of activities during the 2018/2019 financial year and explains how the service is managed and aims to develop an understanding and acceptance of why enforcement activity takes place.

**CLlr Tony Page**

**Lead Member for Strategic Environment, Planning & Transport, and Deputy Leader of the Council**

## Chapter 1 - Content

The Secretary of State's 'Statutory Guidance to Local Authorities on the Civil Enforcement of Parking Contraventions' states that local authorities should produce annual reports about their enforcement activities. It is considered good practice to publish a report which provides the public with information about the way enforcement is undertaken and provides reassurance that enforcement is being undertaken properly. The view of the Secretary of State is that transparency about the civil enforcement of parking regulations enables the public to understand and accept the enforcement of parking contraventions.

This Annual Report provides a record of activities during the 2018/2019 financial year and explains how the service is managed and aims to develop an understanding and acceptance of such enforcement activity.

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## Chapter 2 - Policy Context

Reading Borough Council introduced Parking Enforcement in 2000, when responsibility for enforcement of parking contraventions passed from Thames Valley Police to the Local Authority. The current legislation that allows for Reading to enforce parking and waiting restrictions is under The Traffic Management Act 2004. This also permitted local authorities to enforce restrictions by other methods which are now known as 'Civil Parking Enforcement'. Parking offences are classified as civil offences rather than criminal offences under Civil Parking Enforcement.

Reading Borough Council has an integrated Parking Service, which manages both on-street and off-street activities. The Council introduced Civil Parking Enforcement under Part 6 of the Traffic Management Act 2004 from 31<sup>st</sup> March 2008.

The current guiding transport policy document is its Local Transport Plan (LTP) 2011- 2026. The Local Transport Plan includes a 15-year strategy document and a rolling 3-year implementation programme. The LTP programme is reviewed annually to ensure the aims and objectives are being delivered. The statement below summarises the vision for transport in Reading:

*“Transport in Reading will better connect people to the places that they want to go: easily, swiftly, safely, sustainably and in comfort. We will meet the challenges of a dynamic, low-carbon future to promote prosperity for Reading.*

*Whichever way you choose to travel, by foot or bicycle, motorcycle, bus, rail, car or boat whether to work or education, to leisure or the services you need, our transport system will help you get there”.*

The Council is currently preparing a new LTP to set the strategy for 2020-36 and public consultation will be undertaken early next year.

Although it is not possible to specifically measure the contribution of Civil Parking Enforcement on all the objectives, as there are a wide range of other factors that influence them, it is clear that well considered and implemented enforcement will support this vision.

## Chapter 3 - Parking Enforcement

Enforcement is conducted both on- and off-street by Reading Borough Council Parking Services through Civil Enforcement Officers employed through a contractor. Each officer receives specific training resulting in qualification which is:

- WAMITAB Level 2 Award for Parking Enforcement Officers (QCF) (Ofqual qualification number: 601/1781/3)

Civil Enforcement Officers are salaried and are not part of any incentive scheme. Their only enforcement requirement is to ensure that any Penalty Charge Notice is issued correctly and that all the supporting evidence (including photographs) is gathered and recorded.

The Traffic Management Act introduced regulations that allow for enforcement through an approved camera device in areas that are difficult or sensitive. In the autumn of 2012 the Council introduced an enforcement vehicle; it is used to enforce contraventions of waiting restrictions such as school zigzag markings, bus stop clearways and red routes. Enforcement with an approved device is not used where permits or exemptions (such as resident's permits or Blue Badges) may be in use. The primary objective of the camera enforcement system is to ensure the safe and efficient operation of the road network by deterring motorists from breaking road traffic restrictions and detecting those that do.

The Parking Services team at Reading Borough Council have completed/working towards their WAMITAB Level 3 Award in Notice Processing (QCF) (Ofqual qualification number: 601/1941/X). This qualification recognises the importance of back office staff, having the required skills, knowledge and detail when dealing with challenges, representation and appeals.

The Reading Borough Council Parking Services team have a duty to consider all aspects of a case. The Secretary of States guidance states that even when a clear contravention has occurred, the Council has discretionary power to cancel a Penalty Charge Notice, and this duty is adhered too - *“under general principles of public law, authorities have a duty to act fairly and proportionately and are encouraged to exercise discretion sensibly and reasonably and with due regard to the public interest”*. This exercise of discretion is approached objectively and without regard to any financial interest (in the penalty or decisions) that may have been taken at an earlier stage. However, discretion can be used to cancel or enforce a Penalty Charge Notice and some motorists who challenge their Penalty Charge Notice may not always receive the decision that they were looking for.

## Penalty Charge Notices (PCNs)

Penalty Charge Notices are issued when people contravene the parking code. Penalty Charge Notice tickets can be categorised as higher or lower depending on the seriousness of the contravention. Higher level tickets for more serious breaches are £70 (e.g. parking on yellow lines) and lower level tickets for less serious breaches are £50 (e.g. parking with an expired permit or pay & display ticket).

Road markings (such as yellow lines, loading bays, bus stops and residents zones) indicate that some sort of restriction applies and signs nearby will always explain the parking restrictions. If these restrictions are breached, a contravention has occurred and a Penalty Charge Notice will be issued.



In the Council's public car parks Penalty Charge Notices may be issued if you fail to pay the correct amount at a pay and display ticket machine or for parking in a space for longer than you are permitted to. Also, if your car is reported to be causing a safety hazard, a source of congestion or an obstruction the Police may remove it. Drivers are responsible for making sure that their vehicles are parked correctly and not causing any obstructions. If vehicles are parked correctly they should not be issued with a Penalty Charge Notice.

## Traffic Management Act 2004 Statutory Process - Direct Issue Process

The following process applies where the Civil Enforcement Officer has directly issued the Penalty Charge Notice to the vehicle or handed it to the driver. Please see section below for information about the process involved when the Penalty Charge Notice is sent by post.

Please refer to Chapter 5 for information about challenges, representations and appeals.

- After 14 days of the date of issue of the Penalty Charge Notice
  - The right to pay the discounted sum (£35/£25) after 14 days is lost. The 14 days starts with the date on which the Penalty Charge Notice was issued.
- After 28 days of the date of issue of the Penalty Charge Notice
  - If the charge is not paid 28 days from the date the Penalty Charge Notice was issued a Notice to Owner will be sent to the registered keeper of the vehicle.

- At this point you can either pay the full charge within 28 days (£70/£50) or make representation to Reading Borough Council.
  - Failure to act on the Notice to Owner may result in a Charge Certificate being issued.
- After 28 days of the date of issue of the Notice to Owner
    - A Charge Certificate may be sent to the registered keeper of the vehicle, notifying the keeper that the charge has been increased by 50% (£105/£75). If you receive a Charge Certificate you must pay within 14 days. There is no right to appeal at this stage.
- After 14 days of the date of issue of the Charge Certificate
    - If the Charge Certificate is not paid within 14 days, the debt may be registered at the Traffic Enforcement Centre and a registration fee of £8.00 will be added to the charge (£113/£83). An Order for Recovery will be sent to the registered keeper of the vehicle.
    - If you receive an Order for Recovery you must either pay the outstanding charge within 21 days or file a witness statement.
- After 21 days after the Debt Registration
    - If the charge has not been paid or a witness statement has not been made, the Traffic Enforcement Centre will grant authority for a Warrant to be issued and a certificated enforcement agent will be requested to recover the debt from you. The enforcement agent will charge you for this.

## Traffic Management Act 2004 Statutory Process - Postal Issue Process

The following process applies where the Penalty Charge Notice has been issued by post. This occurs in circumstances where the Civil Enforcement Officer was prevented from issuing the Penalty Charge Notice at the time, or the vehicle drove away before affixing it to the vehicle/handing it to the driver. A Penalty Charge Notice may also be issued by post from an approved device i.e. a camera recording.

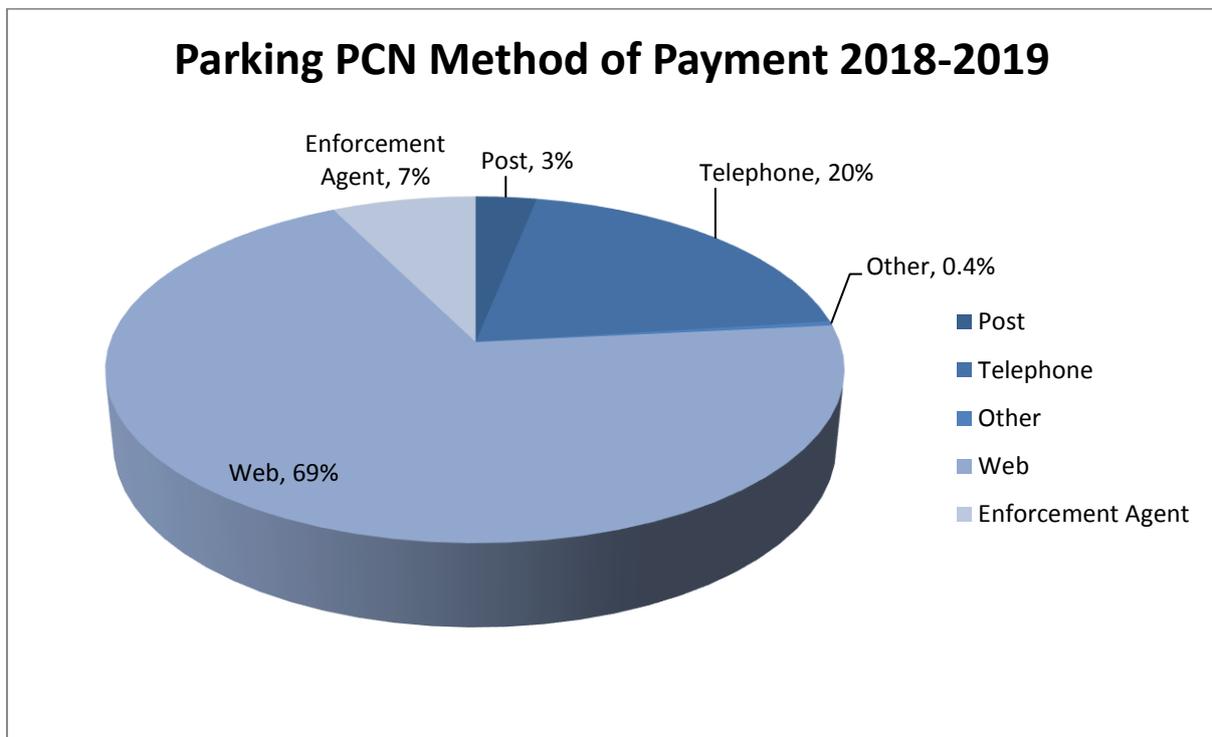
Please refer to Chapter 5 for information about challenges, representations and appeals.

- The Penalty Charge Notice will be sent to the registered keeper of the vehicle; at this point you can either:
  - Pay the discount within 14 days (£35/£25) or 21 days if the contravention was detected by an approved device.
  - If the discount is not paid in the 14/21 days, pay the full charge within 28 days (£70/£50).
  - Make representation to Reading Borough Council.
- After 28 days of the date of issue of the Penalty Charge Notice
  - A Charge Certificate may be sent to the registered keeper of the vehicle, notifying the keeper that the charge has been increased by 50% (£105/£75). If you receive a Charge Certificate you must pay within 14 days. There is no right to appeal at this stage.
- After 14 days of the date of issue of the Charge Certificate
  - If the Charge Certificate is not paid within 14 days, the debt may be registered at the Traffic Enforcement Centre and a registration fee of £8.00 will be added to the charge (£113/£83). An Order for Recovery will be sent to the registered keeper of the vehicle.
  - If you receive an Order for Recovery you must either pay the outstanding charge within 21 days or file a witness statement.
- After 21 days after the Debt Registration
  - If the charge has not been paid or a witness statement has not been made, the Traffic Enforcement Centre will grant authority for a Warrant to be issued and a certificated Enforcement Agent (formerly known as bailiffs) will be requested to recover the debt from you. The Enforcement Agent will charge you for this.

## Paying a Penalty Charge Notice

Penalty Charge Notices can be paid either online, by post or by phone. Once payment has been made, the driver/owner/hirer has accepted liability for the penalty charge and can no longer make a challenge/representation against the Penalty Charge Notice. Reading Borough Council's interpretation of the relevant legislation (which is supported by the House of Commons Transport Committee) is that the recipient of a Penalty Charge Notice can pay the penalty or challenge the Penalty Charge Notice - it is not possible to do both.

The graph below shows the percentage of the different methods of payment used.



The table below shows the number of Penalty Charge Notices issued for 2018/2019<sup>1</sup>. A copy of Penalty Charge Notices issued by ward, street and contravention code is provided in Appendix A.

Penalty Charge Notice Issued	2018/2019	Percentage	2017/2018	Percentage
Total Penalty Charge Notices Issued	48,240		39,630	
Number of higher level Penalty Charge Notices issued	31,277	65%	25,890	65%
Number of lower level Penalty Charge Notices	16,740	35%	13,740	35%
Number of Penalty Charge Notices with no charge level e.g. warning notice	223	0.46%	67	0.17%
Number of Penalty Charge Notices paid	36,739	76%	30,464	77%
Number of Penalty Charge Notices paid at discount	30,446	63%	24,587	62%
Number of Applications registered at TEC	5,967	12%	5,877	15%
Number of Penalty Charge Notices against which a formal or informal representation was made	7,979	17%	7,655	19%
Number of Penalty Charge Notices cancelled as a result of a formal or informal representation	1,526	3%	1,678	4%
Number of Penalty Charge Notices written off for other reasons	1,947	4%	2,629	7%

<sup>1</sup> Please note that this data is constantly changing and the data provided is that recorded on 1<sup>st</sup> October 2019.

### Approved Device PCNs

The Council introduced an approved device (enforcement vehicle) for parking contraventions in 2012. From the 6<sup>th</sup> April 2015 a change in legislation has limited the use that Council may use approved devices for parking enforcement. The enforcement vehicle can only be used to enforce the following contraventions: school keep clear markings, bus stops/stands, red routes and bus lanes.

The total Parking PCNs issued from the approved device was 1,590. Please see Chapter 4 for Bus Lane Enforcement.

Contravention	Approved Device PCNs
School Keep Clear markings	191
Bus Stops/Stand	66
Red Route	1,333
<b>TOTAL</b>	<b>1,590</b>

The table below shows the streets with highest number of approved device PCNs issued:

STREETS WITH HIGHEST NUMBER OF APPROVED DEVICE PCNs ISSUED	
Location	Total Approved Device PCNs Issued
OXFORD ROAD	740
WOKINGHAM ROAD	209
SCHOOL ROAD	132
NORCOT ROAD	119
RECREATION ROAD	86
LONDON ROAD	81
WASHINGTON ROAD	52
CHURCH END LANE	45
A329 KINGS ROAD	13
SWANSEA ROAD	10

## Red Route Enforcement



From the 7<sup>th</sup> March 2018 the Council introduced its first red route in Reading, along the ‘Purple 17’ bus route. It was introduced first along the East of Borough starting on the Kings Road, at its junction with the IDR, following the A329 corridor east, through Cemetery Junction and along the Wokingham Road. It ends near to the Three Tuns crossroads, on the borough boundary.

The second part of the red route was introduced on the West of the Borough starting on the Oxford Road, at its junction with Alfred Street heading along all the Oxford Road, onto Norcot Road, School Road and ending at Park Lane (at the junction with Mayfair).

A Red route is a ‘no stopping’ restriction which has been successfully used on major bus routes in London for many years. It helps keep key public transport moving, minimises delays for bus passengers and improves safety for pedestrians and cyclists by preventing dangerous or illegal parking.

Sample journey times from the route on the East and West side have been taken in 2018 and compared against 2019 journey times. The overall improvement was an average of 2 minutes.

Average Journey Time on Route 17	West Side Mar 2018	West Side Mar 2019	East Side Jan 2018	East Side Jan 2019
Minutes	27	25	21	20

The new Red Route restriction means where double red lines are marked, vehicles cannot stop at any time - Monday to Sunday - including for short periods of loading or unloading. Only disabled blue badge holders, Hackney Carriages (black cabs) and private hire vehicles licensed by Reading Borough Council are permitted to stop to allow for boarding and alighting. Emergency service vehicles will, of course, be permitted to stop on the Red Route

Enforcement is carried out by the Civil Enforcement Officers (direct issue) and the Council’s enforcement (approved device) vehicle. The Council issued 52 warning notices when the red routes were first introduced.

Contravention	Approved Device PCNs	Direct Issue PCNs	Total
Red Route	1,333	369	1,702

## Report Illegally Parked vehicles

The Council introduced an online facility for members of the public to report illegally parked vehicles and the number of requests received is shown below:

Period	Enforcement Requests Received	PCNs Issued
2017-2018	1,064	169
2018-2019	2,059	288

The Council is unable to issue any Penalty Charge Notices (PCNs) to vehicles that may be obstructing the highway e.g. blocking a driveway. This can be reported to the Police on the non-emergency number 101.

The table below shows the streets with highest number of PCNs issued:

STREETS WITH HIGHEST PENALTY CHARGE NOTICES (PCN) ISSUED	
Location	Total PCNs Issued
OXFORD ROAD	2,921
ADDINGTON ROAD	2,127
SACKVILLE STREET	1,527
KINGS ROAD	1,430
CASTLE STREET	1,111
CHEAPSIDE	925
VACHEL ROAD	893
HOWARD STREET	793
FRIAR STREET	670
ZINZAN STREET	595

The table below shows the Car Parks with the number of PCNs issued:

PENALTY CHARGE NOTICES (PCN) ISSUED IN THE CAR PARKS	
Car Park	Total PCNs Issued
HILLS MEADOW CAR PARK	1,079
KINGS MEADOW CAR PARK	415
CHESTER STREET CAR PARK ( CAV)	326
THAMES SIDE PROMENADE CAR PARK	299
CATTLE MARKET CAR PARK	291
CIVIC 'B' CAR PARK	261
KENSINGTON ROAD CAR PARK	45
RECREATION ROAD CAR PARK	42
DUNSTALL CLOSE CAR PARK	18
MALL CAR PARK	15
QUEENS ROAD CAR PARK	8

A full breakdown of the notices issued by ward, street and contravention code is provided in Appendix A.

### **Further Information**

Further information can be found on the Council's website: [www.reading.gov.uk](http://www.reading.gov.uk) or [www.PATROL-uk.info](http://www.PATROL-uk.info)

Further information about Red Routes can be found on the Council's website: <https://www.reading.gov.uk/redroute>

The form to report illegally parked vehicles can be found on the Council's website: <https://www.reading.gov.uk/parking>

## Chapter 4 - Bus Lane Enforcement

Reading Borough Council has more bus lanes per mile of road than anywhere else in the UK and a greater proportion of people travel by bus than in most other cities and towns in the UK. Reading Borough Council and its partners want to make public transport reliable and punctual. Bus lanes, when operating properly, help improve journey times, punctuality and reliability which may help make public transport a more attractive option and in turn relieve congestion.



When bus lanes are misused they are less effective, hence the need for effective enforcement. When people ignore bus lanes they can cause delays to public transport and increase the risk of accidents as other road users are unlikely to be aware of their presence.

In October 2005, powers were introduced under the Transport Act 2000 that made it possible for Reading Borough Council to enforce the regulations governing the use of bus lanes in the Borough. The Police may still take action against persons driving in bus lanes or ignoring road signs, however, Reading Borough Council's enforcement by approved device camera's has substantially increased the likelihood of those abusing bus lanes being caught out.

The penalty for being caught in a bus lane is a £60 Penalty Charge Notice. Cameras record vehicles using bus lanes and penalties are issued based on this information. Enforcement officers check the recordings to determine whether a contravention of the rules has taken place or if there may be other circumstances e.g. to avoid an accident. It is possible to make a representation against the Penalty Charge Notice within 28 days of it being issued.

Appendix B provides a breakdown of information per bus lane.

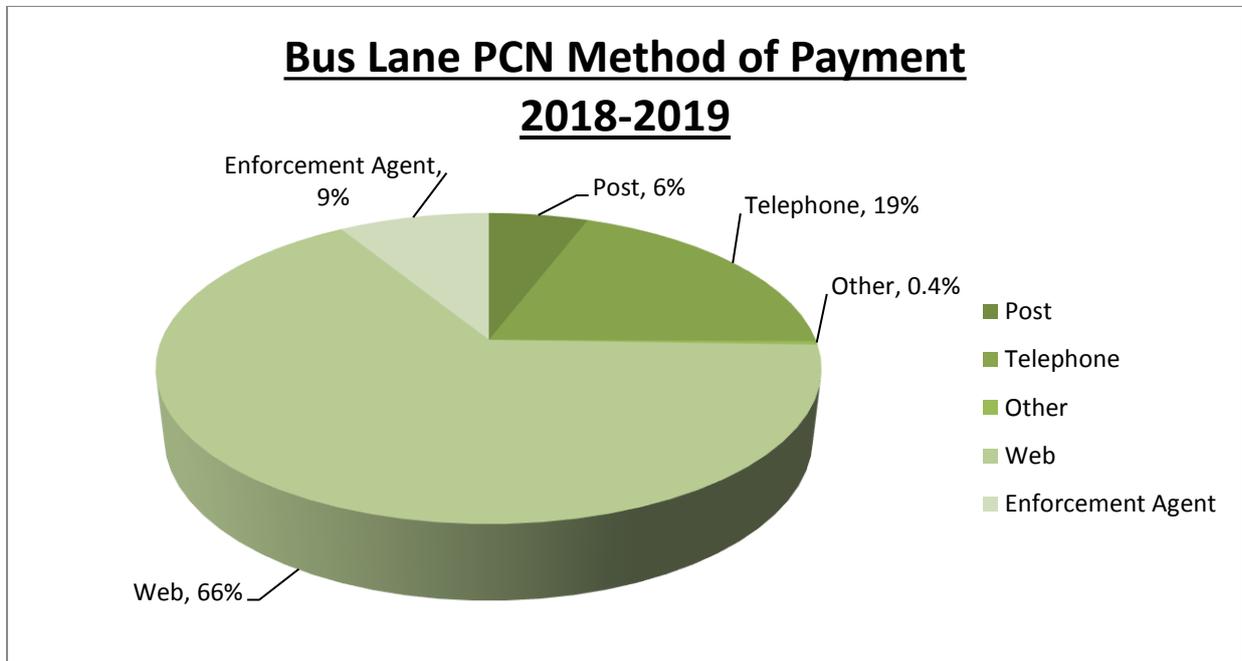
## Transport Act 2000 Statutory Process

Please refer to Chapter 5 for information about challenges, representations and appeals.

- The Penalty Charge Notice will be sent to the registered keeper of the vehicle; at this point you can either:
  - Pay the discount within 14 days (£30).
  - If the discount is not paid in the 14 days, pay the full charge within 28 days (£60).
  - Make representation to Reading Borough Council.
- After 28 days of the date of issue of the Penalty Charge Notice
  - A Charge Certificate may be sent to the registered keeper of the vehicle, notifying the keeper that the charge has been increased by 50% (£90). If you receive a Charge Certificate you must pay within 14 days. There is no right to appeal at this stage.
- After 14 days of the date of issue of the Charge Certificate
  - If the Charge Certificate is not paid within 14 days, the debt will be registered at the Traffic Enforcement Centre and a registration fee of £8.00 will be added to the charge (£98). An Order for Recovery will be sent to the registered keeper of the vehicle.
  - If you receive an Order for Recovery you must either pay the outstanding charge within 21 days or file a statutory declaration.
- After 21 days after the Debt Registration
  - If the charge has not been paid or a statutory declaration has not been made, the Traffic Enforcement Centre will grant authority for a Warrant to be issued and a certificated Enforcement Agent (formerly known as bailiffs) will be requested to recover the debt from you. The Enforcement Agent will charge you for this.

## Paying a Penalty Charge Notice

Penalty Charge Notices can be paid either online, by post or by phone. The graph below shows the percentage of the different methods of payment used for Penalty Charge Notices relating to bus lanes.



The table below shows the number of Penalty Charge Notices issued for entering bus lanes in 2018/2019<sup>2</sup>. A copy of Penalty Charge Notices issued by street for entering bus lanes is provided in Appendix B.

Penalty Charge Notice Issued	2018/2019	Percentage of Total Issued	2017/2018	Percentage of Total Issued
Total Penalty Charge Notices Issued	71,693		96,250	
Number of Penalty Charge Notices paid	58,446	81%	75,651	79%
Number of Penalty Charge Notices paid at discount	51,365	71%	65,236	68%
Number of Penalty Charge Notices against which a formal representation was made	10,997	15%	13,561	14%
Number of Penalty Charge Notices cancelled as a result of a formal representation	2,276	3%	2,814	3%
Number of Penalty Charge Notices written off for other reasons	1,675	2%	1,095	1%

Appendix B provides a breakdown of the PCNs issued per bus lane and a comparison with the previous year's issue.

The overall number of PCNs issued has decreased by 25% compared to the previous year. There were no new bus lanes introduced in 2018-2019.

### **Further Information**

Further information can be found on the Council's website: [www.reading.gov.uk](http://www.reading.gov.uk) or [www.PATROL-uk.info](http://www.PATROL-uk.info)

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<sup>2</sup> Please note that this data is constantly changing and the data provided is that recorded on 1<sup>st</sup> October 2019.

## Chapter 5 - Challenges, Representations and Appeals

If a driver is issued a Parking Penalty Charge Notice, which they feel is unwarranted; they have the right to challenge the Penalty Charge Notice. This is done in 3 stages. The first stage is an informal challenge to Reading Borough Council which is followed up by the second stage which is a formal representation to the Council. If the representation to the Council is unsuccessful, the third stage is an appeal to the Traffic Penalty Tribunal. It should be noted that for Penalty Charge Notice issued by post (either parking or bus lane related) there is no informal challenge.

The Reading Borough Council Parking Services team will deal with each case on its own merits and will take into account the evidence recorded by the Civil Enforcement Officer and the information provided for a case. There are statutory time limits for dealing with representations and appeals, whereas guidance is provided for informal challenges. In all cases the Reading Borough Council Parking Services aim to deal with challenges, representation and appeals in an efficient, effective and impartial way.

### Stage 1 - Making an Informal Challenge

Reading Borough Council Parking Services have a legal obligation to consider all informal challenges received. If an informal challenge is made within 14 days of the Penalty Charge Notice being issued, the discount period will be put on hold until the Council can deal with the challenge. A letter from the driver explaining the reasons why they feel they have grounds for an appeal should be made as soon as possible to the address given on the Penalty Charge Notice. The letter can be submitted by writing to the Council using surface mail or making a challenge by way of a secure website. A letter will be replied to if the challenge is upheld and the Penalty Charge Notice will be cancelled. If the challenge is not upheld, provided the challenge was made within 14 days of the Penalty Charge Notice being issued, a further 14 days to pay the Penalty Charge Notice at a discounted rate will be granted.

### Stage 2 - Representations

A representation (under the Traffic Management Act 2004) can only be made upon receipt of a Notice to Owner, in cases where the PCN has been affixed to the vehicle or handed to the driver. The Notice to Owner will be sent to the registered keeper of the vehicle 28 days after the issue of the Penalty Charge Notice. Should a Penalty Charge Notice have already been paid the case is considered closed and no representation or appeal may be made. Once a Notice to Owner has been issued, the vehicle owner has 28 days to make a representation. The Council has a legal obligation to consider all representations received and must reply within 56 days of receiving the representation, if the Council does not reply in this time period, the Penalty Charge Notice is automatically cancelled.

Should a representation be unsuccessful the owner will be liable to pay the Penalty Charge Notice at the full rate. If the Council rejects the representation, an appeal may then be made to the Traffic Penalty Tribunal. Where a Penalty Charge Notice has been issued by post the registered keeper has 28 days to make a

representation to the Council. If those representations are made within the discount period, the Council will generally hold the discount and if the decision is made to reject the Penalty Charge Notice, this will be re-offered again. However, should an appeal be made to the Tribunal, the full charge would then apply, even if it is within the re-offered discount period. This process is set down by the Traffic Management Act 2004 (and accompanying regulations) for parking contraventions. The process is the same for bus lane contraventions issued under the Transport Act 2000, however, there is no informal challenge or time limit set for the Council to reply to a representation. These are the only ways to query a Penalty Charge Notice.

Complaints about the parking scheme itself should be made in writing to Reading Borough Council. General enquiries concerning parking issues may be made by telephone, however, Reading Borough Council cannot accept challenges or representations made by email or telephone.

The table below shows items of correspondence received in relation to informal challenges, parking and bus lane representations for 2018/2019<sup>3</sup>.

2018/2019	Informal Challenges	Incoming Parking Representations	Incoming Bus Lane Representations	Total
April	453	86	692	1,231
May	413	94	915	1,422
June	527	182	826	1,535
July	541	179	1,138	1,858
August	456	165	1,165	1,786
September	551	151	968	1,670
October	539	146	1,154	1,839
November	509	178	703	1,390
December	430	198	1,084	1,712
January	591	360	985	1,936
February	466	187	685	1,338
March	477	206	682	1,365
<b>Total</b>	<b>5,847</b>	<b>2,132</b>	<b>10,997</b>	<b>18,976</b>

<sup>3</sup> Please note that this data is that recorded on 1<sup>st</sup> October 2019. This data includes PCNs that have made multiple challenges and/or representations

The table below shows informal challenges and representations received compared to last year.

	<b>Informal Challenges</b>	<b>Incoming Parking Representations</b>	<b>Incoming Bus Lane Representations</b>	<b>Total</b>
Total 2017/2018	6,107	1,548	13,561	21,216
Total 2018/2019	5,847	2,132	10,997	18,976

The table below shows the other correspondence received and answered.

Under the relevant legislation the Council is not required to answer any correspondence once the representation period has ended i.e. when the Charge Certificate has been issued.

	<b>Post Charge Certificate</b>	<b>Post Order For Recovery</b>	<b>Post Warrant</b>	<b>Paid*</b>	<b>Other</b>	<b>Total</b>
Parking PCNs	277	72	65	66	177	657
Bus Lane PCNs	1,345	145	185	253	470	2,398
<b>TOTAL</b>	<b>1,622</b>	<b>217</b>	<b>250</b>	<b>319</b>	<b>647</b>	<b>3,055</b>

\* The Council is issued guidance that makes it clear that a PCN is deemed 'paid' as soon as the payment arrives at any payment office belonging to the enforcement authority that issued the PCN. The enforcement authority should promptly close the case. Any correspondence received when a case has been paid will be responded too, but priority is always given to open cases.

### Stage 3 - Appeal to the Traffic Penalty Tribunal

The Traffic Penalty Tribunal is a body independent of the Council. Adjudicators are people with at least five years legal experience who consider the evidence for appeals against Penalty Charge Notices issued by Local Authorities. Their decision is final and binding on both parties.

Should a Representation to the Council be unsuccessful a Notice of Appeal will be sent to the registered keeper which includes details of how to appeal online. A Traffic Penalty Tribunal appeal can only be made should a representation to the Council already have been rejected. When they receive a 'Notice of Appeal', the Traffic Penalty Tribunal staff will make some basic checks and if everything is in order it will be registered as a formal appeal. The registered keeper will receive acknowledgement of this and a date as to when the appeal is due to be decided. The Council will also be notified that the appeal has been lodged and will be given a date for which to submit their evidence to the Adjudicator. In the case of a personal appeal being asked for, the Traffic Penalty Tribunal staff will schedule it for the next appropriate hearing at the registered keepers preferred location and give 21 days notice of the precise date, time and venue.

The table below shows how many appeals were dealt with by the adjudicators<sup>4</sup>.

2018/2019	Parking Penalty Charge Notices	Percentage of Total PCNs Issued	Percentage of Appeals Received	Bus Lane PCN	Percentage of Total PCNs Issued	Percentage of Appeals Received
Total PCNs Issued	48,240			71,693		
<b>Total Received</b>	<b>94</b>	<b>0.19%</b>		<b>207</b>	<b>0.29%</b>	
Dismissed by Adjudicator	48	0.10%	51.5%	67	0.09%	32.4%
Allowed by Adjudicator	16	0.03%	17.0%	83	0.12%	40.1%
Not Contested	24	0.05%	25.5%	43	0.06%	20.8%
Consent Order	3	0.01%	3.2%	2	0.003%	1.0%
Withdrawn	1	0.002%	1.1%	1	0.001%	0.5%
Not Registered	2	0.004%	2.1%	11	0.02%	5.3%
Awaiting decision inc. other	0	0.0%	0.0%	0	0.0%	0.0%

<sup>4</sup> Please note that this data is constantly changing and the data provided is that recorded on 1<sup>st</sup> October 2019.

Consent Order means the Council and Appellant have reached an agreement over the appeal.

The table below shows the number of appeals received compared to previous years:

2018/2019	Parking PCN	Percentage of Total PCNs Issued	Bus Lane PCN	Percentage of Total PCNs Issued
Total Appeals Received 2015/2016	131	0.37%	264	0.27%
Total Appeals Received 2016/2017	135	0.36%	296	0.36%
Total Appeals Received 2017/2018	120	0.30%	304	0.32%
Total Appeals Received 2018/2019	94	0.19%	207	0.29%

The Council reviews all adjudicator decisions and through the feedback from them will try to ensure that unnecessary appeals are not registered. A fresh review of the case is made when an appeal is registered, regardless of the decision made at representation stage.

The annual report from the Traffic Penalty Tribunal on their service was not available at the time of this report. The Tribunal has moved their service to an online portal. This allows appellants to register, upload their evidence and track their appeal through the online service. Appellants can still chose to have their appeal decided by post, telephone or personal hearing and most chose the post or telephone option. The Council can upload their evidence, send messages to the Tribunal/Appellant which has improved the efficiency and the Adjudicators can decide on appeals quickly.

### **Further Information**

Further information can be found on the Council's website: [www.reading.gov.uk](http://www.reading.gov.uk) or [www.PATROL-uk.info](http://www.PATROL-uk.info)

The Traffic Penalty Tribunal's website: [www.trafficpenaltytribunal.gov.uk](http://www.trafficpenaltytribunal.gov.uk)

## Chapter 6 - Enforcement Agents

If a PCN remains unpaid after the Council has issued their notices (Please see Chapter 3 and 4), a Warrant may be issued to the Enforcement Agents (formerly bailiffs) to recover the debt. The regulations and fees that the Enforcement Agents work under changed in April 2014.

Parliament introduced new legislative arrangements for Enforcement Agents in April 2014, when the relevant provisions of the Tribunals, Courts and Enforcement Act 2007 were brought into force. One of the changes that came into operation was a new, simplified, regime for fees payable to Enforcement Agents, at each stage in the recovery process, as set out in the Taking Control of Goods (Fees) Regulations 2014.

Regulations 4 and 5 allow the Enforcement Agents to recover the fees from the debtor and specify each stage of the process. Schedule 1 specifies the relevant fees, which are, as follows:

Stage	Fee	Information
Compliance Stage	£75	Notifying the debtor in writing, on receipt of the warrant, of the liability;
Enforcement Stage	£235	For attending the premises, if no payment is made within 7 clear days of the compliance stage notice. The Enforcement Agents can make a number of visits but only one charge is applied.
Sale/Disposal Stage	£110	For preparing to remove goods, removing goods, sale of goods

There may be additional charges if goods are removed such as storage, auction costs etc.

If there are multiple warrants issued, the compliance fee is charged per warrant but the enforcement and sale/disposal fee is normally only added onto the first warrant. There are exceptions to this and for further information please see below.

The Council expects Enforcement Agents, acting in respect of debts it (the Council) has registered, to handle enquiries or complaints about the fees those agents have charged. The Taking Control (Fees) Regulations 2014 provides for any disputes about the fees to be settled by a Court.

The table below shows the warrants issued to the Enforcement Agents in the past 8 years for Parking PCNs<sup>5</sup>.

PARKING	Total Warrants Issued	Successful Collection	Outstanding Warrants	Closed Warrants (unable to trace/execute)
2011-2012	4,775	23%	0%	77%
2012-2013	5,558	21%	0%	79%
2013-2014	5,164	22%	0%	78%
2014-2015	4,836	22%	0%	78%
2015-2016	3,672	21%	0%	79%
2016-2017	4,539	26%	0%	74%
2017-2018	4,816	26%	0%	73%
2018-2019*	5,168	25%	34%	41%

The table below shows the warrants issued to the Enforcement Agents in the past 8 years for Bus Lane PCNs<sup>6</sup>.

BUS LANE	Total Warrants Issued	Successful Collection	Outstanding Warrants	Closed Warrants (unable to trace/execute)
2011-2012	5,122	33%	0%	67%
2012-2013	4,904	32%	0%	68%
2013-2014	6,109	33%	0%	67%
2014-2015	6,525	30%	0%	69%
2015-2016	5,447	32%	0%	68%
2016-2017	6,632	31%	0%	69%
2017-2018	8,357	33%	0%	67%
2018-2019*	7,643	37%	22%	41%

### **Further Information**

Further information can be found on the Civil Enforcement Association website <http://www.civea.co.uk/>

<sup>5</sup> Please note that this data is constantly changing and the data provided is that recorded on 1<sup>st</sup> November 2019.

<sup>6</sup> The data provided is that recorded on 1<sup>st</sup> November 2019.

\* warrants are valid for 1 year from issue

## Chapter 7 - Permits



Permit Parking Zones came to Reading in the mid 1970's with the intention to enable residents to park in streets that would have otherwise been occupied by shoppers or commuters parking in the town centre. As levels of car ownership and traffic patterns have developed, the zones have spread away from central Reading to other parts of the town affected by parking problems.

In 2011/2012, the parking permit service and the zoning system was updated with zones becoming larger and a better split between the number of permits being issued and the number of on-street parking spaces being made available. Changes to the permit scheme are made so it is vital people continue to check the signs and lines where they park

There are currently three main types of permits available, resident, visitor and business, however, temporary permits and other discretionary permits are also available.

The permit must be displayed in its registered vehicle at all times when the vehicle is parked in a permit bay. The permit should be displayed on the windscreen and be readable so that the information contained on it is legible. The information on the permit will contain; the vehicles registration, the permit zone, the expiry date, and the make of the vehicle.

A new online system was introduced on the 01 November 2017, which allows residents to manage their permit applications online. The table below shows the number of permits issued.

Permit Type	Total Issued 2018/2019	Percentage issued 2018/2019	1st Resident Permit/Free Visitor Permits	2nd Resident Permit/Charged Visitor Permits
Business	24	0.1%	N/A	N/A
Resident	9,380	34%	7,579	1,801
Visitor	12,996	47%	10,684	2,312
Temporary	3,219	12%	N/A	N/A
Discretionary	1,754	6%	N/A	N/A
<b>GRAND TOTAL</b>	<b>27,373</b>			

All other permit types are issued at the discretion of the Council. The Council must be satisfied that the same conditions apply for discretionary permits and there is no automatic right of renewal.

## **Resident Permits**

Resident Parking Permits are provided in controlled parking areas for residents of Reading. Following an extensive consultation, parking zones were simplified and re-organised providing a longer and more flexible parking solution. Permits will run for 12 months from the date of issue and it is up to the user to renew a permit before it expires.

A maximum of two permits are available to be issued per household. To comply as a household the house or flat must; lie within a Permit Parking Zone, be registered for Council Tax, have appropriate planning permission, and not have a planning condition that prohibits the issue of permits. The first permit per household is £40 and the second is £150. It is down to the discretion of the home owner as to what name goes on which permit. When first applying for a permit, proof of residence and proof of car ownership will be required to be sent with the application. Once a permit has been granted, it can be renewed the following year online without the need for re-applying or supplying evidence.

## **Business Permits**

Business Parking Permits are available to businesses that operate within a permit parking zone. The criteria to be eligible for a Business Parking Permit are; the staff and operators may not reside in the permit zone, the premises must have no associated off-street parking, and the staff for whom the permits are intended for should require regular and frequent use of their vehicles during the working day.

Businesses are eligible to apply for one permit per business with any further requests to be made as a discretionary application. When applying for a permit, the business must provide proof of address and proof of vehicle ownership. Business permit applications must be made by post.

## **Visitor Permits**

Both residents and businesses within permit parking areas can offer visitor permits. All households in permit' parking zones are entitled to visitor permits. Visitor permits are scratch cards each for half days. They are issued in books of 20 permits. The first two books are free and a further five books are available at a cost of £25 per book. Proof of residence is required when applying for visitor permits. Businesses are able to purchase up to 100 visitor permits, Community Agencies are able to purchase an unlimited number of visitor permit. Like with the Residents' visitor permits, Business visitor permits are scratch cards for half a day and are also issued in books of 20 at £25 per book. Once the books have been granted, they can be renewed the following year, online without the need for re-applying or supplying evidence. Visitor Books cannot be renewed, if more than a year has passed since they were originally issued.

Temporary permits can be obtained through our online service and are issued as a “Print at Home” permit. Temporary permits are normally issued to residents who have just moved into the permit zone or have changed their vehicle. Temporary permits are issued for 8-weeks to allow time to submit full proofs. Temporary permits are not extended after the 8 week period as it is felt this is enough time to have obtained the full proofs required.

### **Discretionary Parking Permits**

Reading Borough Council has recognised that there are those who, from time to time, may have business within the permit zones which, the Council may decide at its discretion as the Highway Authority to be a legitimate reason to grant a permit. Other such permits that the Council issues include: Medical Practitioners, Healthcare Professionals, Carers, Charities, Tradespersons, Teachers, Nannies and Other Resident/Business/Visitor Discretionary.

### **New Resident Permit Scheme Areas**

Any new Resident Permit Parking schemes are only introduced with the support of the residents in the area. They are considered on an area basis, not street-by-street, to reduce the amount of displaced parking in nearby streets.

The Traffic Management Sub-Committee reports on requests for new Resident Permit Parking schemes. The scheme designs are built with Council Officer recommendations and public consultation feedback.

In October 2018 the Council extended Permit Zone 06R and added 11 streets which created an additional 420 parking spaces.

### **Further Information**

Further information can be found on the Council’s website: [www.reading.gov.uk](http://www.reading.gov.uk)

The table below shows the total permits issued by type<sup>7</sup>

Permit Type	Total issued in 2018/2019	Percentage	Total issued in 2017/2018
Business	24	0.1%	25
Business Discretionary	17	0.1%	16
Carer	92	0.3%	100
Charity (free and charged)	25	0.1%	27
Doctor	34	0.1%	54
Health Care Professional	277	1.0%	355
Landlord - Annual	8	0.0%	0
Nanny	2	0.0%	0
Non-UK Registered Vehicle Permits	2	0.0%	2
Resident - First Permits	7,579	27.7%	7,440
Resident - Second Permits	1,801	6.6%	1,428
Resident Discretionary	411	1.5%	300
Teacher	66	0.2%	67
Temporary Permits	3,219	11.8%	2,999
Tradesperson - Annual	95	0.3%	95
Tradesperson - Daily	196	0.7%	688
Visitor Books - Charged	2,312	8.4%	1,973
Visitor Books - Free	10,684	39.0%	11,510
Visitor Business	62	0.2%	104
Visitor Discretionary (free and charged)	467	1.7%	436
<b>Total</b>	<b>27,373</b>		<b>27,619</b>

<sup>7</sup> Please note that this data is that recorded on 1<sup>st</sup> October 2019.

The table below shows the permits zones and the number of permits on issue<sup>8</sup>

Permit Zone	Approx. Spaces on street	Total Permits	Capacity
01R	593	615	104%
02R	180	235	131%
03R	551	493	89%
04R	99	66	67%
05R	561	488	87%
06R	954	918	96%
07R	1,664	1,390	84%
08R	787	696	88%
09R	478	424	89%
10R	1,422	1,265	89%
11R	374	346	93%
12R	1,238	1,119	90%
13R	1,094	907	83%
14R	304	253	83%
15R	393	210	53%
B2	32	24	75%
C4	18	5	28%
W1	20	8	40%
Z1	25	13	52%
<b>Total</b>	<b>10,367</b>	<b>9,475</b>	<b>91%</b>

<sup>8</sup> Please note that this is constantly changing and the data provided is that recorded on 2<sup>nd</sup> May 2019.

## Chapter 8 - Blue Badges

Blue Badges provide a vital lifeline to over 2.5 million people every year allowing disabled people to access employment, shops and other services. Blue Badge fraud is a growing issue across the country. Abuse of the scheme means that priority spaces are unable to be used by those who need them most.



It is therefore vital that Reading Borough Council put measures in place to try and reduce the number of incidences of Blue Badge fraud.

Since the 1<sup>st</sup> January 2012, the Department for Transport (DfT) has introduced a new Blue Badge Improvement Service (BBIS) scheme which is intended to tackle this problem. The scheme comprises of a central nationwide database and a new assessment process to ensure badges only go to those who need them. The scheme will be managed nationally by Northgate Public Services.

The new Blue Badges nationally use security style inks and techniques making them almost impossible to reproduce, tamper with or amend. It is now an offence for anyone who is not the actual badge holder to use the Blue Badge, or to park in an on-street Blue Badge parking bay without displaying a badge.

If you suspect someone of committing Blue Badge fraud you can report to the Corporate Investigations Team in confidence (details in further information).

The Department for Transport has issued a booklet called 'The Blue Badge Scheme: Rights and Responsibilities in England'. This booklet explains to the holder of a Blue badge their responsibilities, places where they can and cannot park, and further travel advice. This also includes information on how to display the badge, where parking is for free and where time limits do/do not apply.

The table below shows the Blue Badges issued in 2018/2019 and total on issue as of 31<sup>st</sup> March 2019, compared with previous year.

Blue Badge Allocation	Issued in 2018/2019	On issue as of 31st March 2019	Issued in 2017/2018	On issue as of 31st March 2018
Total number of valid Blue Badges	1,826	4,721*	1,772	1,620
Total number of Blue Badges on issue to organisations	15	23	25	35

\* Change in blue badge recording system

## National Fraud Initiative

The purpose of the National Fraud Initiative is to recover those Blue Badges which should have been returned following a death. Reading Borough Council is part of this initiative. Following the national redesign of Blue Badges, it should make it easier for Local Authorities to both cross check and identify fraudulent badges.

The Civil Enforcement Officers have been working with the Council's Corporate Investigations team over the last couple of years and have been able to check the validity of the badges on display. Any badges that are invalid are referred to the Corporate Investigations team for further inspection.

Period	Number of Badges checked	Number of Badges referred
October 2017 - March 2018	113	10
April 2018 - March 2019	205	41

Between April 2019 and November 2019 the Corporate Investigations Team has the following updates on cases referred<sup>9</sup>:

Current Status	Number of Cases
Closed - Cases successfully prosecuted	3
Closed - Criminal Caution Given	1
Closed - Formal Blue Badge Warning Letter Given	3
Closed - Blue Badges seized and destroyed	3
Open - Cases awaiting Criminal Charges	10
Open - Cases awaiting Magistrates hearing date	3
Open - Cases under review	11
Closed - Cases with insufficient evidence to interview or not sufficient to lay charges	9

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<sup>9</sup> current status as at 26<sup>th</sup> November 2019

## **Further Information**

You can report suspected blue badge fraud in confidence by the following methods

Telephone	0118 937 2143
Email	<a href="mailto:antifraud@reading.gov.uk">antifraud@reading.gov.uk</a>
Report via web pages	<a href="http://www.reading.gov.uk/fraud">http://www.reading.gov.uk/fraud</a>

Further information on how to obtain a Blue Badge can be found on the Council's website: [www.reading.gov.uk](http://www.reading.gov.uk)

## Chapter 9 - Signs and Lines Maintenance

Reading Borough Council's Streetcare Services team deals with the maintenance of existing signs and lines. The Neighbourhood Officers (previously known as Highway Inspectors) carry out safety inspections and defects in lines or missing signs will be identified and any associated works ordered. The frequency of inspections varies depending on the road classification. Monthly inspections are carried out for A-class road, quarterly inspections for B- and C-class roads and unclassified roads annually.

Any other defects identified through observations or checks made by the Civil Enforcement Officers, Ward Councillors and members of the public are also actioned as appropriate.

In addition to signs and lines, the Neighbourhood Officers as part of their safety inspections will identify defects to direction signage, carriageways/footways/cycleways and gullies and order repair works as necessary. The Officers also undertake Night Scouts monthly to identify street lighting faults and order repair works.

There is also an annual resurfacing programme usually carried out during the summer which often affects lines. These will be replaced as soon as possible after surfacing work has been completed.

Snow will cover lines particularly on local residential roads where gritting does not take place. The parking restrictions remain in operation as set out in the appropriate Traffic Regulation Order.

On the principal roads and the main bus routes gritting is undertaken in accordance with the Winter Service Plan but the channel lines where road markings are will often remain covered until a thaw takes place.

A Penalty Charge Notice will only be issued where the Civil Enforcement Officer has checked that the lines and signs are in an acceptable condition. A motorist's attention should be drawn to the restriction when parking. The Council is unable to maintain the lines and signs in a perfect condition at all times, and it is recognised by the Traffic Penalty Tribunal that the lines and signs will over a period of time be subject to wear and tear.

Regulation 18 of the Local Authorities' Traffic Orders (Procedure) (England and Wales) Regulations 1996 states that: '*Where an order relating to any road has been made, the order making authority shall take such steps as are necessary to secure a) ... the placing on or near the road of such traffic signs in such positions as the order making authority may consider requisite for securing that adequate information as to the effect of the order is made available to persons using the road*'. The Council complies with this Order and will ensure that restrictions are clearly marked for motorists.

## Chapter 10 - Car Parks

The current parking strategy is a core element of the Local Transport Plan. The parking strategy essentially aims to encourage short stay demand for central Reading whilst limiting the amount long stay/commuter parking around the town centre. A key feature of the strategy is pricing of central Reading parking to reflect peak demand on the roads and promote sustainable alternatives such as the long stay parking provided by park and ride.



Reading Borough Council now manages their own off-street car parks (since October 2018) and is seeking to improve and enhance the customer experience. We have already introduced improved payment options, automatic number plate recognition, an additional exit lane at Queens Road multi-story and carried out a deep clean. We will continue to invest in improving the customer experience whilst offering value for money.

Reading Borough Council reviews the tariff structure on an annual basis. Season tickets are available for Broad Street Mall, Queens Road, Cattle Market, Recreation, Dunstall Close and Chester Street car parks. Season tickets are available annually, 3 monthly and 1 monthly (except Dunstall Close and Chester Street which only offers annual permits).

The table below shows the spaces available in each car park.

Car Park	Spaces	Disabled Spaces	Total Spaces
Broad Street Mall	723	19	742
Queens Road	678	8	686
Hills Meadow	312	10	322
Civic B Car Park	176	4	180
Kings Meadow	77	1	78
Cattle Market	90	4	94
Chester Street, Caversham	83	3	86
Recreation Road, Tilehurst	82	4	86
Dunstall Close, Tilehurst	48	3	51
<b>Total</b>	<b>2,269</b>	<b>56</b>	<b>2,325</b>

### Further Information

Further information can be found on the Council's website: [www.reading.gov.uk](http://www.reading.gov.uk)

## Chapter 11 - Pay and Display

Reading Borough Council introduced on-street pay and display in October 2010, this offered alternative short-term parking for the Town Centre. The bays are located across the town centre and around the Hospital/University area. The bays provide more flexible parking options for visitors.



There are now over 1,000 spaces spread across Reading:

Area	Number of Spaces
Town Centre Area	618
Hospital/University Area	460

The pay and display bays accept cash and cashless parking through telephone payment system (via the RingGo system). Below shows the divide between different payment methods

Payment Option	Percentage
Cash	55%
Pay By Phone	45%

Pay and display bays are an effective parking management tool that increases the turnover in spaces around the Town Centre and other local community facilities.

In line with the Department for Transport under 'The Blue Badge Scheme: Rights and Responsibilities in England', holders of the blue badges can park for free and without time limit in the pay and display bays. However, in the shared use bays it is only for free and without limit during the hours a pay and display ticket is required, outside of the hours a parking permit is required. (See Chapter 8 for further information)

## **Further Information**

Further information can be found on the Council's website: [www.reading.gov.uk](http://www.reading.gov.uk)

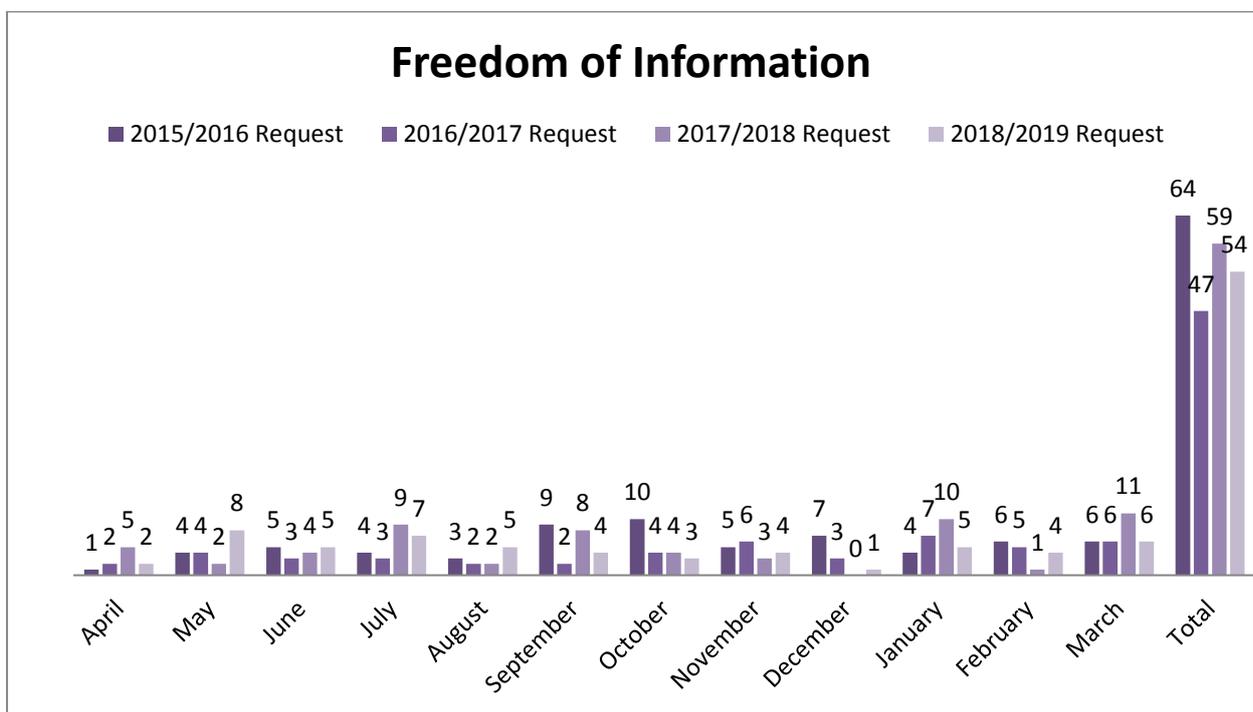
Information about RingGo can be found on their website:

<https://www.myringgo.co.uk/>

## Chapter 12 - Freedom of Information

The Freedom of Information Act came into effect in January 2005. This requires Reading Borough Council to provide information which is held available to the general public. The Freedom of Information Act requires that Reading Borough Council respond to requests within 20 working days. Reading Borough Council is only required to respond with information that is held - it does not require the Council to analyse the information.

The graph below shows the number of Freedom of Information requests on monthly basis received by the Reading Borough Council Parking Services team between 2015 and 2019. In 2018/2019, a total of 54 Freedom of Information requests were received by the Reading Borough Council Parking Services team.



The Reading Borough Council Parking Services team often receive the majority of Freedom of Information requests from motorists that have received a Penalty Charge Notice. Such requests are seeking to obtain information about Penalty Charge Notices issued in the same location. Whilst the team seek to respond to requests within 20 working days, there are some instances where the request has been too broad e.g. no date range, specific types of challenges, Penalty Charge Notices issued to non-Reading based motorists. Therefore, if a manual search of each Penalty Charge Notice is required, this can take between 30 seconds to 2 minutes to investigate. As Reading Borough Council hold thousands of records for the majority of requests made, it would exceed the 18 hour time limit for such a request making it exempt. The table below shows some of the most common Freedom of Information requests received.

<b>Freedom of Information Request</b>	<b>Information</b>
Penalty Charge Notices issued by location	See Chapter 3 for an overview. A copy of Penalty Charge Notices issued by ward, street and contravention code is provided in Appendix A.
Bus lane Penalty Charge Notices issued	See Chapter 4 for an overview. A copy of Penalty Charge Notices issued by street for entering bus lanes is provided in Appendix B.
Penalty Charge Notices paid/cancelled	See Chapters 3 and 4.
Challenges Received	See Chapter 5.
Appeals	See Chapter 5.
Income/expenditure for parking and/or bus lanes and permit scheme	See Chapter 13.
Copy of parking Traffic Regulation Orders	Copies of the relevant parking Traffic Regulation Orders are made available by writing to Reading Borough Council Network Management or Legal Services.
Copy of bus lane Traffic Regulation Orders	Each of these documents are publically available. Information on each of these is now available at <a href="http://www.reading.gov.uk/foi">http://www.reading.gov.uk/foi</a>
Copy of Secretary of State approval for bus lane cameras	
Copy of Department for Transport Approval for bus lane signs	
Reading Borough Council's policy on discretion	Reading Borough Council's policy on the exercise of discretion is to deal with each case on its own merits.

## Chapter 13 - Financial Information

The Statutory Guidance states that for good governance, enforcement authorities need to forecast revenue in advance. Raising revenue should not be the objective of Civil Parking Enforcement, nor may the authority set targets for revenue or the number of Penalty Charge Notices issued.

The purpose of penalty charges is to deter motorists from contravening parking restrictions. Payments received (whether for on street or off street enforcement) must only be used in accordance with Section 55 (as amended) of the Road Traffic Regulation Act 1984. This Act limits the purposes to which a Local Authority may apply any surplus resulting from income derived from on-street parking spaces. This was however, amended by the Traffic Management Act and restrictions on Councils that do not require further off-street parking were relaxed to permit any surplus to be used for general transport measures and other purposes on which the Local Authority lawfully incurs expenditure.

Reading Borough Council has seen compliance with the parking and bus lane restrictions increase over the years.

In accordance with the Data Transparency Code, it should be noted that the surplus received has been used to fund measures including: concessionary bus passes on the Readibus service; on supported contract bus service provision and on other measures as defined in accordance with s55 of the Road Traffic Regulation Act as set out in the table below. In 2018/2019 this totalled £3.5m.

	£
Supported bus services	62,240
Discretionary concessionary fares	414,479
Adult Social Care in house transport	756,000
Road safety schemes & CCTV	549,148
Structural Maintenance (principal roads)	506,000
Structural Maintenance (Other roads)	841,500
Expenditure on Bridges	438,500
Street Lighting	25,000
<b>Total</b>	<b>3,592,868</b>

The table below shows the financial information for Reading Borough Council for 2018/2019. A comparison can be made with last year's financial information.

	Total Expenditure 2018/2019	Total Income 2018/2019	Net Surplus (Cost) 2018/2019	Total Expenditure 2017/2018	Total Income 2017/2018	Net Surplus (Cost) 2017/2018
Parking PCNs	£1,306,349	£1,536,315	£229,966	£1,260,172	£1,193,948	(£66,224)
Bus Lane PCNs	£972,557	£2,176,571	£1,204,014	£952,691	£2,851,054	£1,898,363
Resident Parking Permit	£177,540	£627,152	£449,612	£185,346	£611,261	£425,915
Car Parks	£1,991,281	£4,649,189	£2,657,908	£3,024,709	£4,118,759	£1,044,050
Pay and Display	£138,811	£1,847,908	£1,709,097	£121,002	£1,449,951	£1,329,949

## Chapter 14 - Key Contacts and More Information

The process described in this report about challenging a PCN is set down by the Traffic Management Act 2004 or Transport Act 2000 (and accompanying regulations) and is the only way to query a Penalty Charge Notice. Complaints about the parking scheme itself should be made in writing to Reading Borough Council.

General enquiries concerning parking issues may be made by telephone, however Reading Borough Council cannot accept challenges or representations made by email or telephone.

There are specific postal addresses provided for motorists to query a Parking Penalty Charge Notice and a Bus Lane Penalty Charge Notice. These separate postal addresses ensure challenges/representations are assigned to the case file quickly and are dealt with promptly.

To Challenge a Parking Penalty Charge Notice the address is:

Reading Borough Council  
Parking Services  
PO BOX 3011  
Reading  
RG1 9RY

To Challenge a Bus Lane Penalty Charge Notice the address is:

Reading Borough Council BL  
Parking Services  
PO BOX 3012  
Reading  
RG1 9RZ

To view or pay your Penalty Charge Notice (both parking and bus lane):

<https://parking.reading.gov.uk/>

There is also a separate telephone number for parking/bus lane enquiries which is 0343 357 1177, this also allows motorists to pay their Penalty Charge Notice.

Report illegally parked vehicles: <https://www.reading.gov.uk/parking>

Report Blue Badge Fraud:

Telephone 0118 937 2143  
Email [antifraud@reading.gov.uk](mailto:antifraud@reading.gov.uk)  
Report via web pages <http://www.reading.gov.uk/fraud>

### **Other Useful Contacts**

Traffic Penalty Tribunal:

Website: <http://www.trafficpenaltytribunal.gov.uk/>

## Appendix A - Parking Penalty Charge Notices - by Ward

PENALTY CHARGE NOTICES ISSUED BY WARD			
WARD	ON-STREET	OFF-STREET	TOTAL
ABBHEY	21,336	1,289	22,625
BATTLE	5,718	45	5,763
CAVERSHAM	1,512	1,405	2,917
CHURCH	225	0	225
KATESGROVE	3,889	0	3,889
KENTWOOD	246	0	246
MAPLEDURHAM	0	0	0
MINSTER	989	0	989
NORCOT	1099	0	1099
PARK	3,226	0	3,226
PEPPARD	19	0	19
REDLANDS	6,687	0	6,687
SOUTHCOTE	43	0	43
THAMES	30	0	30
TILEHURST	339	60	399
WHITLEY	124	0	124

## Appendix A - Parking Penalty Charge Notices - By Street

Note:

“On Street” means a ticket issued on the Public Highway

“Off Street” means a ticket issued in a Council owned Car Park

“Postal Issue - Approved Device” means a ticket issued from the enforcement vehicle, whereby the PCN is posted to the DVLA registered keeper.

PENALTY CHARGE NOTICES (PCN) ISSUED BY STREET				
LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE
A329 KINGS ROAD	16	3	0	13
A33	26	26	0	0
ABATTOIRS ROAD	0	0	0	0
ABBEY SQUARE	60	60	0	0
ABBEY STREET	329	329	0	0
ABBOTS WALK	8	8	0	0
ABBOTSLEIGH GARDENS	0	0	0	0
ABBOTSMEAD PLACE	0	0	0	0
ACACIA ROAD	0	0	0	0
ACRE ROAD	1	1	0	0
ADDINGTON ROAD	2,127	2,122	0	5
ADDISON ROAD	144	144	0	0
ADELAIDE ROAD	6	6	0	0
ALANDALE CLOSE	0	0	0	0
ALBANY GARDENS	0	0	0	0
ALBANY ROAD	171	171	0	0
ALBERT ROAD	0	0	0	0
ALBURY CLOSE	15	15	0	0
ALDWORTH CLOSE	0	0	0	0
ALEXANDER COURT (BAKER STREET)	0	0	0	0
ALEXANDRA ROAD	234	234	0	0
ALFORD CLOSE	0	0	0	0
ALFRED STREET	34	34	0	0
ALL HALLOWS ROAD	2	2	0	0
ALLCROFT ROAD	101	101	0	0
ALMA STREET	66	66	0	0
ALPHINGTON ROAD	0	0	0	0
ALPINE STREET	124	124	0	0
AMBLECOTE ROAD	0	0	0	0

LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE
AMBROOK ROAD	0	0	0	0
AMERSHAM ROAD	3	3	0	0
AMETHYST LANE	0	0	0	0
AMHERST ROAD	0	0	0	0
AMITY ROAD	141	141	0	0
AMITY STREET	38	38	0	0
ANGLERS WAY	2	2	0	0
ANSTEY ROAD	118	118	0	0
APPLEBY END	0	0	0	0
APPLEFORD ROAD	0	0	0	0
ARCHWAY ROAD	0	0	0	0
ARDLER ROAD	0	0	0	0
ARGYLE ROAD	53	53	0	0
ARGYLE STREET	124	124	0	0
ARKWRIGHT ROAD	0	0	0	0
ARMADALE COURT	2	2	0	0
ARMOUR HILL	0	0	0	0
ARMOUR ROAD	3	3	0	0
ARTHUR PLACE	0	0	0	0
ASH ROAD	0	0	0	0
ASHAMPSTEAD ROAD	4	4	0	0
ASHBURTON ROAD	5	5	0	0
ASHBY COURT	1	1	0	0
ASHDENE GARDENS	0	0	0	0
ASHMERE TERRACE	0	0	0	0
ASHMORE ROAD	0	0	0	0
AUCKLAND ROAD	1	1	0	0
AUDLEY STREET	201	201	0	0
AUGUST END	1	1	0	0
AUTUMN CLOSE	0	0	0	0
AVEBURY SQUARE	8	8	0	0
AVELEY WALK	0	0	0	0
AVON PLACE	7	7	0	0
AXBRIDGE ROAD	0	0	0	0
BADGERS RISE	0	0	0	0
BAKER STREET	249	249	0	0
BAMBURGH CLOSE	0	0	0	0

LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE
BARNARD CLOSE	0	0	0	0
BARNSDALE ROAD	7	7	0	0
BARNWOOD CLOSE	71	71	0	0
BARON COURT	0	0	0	0
BARRY PLACE	7	7	0	0
BASINGSTOKE ROAD	70	70	0	0
BATES HILL	0	0	0	0
BATH ROAD	8	7	0	1
BATTLE PLACE	1	1	0	0
BATTLE SQUARE	11	11	0	0
BATTLE STREET	153	153	0	0
BECK COURT	0	0	0	0
BEDE WALK	0	0	0	0
BEDFORD ROAD	231	231	0	0
BEECH ROAD	0	0	0	0
BEECHAM ROAD	116	116	0	0
BEECHWOOD AVENUE	0	0	0	0
BELL COURT	0	0	0	0
BELLE AVENUE	0	0	0	0
BELLE VUE ROAD	27	27	0	0
BELMONT ROAD	416	416	0	0
BEMBRIDGE PLACE	1	1	0	0
BENNET ROAD	21	21	0	0
BENSON CLOSE	0	0	0	0
BERESFORD ROAD	80	80	0	0
BERKELEY AVENUE	97	97	0	0
BERKSHIRE DRIVE	0	0	0	0
BERRYLANDS ROAD	0	0	0	0
BETAM ROAD	4	4	0	0
BEVERLEY ROAD	0	0	0	0
BEXLEY COURT	0	0	0	0
BIRCH AVENUE	0	0	0	0
BISHOPS ROAD	4	4	0	0
BLACKWATER CLOSE	0	0	0	0
BLAENAVON	0	0	0	0
BLAGDON ROAD	0	0	0	0
BLAGRAVE LANE	0	0	0	0

LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE
BLANDFORD ROAD	0	0	0	0
BLENHEIM GARDENS	353	353	0	0
BLENHEIM ROAD (CAVERSHAM)	2	0	0	2
BLENHEIM ROAD (READING)	282	282	0	0
BLUNDELLS ROAD	6	6	0	0
BLYTH WALK	0	0	0	0
BODY ROAD	15	15	0	0
BOOT END	0	0	0	0
BOSTON AVENUE	0	0	0	0
BOULT STREET	14	14	0	0
BOULTON ROAD	26	26	0	0
BOULTS WALK	0	0	0	0
BOURNE AVENUE	0	0	0	0
BRACKENDALE WAY	0	0	0	0
BRAMBLE CRESCENT	0	0	0	0
BRAMSHAW ROAD	0	0	0	0
BRAY ROAD	0	0	0	0
BRAYFORD ROAD	0	0	0	0
BRENT GARDENS	0	0	0	0
BRIANTS AVENUE	10	10	0	0
BRIDGE STREET (CAVERSHAM)	1	1	0	0
BRIDGE STREET (READING)	18	18	0	0
BRIGHAM ROAD	84	84	0	0
BRIGHTON ROAD	6	6	0	0
BRILL CLOSE	0	0	0	0
BRIMPTON ROAD	0	0	0	0
BRISBANE ROAD	1	1	0	0
BRITTEN ROAD	0	0	0	0
BRIXHAM ROAD	0	0	0	0
BROAD STREET	30	30	0	0
BROCK GARDENS	10	10	0	0
BROCKLEY CLOSE	0	0	0	0
BROOK STREET WEST	38	38	0	0
BROOKLYN DRIVE	0	0	0	0
BROOMFIELD ROAD	1	1	0	0
BROUGHTON CLOSE	6	6	0	0
BROWNLOW ROAD	12	5	0	7

LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE
BRUNSWICK HILL	250	250	0	0
BRUNSWICK STREET	12	12	0	0
BUCKINGHAM DRIVE	0	0	0	0
BUCKLAND ROAD	2	2	0	0
BULMERSHE ROAD	2	2	0	0
BURFORD COURT (CAROLINE STREET)	0	0	0	0
BURGHFIELD ROAD	0	0	0	0
BUTE STREET	0	0	0	0
BUTTER MARKET	1	1	0	0
BYEFIELD ROAD	0	0	0	0
CADOGAN CLOSE	0	0	0	0
CADUGAN PLACE	6	6	0	0
CALDER CLOSE	0	0	0	0
CALETA CLOSE	0	0	0	0
CALLINGTON ROAD	1	1	0	0
CAMBRIDGE STREET	194	194	0	0
CAMELFORD CLOSE	0	0	0	0
CANAL WAY	2	2	0	0
CANFORD COURT	20	20	0	0
CANNON STREET	34	34	0	0
CANTERBURY ROAD	3	3	0	0
CARDIFF ROAD	103	103	0	0
CARDIGAN GARDENS	83	83	0	0
CARDIGAN ROAD	168	168	0	0
CARDINAL CLOSE	18	18	0	0
CAREY STREET	103	103	0	0
CARISBROOKE CLOSE	0	0	0	0
CARLISLE ROAD	5	5	0	0
CARLTON ROAD	0	0	0	0
CARNARVON ROAD	83	83	0	0
CAROLINE COURT	0	0	0	0
CAROLINE STREET	11	11	0	0
CAROUSEL COURT	0	0	0	0
CARRON CLOSE	0	0	0	0
CARSDALE CLOSE	3	3	0	0
CASTLE CRESCENT	51	51	0	0
CASTLE HILL	7	7	0	0

LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE
CASTLE STREET SERVICE ROAD	11	11	0	0
CATHERINE STREET	189	189	0	0
CATTLE MARKET CAR PARK	291	0	291	0
CAVENDISH ROAD	0	0	0	0
CAVERSHAM BRIDGE (CAVERSHAM ROAD)	0	0	0	0
CAVERSHAM PARK DRIVE	0	0	0	0
CAVERSHAM PARK ROAD	0	0	0	0
CAVERSHAM ROAD	40	40	0	0
CAXTON CLOSE	0	0	0	0
CEDAR ROAD	0	0	0	0
CHAGFORD ROAD	0	0	0	0
CHAIN STREET	0	0	0	0
CHAMPION ROAD	0	0	0	0
CHAPEL HILL	0	0	0	0
CHARLES STREET	63	63	0	0
CHARNDON CLOSE	3	3	0	0
CHATHAM PLACE SERVICE ROAD	0	0	0	0
CHATHAM STREET	34	34	0	0
CHATSWORTH CLOSE	0	0	0	0
CHEAPSIDE	925	925	0	0
CHEDDINGTON CLOSE	0	0	0	0
CHERITON COURT	0	0	0	0
CHERRY CLOSE	0	0	0	0
CHESTER STREET (CAVERSHAM)	45	45	0	0
CHESTER STREET (READING)	133	133	0	0
CHESTER STREET CAR PARK ( CAV)	326	0	326	0
CHESTERMAN STREET	136	136	0	0
CHESTNUT AVENUE	0	0	0	0
CHESTNUT WALK	0	0	0	0
CHICHESTER ROAD	2	2	0	0
CHILTERN COURT	0	0	0	0
CHILTERN ROAD	1	1	0	0
CHOLMELEY PLACE	54	54	0	0
CHOLMELEY ROAD	96	96	0	0
CHOLMELEY TERRACE	26	26	0	0
CHRISTCHURCH GARDENS	2	2	0	0
CHRISTCHURCH ROAD	7	7	0	0

LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE
CHURCH ROAD (CAVERSHAM)	24	24	0	0
CHURCH STREET (CAVERSHAM)	8	8	0	0
CHURCH STREET (READING)	57	57	0	0
CINTRA AVENUE	63	63	0	0
CINTRA CLOSE	0	0	0	0
CIRCUIT LANE	4	4	0	0
CIRCUIT LANE (GARAGE AREA)	0	0	0	0
CITY ROAD	0	0	0	0
CIVIC 'B' CAR PARK	261	0	261	0
CIVIC CENTRE SERVICE ROAD	17	17	0	0
CLARENDON ROAD	10	10	0	0
CLENT ROAD	0	0	0	0
CLEVEDON ROAD	0	0	0	0
CLIFTON PARK ROAD	1	1	0	0
CLIFTON STREET	44	44	0	0
CLONMEL WALK	0	0	0	0
COCKNEY HILL	0	0	0	0
COLDICUTT STREET	25	25	0	0
COLEY AVENUE	3	3	0	0
COLEY HILL	60	60	0	0
COLEY PARK ROAD	19	19	0	0
COLEY PLACE	49	49	0	0
COLEY STREET	1	1	0	0
COLLEGE ROAD	46	44	0	2
COLLIERS WAY	0	0	0	0
COLLIS STREET	10	10	0	0
COMBE ROAD	0	0	0	0
COMBE ROAD (Garage Area)	2	2	0	0
COMMERCIAL ROAD	7	7	0	0
CONINGHAM ROAD	0	0	0	0
CONISBORO AVENUE	0	0	0	0
CONISTON DRIVE	1	1	0	0
CONNAUGHT CLOSE	4	4	0	0
CONNAUGHT ROAD	255	255	0	0
CONSTITUTION ROAD	19	19	0	0
COPENHAGEN CLOSE	0	0	0	0
CORBRIDGE ROAD	9	9	0	0

LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE
CORONATION SQUARE	0	0	0	0
CORWEN ROAD	2	2	0	0
COVENTRY ROAD	62	62	0	0
COW LANE	0	0	0	0
COWPER WAY	0	0	0	0
CRADOCK ROAD	6	6	0	0
CRAIG AVENUE	84	84	0	0
CRANBORNE GARDENS	0	0	0	0
CRANBOURNE GARDENS	0	0	0	0
CRANBURY ROAD	197	195	0	2
CRANE WHARF	1	1	0	0
CRAVEN ROAD	97	92	0	5
CREMYLL ROAD	1	1	0	0
CRESCENT ROAD	12	11	0	1
CRESSINGHAM ROAD	0	0	0	0
CROMWELL ROAD	40	40	0	0
CROSS STREET	6	6	0	0
CROSSLAND ROAD	13	13	0	0
CROWN PLACE	37	37	0	0
CROWN STREET	3	3	0	0
CULVER MEWS	0	0	0	0
CULVER ROAD	52	52	0	0
CUMBERLAND ROAD	131	131	0	0
CURZON STREET	146	146	0	0
DALE ROAD	14	14	0	0
DARELL ROAD	0	0	0	0
DARTINGTON CLOSE	0	0	0	0
DARWIN CLOSE	11	11	0	0
DAWLISH ROAD	0	0	0	0
DE BEAUVOIR ROAD	100	100	0	0
DE BOHUN ROAD	0	0	0	0
DE MONTFORT ROAD	54	54	0	0
DEACON WAY	0	0	0	0
DEANS FARM	0	0	0	0
DEANSGATE ROAD	120	120	0	0
DEE ROAD	1	1	0	0
DEEPDENE CLOSE	28	28	0	0

LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE
DENBURY GARDENS	0	0	0	0
DENBY WAY	0	0	0	0
DENMARK ROAD	99	99	0	0
DERBY ROAD	0	0	0	0
DERBY STREET	26	26	0	0
DERWENT AVENUE	2	2	0	0
DICKENS CLOSE	0	0	0	0
DON CLOSE	3	3	0	0
DONKIN HILL	0	0	0	0
DONNINGTON GARDENS	273	273	0	0
DONNINGTON ROAD	236	236	0	0
DORCHESTER COURT	0	0	0	0
DOROTHY STREET	31	31	0	0
DORSET STREET	21	21	0	0
DOUGLAS ROAD	0	0	0	0
DOVEDALE CLOSE	0	0	0	0
DOVER STREET	10	10	0	0
DOWNING ROAD	3	1	0	2
DOWNSHIRE SQUARE	4	4	0	0
DRAKE WAY	2	2	0	0
DRAYTON ROAD	1	1	0	0
DUKE STREET	2	2	0	0
DULNAN CLOSE	0	0	0	0
DULVERTON GARDENS	0	0	0	0
DUNCAN PLACE	21	21	0	0
DUNSFOLD ROAD	1	1	0	0
DUNSFOLD ROAD (SPUR)	0	0	0	0
DUNSTALL CLOSE	1	1	0	0
DUNSTALL CLOSE CAR PARK	18	0	18	0
DUNSTER CLOSE	0	0	0	0
DURHAM CLOSE	0	0	0	0
DUSSELDORF WAY	0	0	0	0
DWYER ROAD	5	5	0	0
EARLEY HILL ROAD	0	0	0	0
EARLEY PLACE	0	0	0	0
EAST STREET	41	41	0	0
EASTERN AVENUE	81	81	0	0

LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE
EDENHAM CRESCENT	0	0	0	0
EDGAR MILWARD CLOSE	19	19	0	0
EDGEHILL STREET	100	100	0	0
EDINBURGH ROAD	162	162	0	0
ELDART CLOSE	0	0	0	0
ELDON PLACE	2	2	0	0
ELDON ROAD	5	5	0	0
ELDON SQUARE	124	124	0	0
ELDON STREET	7	7	0	0
ELDON TERRACE	48	48	0	0
ELGAR ROAD	178	178	0	0
ELGAR ROAD SOUTH	24	24	0	0
ELIZABETH WALK	2	2	0	0
ELLIOTS WAY	4	4	0	0
ELM LODGE AVENUE	52	52	0	0
ELM PARK	18	18	0	0
ELM PARK ROAD	196	196	0	0
ELM ROAD	1	1	0	0
ELMHURST ROAD	47	47	0	0
ELMLEIGH COURT	0	0	0	0
ELMSTONE DRIVE	0	0	0	0
ELSLEY ROAD	0	0	0	0
ELVASTON WAY	0	0	0	0
EMMBROOK COURT	0	0	0	0
ENNERDALE ROAD	2	2	0	0
EPPING CLOSE	15	15	0	0
EPSOM COURT	8	8	0	0
ERIC AVENUE	0	0	0	0
ERLEIGH ROAD	429	424	0	5
ESSEX STREET	193	193	0	0
EVESHAM ROAD	0	0	0	0
EXBOURNE ROAD	7	7	0	0
FAIRCROSS ROAD	0	0	0	0
FALKLAND ROAD	65	65	0	0
FALMOUTH ROAD	0	0	0	0
FATHERSON ROAD	66	66	0	0
FIELD ROAD	119	119	0	0

LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE
FIRCROFT CLOSE	0	0	0	0
FLORENCE WALK	0	0	0	0
FLORIAN GARDENS	0	0	0	0
FOBNEY STREET	318	318	0	0
FONTWELL DRIVE	0	0	0	0
FORBURY ROAD	0	0	0	0
FORBURY THE	401	401	0	0
FOREST DEAN	0	0	0	0
FOREST HILL	0	0	0	0
FORGE CLOSE	0	0	0	0
FOUNDRY STREET	0	0	0	0
FOXGLOVE GARDENS	16	16	0	0
FOXHAYS ROAD	0	0	0	0
FOXHILL ROAD	164	164	0	0
FRAMLINGHAM DRIVE	0	0	0	0
FRANCIS STREET	143	143	0	0
FRANKLIN STREET	51	51	0	0
FRESHWATER ROAD	14	14	0	0
FRIAR STREET	670	670	0	0
FRIARS WALK	0	0	0	0
FRILSHAM ROAD	2	2	0	0
FROGMORE WAY	0	0	0	0
FULMEAD ROAD	52	52	0	0
GAINSBOROUGH ROAD	0	0	0	0
GALSWORTHY DRIVE	0	0	0	0
GARNET HILL	26	26	0	0
GARNET STREET	35	35	0	0
GARRARD STREET	351	351	0	0
GARSTON CLOSE	0	0	0	0
GAS WORKS ROAD	2	2	0	0
GEORGE CLOSE	0	0	0	0
GEORGE STREET (CAVERSHAM)	6	6	0	0
GEORGE STREET (READING)	267	267	0	0
GILLETTE WAY	21	21	0	0
GLEBE ROAD	87	87	0	0
GLENWOOD DRIVE	0	0	0	0
GLOUCESTER COURT	15	15	0	0

LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE
GORDON PLACE	34	34	0	0
GOSBROOK ROAD	27	27	0	0
GOWER STREET	101	101	0	0
GRAFTON ROAD	0	0	0	0
GRANBY COURT	0	0	0	0
GRANBY GARDENS	103	103	0	0
GRANGE AVENUE	235	235	0	0
GRANVILLE ROAD	2	2	0	0
GRASMERE AVENUE	8	8	0	0
GRATTON ROAD	0	0	0	0
GRATWICKE ROAD	2	2	0	0
GREAT KNOLLYS STREET	302	302	0	0
GREEN ACRE MOUNT	0	0	0	0
GREEN PARK ROAD	0	0	0	0
GREEN PARK SERVICE ROAD	0	0	0	0
GREEN ROAD	3	3	0	0
GREENFIELDS ROAD	0	0	0	0
GREENWOOD ROAD	3	3	0	0
GREYFRIARS ROAD	428	428	0	0
GREYS COURT	0	0	0	0
GREYSTOKE ROAD	0	0	0	0
GROSVENOR ROAD	0	0	0	0
GROVE HILL	0	0	0	0
GROVE ROAD	7	3	0	4
GROVE THE	65	65	0	0
GROVELAND PLACE	0	0	0	0
GROVELANDS ROAD	17	17	0	0
GUN STREET	8	8	0	0
GURNEY CLOSE	0	0	0	0
GURNEY DRIVE	0	0	0	0
HAGLEY ROAD	0	0	0	0
HALLS ROAD	0	0	0	0
HAMILTON ROAD	14	14	0	0
HAMPDEN ROAD	15	15	0	0
HARDWICK ROAD	0	0	0	0
HARLECH AVENUE	0	0	0	0
HARLEY ROAD	12	12	0	0

LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE
HARTLAND ROAD	0	0	0	0
HATFORD ROAD	0	0	0	0
HATHERLEY ROAD	395	395	0	0
HAVERGATE WAY	0	0	0	0
HAWKCHURCH ROAD	0	0	0	0
HAWTHORNE ROAD	0	0	0	0
HAYWOOD COURT	9	9	0	0
HAYWOOD WAY	0	0	0	0
HAZEL CRESCENT	0	0	0	0
HEATH ROAD	0	0	0	0
HELMSDALE CLOSE	0	0	0	0
HEMDEAN HILL	26	26	0	0
HEMDEAN RISE	15	15	0	0
HEMDEAN ROAD	55	53	0	2
HENLEY ROAD	4	4	0	0
HENRIETTA STREET	0	0	0	0
HENRY STREET	83	83	0	0
HEROES WALK	0	0	0	0
HERON ISLAND	0	0	0	0
HERON ISLAND BRIDGE	0	0	0	0
HEWETT AVENUE	0	0	0	0
HEXHAM ROAD	2	2	0	0
HIGH STREET	3	3	0	0
HIGHBRIDGE WHARF	5	5	0	0
HIGHGROVE STREET	269	269	0	0
HIGHGROVE TERRACE	14	14	0	0
HIGHMOOR ROAD	0	0	0	0
HILCOT ROAD	37	37	0	0
HILL STREET	88	88	0	0
HILLBROW	0	0	0	0
HILLS MEADOW CAR PARK	1,079	0	1,079	0
HILLTOP ROAD	0	0	0	0
HODSOLL ROAD	0	0	0	0
HOGARTH AVENUE	2	2	0	0
HOLBERTON ROAD	0	0	0	0
HOLLAND ROAD	0	0	0	0
HOLMES ROAD	2	0	0	2

LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE
HOLYROOD CLOSE	0	0	0	0
HOME FARM CLOSE	2	2	0	0
HONEY END LANE	6	6	0	0
HONITON ROAD	0	0	0	0
HORNSEA CLOSE	0	0	0	0
HOSIER STREET	273	273	0	0
HOWARD STREET	793	793	0	0
HURST WAY	0	0	0	0
HYPERION WAY	0	0	0	0
IAN MIKARDO WAY	0	0	0	0
IDR INNER RELIEF ROAD	0	0	0	0
ILIFFE CLOSE	39	39	0	0
ILKLEY ROAD	0	0	0	0
IMPERIAL WAY	0	0	0	0
INGLEWOOD COURT	1	1	0	0
ISLAND ROAD	0	0	0	0
JAMES STREET	3	3	0	0
JANSON COURT	2	2	0	0
JENKINS CLOSE	0	0	0	0
JESSE TERRACE	113	113	0	0
JUBILEE ROAD	0	0	0	0
JUBILEE SQUARE	15	15	0	0
JUNCTION ROAD	22	22	0	0
JUNIPER WAY	0	0	0	0
KATESGROVE LANE	107	107	0	0
KEARSLEY ROAD	0	0	0	0
KENAVON DRIVE	89	89	0	0
KENDAL AVENUE	0	0	0	0
KENDRICK ROAD	124	124	0	0
KENNET SIDE	3	3	0	0
KENNET STREET	8	8	0	0
KENNET WALK	0	0	0	0
KENSINGTON ROAD	144	141	0	3
KENSINGTON ROAD CAR PARK	45	0	45	0
KENT ROAD	79	79	0	0
KENTWOOD CLOSE	0	0	0	0
KENTWOOD HILL	3	3	0	0

LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE
KILN ROAD	0	0	0	0
KING STREET	113	113	0	0
KINGFISHER PLACE	0	0	0	0
KINGS MEADOW CAR PARK	415	0	415	0
KINGS MEADOW ROAD	59	59	0	0
KINGS ROAD	1,430	1,429	0	1
KINGS ROAD (CAVERSHAM)	114	114	0	0
KINGSBRIDGE ROAD	0	0	0	0
KINGSGATE PLACE (KINGSGATE STREET)	3	3	0	0
KINGSGATE STREET	51	51	0	0
KINGSTON GARDENS	0	0	0	0
KINGSWAY	0	0	0	0
KINSON ROAD	0	0	0	0
KINVER WALK	0	0	0	0
KNIGHTS WAY	0	0	0	0
KNOWLE CLOSE	0	0	0	0
LANCASTER CLOSE	17	17	0	0
LANCING CLOSE	0	0	0	0
LANDRAKE CRESCENT	0	0	0	0
LARKSWOOD CLOSE	0	0	0	0
LAUD CLOSE	3	3	0	0
LAWRENCE ROAD	0	0	0	0
LEMART CLOSE	0	0	0	0
LENNOX ROAD	3	3	0	0
LEOPOLD ROAD (LEOPOLD WALK)	0	0	0	0
LESFORD ROAD	1	1	0	0
LETCOMBE STREET	1	1	0	0
LIBRE WALK	0	0	0	0
LIEBENROOD ROAD	0	0	0	0
LIMA COURT	43	43	0	0
LINCOLN ROAD	35	35	0	0
LINDEN ROAD	0	0	0	0
LINDISFARNE WAY	0	0	0	0
LINKS DRIVE	0	0	0	0
LITTLE JOHNS LANE	33	33	0	0
LITTLE STREET	34	34	0	0
LIVERPOOL ROAD	379	379	0	0

LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE
LOMOND AVENUE	0	0	0	0
LONDON ROAD	138	57	0	81
LONDON STREET	268	268	0	0
LONG BARN LANE	19	19	0	0
LONGRIDGE CLOSE	0	0	0	0
LONGWATER AVENUE	0	0	0	0
LORNE PLACE	1	1	0	0
LORNE STREET	91	91	0	0
LOVEROCK ROAD	16	16	0	0
LOWER ARMOUR ROAD	0	0	0	0
LOWER BROOK STREET	6	6	0	0
LOWER ELMSTONE DRIVE	0	0	0	0
LOWER FIELD ROAD	63	63	0	0
LOWER HENLEY ROAD	0	0	0	0
LOWER MEADOW ROAD	0	0	0	0
LOWER MOUNT	30	30	0	0
LOWFIELD ROAD	0	0	0	0
LUSCINIA VIEW	47	47	0	0
LYDFORD ROAD	21	21	0	0
LYMINGTON GATE	0	0	0	0
LYNDHURST ROAD	0	0	0	0
LYNMOUTH ROAD	65	65	0	0
LYON SQUARE	0	0	0	0
LYTHAM CLOSE	0	0	0	0
MAITLAND ROAD	9	9	0	0
MAKER CLOSE	0	0	0	0
MALDON CLOSE	0	0	0	0
MALL CAR PARK	15	0	15	0
MALLARD ROW	0	0	0	0
MALTHOUSE LANE	144	144	0	0
MALTINGS PLACE	1	1	0	0
MALVERN COURT	5	5	0	0
MANAGUA CLOSE	0	0	0	0
MANCHESTER ROAD	118	118	0	0
MANDEVILLE CLOSE	0	0	0	0
MANOR FARM ROAD	1	1	0	0
MANSFIELD ROAD	49	49	0	0

LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE
MARKET WAY	0	0	0	0
MARLBOROUGH AVENUE	20	20	0	0
MARLBOROUGH COURT	0	0	0	0
MARSACK STREET	0	0	0	0
MARSH COURT (WILTON ROAD)	0	0	0	0
MARSHLAND SQUARE	0	0	0	0
MASON COURT	1	1	0	0
MASON STREET	129	129	0	0
MAYFAIR	1	1	0	0
MEADOW ROAD	2	2	0	0
MEADOW WAY	0	0	0	0
MEADWAY THE 2-240	3	3	0	0
MEAVY GARDENS	0	0	0	0
MELFORD GREEN	0	0	0	0
MELROSE AVENUE	0	0	0	0
MERCHANTS PLACE	376	376	0	0
MERRIVALE GARDENS	0	0	0	0
MERTON ROAD NORTH	0	0	0	0
MERTON ROAD SOUTH	0	0	0	0
MICKLANDS ROAD	0	0	0	0
MILFORD ROAD	20	20	0	0
MILL GREEN	1	1	0	0
MILL LANE	6	6	0	0
MILL ROAD	2	2	0	0
MILLINGTON CLOSE	0	0	0	0
MILMAN ROAD	137	137	0	0
MINSTER STREET	4	4	0	0
MINTON CLOSE	0	0	0	0
MITCHAM CLOSE	2	2	0	0
MONKLEY COURT	0	0	0	0
MONKS WAY	0	0	0	0
MONTAGUE STREET (CAVERSHAM)	9	3	0	6
MONTAGUE STREET (READING)	37	37	0	0
MONTPELIER DRIVE	0	0	0	0
MORGAN ROAD	301	301	0	0
MORISTON CLOSE	0	0	0	0
MORPETH CLOSE	1	1	0	0

LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE
MOUNT STREET	111	111	0	0
MOUNT THE (CAVERSHAM)	0	0	0	0
MOUNT THE (READING)	24	24	0	0
MOWBRAY DRIVE	0	0	0	0
MUIRFIELD CLOSE	40	40	0	0
MUNDESLEY STREET	0	0	0	0
NAPIER ROAD	17	17	0	0
NEATH GARDENS	0	0	0	0
NELSON ROAD	4	4	0	0
NEW BRIGHT STREET	0	0	0	0
NEW LANE HILL	0	0	0	0
NEW ROAD	59	59	0	0
NEWARK STREET	46	46	0	0
NEWCASTLE ROAD	1	1	0	0
NEWLANDS AVENUE	0	0	0	0
NEWPORT ROAD	88	88	0	0
NIRE ROAD	0	0	0	0
NORCOT ROAD	164	45	0	119
NORFOLK ROAD	91	91	0	0
NORMAN PLACE	0	0	0	0
NORMAN ROAD	0	0	0	0
NORRIS ROAD	255	255	0	0
NORTH STREET (CAVERSHAM)	34	34	0	0
NORTH STREET (READING)	11	11	0	0
NORTHBROOK ROAD	0	0	0	0
NORTHCOURT AVENUE	51	51	0	0
NORTHERN WAY	2	2	0	0
NORTHFIELD COTTAGES	0	0	0	0
NORTHFIELD ROAD	71	71	0	0
NORTHUMBERLAND AVENUE	5	4	0	1
NORTON ROAD	60	60	0	0
NORWOOD ROAD	75	75	0	0
OAK TREE COPSE	0	0	0	0
OAK TREE ROAD	8	8	0	0
OAKLANDS	0	0	0	0
OAKLEY ROAD	0	0	0	0
OGMORE CLOSE	0	0	0	0

LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE
ORCHARD GROVE	0	0	0	0
ORCHARD STREET	39	39	0	0
ORMSBY STREET	48	48	0	0
ORRIN CLOSE	0	0	0	0
ORTS ROAD	121	121	0	0
OSBORNE ROAD	0	0	0	0
OVERDOWN ROAD	4	4	0	0
OVERLANDERS END	0	0	0	0
OXFORD ROAD	2,921	2,181	0	740
OXFORD STREET	221	221	0	0
PADDOCK ROAD	0	0	0	0
PALMER PARK AVENUE	59	59	0	0
PALMER PARK CAR PARK	0	0	0	0
PALMER PARK ENTRANCE	0	0	0	0
PANGBOURNE STREET	6	6	0	0
PARK HOUSE LANE	0	0	0	0
PARK LANE	10	6	0	4
PARK VIEW	0	0	0	0
PARKHOUSE LANE	0	0	0	0
PARKSIDE ROAD	20	20	0	0
PARTHIA CLOSE	13	13	0	0
PATRICK ROAD	46	46	0	0
PATRIOT PLACE	0	0	0	0
PEEL CLOSE	0	0	0	0
PEGS GREEN CLOSE	0	0	0	0
PELL STREET	36	36	0	0
PENDENNIS AVENUE	1	1	0	0
PENNYROYAL COURT	0	0	0	0
PENROATH AVENUE	0	0	0	0
PENTLAND CLOSE	0	0	0	0
PEPPARD ROAD	1	0	0	1
PEPPER LANE	9	9	0	0
PICTON WAY	0	0	0	0
PIERCES HILL	0	0	0	0
PIGGOTTS ROAD	1	1	0	0
PINETREE COURT	0	0	0	0
PITCROFT AVENUE	161	161	0	0

LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE
PORTMAN ROAD	0	0	0	0
PORTMAN WAY	7	7	0	0
PORTMEIRION GARDENS	0	0	0	0
PORTWAY CLOSE	0	0	0	0
POTTERY ROAD	0	0	0	0
PRIEST HILL	43	43	0	0
PRINCE OF WALES AVENUE	94	94	0	0
PRINCES STREET	207	207	0	0
PRIORS COURT	0	0	0	0
PRIORY AVENUE	159	159	0	0
PROMENADE ROAD	14	14	0	0
PROSPECT MEWS	0	0	0	0
PROSPECT STREET (CAVERSHAM)	1	1	0	0
PROSPECT STREET (READING)	98	98	0	0
QUANTOCK AVENUE	0	0	0	0
QUEEN ANNES GATE	0	0	0	0
QUEEN STREET	0	0	0	0
QUEEN VICTORIA STREET	1	1	0	0
QUEENS COTTAGES	0	0	0	0
QUEENS ROAD (CAVERSHAM)	143	143	0	0
QUEENS ROAD (READING)	48	44	0	4
QUEENS ROAD CAR PARK	8	0	8	0
QUEENS ROAD SLIP ROAD	1	1	0	0
QUEENS WALK	1	1	0	0
QUEENSBOROUGH DRIVE	0	0	0	0
QUEENSWAY	3	1	0	2
RADSTOCK ROAD	231	231	0	0
RAGLAN COURT	0	0	0	0
RAGLEY MEWS	0	0	0	0
RANDOLPH ROAD	36	36	0	0
RECREATION ROAD	97	11	0	86
RECREATION ROAD CAR PARK	42	0	42	0
RECTORY ROAD	86	86	0	0
REDBERRY CLOSE	0	0	0	0
REDLANDS ROAD	179	179	0	0
REDLANE COURT	0	0	0	0
REDRUTH GARDENS	0	0	0	0

LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE
REGIS PARK ROAD	0	0	0	0
RELEIF ROAD (A33)	0	0	0	0
RESTWOLD CLOSE	0	0	0	0
RICHFIELD AVENUE	1	1	0	0
RICHMOND ROAD	97	97	0	0
RICHMOND ROAD CAVERSHAM	0	0	0	0
RILEY ROAD	0	0	0	0
RIVER ROAD	8	8	0	0
RIVERSDALE COURT	0	0	0	0
RODWAY ROAD	14	14	0	0
ROMANY LANE	6	6	0	0
ROSE KILN LANE	1	1	0	0
ROSE WALK	0	0	0	0
ROSS ROAD	44	44	0	0
ROSSENDALE ROAD	0	0	0	0
ROTHERFIELD WAY	0	0	0	0
ROUTH LANE	0	0	0	0
ROWDELL DRIVE	0	0	0	0
ROWE COURT	1	1	0	0
ROWLEY ROAD	3	3	0	0
ROYSTON CLOSE	0	0	0	0
RUFUS ISAACS ROAD	0	0	0	0
RUPERT STREET	54	54	0	0
RUPERT WALK	0	0	0	0
RUSKIN	0	0	0	0
RUSSELL STREET	274	274	0	0
RUSSET GLADE	0	0	0	0
RUTLAND ROAD	25	25	0	0
RYDAL AVENUE	0	0	0	0
SACKVILLE STREET	1,527	1,527	0	0
SALCOMBE ROAD	0	0	0	0
SALISBURY ROAD	278	278	0	0
SAN FRANCISCO	0	0	0	0
SANCTUARY CLOSE	1	1	0	0
SANDCROFT ROAD	0	0	0	0
SANDGATE AVENUE	0	0	0	0
SAVERNAKE CLOSE	1	1	0	0

LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE
SCHOOL TERRACE	24	18	0	6
SCOURS LANE	0	0	0	0
SEND ROAD	0	0	0	0
SEVERN WAY	0	0	0	0
SHAFTESBURY ROAD	77	77	0	0
SHAW ROAD	2	2	0	0
SHENSTONE ROAD	2	2	0	0
SHEPHERDS LANE	0	0	0	0
SHEPLEY DRIVE	0	0	0	0
SHERIDAN AVENUE	0	0	0	0
SHERMAN PLACE	0	0	0	0
SHERMAN ROAD	101	101	0	0
SHERWOOD STREET	105	105	0	0
SHILLING CLOSE	0	0	0	0
SHINFIELD RISE	1	1	0	0
SHINFIELD ROAD	0	0	0	0
SHIRESHEAD CLOSE	0	0	0	0
SHORT STREET	39	39	0	0
SHORT STREET (CAVERSHAM)	9	9	0	0
SIDMOUTH STREET	111	111	0	0
SILCHESTER ROAD	0	0	0	0
SILVER STREET	2	1	0	1
SIMMONDS STREET	0	0	0	0
SMALLMEAD ROAD	0	0	0	0
SOMERSTOWN COURT	0	0	0	0
SOUTH OAK WAY	0	0	0	0
SOUTH STREET (CAVERSHAM)	31	31	0	0
SOUTH STREET (READING)	283	283	0	0
SOUTH VIEW AVENUE	3	1	0	2
SOUTH VIEW PARK	0	0	0	0
SOUTHAMPTON STREET	58	58	0	0
SOUTHCOTE FARM LANE	0	0	0	0
SOUTHCOTE LANE	14	13	0	1
SOUTHCOTE PARADE	0	0	0	0
SOUTHCOTE ROAD	3	3	0	0
SOUTHDOWN ROAD	0	0	0	0
SPENCER ROAD	1	1	0	0

LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE
SPRING GARDENS	37	37	0	0
SPRING GROVE	21	21	0	0
SPRING TERRACE	0	0	0	0
ST AGNES MEWS	0	0	0	0
ST ANDREWS ROAD	1	1	0	0
ST ANNES ROAD	6	6	0	0
ST BARNABAS ROAD	2	2	0	0
ST BARTHOLOMEWS ROAD	142	142	0	0
ST BENETS WAY	2	2	0	0
ST EDWARDS ROAD	20	20	0	0
ST ELIZABETH CLOSE	0	0	0	0
ST GEORGES ROAD	90	90	0	0
ST GEORGES TERRACE	15	15	0	0
ST GILES CLOSE	72	72	0	0
ST JOHNS HILL	35	35	0	0
ST JOHNS ROAD (CAVERSHAM)	2	2	0	0
ST JOHNS ROAD (READING)	9	9	0	0
ST JOHNS STREET	28	28	0	0
ST MARY BUTTS (VICARAGE SITE LOADING AREA)	0	0	0	0
ST MARYS BUTTS	290	290	0	0
ST MICHAELS ROAD	2	2	0	0
ST PAUL COURT SERVICE ROAD	20	20	0	0
ST PETERS AVENUE	1	1	0	0
ST PETERS HILL	0	0	0	0
ST PETERS ROAD	91	91	0	0
ST RONANS ROAD	6	6	0	0
ST SAVIOURS ROAD	3	3	0	0
ST SAVIOURS TERRACE	1	1	0	0
ST STEPHENS CLOSE	7	7	0	0
STADIUM WAY	1	1	0	0
STANHAM ROAD	0	0	0	0
STANLEY GROVE	65	65	0	0
STANLEY STREET	125	125	0	0
STANSHAW ROAD	247	247	0	0
STAPLEFORD ROAD	0	0	0	0
STAR LANE	0	0	0	0
STAR ROAD	1	1	0	0

LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE
STATION HILL	0	0	0	0
STATION ROAD	5	5	0	0
STAVERTON ROAD	3	3	0	0
STOCKTON ROAD	0	0	0	0
STRATHEDEN PLACE	1	1	0	0
STRATHY CLOSE	0	0	0	0
STUART CLOSE	0	0	0	0
SUFFOLK ROAD	12	12	0	0
SUN STREET	9	9	0	0
SURLEY ROW	2	0	0	2
SURREY ROAD	97	97	0	0
SUTTON WALK	1	1	0	0
SWAINSTONE ROAD	128	128	0	0
SWALLOWFIELD DRIVE	0	0	0	0
SWAN PLACE	0	0	0	0
SWANSEA ROAD	67	57	0	10
SWANSEA ROAD	30	29	0	1
SWANSEA TERRACE	0	0	0	0
SYCAMORE ROAD	0	0	0	0
TAFF WAY	0	0	0	0
TALFOURD AVENUE	1	1	0	0
TALLIS LANE	0	0	0	0
TAMARISK AVENUE	0	0	0	0
TAMESIS PLACE	0	0	0	0
TAVISTOCK ROAD	0	0	0	0
TAY ROAD	0	0	0	0
TAZEWELL COURT	0	0	0	0
TEMPLE PLACE	75	75	0	0
TEMPLETON GARDENS	0	0	0	0
TERN CLOSE	0	0	0	0
TESSA ROAD	5	5	0	0
TEVIOT ROAD	0	0	0	0
THAMES AVENUE	74	74	0	0
THAMES SIDE	0	0	0	0
THAMES SIDE PROMENADE	6	6	0	0
THAMES SIDE PROMENADE CAR PARK	299	0	299	0
THE ARCADE	0	0	0	0

LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE
THE HORSE CLOSE	1	1	0	0
THE MEADWAY	3	3	0	0
THE MEWS	0	0	0	0
THE MOUNT	18	18	0	0
THE RIDGEWAY	0	0	0	0
THE WARREN	0	0	0	0
THE WILLOWS	0	0	0	0
THICKET ROAD	0	0	0	0
THIRLMERE AVENUE	18	18	0	0
THORN LANE	0	0	0	0
THORN STREET	191	191	0	0
THORN WALK	1	1	0	0
THORNTON MEWS	12	12	0	0
THORNTON ROAD	5	5	0	0
TIDMARSH STREET	12	12	0	0
TILBURY CLOSE	0	0	0	0
TILEHURST ROAD	14	12	0	2
TINTERN CRESCENT	0	0	0	0
TOFRECK TERRACE	0	0	0	0
TORRINGTON ROAD	0	0	0	0
TOTNES ROAD	0	0	0	0
TOWER CLOSE	0	0	0	0
TRAFALGAR COURT	0	0	0	0
TRAFFORD ROAD	0	0	0	0
TRIANGLE THE	5	5	0	0
TRINITY PLACE	21	21	0	0
TROOPER POTTS WAY	0	0	0	0
TUDOR ROAD	8	8	0	0
TUNS HILL COTTAGES	25	25	0	0
TUNS HILL COTTS	1	1	0	0
UFFINGTON CLOSE	0	0	0	0
ULLSWATER DRIVE	0	0	0	0
UNDERWOOD ROAD	0	0	0	0
UNION STREET	0	0	0	0
UNITY CLOSE	0	0	0	0
UPLANDS ROAD	0	0	0	0
UPPER CROWN STREET	149	149	0	0

LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE
UPPER WOODCOTE ROAD	0	0	0	0
USK ROAD	8	1	0	7
VACHEL ROAD	893	893	0	0
VALE CRESCENT	0	0	0	0
VALENTIA CLOSE	0	0	0	0
VALENTIA ROAD	75	75	0	0
VALLEY CLOSE	0	0	0	0
VALPY STREET	590	590	0	0
VASTERN ROAD	82	82	0	0
VASTERN ROAD (SERVICE ROAD)	0	0	0	0
VENTNOR ROAD	0	0	0	0
VICARAGE ROAD	2	1	0	1
VICTORIA ROAD (READING)	0	0	0	0
VICTORIA ROAD (TILEHURST)	1	1	0	0
VICTORIA STREET	7	7	0	0
VICTORIA WAY	0	0	0	0
VILLAGE CLOSE	0	0	0	0
VIRGINIA WAY	1	1	0	0
WALDECK STREET	92	92	0	0
WALKERS PLACE	1	1	0	0
WALNUT WAY	0	0	0	0
WANTAGE ROAD	306	306	0	0
WARWICK ROAD	44	44	0	0
WASHINGTON ROAD	62	10	0	52
WATER ROAD	0	0	0	0
WATERLOO RISE	0	0	0	0
WATERLOO ROAD	11	11	0	0
WATERMAN PLACE	0	0	0	0
WATERSIDE GARDENS	0	0	0	0
WATLINGTON STREET	258	257	0	1
WAVERLEY ROAD	106	106	0	0
WAYBROOK CRESCENT	2	2	0	0
WAYLEN STREET	475	475	0	0
WEALD RISE	1	1	0	0
WEALDEN WAY	0	0	0	0
WEIGHBRIDGE ROW	0	0	0	0
WELDALE STREET	150	150	0	0

LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE
WENSLEY ROAD	8	4	0	4
WENTWORTH AVENUE	0	0	0	0
WEST GREEN COURT	0	0	0	0
WEST HILL	8	8	0	0
WEST STREET	260	260	0	0
WESTBOURNE TERRACE	72	72	0	0
WESTBROOK ROAD	11	11	0	0
WESTCOTE ROAD	2	2	0	0
WESTDENE CRESCENT	0	0	0	0
WESTERHAM WALK	0	0	0	0
WESTERN ELMS AVENUE	69	69	0	0
WESTERN OAKS	0	0	0	0
WESTERN ROAD	4	4	0	0
WESTFIELD ROAD	85	85	0	0
WESTONBIRT DRIVE	0	0	0	0
WESTWOOD GLEN	0	0	0	0
WESTWOOD ROAD	5	5	0	0
WETHERBY CLOSE	0	0	0	0
WHEATLEY CLOSE	0	0	0	0
WHITBY DRIVE	16	16	0	0
WHITBY GREEN	0	0	0	0
WHITEKNIGHTS ROAD	6	6	0	0
WHITLEY PARK LANE	86	86	0	0
WHITLEY STREET	47	47	0	0
WHITLEY WOOD LANE	2	2	0	0
WHITLEY WOOD ROAD	10	10	0	0
WIGMORE LANE	11	11	0	0
WILLIAM STREET	47	47	0	0
WILLOW GARDENS	0	0	0	0
WILLOW STREET	1	1	0	0
WILSON ROAD	86	86	0	0
WILTON ROAD	72	72	0	0
WILTON ROAD	20	20	0	0
WILWYNE CLOSE	0	0	0	0
WINCANTON ROAD	0	0	0	0
WINCHESTER ROAD	85	85	0	0
WINDERMERE ROAD	0	0	0	0

LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE
WISTON TERRACE	0	0	0	0
WOBURN CLOSE	0	0	0	0
WOKINGHAM ROAD	289	80	0	209
WOLSELEY STREET	91	91	0	0
WOLSEY ROAD	83	83	0	0
WOOD GREEN CLOSE	4	4	0	0
WOODBERRY CLOSE	0	0	0	0
WOODCOTE ROAD	0	0	0	0
WOODCOTE WAY	0	0	0	0
WOODFORD CLOSE	0	0	0	0
WOODROW COURT	0	0	0	0
WOODSTOCK STREET	4	4	0	0
WRENFIELD DRIVE	0	0	0	0
WYE CLOSE	0	0	0	0
WYKEHAM ROAD	45	45	0	0
WYNFORD CLOSE	0	0	0	0
YELVERTON ROAD	0	0	0	0
YEW LANE	0	0	0	0
YIELD HALL LANE	0	0	0	0
YIELD HALL PLACE	0	0	0	0
YORK ROAD	83	75	0	8
ZINZAN STREET	595	593	0	2

## Appendix A - Parking Penalty Charge Notices - By Contravention

Notes:

“Direct Issue - On Street” means tickets issued by a Civil Enforcement Officer direct to the vehicle whilst parked on the Public Highway.

“Postal Issue - Approved Device” means tickets issued from the enforcement vehicle, whereby the PCN is posted to the DVLA registered keeper.

“Direct Issue - Off Street” means tickets issued by a Civil Enforcement Officer direct to the vehicle whilst parked in a Council Owned car park.

PENALTY CHARGE NOTICES ISSUED BY CONTRAVENTION			DIRECT ISSUE - ON STREET	POSTAL ISSUE - APPROVED DEVICE	DIRECT ISSUE - OFF STREET
CONTRAVENTION CODE	TOTAL ISSUED	PERCENTAGE			
<b>HIGHER LEVEL (ON STREET)</b>					
PARKED IN A RESTRICTED STREET DURING PRESCRIBED HOURS	6,310	13.1%	6,310	0	0
PARKED OR LOADING/UNLOADING IN A RESTRICTED STREET WHERE WAITING AND LOADING/UNLOADING RESTRICTIONS ARE IN FORCE	348	0.7%	348	0	0
PARKED IN A RESIDENTS' OR SHARED USE PARKING PLACE OR ZONE WITHOUT CLEARLY DISPLAYING EITHER A PERMIT OR VOUCHER OR PAY AND DISPLAY TICKET ISSUED FOR THAT PLACE	10,929	22.7%	10,929	0	0
PARKED IN A PERMIT SPACE WITHOUT DISPLAYING A VALID PERMIT	9,312	19.3%	9,312	0	0
PARKED IN A LOADING GAP MARKED BY A YELLOW LINE	14	0.03%	14	0	0
PARKED IN A SUSPENDED BAY OR SPACE OR PART OF BAY OR SPACE	91	0.2%	91	0	0
PARKED IN A PARKING PLACE OR AREA NOT DESIGNATED FOR THAT CLASS OF VEHICLE	227	0.5%	227	0	0

PENALTY CHARGE NOTICES ISSUED BY CONTRAVENTION					
CONTRAVENTION CODE	TOTAL ISSUED	PERCENTAGE	DIRECT ISSUE - ON STREET	POSTAL ISSUE - APPROVED DEVICE	DIRECT ISSUE - OFF STREET
PARKED IN A LOADING PLACE DURING RESTRICTED HOURS WITHOUT LOADING	352	0.7%	352	0	0
PARKED IN A SPECIAL ENFORCEMENT AREA MORE THAN 50 CM† FROM THE EDGE OF THE CARRIAGEWAY AND NOT WITHIN A DESIGNATED PARKING PLACE	57	0.1%	57	0	0
PARKED IN A SPECIAL ENFORCEMENT AREA ADJACENT TO A DROPPED FOOTWAY	0	0.00%	0	0	0
PARKED IN A DESIGNATED DISABLED PERSON'S PARKING PLACE WITHOUT DISPLAYING A VALID DISABLED PERSON'S BADGE IN THE PRESCRIBED MANNER	1,334	2.8%	1,334	0	0
PARKED IN A PARKING PLACE DESIGNATED FOR POLICE VEHICLES	17	0.04%	17	0	0
PARKED ON A TAXI RANK	58	0.1%	58	0	0
STOPPED WHERE PROHIBITED (ON A RED ROUTE OR CLEARWAY)	1,702	3.5%	369	1,333	0
STOPPED ON A RESTRICTED BUS STOP OR STAND	108	0.2%	42	66	0
STOPPED IN A RESTRICTED AREA OUTSIDE A SCHOOL WHEN PROHIBITED	283	0.6%	92	191	0
PARKED WITH ONE OR MORE WHEELS ON OR OVER A FOOTPATH OR ANY PART OF A ROAD OTHER THAN A CARRIAGEWAY.	49	0.1%	49	0	0
STOPPED ON A PEDESTRIAN CROSSING OR CROSSING AREA MARKED BY ZIGZAGS	32	0.07%	32	0	0
<b>LOWER LEVEL (ON-STREET)</b>					
PARKED AFTER THE EXPIRY OF PAID FOR TIME	2,054	4.3%	2,054	0	0

PENALTY CHARGE NOTICES ISSUED BY CONTRAVENTION					
CONTRAVENTION CODE	TOTAL ISSUED	PERCENTAGE	DIRECT ISSUE - ON STREET	POSTAL ISSUE - APPROVED DEVICE	DIRECT ISSUE - OFF STREET
PARKED WITHOUT CLEARLY DISPLAYING A VALID PAY & DISPLAY TICKET OR VOUCHER	5,125	10.6%	5,125	0	0
PARKED WITH PAYMENT MADE TO EXTEND THE STAY BEYOND INITIAL TIME	1	0.002%	0	0	0
PARKED IN A RESIDENTS' OR SHARED USE PARKING PLACE OR ZONE DISPLAYING AN INVALID PERMIT, AN INVALID VOUCHER OR AN INVALID PAY & DISPLAY TICKET	2,393	5.0%	2,393	0	0
RE-PARKED IN THE SAME PARKING PLACE OR ZONE WITHIN ONE HOUR* OF LEAVING	21	0.04%	21	0	0
NOT PARKED CORRECTLY WITHIN THE MARKINGS OF THE BAY OR SPACE	207	0.4%	207	0	0
PARKED FOR LONGER THAN PERMITTED	4,231	8.8%	4,231	0	0
<b>HIGHER LEVEL (OFF-STREET (CAR PARKS))</b>					
PARKED IN A LOADING AREA DURING RESTRICTED HOURS WITHOUT REASONABLE EXCUSE	0	0.00%	0	0	0
PARKED IN A RESTRICTED AREA IN A CAR PARK	27	0.06%	0	0	27
PARKED IN A PERMIT BAY WITHOUT CLEARLY DISPLAYING A VALID PERMIT	15	0.03%	0	0	15
PARKED IN A DESIGNATED DISABLED PERSON'S PARKING PLACE WITHOUT DISPLAYING A VALID DISABLED PERSON'S BADGE IN THE PRESCRIBED MANNER	39	0.08%	0	0	39
PARKED IN A CAR PARK OR AREA NOT DESIGNATED FOR THAT CLASS OF VEHICLE	1	0.002%	0	0	1

PENALTY CHARGE NOTICES ISSUED BY CONTRAVENTION					
CONTRAVENTION CODE	TOTAL ISSUED	PERCENTAGE	DIRECT ISSUE - ON STREET	POSTAL ISSUE - APPROVED DEVICE	DIRECT ISSUE - OFF STREET
<b>LOWER LEVEL (OFF-STREET (CAR PARKS))</b>					
PARKED AFTER THE EXPIRY OF PAID FOR TIME	398	0.8%	0	0	398
PARKED IN A CAR PARK WITHOUT CLEARLY DISPLAYING A VALID PAY & DISPLAY TICKET OR VOUCHER OR PARKING CLOCK	2,066	4.3%	0	0	2,066
PARKED WITH ADDITIONAL PAYMENT MADE TO EXTEND THE STAY BEYOND TIME FIRST PURCHASED	0	0%	0	0	0
PARKED BEYOND THE BAY MARKINGS	252	0.5%	0	0	252
RE-PARKED WITHIN ONE HOUR* OF LEAVING A BAY OR SPACE IN A CAR PARK	0	0.00%	0	0	0

## Appendix B - Bus Lane Penalty Charge Notices - By Street

PENALTY CHARGE NOTICES ISSUED BY LOCATION	2018/2019	PERCENTAGE
A329 KINGS ROAD (WEST TO EAST)	1,168	1.6%
A329 WOKINGHAM ROAD	1,525	2.1%
A33 (SOUTHBOUND) OFFSIDE LANE	129	0.2%
BASINGSTOKE ROAD (NORTHBOUND BENNET ROAD)	640	0.9%
BASINGSTOKE ROAD (NORTHBOUND)	250	0.3%
BASINGSTOKE ROAD (SOUTHBOUND BENNET ROAD)	2,510	3.5%
BASINGSTOKE ROAD (SOUTHBOUND)	2,015	2.8%
BATH ROAD	5,280	7.3%
BLAGRAVE STREET (EAST TO WEST SECTION)	3,214	4.5%
BRIDGE STREET	2,449	3.4%
DUKE STREET	1,123	1.6%
FRIAR STREET (EAST BOUND)	1,942	2.7%
FRIAR STREET (WEST BOUND)	639	0.9%
HEMDEAN ROAD	2,652	3.7%
KING'S ROAD	510	0.7%
LINDESFARNE WAY (WESTBOUND)	2,164	3.0%
LINDESFARNE WAY (EASTBOUND)	2,205	3.1%
LONDON STREET (NORTHERN SECTION)	770	1.1%
LONDON STREET (SOUTH)	760	1.1%
MINSTER STREET (WESTBOUND)	14,973	20.8%
NORCOT ROAD (EAST BOUND)	338	0.5%
NORCOT ROAD (WEST BOUND)	653	0.9%
OXFORD ROAD	2,557	3.6%
OXFORD ROAD (EASTBOUND BEDFORD ROAD)	289	0.4%
SOUTHAMPTON STREET	2,163	3.0%
SOUTHCOTE LANE	1,430	2.0%
SOUTHCOTE LANE (SOUTHBOUND)	1,915	2.7%
ST MARYS BUTTS (NORTHBOUND)	4,603	6.4%
STANSHAW ROAD	2,112	2.9%
THE FORBURY	601	0.8%
TROOPER POTTS WAY (NORTH TO SOUTH)	1,517	2.1%
TROOPER POTTS WAY (SOUTH TO NORTH)	1,408	2.0%
VASTERN ROAD (EAST SIDE SOUTHBOUND)	2,593	3.6%
VASTERN ROAD (NORTHSIDE 1)	195	0.3%
VASTERN ROAD (NORTHSIDE 2)	1,520	2.1%
VASTERN ROAD (WEST SIDE NORTHBOUND)	1,151	1.6%

## Appendix B - Bus Lane Penalty Charge Notices - Comparison

PENALTY CHARGE NOTICES ISSUED BY LOCATION	2017/2018	2018/2019	CHANGE PREVIOUS YEAR
A329 KINGS ROAD (WEST TO EAST)	1,479	1,168	-21%
A329 WOKINGHAM ROAD	2,587	1,525	-41%
A33 (SOUTHBOUND) OFFSIDE LANE	26	129	396%
BASINGSTOKE ROAD (NORTHBOUND BENNET ROAD)	530	640	21%
BASINGSTOKE ROAD (NORTHBOUND)	666	250	-62%
BASINGSTOKE ROAD (SOUTHBOUND BENNET ROAD)	2,290	2,510	10%
BASINGSTOKE ROAD (SOUTHBOUND)	3,175	2,015	-37%
BATH ROAD	6,472	5,280	-18%
BLAGRAVE STREET (EAST TO WEST SECTION)	4,085	3,214	-21%
BRIDGE STREET	1,706	2,449	44%
DUKE STREET	2,171	1,123	-48%
FRIAR STREET (EAST BOUND)	5,445	1,942	-64%
FRIAR STREET (WEST BOUND)	2,326	639	-73%
HEMDEAN ROAD	3,027	2,652	-12%
KING'S ROAD	544	510	-6%
LINDESFARNE WAY (WESTBOUND)	2,719	2,164	-20%
LINDESFARNE WAY (EASTBOUND)	2,375	2,205	-7%
LONDON STREET (NORTHERN SECTION)	2,497	770	-69%
LONDON STREET (SOUTH)	1,283	760	-41%
MINSTER STREET (WESTBOUND)	22,412	14,973	-33%
NORCOT ROAD (EAST BOUND)	247	338	37%
NORCOT ROAD (WEST BOUND)	600	653	9%
OXFORD ROAD	2,374	2,557	8%
OXFORD ROAD (EASTBOUND BEDFORD ROAD)	72	289	301%
SOUTHAMPTON STREET	2,385	2,163	-9%
SOUTHCOTE LANE	1,512	1,430	-5%
SOUTHCOTE LANE (SOUTHBOUND)	2,729	1,915	-30%
ST MARYS BUTTS (NORTHBOUND)	4,645	4,603	-1%
STANSHAW ROAD	2,441	2,112	-13%
THE FORBURY	2,124	601	-72%
TROOPER POTTS WAY (NORTH TO SOUTH)	1,599	1,517	-5%
TROOPER POTTS WAY (SOUTH TO NORTH)	1,196	1,408	18%
VASTERN ROAD (EAST SIDE SOUTHBOUND)	2,692	2,593	-4%
VASTERN ROAD (NORTHSIDE 1)	777	195	-75%

<b>PENALTY CHARGE NOTICES ISSUED BY LOCATION</b>	<b>2017/2018</b>	<b>2018/2019</b>	<b>CHANGE PREVIOUS YEAR</b>
VASTERN ROAD (NORTHSIDE 2)	1,973	1,520	-23%
VASTERN ROAD (WEST SIDE NORTHBOUND)	1,068	1,151	8%
<b>TOTAL</b>	<b>96,249</b>	<b>71,963</b>	<b>-25%</b>