



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

Parking Services Annual Report 2024 – 2025



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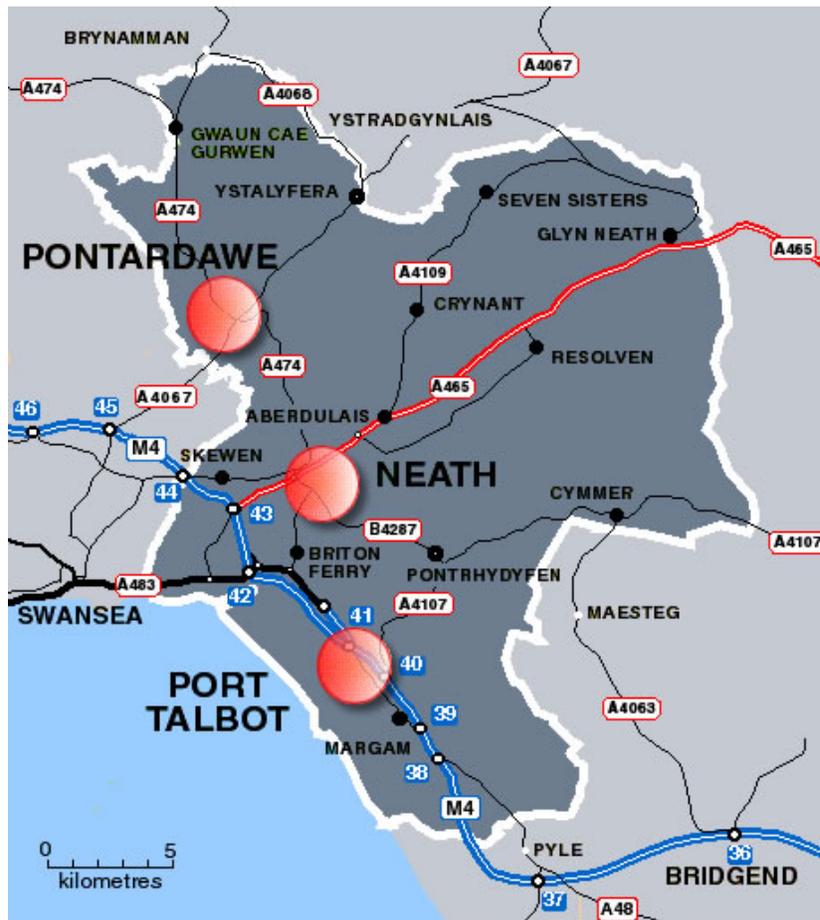
I n d e x

	Page No.
1. Introduction	3-4
2. Aim and Objectives	4
3. History and Current Operations	5
4. Car Parks	5-6
5. Safer Parking	7
6. Innovation & Technology	7
7. Statistics	8-9
8. Appeals and Challenges	9
9. Traffic Enforcement Centre	10
10. Income and Expenditure	10
11. Training	11
12. Acknowledgements	11

1 Introduction

Neath Port Talbot is a county borough and one of the unitary authority areas of Wales. Neath Port Talbot is the 8th most populous county in Wales and the third most populous county borough.

The county borough borders the other principal areas of Bridgend and Rhondda Cynon Taff to the east, Powys and Carmarthenshire to the north and Swansea to the west. Its principal towns are Neath, Port Talbot and Pontardawe.



Neath Port Talbot County Borough Council were the first to introduce Decriminalised Parking Enforcement under the Road traffic Act 1991 in Wales. The enforcement of road traffic regulation orders by the authority came into effect on 1st June 1999.

On 31st March 2008 the Road Traffic Act 1991 was replaced by the Traffic Management Act 2004, and all authorities currently enforcing traffic orders

under the 1991 Act automatically became Civil Enforcement Areas under the new Traffic Management Act.

Enforcement of the on and off-street traffic regulation orders comes under the Traffic management Act 2004.

(Section 78 of the Traffic Management Act 2004 and Regulation's 9 and 10 of the Civil Enforcement of Road Traffic Contraventions (General Provisions) (Wales) Regulations 2013).

Civil Enforcement of Parking Contraventions (Representations and Appeals) (Wales) Regulations 2008.

Civil Enforcement of Parking Contraventions (Penalty Charge Notices, Enforcement and Adjudication) (Wales) Regulations 2008.

There is a requirement set out in the Statutory Guidance provided pursuant to the Traffic Management Act 2004 is for Local Authorities to produce and publish an annual report on parking enforcement activities.

Neath Port Talbot is committed to providing a fair, consistent and transparent Parking Service. Publishing clear statistical and financial information will help achieve this. This report includes information about the level of parking enforcement activity for the period 2024/2025, as well as the income and expenditure recorded in our 'parking account'.

2 Aim and Objectives

The overall aim of the Authority is to provide a Parking Service that supports residents, visitors and businesses within Neath Port Talbot. We set out to achieve this through the following objectives:

- Improve road safety and access to services for all road users including pedestrians
- Support the local economy by ensuring a turnover of vehicles in short stay parking bays

3 History and Current Operation

In 1999 the authority tendered two contracts one for the enforcement of on and off-street parking and the other for the notice processing. The two contracts were won by Sureway Parking Services, which changed its name during the contract period to Vinci Parking Services.

Following a member review, when the contracts were due to expire the authority brought both contracts back in-house in April 2007, transferring the Vinci personnel over to the authority.

Parking Services were initially based in Port Talbot town centre up until August 2013. This allowed for a shop facility for the public to purchase permits and pay parking fines. New software was purchased in 2013 which allowed residents to purchase or renew parking permits online. This meant there was no longer the need for a parking shop. Members of the public are still able to contact parking services with any queries via e-mail, telephone or in writing.

Parking Services operate from The Quays, in Baglan Energy Park and employs 18 members of staff. Enforcement is operational seven days a week. Seven beats cover the Borough, three in Neath, one in Port Talbot, one in Skewen, one in Pontardawe and one mobile patrol covering the rural areas. In addition to this two Mobile CCTV vehicle are deployed to assist in the enforcement of more rural areas and to keep up with demand for a presence outside schools.

Those people who have been issued with a Penalty Charge Notice are able to pay either over the telephone payment line, online, by post or in person at either of our Civic Centres. All challenges must be in writing to Parking Services.

4 Car Parks

Neath Port Talbot Council operate most of the car parks in the Borough. Cashless payment is available in all car parks by means of card readers installed into the Pay and Display Machines, as well as pay by phone.

The car parks operated by Neath Port Talbot Council have 2,967 spaces as detailed below.

Car Park	Location	Capacity
High Street Car Park	Neath	37
Milland Road Car Park	Neath	450
Neath Multi-Storey Car Park	Neath	600
Rosser Street Car Park	Neath	33
Herbert Street Lower Car Park	Pontardawe	19
Herbert Street Upper Car Park	Pontardawe	37
Pontardawe By-Pass Car Park	Pontardawe	44
Bay View	Port Talbot	68
Bethany Square Car Park	Port Talbot	166
Harbourside - Parkway	Port Talbot	167
Ocean Way	Port Talbot	282
Port Talbot Civic	Port Talbot	80
Victoria Road	Port Talbot	20
Port Talbot Multi-Storey Car Park	Port Talbot	705
Scarlet Avenue Car Park	Port Talbot	111
St Mary's Car Park	Port Talbot	41
Station Road Car Park	Port Talbot	107

5 Safer Parking

The Safer Parking Scheme is an initiative of the Association of Chief Police Officers aimed at reducing crime in parking facilities.

Thirteen of the car parks managed by Parking Services have achieved Safer Parking status. Park Mark® is awarded to car parks that have met the requirements of a risk assessment conducted by the police.

For customers using a Park Mark® car park, it reduces the fear of crime by showing that measures are in place to create a safer environment. More information and a list of accredited car parks can be found on the safer parking website - <http://www.saferparking.com>.

6 Innovation and Technology



Pay by Phone was introduced in our seafront car parks during 2021/22 in order to make it easier for customers to park without having to queue during peak periods. This was rolled out during 2022/23 to our town centre car parks and has proven very popular with customers with 75% of transactions now being cashless.

This payment method combined with the ability to pay by cash or card at our pay and display machines now gives customers three payment options when using our car parks.

7 Statistics

In the financial year 2024/25, 11,738 Penalty Charge Notices were issued, 8,627 on street and 3,111 off street.

The table below shows the split of Penalty Charge Notices issued between 01st April 2024 and 31st March 2025.

Number of Higher Level PCN's Issued	7,652
Number of Lower Level PCN's Issued	4,086
Total Number of PCN's Issued	11,738
Number of PCN's Paid at Discount	7,169
Number of PCN's Paid at Non - Discount	1,201
Total Number of PCN's Paid	8,370
Number of PCN's Appealed Against	3,377
Percentage of PCN's Appealed Against	29%
Number of PCN's Cancelled as a Result of an Appeal	1729
Percentage of Successful Appeals	51%
Numbers of PCN's cancelled for other reasons	149
Number of Vehicles Immobilised	N/A
Number of Vehicles Removed	N/A

A total of 1,878 or 16% of all Penalty Charge Notices issued were cancelled for a variety of reasons. Each case is considered on merit with all mitigating circumstances considered.

At the time of reporting the remaining 1,490 Penalty Charge Notices are at various stages of recovery. Therefore, the figures are subject to variation.

The table below shows the split of Penalty Charge Notices and the total of deployed hours monthly between 1st April 2024 and 31st March 2025.

MONTH	PCN ISSUED	HOURS DEPLOYED
APRIL	848	871
MAY	912	910
JUNE	866	858
JULY	946	943
AUGUST	858	815
SEPTEMBER	883	903
OCTOBER	1033	929
NOVEMBER	1092	815
DECEMBER	663	531
JANUARY	1157	955
FEBRUARY	1150	702
MARCH	1330	975
TOTALS	11,738	10,207

8 Appeals and Challenges

All members of the public have the right to challenge a Penalty Charge Notice.

This can be done informally by writing to NPTCBC within 28 days of the issue of the Penalty Charge Notice or formally by making representation to NPTCBC after a Notice to Owner has been served on the person or company registered with the DVLA as the owner of the vehicle.

There is also recourse to appeal to The Traffic Penalty Tribunal which is an independent adjudication service if they are not happy about a decision that has been reached by Neath Port Talbot Council regarding the Penalty Charge Notice.

21 appeals were made to Traffic Penalty Tribunal during 2024/25.

Further information on appeals to the Traffic Penalty Tribunal can be found at www.trafficpenaltytribunal.gov.uk.

9 Traffic Enforcement Centre

When all attempts to recover outstanding charges have failed, Neath Port Talbot Council will apply to the Traffic Enforcement Centre (TEC) for a Warrant of Control. This enables the collection of the unpaid debt to the Authority. These warrants are then issued to Enforcement Companies to recover the outstanding debt at no cost to the Authority.

Further information about the Traffic Enforcement Centre can be found at:

<https://courtribunalfinder.service.gov.uk/courts/traffic-enforcement-centre-tec>

The Authority regrets that this action became necessary to collect outstanding charges; however, it is only taken when all other attempts to collect outstanding Penalty Charge Notices have failed. During 2024/25, 950 Warrants of Control were issued.

10 Income and Expenditure

Car Park Income	£1,174,536
Car Park Expenditure	£1,048,505
Car Park Balance	£126,221
Enforcement Income	£498,770
Enforcement Expenditure	£1,033,673
Enforcement Balance	£543,903
Total Balance	£408,682

11 Training

Regular briefings are held with all Civil Enforcement Officers and Parking Assistants to ensure that the enforcement and administration of Parking Services throughout the Borough is fair, transparent and consistent.

In conjunction with the Authorities Training & Development department, we have developed a good working relationship with Alpha Parking who provide our civil enforcement training. During 2024/2025 the following qualifications were achieved:

Two Civil Enforcement Officers obtained a **City & Guilds Level 2 Award for Parking Enforcement Officers.**

Four Notice Processing Officers obtained a **City & Guilds Award in Advanced Notice Processing.**

Two Senior Officers obtained a **City & Guilds Award in Parking Supervisor & Team Leader.**

12 Acknowledgements

Leona Moyle (Parking Services)

Melanie Davies (Accounts)

Please contact Ian Rees, Parking Manager by e-mail at i.rees@npt.gov.uk if you have any questions in relation to this report.