

POLICY COMMISSION MEETING

Meeting	Policy Commission for Safer Communities	
Ref	Saf1/05.16/9/05	
Date	16 September 2005	
Time	N/A	
Place	Southampton City Council	
Purpose of meeting	Evidence Gathering	
Attendance	Commission	Cllrs David Williams (Commissioner); Susan Scoccia
	Cabinet	
	Secretariat	Cllrs Alan Wells
	Officers	Mr Andrew Shorkey; Mr Peter Taylor
	Stake holders / Experts	Mr Stuart Chivers, <i>Parking Manager, Parking Services Southampton City Council</i>
<u>Background</u>	<ol style="list-style-type: none"> 1. Decriminalised Parking Enforcement (DPE) was implemented 3 ½ years ago (February 2002) 2. All aspects of the DPE operation were provided in-house. 3. DPE is currently serviced by 40 parking attendants (PAs) <ul style="list-style-type: none"> ➤ 15 recruited in-house; ➤ 10 recruited from the Police Traffic Warden (TW) Service via TUPE arrangements; ➤ 15 recruited externally. 4. It has taken 3 years to fully staff. 5. Five PAs are still on old terms and conditions (ex TWs) 6. The number of Parking Charge Notices (PCNs) issued in the first year met target expectations. This curve levelled out and declined slightly in subsequent years. 7. A Job evaluation was carried out which led to an increased salary level of £22k (reflecting the change in working conditions: PAs must work eve/weekends/bank holidays, etc.). 8. Recruitment and retention has improved since the job evaluation. 9. Shift patterns = 4 days on/4 days off. 10. Assaults on staff and levels of abuse had increased since DPE was rolled out. Training in self defence (3-6 monthly) and handling aggression (1-3 yearly) was provided. 11. A direct line was provided from the DPE control room to Police. 12. It was very important to have a named Police liaison officer engaged in the process. 13. Traffic Regulation Training was initially contracted out. This was found to be unsatisfactory and was now provided in-house using a bespoke reference manual. 14. Following initial training trainees are attached to supervisors for 2-4 weeks. Following a skills audit trainees are then allowed out on their own for a probationary period. 15. It was important to prioritise beat areas. 16. Performance targets are used unofficially. 17. Uniforms: everything supplied. Breathable Gortex used to enable comfortable working in all conditions. Uniforms represent a significant investment in staff and corporate image. 18. Teams have staff meetings every 6 weeks. 19. A daily briefing is held every morning to advise team members starting their shift rotation of events taking place during their absence. 	
<u>Staffing</u>		

<p><u>Enforcement</u></p>	<ol style="list-style-type: none"> 20. Traffic Regulation Orders (TROs) must be correct and in place. The lines and signs in every street in Southampton were inspected and checked against existing TROs. 21. Where lines and signs do not concur with TROs contraventions are unenforceable. 22. A private contractor was employed to carry out this work. 23. It took 2 years to do the bulk of the checks and the process was still on-going. 24. Approximately 50-55,000 Penalty Charge Notices (PCNs) were issued per annum. 25. Pay and Display was easier to enforce than limited waiting areas (time consuming for PAs who have to wait around as well). 26. Hand held machines log time and take photo of position of wheel valve to prove car hasn't moved! 27. New wireless handheld machines transfer data immediately back to register PCN - £1500 each, need replacing every 3 years 28. Abandoned vehicles – contractor – stickered 3 days and removed 29. Double yellow lines and disabled bays enforced 24/7 30. Enforcement outside of schools is a difficult area. 31. PCNs must be handed over or attached to the vehicle. 32. Photographs are taken to prove ticket placement. 33. PCN = £60: £30 (50%) if paid within 14 days 34. If the fine was unpaid within 14 days a letter would be sent to the registered keeper giving them 28 days to pay the full £60 fine. 35. If PCN remains unpaid after 28 days a charge certificate was issued increasing the PCN by 50% to £90. 36. If still unpaid after a further 28 days the contravention was registered with the Northampton County Court as a debt. 37. It was very important put bailiffs in place in advance to enable the pursuit of debts immediately. 38. If a public perception is created that the Council does not collect debts contraveners become less likely to pay PCNs. 39. Bailiffs add their charges to the £90 debt. 40. Bailiffs could clamp or seize cars or other property if the debt remained unpaid. 41. At present Southampton City Council do not clamp and tow away, although this was something they may look at in the future.
<p><u>Appeals</u></p>	<ol style="list-style-type: none"> 42. Any appeal must be made within the time limit specified otherwise it was legally deemed that liability has been accepted. 43. Appeals are heard by the National Parking Adjudication Service (NPAS). 44. As a member of NPAS the Council pays a percentage of PCN income to NPAS to fund the appeals process. 45. Hearings take place at a hearing centre determined by the appellant. 46. Hearing centres were available according to the geographical location of NPAS members. 47. Membership would enable the IW Council to establish a hearing centre on the Island. 48. If the adjudicator's decision finds for the appellant the Council would have no further redress. 49. A Council officer does not need to be present in person at an appeal, paperwork is sufficient.
<p><u>Customer Service</u></p>	<ol style="list-style-type: none"> 50. The Civic Centre deals with personal calls 51. A Staff of 10 was divided into 2 teams: debt recovery and permits. 52. There was approximately one administrative staff position per 5,000 PCNs issued. 53. Extra permit staff may be required depending on number of permits and disabled bays introduced.

	<p>54. Approximately 140,000 PCNs issued to date.</p> <p>55. The fine recovery rate = 70%.</p> <p>56. 20-25% of PCNs issued were challenged.</p> <p>57. 10% of challenges end with bailiffs (?).</p> <p>58. 370 cases have reached adjudication.</p> <p>59. Students and foreigners are difficult to enforce due to traceability.</p> <p>60. The reminder letter brings good results.</p> <p>61. Scanning of documentation would reduce paperwork and improve case management.</p> <p>62. Wordmerge documents: in-house notices help to cut down on pre-printed forms which have proved to be wasteful and too static. In-house enveloping machine has proved very useful to speed up the process.</p> <p>63. The establishment of an online payment service was being investigated.</p>
<u>Permits</u>	<p>64. Season ticket for businesses - £1600 for 4 cars for all city car parks, 7 days a week</p> <p>65. Residents' Permit free first year, £50 second year</p> <p>66. Scratch card for visitors available from one-stop shop at civic centre</p>
<u>Support Staff</u>	<p>67. 1 x Manager, 1 x PA, 2 x p-t</p> <p>68. Spreadsheets produced for every machine taking money</p> <p>69. PAs given beat each day.</p> <p>70. An exception reporting system is used to reduce paperwork.</p> <p>71. Staff audited every 6 months – one member of staff suggested PR exercise with University explaining to students Council policy which proved very helpful as a result of audit.</p> <p>72. 80% efficiency expected, therefore it was important to ensure staffing levels were realistic.</p>
<u>Technical</u>	<p>73. In-house (contractor for lines and signs).</p> <p>74. £30K initial sum for lines and signs: £140K spent to date to correct all lines and signs.</p> <p>75. Replacement signs kept in stock for immediate deployment when required.</p> <p>76. Every disabled bay needs a TRO and appropriate lines and signage.</p> <p>77. There are 1200 disabled parking bays in Southampton: there was an annual budget of £20K set aside to install and remove bays.</p> <p>78. A minimum of 85% of machines must be working at all times; repairs were turned around fast.</p> <p>79. There were 250+ CCTV cameras in place in Southampton: noticeable impact on levels of vandalism, rowdy behaviour, etc.</p> <p>80. CCTV Control Centre covers all multi story car parks.</p> <p>81. Members of the public who feel uneasy are monitored to their vehicles.</p> <p>82. Residents feel safer.</p> <p>83. Damaged and broken down machines are easily identifiable via CCTV.</p>
<u>Conclusions</u>	<p>84. SCC has not yet collected enough data to prove the case for DPE in terms of cost efficiency, perceptions of safety and traffic flows.</p> <p>85. No figures available to show the cost per PCN.</p> <p>86. Cannot say that traffic flow has been improved, although concentrated on double yellow line/pavement parking and this has improved</p> <p>87. Consultant recommended 40 PAs to place 50,000 PCNs in first year: 25 PAs placed that amount.</p> <p>88. Consultant estimated 65,000 PCNs by year 3: PCNs levelled out at 50,000 (increased levels of motorist compliance).</p> <p>89. A good PR campaign was essential. The public must understand the</p>

reason behind DPE: Elected members and officers must disseminate a consistent message.

90. TROs, signage and lines must all be in place otherwise PCNs will not be enforceable