

Parking Enforcement Policy

July 2016



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Parking Services aim to meet the customer standards for our organisation and offer the best customer care possible. As a front line service the customer experience must be the focus of the work we deliver and we seek to ensure that service provision reflects this commitment consistently for all our customers, including those we do not directly engage with.

As a consequence of this, in our endeavour to achieve and improve our overall Customer Services, we undertake regular monitoring and review of the services we provide and this includes both internal and external auditing which can be used to benchmark against other Councils.

Bath & North East Somerset Council's Parking Services staff are committed to:

***Enforcing parking regulations, fairly and equitably &
improving conditions for people living in, working in and
visiting Bath & North East Somerset.***

This is achieved by:

Effective on / off-street parking enforcement, which;

- Results in a reduction of the dangers posed by illegal, inconsiderate and dangerous parking.
- Improves safety for pedestrians, cyclists and other road users, by keeping the highways, junctions and pavements clear.
- Improves access for the emergency services, local bus operations, reductions in congestion and associated airborne pollution as part of the statutory Network Management Duties.



POLICY IMPLEMENTATION

WHO ARE WE?

Bath & North East Somerset Parking Services is a division of Environmental Services.

Parking Services Business Support Team are based at the Council's Civic Centre offices in Keynsham and deal with the issuing of permits, blue badges, parking suspension requests, payments, all correspondence regarding parking issues and the issuing, printing and posting of bus lane Penalty Charge Notices (PCNs)

Within this there are dedicated Officers responsible for replying to representations and appeals made in respect of any bus lane PCN or parking PCN.

The Parking Enforcement Team is based at Broad Street, Bath which is situated in the centre of the city in a location which allows us to respond effectively to meet the needs of residents, businesses and visitors of Bath & North East Somerset.

Parking Enforcement deals solely with the management of ensuring that the road traffic regulations are complied with and issuing PCNs to vehicles parked in contravention of the regulations; both on and off street. They are also responsible for ensuring that the streets are clear of vehicles for events such as the Bath Half Marathon and assisting major event organisers.

WHAT DO WE DO?

Civil Enforcement Officers (CEOs) are authorised to issue PCNs to vehicles found in contravention of parking regulations.

In order to ensure that the regulations are complied with CEOs are assigned patrols throughout Bath & North East Somerset areas.

There is an expectation that the public will comply with parking regulations and any non-compliance will be resolved through the issue of a Penalty Charge Notice.

WHEN DO WE DO IT?

Parking regulations in some form or another are in force 24/7.

In order to maximise the enforcement resources available to ensure parking regulation compliance, our CEOs work in daily shifts, including weekends and public holidays, to ensure we cover this requirement.

WHERE DO WE DO IT?

Bath & North East Somerset covers an area of 136 sq miles (351 km²) which comprises of both urban and rural areas.

The majority of Patrols are carried out on foot within the city centre area of Bath with mobile patrols of the outer city centre, Keynsham, Radstock, Midsomer Norton, and other rural areas.

WHY DO WE DO IT?

Part 6 of the Traffic Management Act 2004 (TMA) provides for the civil enforcement of most types of parking contraventions. It replaces Part II and Schedule 3 of the Road Traffic Act 1991.

Local authorities have long been responsible for managing all on-street and some off-street parking, whether directly or indirectly. The relevant powers are in the Road Traffic Regulation Act 1984 (RTRA). The Road Traffic Act 1991 significantly changed the way that on-street parking restrictions are enforced. Before 1991, the police and traffic wardens were responsible for enforcement and income from fixed penalty notices (FPNs) went to the Exchequer. The police service found itself increasingly unable to resource parking enforcement and a number of forces supported the idea of another agency taking on the responsibility.

The road safety and congestion implications of this lack of enforcement were unacceptable, so the 1991 Act made it mandatory for London boroughs and optional for other local authorities to take on the civil enforcement of non-endorseable parking contraventions. Local authorities who take over this power from the police employed staff, directly or indirectly, to issue PCNs and the local authority keeps the income.

HOW DO WE DO IT?

Bath & North East Somerset Parking Enforcement operates 32 CEOs and 5 Senior CEOs, all based in the city centre of Bath.

We operate 10 foot patrol beat areas, and a vehicle fleet of 4 vans and 4 motor scooters which are used to carry out mobile patrols on the 5 mobile beat patrol areas covering the outer city centre, Keynsham, Radstock, Midsomer Norton and other rural areas.

Our CEOs operate with rotating shift patterns to undertake enforcement of these beat areas across seven days a week.





For more information please contact:

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