



## Notes of the Parking Scotland Autumn Exhibition and Seminar

Held on: 10<sup>th</sup> September 2014

At: Dewars Centre, Perth

Item	Notes
1.	<p><b>Welcome by Michael Brady, Acting Chair of Parking Scotland.</b></p> <ul style="list-style-type: none"> <li>• Mentioned Commonwealth Games, Ryder Cup &amp; Referendum as exciting times in Scotland</li> <li>• New layout this year and invitation for all to visit the exhibition stands at lunch break</li> <li>• Introduction of Ashley Bijster, BPA President</li> </ul> <p><b>Apologies</b> : Gavin Brown, Chair of Parking Scotland</p>
2.	<p><b>Welcome by Ashley Bijster – BPA President</b></p> <ul style="list-style-type: none"> <li>• Welcomed to the Scottish Group (Parking Scotland) in 44<sup>th</sup> year of BPA</li> <li>• Parking standards will be main focus of her year as President , and how BPA will continue to put the customer at the heart of the parking industry</li> <li>• Nigel Williams is new Chair of BPA Board</li> <li>• Public concerns continue over both council and private parking which has been reflected in the recent Transport Select Committee report.</li> <li>• The new Scotland Master Plan was launched in the summer along with the other nation’s Master Plans and is used as a lobbying document on changes that the parking profession wish to see achieved.</li> <li>• The President’s Charity this year is Bristol Under Privileged Charity – Leaflets available on how to donate</li> <li>• Thanks to Metric for sponsoring the event</li> </ul>
3.	<p><b>Sponsor Introduction by Richard Boulton – Metric</b></p> <ul style="list-style-type: none"> <li>• Business has grown well in all sectors and invited all to visit their stand to hear of developments and services on offer.</li> </ul>
4.	<p><b>Alexandra Ostroumoff-Croucher, The Improvement Service</b></p> <ul style="list-style-type: none"> <li>• Roads Programme – aim to work with all 33 roads authorities to encourage collaborative working with formal governance arrangements</li> <li>• Increased resilience, embedding best practice, cost efficiencies <ul style="list-style-type: none"> <li>○ Governance First – Key Strategic Project</li> <li>○ Collaborative Procurement – online for best practice tools, human resource management</li> <li>○ Decriminalised Parking Enforcement</li> </ul> </li> </ul> <p><u>Project background</u> - Police Scotland withdrew Traffic Wardens, 13 DPE authorities already, 18 currently don’t offer any service, 4 have a chargeable Police Scotland solution short term, discussing with Local Authorities to discuss if coming in the future, 6 non DPE will not pursue DPE, key issue is no legal power or penalties, various discussions have been had and a project structure</p>

on collaborative working

- Sharing front line staff
- Sharing back office function
- Both
- Working with non DPE service 1<sup>st</sup>
- Working with current non DPE service 2<sup>nd</sup>

TRO is being looked at a National Level update is needed, however, there are barriers preventing this.

Objective of project

- Limit procurement expense
- Survey of DPE on those who don't have DPE to see if want
- Understanding Best Practice
- Key is Risk Assessment on non-implementation of DPE
- Ultimately carrying out options appraisal for them

2 streams of work :

#### DPE Appraisal

- Understanding the landscape
- Financial Assessments
- Enforcement Strategy
- Reviewing ICT (in house or outsourcing)
- What means for any current staff
- Organisation Structure
- Implementation Planning

Peter Lowe, RTA is working with many LA at the moment regarding the above

#### TRO

- Common specification of requirements leading to a procurement exercise
- Local variations mean this may not be possible

October 2014 should see recommendations from RTA. TRO – will be into 2015 prior to recommendations.

Q: LA who may decide not to DPE – what options are available –if not enforcing would they be forced to?

A: Unsure of options at the moment. Hoping the LA will work in a better structure, and those not wishing to go DPE will sway toward DPE

Q: LA can't do it as they cannot justify DPE –feel hands are tied, through process could a method of DPE be undertaken without business case to Transport Scotland?

A: Unable to give a generic answer, however a more in depth one on one discussion could take place to try to help implement a solution

Q: Collaboration is high in Edinburgh, from 1<sup>st</sup> October a contract in place where collaborative working through a framework contract. Could other LA's be made aware this is possible?

A: Agreed, working with Edinburgh Council to encourage awareness.

Q: Understand there is a high level review at the moment. Having undertaken the questionnaire there has been no further information since – when is it expected to be able to move forward?

A: COSLA in May discussion, due to budget constraints, one to one working with LA's cannot be facilitated. Options appraisal will be available in October.

### **James Simpson, Transport Scotland**

- Unable to answer any questions of future policy today
- Transport Scotland responsible for trunk road network
- LA responsible for the rest including Parking
- Current DPE landscape shown
- Shows clear Urban – Rural Divide at the moment in which authorities have DPE
- Application process explained through chart
  - Local Authority Consultation (6 weeks previously 12 weeks)
  - Draft Application
    - Best Practice is being shared which is clear through current applications received
    - Happy to meet the LA
  - 3 Orders then drafted (Primary – move Powers from Police Scotland to LA)

Primary – moves powers from Police Scotland to LA

Second – adjudicator

Third – Parking Attendants to be Uniformed

### Financial Sustainability

- LA don't need to reach a break even in year one for DPE scheme, Year 2 or 4 is also not insisted on
- Ministers need to see there is a viable need and demand for a scheme
- Boundaries – often straight forward, majority go for trunk roads and other roads
- Engagement – LA needs to have consulted their neighbouring authorities and have spoken to SPAS

### Other Transport Issues

- DPE Revenue – Income & Expenditure – this is statutory for ministers
- Disabled Persons Parking Places – a duty to report
- Responsible Parking Scotland Bill
- Park & Ride – congestion reduction
- Private Parking

Q: Re the RPS Bill –no information of the details of the bill which is a concern to many local authorities – when will the detail of the draft bill be released?

A: This is not a government led bill. It is not clear if an MP has taken this forward for a power to be devolved to the Scottish Parliament. Next coming weeks should see clarification on this matter.

Q: DPPP – is there any guidance coming out on this?

A: The Bill was passed 19.8.14, 3 weeks for Royal Assent, commence bill 2015 (March)

Guidance should come out October 2014 and workshop in February

2015

Peter Lowe, RTA Associates

Implementation of DPE

- Impact of DPE
- 18 Councils yet to get DPE powers
- Transport Policy – trying to keep track of where volume of traffic goes
- Collaborative Working
- SPAS
- Council Resolutions (varying degrees) – Delegation given to officers
- Financial assessment is the crucial part
- Map based TRO recommendations
- Public Relations
- Staffing / Accommodation

Q: TRO mapping – is anyone using this at the minute?

A: Approx. 80 authorities in England using map based TRO. It will show the TRO and the picture of the car in relation to where they were when the PCN was issued.

#### **Peter Lowe, RTA - Traffic Management Act 2004 v RTRA 1994**

- Part 6
  - Amendments to 1991 act with exploited loop hole
  - Legislation covers England and Wales
  - Had to predict revenues
  - SLA required in each authority with the in house team
  - Demarcation of duty required

#### Policies

- Manage traffic network
- Road Safety
- Environment
- Disability needs met
- Authorised should establish each CPE scheme, level of discretion and how exercised (periods of grace) and published
- TRO – encouraged to use with maps as schedules

Q: None

#### **Sean McConnell, DRDNI - Thanked for invite to the seminar**

Sean outlined his background. 1<sup>st</sup> April 1999 joined road services Northern Ireland, at which point there was no off street or on street enforcement- tasked to begin enforcement of the tickets issued.

Set up access data base

2001 Gathered 7 team started taking prosecutions for off street parking (civil offence)

Some of the councils are looking to go to DPE in next months

2001 Common denominator was PSNI – withdrawing services

2006 Introduction of DPE

NSL awarded enforcement contract for all on street and off street

parking

26 councils across NI

Xerox/SPUR given PCN Processing solution

Warning notices 2 weeks

PCN issued by TA 13/11/2006

Lessons learnt from early days:

- Public Relations were key (Radio/TV/Newspapers) – benefitted the message getting to the public
- Uniformed and balanced approach by doing it in house
- Enforcement Contract - KPI are required with day 1 management of them
- Traffic Attendant Errors (set acceptable level)
- Press interest is high and when and where PCN are issued, our TA are known as Red Coats. Attend all adjudications

Q: None

**Michael Brady:** Following discussion at the BPA Council, it was agreed that the name of the BPA Scottish group would be Parking Scotland to enable and facilitate better lobbying with the Scottish Parliament.

### **Group discussion – Master Plan Scotland**

Following the wider implementation of DPE, what do you consider are the key challenges and opportunities for the parking profession in Scotland in terms of:

- Improving Compliance
- Encouraging Fairness
- Supporting Growth

#### Group 1: Gavin Graham - City of Edinburgh Council

- Improving Compliance
  - Better information for public
  - Better lines & Signs
  - Better visibility on street
  - Improve badly labelled parking tickets
  - Parking Tickets banding charges (differential charging per contravention)
- Encouraging Fairness
  - Supporting Equalities (quality of DPE consistent across all Councils)
- Supporting Growth
  - Collaborative Working – Engage Stakeholders to find solutions and ensure direction taken

#### Group 2: Simon Morgan – Buchannan Computing

- Improving Compliance
  - Signs & Lines Maintained and Reporting Procedures for PA
  - TRO need to be correct – and beneficial for older TRO to be consolidated into one order
  - People to see in advance to where parking is and is not allowed/permitted (GIS)
- Encouraging Fairness
  - Scotland to have an appeal service for parking on Private land with legislation
- Supporting Growth
  - Education for public

Group 3: John Mackie– East Dunbartonshire Council

- Improvement Compliance
  - Maintenance of signs and lines and good working relationships
- Encouraging Fairness
  - PA ensure they are visible and talkative to public
  - Video Badges protect both Public and PA
- Supporting Growth
  - Take feedback from town centre traders
  - Encourage traders to help customers understand

Group 4: Alan Ogilvie – Stirling Council

- Improving Compliance
  - Signs & Lines
  - Council Website Clear and Informative
- Encouraging Fairness
  - Disabled parking being abused – how this can be stopped
- Supporting Growth
  - Elected members can make it difficult to introduce city centre parking – traders are required to buy in

Group 5: Shona Fraser – East Renfrewshire Council

- Improving Compliance
  - New Technology – CCTV
- Encouraging Fairness
  - Disabled Parking – Better management – however councils will approach this differently, perhaps some joined up thinking required (collaborative working)
  - Professionalism within the industry
  - Continuity throughout the Parking Enforcement Segment
  - DVLA – Better recording of all vehicles on UK roads
- Supporting Growth
  - Policies on large city centres, discouraging the motorist has ripple effect to outlying councils, as many smaller town centre car parks become park & rides
  - Forget footway parking bill, just decrim the parking on footways

Group 6: Ross McClelland– Aberdeen City Council

- Improving Compliance
  - TRO being in place
- Encouraging Fairness
  - Blue Badge misuse
- Supporting Growth
  - All restrictions are suitable

Group 7: John Howell – Dumfries & Galloway Council

- Improving Compliance
  - Education of why parking management is necessary
  - Different parts of Scotland have very different requirements
- Supporting Growth
  - Where is the business case this makes a difference?
  - Justification through BPA as to the benefits of DPE brings to authorities.

- 10<sup>th</sup> Anniversary
- Lots of improved Marketing
- 5000 awarded car parks
- 316 in Scotland
- Police perspective has changed due to number of assessors
- Police still see scheme as a success
- BPA all about maintaining and raising standards within the industry
- Currently reviewing guidelines
- Award at BPA awards for most improved car park within the scheme
- Greater Glasgow health trust won 17 awards – a great achievement
- Bangor marina car park is the first marina car park in the UK

Q: None

**Jane Hack, BPA - BPA Update**

- New campaign being launched online – Know Your Parking Rights (KYPR). KYPR is designed to be the most comprehensive & trusted resource on parking rights and responsibilities for motorists as well as a site that enables better public knowledge on parking rights & responsibilities leading to improved perception of Approved Operator Scheme and parking in general.
- Parkingtopia: BPA Annual Conference – Central Hall Westminster – 15 October 2014

**Jane Hack, BPA - Delivery of parking excellence**

- Making parking a recognised profession
- BPA has built up over the years a good relationship with all governments
- Have raised the profile of the industry
- The parking sector is committed to delivering excellence
- Is it time to take standards further to improve public confidence in the profession?

Delegates invited to answer questions on a majority of hands basis

- Do you think the adoption of charters for the parking professional would help to improve the public image and public confidence?
  - No
- Should charters or other standards be accredited or audited?
  - Yes
- Should charter standards be statutory or mandatory?
  - Statutory
- Is this something you would pay to achieve?
  - No

**Simon Morgan, Buchanan - IHE Traffic Signs Panel**

- DFT launched a consultation on new traffic sign regulations – proposed to come in 2015
- 14<sup>th</sup> October – what will be new in new regulations (Edinburgh)
- 18<sup>th</sup> November – Edinburgh – traffic sign conference in Ingleton
- New structure – very few signs shown and none for on street parking
- Existing signs can remain in place indefinitely
- Existing authorisations remain valid
- Parking bays – can be any size except disabled
- No traffic order for single or double yellow lines – awaiting response from DFT
- Stop sign approval from Transport Scotland no longer required

Q: General principle would be to reduce signage – Do the new regulations do away with the no loading signs?

A: Moot point as broken the link between the sign and the lines

Q: Would the fact no across the board prescriptive details on what signage be required not increase parking revenues through confusion of the public

A: Not sure this would be the case.

**Michael Brady, Vice Chair**

Thanks all for attending and thanks to the speakers. Gavin Brown will be chair at the next meeting.

Meeting Close