

Made Up Council

Guidance Manual for the Parking Scheme – Enforcement.

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INTRODUCTION

The Parking Scheme is intended to achieve the efficient and fair use of the often-limited space that is available for parking, allowing the maximum scope for commercial, cultural and social activities whilst protecting the safety of all road users, ensuring access for emergency vehicles and improving amenity.

Community support for or acceptance of parking controls is conditional upon the enforcement being “firm but fair”. The guidance set out in this document has been agreed by the Council. Taken together, the guidance establishes the “ethos” of the scheme, whilst individual areas will minimise the potential for misunderstanding and dispute over specific parking issues.

This guidance manual covers both on and off-street enforcement activities. It is intended to be issued to Council staff administering the parking scheme and as a guide to enforcement for the Legion Parking Contract Manager and his staff. For ease of use, categories have been listed in alphabetical order.

Other manuals will deal with the processing of PCNs and provide guidance on the Council’s cancellation procedures, and these will be issued for internal Council use only. Extracts may be made available for the Contractor’s staff handling elements of the processing operation.

It is important to note that the policies and practices set out in this document are not necessarily intended to be fixed for the life of the contract, but may be subject to variation and amendment if parking patterns and other circumstances change. Accordingly, the policies contained in this document may be subject to amendment as deemed necessary.

Ownership of this document rests with the Head of Parking at the Council, who is responsible for the guidance contained within, and for review and amendment where necessary.

ENFORCEMENT PRACTICE

General Note

Unless otherwise stated, the guidance detailed within this document applies everywhere within the LAPE (Local Authority Parking Enforcement) area, i.e. the CEA (Civil Enforcement Area), which includes on-street restrictions, Park and Ride sites and off-street car parks within the Council.

This guidance is not intended to supersede the requirements of the contract specification agreed between the Council and the Enforcement Contractor, which will take precedence unless agreed otherwise. Nevertheless, it provides more information on some areas of the contract and guidance on areas that are not covered in the contract.

When dealing with members of the public, civil enforcement officers and other staff are expected to be polite and helpful. In particular, civil enforcement officers are expected to advise members of the public who query the issue of a Penalty Charge Notice of the following –

- Why the Penalty Charge Notice was issued, including explanations about lines and signs or other regulations if appropriate.
- An explanation of the details given on the Notice.
- Details of how to appeal against the issue of the Notice.

Civil enforcement officer must not –

- Offer an opinion on the regulations or the parking enforcement regime in the Borough and the way in which it operates.
- Indicate that a Penalty Charge Notice should not have been issued.
- Indicate that a Penalty Charge Notice is likely (or not) to be cancelled.

The introduction of differential charging on March 31st 2008 will alter the way in which some penalty charge notices will be issued when vehicles are parked in a resident's bay or shared use bay. It will also alter the charge amount of the penalty charge dependant on if the contravention is more serious or less serious.

More serious	£70.00	Discounted	£35.00 (within 14 days)
Less serious	£50.00	Discounted	£25.00 (within 14 days)

A more serious contravention is normally where the motorist has taken no steps to park correctly, so for example, they have parked on single or double yellow lines, disabled bay or bus stop/stand.

Whereas a less serious contravention is deemed that the motorist attempted to park correctly, for example they are displaying a face down pay and display ticket, or an expired pay and display ticket. The contravention list at the end of this manual has split more serious and less serious contraventions for your information.

Differential charging introduces two new contravention codes;

- 12 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
- 19 Parked in a residents' or shared use parking place or zone displaying an invalid permit, invalid voucher, or an invalid pay & display ticket

and removes the use of code:

- 15 Parked in a residents' parking space without clearly displaying a valid residents parking permit

Additionally, when a permit bay is reserved for a specific permit type, i.e. business permit or medical permit, then code 16 is to be used;

- 16 Parked in a permit space without displaying a valid