

## POLICY COMMISSION MEETING

<b>Meeting</b>	Policy Commission for Safer Communities	
<b>Ref</b>	Saf1/05.22/9/05	
<b>Date</b>	22 September 2005	
<b>Time</b>	N/A	
<b>Place</b>	Winchester City Council	
<b>Purpose of meeting</b>	Evidence Gathering	
<b>Attendance</b>	Commission	Cllrs David Williams (Commissioner); Susan Scoccia
	Cabinet	
	Secretariat	
	Officers	Mr Andrew Shorkey; Mr Peter Taylor
	Stake holders / Experts	Mr Basil Davies, <i>Parking Manager</i>
<u>Background</u>	<ol style="list-style-type: none"> <li>1. Winchester City Council is led by a Liberal minority administration.</li> <li>2. Decriminalised Parking Enforcement (DPE) was implemented 7 ½ years ago (May 1998)</li> <li>3. Enforcement and back office DPE operations were provided in-house.</li> <li>4. In-house service preferred to achieve better levels of customer care.</li> <li>5. Maintenance of ticket machines outsourced.</li> <li>6. Lines and signs maintained by Hampshire County Council.</li> <li>7. Although entitled to, do not enforce bank holidays or Sundays.</li> <li>8. DPE is self-funding.</li> <li>9. On-street enforcement currently runs at a loss.</li> <li>10. On-street surplus revenues were used to subsidise Park and Ride and 60+ bus pass concessionary schemes.</li> </ol>	
<u>Staffing</u>	<ol style="list-style-type: none"> <li>11. Fourteen parking attendants (PAs) including 2 Team leaders.</li> <li>12. Eleven backroom staff dealing with smart cards, concessions, appeals, etc.</li> <li>13. Staffing levels were very stable in Winchester.</li> <li>14. Some members of staff were recruited as a stepping stone to a career in the Police Service.</li> <li>15. Staffing levels are not reduced by using a 'pay on foot' (PoF) system' rather than 'pay and display' (P&amp;D) due to maintenance and PR requirements: PoF is not a personless system.</li> <li>16. No problems with recruitment due to no requirement to work bank holidays and Sundays.</li> <li>17. Attention is given to ongoing staff development (NVQ courses).</li> <li>18. Four traffic wardens (TWs) taken on via TUPE arrangements – 2 are still working: TWs tend to get board as PA work does not involve the same level of diverse activity that TWs experience working for the Police.</li> <li>19. Targeting averages were used to measure performance.</li> <li>20. PAs were not informed of target levels: they were advised at appraisal if they were over or underachieving.</li> <li>21. Beats are rotated to ensure staff were not at a disadvantage in terms of achieving targets.</li> <li>22. Enforcement occurs 8am – 10pm Monday – Saturday (inclusive).</li> <li>23. There had been no problems with violence towards staff. Some problems with verbal abuse.</li> </ol>	

<p><u>Enforcement</u></p>	<p>24. On average 15,000 PCNs were issued per annum yielding a turnover of £4 million.</p> <p>25. Higher PCN figures were projected. However these projections were based on a higher number of PAs.</p> <p>26. Approximately 12% of PCNs issued are cancelled and 88% are paid.</p> <p>27. PCNs issued was split 50/50 between on and off-street contraventions.</p> <p>28. Tow-away facility was available but not used in rural areas.</p> <p>29. In areas not previously enforced notices were issued instead of PCNs for the first 7 days.</p> <p>30. Must go to bailiffs to ensure the integrity of the system: this should occur within 6-9 months of implementation.</p> <p>31. A 30% recovery rate was deemed good.</p> <p>32. Enforcement activity had not met with any significant complaints to the media.</p> <p>33. For multiple offences a single warrant was issued. The bailiff's charges in relation to a single warrant usually enabled the negotiated settlement of outstanding tickets.</p>
<p><u>Appeals</u></p>	<p>34. Approximately 40-50% of Appeals are successful.</p> <p>35. Letters of appeal are scanned in to improve efficiency.</p> <p>36. Adjudicators can award costs.</p>
<p><u>Customer Service</u></p>	<p>37. Must have enough back room staff in place to deal with correspondence, which was initially very high due to the enforcement of previously neglected areas, at the corporate standard.</p> <p>38. An acknowledgement letter was sent out within 14 days – a further 14 day period was given from this date within which to lodge an appeal.</p> <p>39. There is approximately one administrative staff position for each 3,500 PCNs issued.</p> <p>40. Large events were provided free of charge service as a PR exercise; also limiting risk if anything went wrong.</p> <p>41. A Birmingham University study complimented Winchester Council on its one-stop-shop facility.</p> <p>42. Department of Transport must be advised of the number of PCNs issued.</p> <p>43. Blue badge holders parked free in P&amp;D bays.</p> <p>44. Winchester sought to protect facilities for the disabled rather than providing free parking.</p> <p>45. As many complaints were received about not ticketing the disabled as ticketing them.</p>
<p><u>Permits</u></p>	<p>46. Residents permits = £20 for 1<sup>st</sup> and a further £50 pounds per permit up to a maximum of 4.</p> <p>47. One day scratch cards available for casual visitors – 2 books of 10 provided per household per annum.</p>
<p><u>Technical</u></p>	<p>48. PoF system was perceived by customers as giving value for money as the only paid for what they have used.</p> <p>49. PoF enables shoppers to spend longer in town with fear of receiving a PCN.</p> <p>50. A contractor is used to collect monies from parking machines after 5pm.</p> <p>51. Information and photographs was downloaded overnight from PAs handhelds.</p> <p>52. Solar powered machines saved digging roads up but limited the number of tickets a machine could supply.</p> <p>53. CCTV contracted out.</p>
<p><u>Police Issues</u></p>	<p>54. Police wanted and were successful in getting Winchester CC to</p>

	<p>enforce the entire district.</p> <p>55. Worried that 'eyes and ears' intelligence would be lost – not the case as it had turned out: car licence numbers that the Police were interested in were programmed into PAs handhelds.</p> <p>56. Police take over enforcement on Royal visits or special events.</p> <p>57. Important to have clear agreement with Police at the start of the DPE process.</p> <p>58. Police enforce contraventions on clearways as this was too dangerous for PAs due to traffic speeds.</p> <p>59. It was noted that the Police Service in Kent were successful in forcing the local authority to take on responsibility for DPE.</p>
<u>Conclusions</u>	