



DPE FRAMEWORK & OPERATIONAL GUIDELINES

This document is provided to give clarity and substance to the Agency Agreement between Surrey Heath Borough Council and Surrey County Council regarding Decriminalised Parking Enforcement (DPE).

This document is divided into two parts the first is the framework & the last part is the guidelines & procedures.

This document contains specific examples of how the operational procedures are applied, including areas to be patrolled, their frequency and duration. It also contains details of how the Financial Model has been established and its effects on patrolling the Borough.

The contents of the framework, guidelines & procedures are derived from: Current Surrey Heath Borough Council practices, accepted best practice, Department for Transport (DfT) recommendations, and the information contained in the Financial Model.

INDEX FRAMEWORK

SECTION DESCRIPTION

PAGE No:

Policy

Introduction
Statement of Surrey Heath Borough Council

Specific Framework

Parking Attendant deployment
Hours covered
Total number of Parking Attendant hours
Calculation of full time equivalent (FTE) PA's required
Estimated number of PCNs to be issued

DPE FRAMEWORK

INTRODUCTION:

This is primarily concerned with:

1. Service and operational standards that will be adopted by Surrey Heath Borough Council when carrying out parking enforcement including that undertaken on behalf of Surrey County Council.
2. The frequency, number and nature of parking enforcement patrols.
3. The number of Penalty Charge Notices (PCNs) expected to be issued.
4. Implications of the Financial Model.

Amendments and alterations to this document can only be made by agreement between the Borough Nominated Officer and County Nominated Officer and must be confirmed in writing between the two parties.

This document will be subject to regular review as part of the DPE policy and will reflect current best practice.

Parking management includes the enforcement of on-street regulations. Illegal parking is inconsiderate; and it can be dangerous. Surrey Heath Borough Council is responsible for on-street enforcement in the Borough, on behalf of the County Council, with the exception of some high speed roads, which remain the responsibility of Surrey Police.

The aim of enforcement is to maximise compliance with regulations to make Surrey Heath's streets safer for all road users, particularly vulnerable road users such as school children; to prevent obstruction and delays (especially for buses and emergency vehicles); to ensure that parking bays are available for their intended use and improve the general street scene and environment in which we all live, work and travel.

Surrey Heath Borough Council is responsible for the enforcement of parking regulations both on and off-street throughout the Borough.

SUMMARY OF PROCEDURE:

Drivers committing a contravention of the parking regulations will be issued with a Penalty Charge Notice (PCN), which will be affixed to the vehicle or handed to the driver. Drivers will be given 14 days in which to either pay the PCN at the discounted rate, or challenge the charge. Every PCN challenge will be investigated on its own merit by the Parking Services manager, and any mitigating circumstances will be taken into account. It is standard practice to request proof of these circumstances wherever possible.

If no payment has been received within 28 days following the issue of a PCN, irrespective of whether the owner/driver has previously challenged the charge, then the Parking Service will obtain the details of the registered keeper of the vehicle from the Driver Vehicle Licensing Agency (DVLA).

A Notice to Owner (NtO) will be sent to the registered keeper upon receipt of these details from the DVLA. The owner/driver may then make a formal challenge to the charge, and Surrey Heath's Parking Services will investigate this. It is the policy of this authority to take a photograph of every contravention, wherever possible, in order to prove the contravention and the fact that the PCN was legally placed on the vehicle.

If the challenge to the charge is not accepted then a formal notice of rejection will be issued to the appellant. This correspondence will contain details of the steps that can be taken by the appellant, if they wish to appeal to the National Parking Adjudication Service (NPAS).

This authority will contest every formal appeal to NPAS, unless the appellant produces additional evidence that was not previously forthcoming. Surrey Heath Borough Council will not pursue enforcement of PCNs simply to test whether the appellant will progress the challenge to NPAS.

The Council will, send a Charge Certificate to the registered keeper of the vehicle, following a minimum of 28 days after the issue of the NtO, which will increase the original charge by 50%.

A minimum of 14 days after the issue of the Charge Certificate, Parking Services will register the debt through the Court Service. This action will increase the charge by a further £5, which is the court fee for this service. The registered keeper will be informed of this debt registration, and if no response is received within 21 days of the registration, then the Court Enforcement Officers (formerly bailiffs) will be instructed to recover the debt on our behalf.

CONSISTENCY AND PROPORTIONALITY:

1. All Parking Attendants (PA) are trained to the same standards by way of an in-house manual, formal training and on-going monitoring.
2. PA's cannot retract a PCN once it has been lawfully issued.
3. At any of the legal stages throughout the enforcement process, mitigating circumstances will be considered to determine whether to reduce or waive the charge.
4. Parking Services will use whichever databases are lawfully available to them to pursue details of drivers that have committed a contravention to the parking regulations.
5. Surrey Heath Borough Council pursues a policy of non-discrimination for all drivers.
6. Parking Services will comply with the requirements of the Data Protection Act.
7. Parking Services will endeavour to ensure that patrolling takes place in all areas of the Borough on a regular basis. However, enforcement can only take place as resources permit this, and some areas may not be patrolled if resources are limited.

ANNUAL REVIEW:

An annual review of this policy and the Parking Enforcement Policy will take place in conjunction with Surrey County Council.

This framework is based on an enforcement operation that is fair, consistent, transparent, policy-driven and quality-led. The aim of it will be to encourage continuous improvement through the development and monitoring of local key performance indicators (LPI's).

This document contains a schedule of areas and suggested frequency of Parking Attendant (PA) patrol visits dependant upon the location. This will ensure a good parking enforcement regime that is both consistent and transparent. However, it is acknowledged that enforcement should not be uniform across the Borough and in order to deal with problem areas targeted deployment may be necessary.

A good parking enforcement regime needs to be backed up by the issue of good quality Penalty Charge Notices (PCNs), which comply with the issue guidelines, contained in the Enforcement Policy, and are supported by relevant information.

The PA's core role is to issue good quality PCNs. However, PA's are also required to report defects. Accurate and timely reporting of all defective/missing signs and lines, as well as faulty/damaged pay and display machines and street furniture, is also important.

PARKING ATTENDANT DEPLOYMENT:

The following sets out the basis for the deployment of enforcement patrols. The table below shows the area of the Borough that will be visited within a six-day period. This will be repeated for subsequent weeks and will provide a rotation of visits to different areas for different days of the week.

Parking Attendant Daily Deployment and Areas Visited

	Group	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Camberley CPZ	3			X				
Camberley Area	3			X				
Yorktown - Meadows	3			X				
Frimley	1	X						
Frimley Green- Deepcut - Mytchett	1	X						
Mytchett	1	X						
Bagshot	4				X		X	
Lightwater-Bisley	4				X		X	
Chobham	2		X			X		
Windlesham	2		X			X		

HOURS COVERED:

The hours covered are 8am to 6pm Monday to Saturday and no allowance is currently made for any on-street enforcement on Sunday. The number of hours covered in any one day is restricted to 10.

ESTIMATED NUMBER OF PCNs TO BE ISSUED

A good parking enforcement regime needs to be backed up by the issue of good quality Penalty Charge Notices (PCNs), which comply with the issue guidelines, contained in the Enforcement Policy, and are supported by relevant information.

The table below details the **anticipated** number of PCNs to be issued during the first year of operation. Monthly checks will be made to compare the actual and predicted figures. The Borough Nominated Officer and the County Nominated Officer will discuss the differentials, and there implications.

Calculation of PCNs issued (estimated):

Area	Total Hrs per Week	Effective Patrol Hours/ Week/PA	FTE PA's	PCN Rate/ Week	Effective PCN Rate	PCNs Issued/ Week	Weeks/ Year	PCNs/ Year
Camberley CPZ	0	0	0	0	0	0	0	0
Camberley Area	0	0	0	0	0	0	0	0
Yorktown Meadows	0	0	0	0	0	0	0	0
Frimley Frimley Green- Deepcut - Mytchett	0	0	0	0	0	0	0	0
Bagshot	0	0	0	0	0	0	0	0
Lightwater Bisley Windelsham-	0	0	0	0	0	0	0	0
Chobham Valley End	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0
Sub-Total	0	0	0	0	0	0	0	0
Travelling Time	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0

The Borough Nominated Officer and the County Nominated Officer will review the foregoing matters (deployment, hours covered, PA hours, FTEs and PCNs issued) in the light of experience. Any amendments agreed by them will be recorded in writing together with the anticipated effects on the Financial Model.