

# Civil Parking Enforcement

**Annual Report**  
**April 2011 To March 2012**



This is the third Annual Report produced by Rochdale Metropolitan Borough Council, to be submitted for consideration to the Economy, Environment and Transport Scrutiny Commission; in accordance with the Department of Transport's "Civil Enforcement Operational Guidance to Local Authorities".

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## **FOREWORD BY COUNCILLOR JACQUELINE BESWICK**

Welcome to Rochdale Council's third Annual Parking Report for the year 2011/2012, which has been produced in line with Part 6 of the Traffic Management Act 2004.

A significant change since the last report is that full Highways Services, including the Parking Team, is no longer managed within Impact Partnership. The Partnership between Rochdale Council and Mouchel ended on 3<sup>rd</sup> July 2012. This does not directly impact on parking operations within the borough, although it does enable a more customer focused approach to be taken by the Highways Service.

As a local authority our aim is to ensure that the highway network operates at maximum effectiveness, whilst balancing the parking needs of local businesses, visitors, residents, and workers in the borough, and using our parking operations to contribute to relevant council priorities. This is especially in the areas of public health, protecting the environment and creating an attractive place to live, for example by encouraging the use of public transport, cycling and walking, which will reduce congestion, increase air quality, and improve people's fitness.

One of the priorities of the Department of Transport is to ensure that the enforcement of parking restrictions is transparent, consistent and fair. Rochdale Council recognises that openness and accountability is critical to gaining public support and by publishing our Annual Parking Report we hope that our customers will be aware of our dedication to improving the parking regime. This will contribute to achieving the council priority of maintaining high quality living environments, and therefore assist in attracting commercial and leisure investment to the Borough, which in turn could result in excellent work opportunities, and a wide range of leisure activities.

I thank you for taking the time to read this report, which provides an opportunity to give factual information relating to our parking enforcement operations, along with information regarding our parking facilities, and the Borough of Rochdale. I hope you will find the contents interesting, and that it will give a better understanding of the services we provide.



***Councillor Jacqueline Beswick***  
Portfolio Holder – Highways  
November 2012

## OVERVIEW AND OBJECTIVES

The Borough is currently promoting a platform for change via the Rochdale Borough Renaissance Masterplan which sets out a 15 year vision to become nationally recognised for the quality of life offered to residents, visitors and employees so people will choose to come and live in Rochdale. The Masterplan aspires to take full advantage of the Borough's strategic location and environmental assets to attract investment in to the Town.

The Masterplan and Rochdale Transport Strategy aim to deliver radical improvements to the public transport network and by continually enforcing the on and off street parking restrictions we endeavour to deliver and sustain improved network developments. Good access and connectivity is crucial if the vision for the Borough is to be achieved

Parking provision and management is a key element of the Local Transport plan and whilst parking restrictions are rarely popular with motorists, without them there would be significantly higher levels of congestion (even gridlock), frustration, stress and potentially an increase in the number of accidents.

Our continuing objectives are:

- Improve road safety generally to reduce the potential for accidents.
- Keep areas outside of schools free of traffic to help keep children safe.
- Reduce congestion from inconsiderate or, dangerous parking.
- Prevent emergency and other public service vehicles such as bin wagons, having their route blocked, especially in narrow streets.
- Meet the needs of customers with special requirements such as disabled badge holders and manage kerb space to ensure access to facilities.
- Improve the flow of traffic and journey times throughout the area.
- Improve the quality and accessibility of public transport.
- Ensure buses can stop and pick up/collect passengers.
- Ensure effective loading/unloading for local business.
- Provide a turnover of available parking spaces for areas of high demand.
- Improve the environment by reducing damage to pavements and verges and, as a result, the cost of repairing them.
- Provide parking opportunities for drivers to use more sustainable modes of transport.

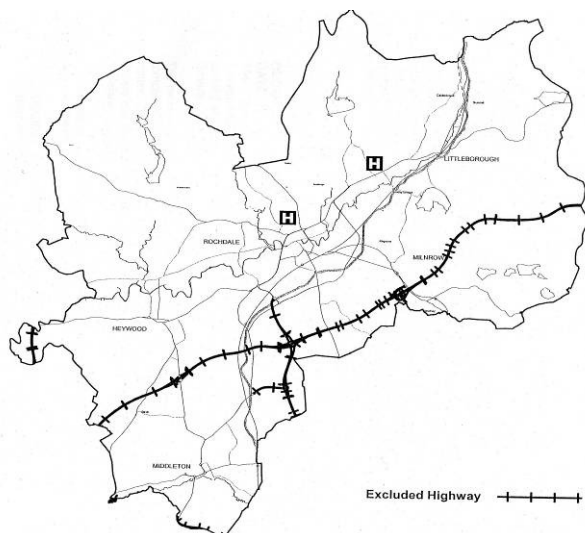
Residents, businesses, commuters, people with disabilities, shoppers, students and visitors are just some of the groups who have differing needs for parking and travel. By administering effective Parking Management, the council ensures that available parking areas and road space are able to be shared in a fair and transparent way.

To assist us in carrying out effective enforcement a service is available for members of the public to ring and report vehicles that continually abuse the parking restrictions in place. This enables us to closely monitor a specific area to try and reduce the problem. In 2011/2012 a total of 177 reports of inconsiderate parking were received by the Council, all of which were closely monitored and the appropriate action taken.

## CIVIL PARKING ENFORCEMENT

### The Legal Background

In 2003 Rochdale Metropolitan Borough Council applied to the Secretary of State for powers to carry out Decriminalised Parking Enforcement (DPE), as of 4th July 2004. The application was successful and the powers were awarded for enforcement in the Rochdale Borough. This meant that Rochdale Borough Council took over the responsibility for the enforcement of 'on street' and 'off street' parking areas from the police.



The excluded highway is:

- i) The M60, M62 and M66 motorways for their entire length in Rochdale Borough Council, including slip roads and roundabouts which are subject to motorway regulations.
- ii) The A627(M) for its entire length in Rochdale Borough Council, including slip roads and roundabouts which are subject to motorway regulations.

The notices issued are no longer breaches of the criminal law enforceable through the criminal justice system, but instead Penalty Charge Notices are a civil debt owned by the Authority. The transfer of powers also allows the Authority to be more responsive to the public's needs and tackle the known problem areas.

On 31st March 2008, the parking related sections of Part 6 of the Traffic Management Act 2004 were introduced and became effective. This changed the way in which parking enforcement was managed. Under the new act, Decriminalised Parking Enforcement (DPE) became Civil Parking Enforcement (CPE) and Parking Attendants (PA's), became Civil Enforcement Officer's (CEO's). In addition, all existing Permitted Parking Areas (PPA's), along with Special Parking Area's (SPA's), automatically became Civil Enforcement Areas (CEA).

One of the key changes of the act was the introduction of differential penalty charges to reflect the severity of the contravention. A higher level charge for parking places where parking is prohibited (such as on a loading ban or in a disabled bay without displaying a

valid badge) and a lower level charge in respect of contraventions relating to places where parking is permitted (failing to display a valid pay and display ticket, over staying the permitted time etc). There is a nationwide list of the contraventions for which CEO's may issue Penalty Charge Notices, although not all contraventions will be relevant in every Local Authority. The full list can be found in the "Parking" section of the PATROL (Parking and Traffic Regulations outside London) website [www.patrol-uk.info](http://www.patrol-uk.info) It is the Secretary of State for Transport who decides which of these parking contraventions will be subject to the two levels of charge.

The Traffic Management Act 2004 also enables Council's to carry out bus lane enforcement as well as issue Regulation 10 Penalty Charge Notices. This means that a Penalty Charge Notice can be served through the post if a Civil Enforcement Officer is prevented from issuing the notice either, through violence, threats, or from the vehicle being driven away after the Civil Enforcement Officer has commenced issue.

### **Introduction of a Traffic Regulation Order (TRO)**

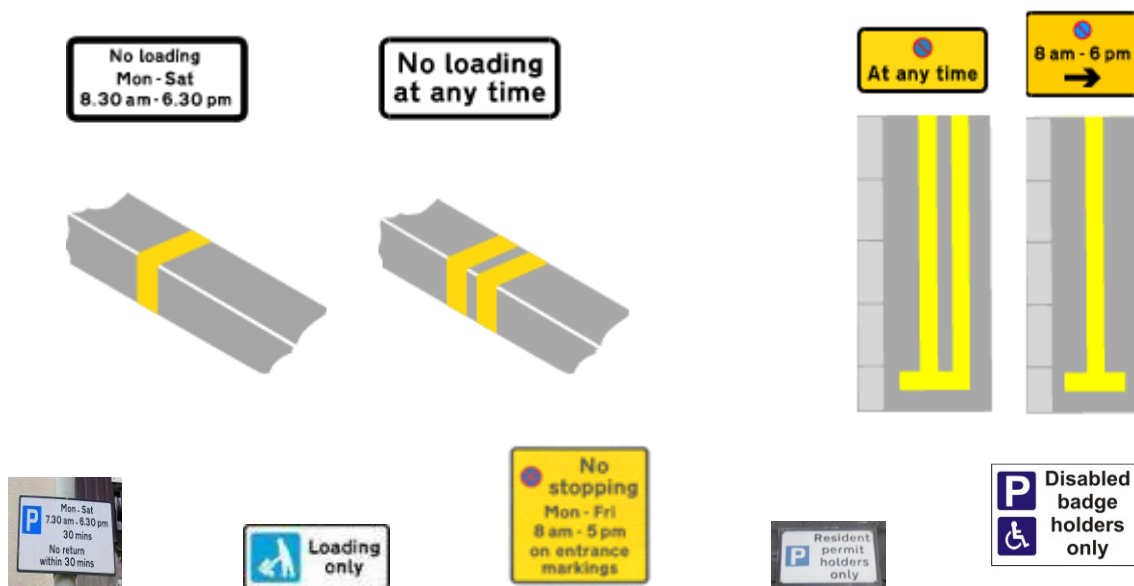
Before enforcement is able to commence, a TRO must be in place. A TRO is the legal instrument by which traffic authorities implement most traffic management controls on their roads. Under the provisions of the Road Traffic Regulation Act 1984, local authorities can implement Traffic Regulation Orders to regulate, restrict or prohibit the use of a road or any part of the width of a road by vehicular traffic or pedestrians. There are many different types of TRO's which are implemented for various reasons and can take effect at all times or during specified periods. The process for implementing a TRO is as follows:

- Our network management duties identify where a TRO is required.
- Consultation. The emergency services and GMPTE are consulted and their approval obtained.
- Public consultation. Notices are advertised in the local press and copies sent to organisations representing road users. Copies of the notice and plans showing the proposals are deposited at various local authority offices for the public to view.
- Consultation period. This lasts for 28 days from when the notices are posted. During this period the general public may make comments on the proposals by writing into the Borough Solicitor.
- Objections. All comments are considered by committee and the objectors informed of the outcome. This may result in the proposals not being introduced or amended.
- Validation. The Orders are then re-advertised in the press when the public have six weeks when they may question the validity of the Orders in the High Court on the grounds that the correct procedure had not been followed.
- Sealing of the Order. The Order is then sealed and becomes operative. A TRO remains operative until legally revoked following the same procedure as that required for its introduction.
- The relevant road markings, lines and signs are then put in place.

## Parking Restrictions

Once a Traffic Regulation Order is in place, Civil Enforcement Officers, employed by our contractor, NSL Services Group, are able to issue Penalty Charge Notices, in accordance with the Traffic Management Act 2004, to any vehicle which appears to be contravening the parking restrictions in place:

- Limited waiting and loading restrictions.
- Reserved bay (i.e. disabled, resident's) without displaying a valid permit.
- Suspended bay or space and outside of the bay markings (where applicable).
- Bus stop or bus lane during prohibited times.
- Pedestrian crossing or crossings marked by zigzags. Zig-zags outside a school.
- Pay and Display area without displaying a valid ticket.
- Parked for longer than permitted or returning to the same parking area within the time restriction.
- Parked wholly or partly on a cycle track or lane.
- Parked with one or more wheels on or over a footpath or any part of a road other than a carriageway.
- On the pavement or grass verges behind waiting restrictions in force at the time.
- Stopped on a clearway.



The onus is on the motorist to ensure they are aware of the restrictions in place before they park their vehicle. To help us with our Civil Parking Enforcement we ask that all road users are aware of the meaning of the various signs, lines and road markings by checking with the latest version of the Highway Code. This is available from bookshops. It is also possible to download details of "Signs Giving Orders" and "Information Signs & Road Markings" from the Direct Gov website using the link <http://www.direct.gov.uk/en/TravelAndTransport/Highwaycode/Signsandmarkings/index.htm>

The enforcement does not affect drivers who park their vehicle correctly, pay the correct parking tariffs or display valid permits/badges where applicable.

## THE APPEALS PROCESS

Where a parking contravention occurs, it is the 'owner' of the vehicle involved who is legally obliged to pay the penalty charge. The 'owner' means the person by whom the vehicle is kept, which in the case of a vehicle registered under the Vehicle Excise and Registration Act 1994 (c.22) is presumed (unless the contrary is proved) to be the person in whose name the vehicle is registered at the DVLA. It is therefore essential that any changes of vehicle ownership are immediately notified to the DVLA.

When allowing other persons to use their vehicles, vehicle owners should bear in mind that it is still they, the vehicle's owner and not the vehicle's driver who will be liable to pay any penalty charges incurred in respect of parking contraventions.

The only exception to this is where the vehicle was hired from a firm under a hiring agreement and the person hiring it had a signed statement of liability in respect of any Penalty Charge Notice served in relation to the vehicle during the currency of the agreement.

Vehicle owners may dispute the issuing of a PCN at three stages:

1. They can make an informal 'challenge' or 'representation' before the Council issues a Notice to Owner (NtO) (This does not apply in the case of a PCN issued by post, as the PCN then also acts as the NtO). As a challenge at this stage will be made by the person who has received the PCN, it may be that the person submitting the challenge was the driver of the vehicle, rather than the vehicle's owner.

If the challenge is rejected, we will send a 'Notice of Rejection of Challenge' outlining in more detail the reasons why the Notice was issued to the vehicle and the reasons why the Notice is being upheld. If the challenge was received within 14 days from the date of issue, the discounted amount will still apply for a further 14 days from the date of the 'Notice of Rejection of Challenge'. If the challenge is accepted, the case will be closed and we will respond in writing outlining the reasons for our decision.

2. Once an NtO has been served, there is a period of 28 days whereby a formal representation can be made against the NtO (this can still be done if an informal challenge has previously been made and rejected). The legislation sets out specific grounds on which formal representations against the NtO may be made (these will be specified upon the Notice to Owner). However, whether or not those grounds apply, representations may also be made on the basis that, in the particular circumstances of the case there are compelling reasons for the cancellation of the penalty charge i.e. mitigating circumstances.

If the representation is rejected the full charge of either £50.00 or £70.00 will be applicable. A 'Notice of Rejection of Representation' will be sent including a form, which will allow an appeal to be submitted to the Traffic Penalty Tribunal. If the representation is accepted, a 'Notice of Acceptance of Representation' will be sent.



3. Following a 'Notice of Rejection of Representation', the appellant has the right to appeal within 28 days of the date of issue of the 'Notice of Rejection of Representation' to an adjudicator of the Traffic Penalty Tribunal. The adjudicators have a judicial position and are appointed with the agreement of the Lord Chancellor. They are independent of the Council and their decision is final (subject to their own power to review a decision).

The appellant has the choice of a postal decision or they may participate in a personal or telephone hearing. If the appeal is refused by the adjudicator, the full charge of either £50.00 or £70.00 is applicable. Full details of the adjudication service and their appeals process can be found on the Traffic Penalty Tribunal (TPT) website [www.trafficpenaltytribunal.gov.uk](http://www.trafficpenaltytribunal.gov.uk).

General information on associated rules and regulations which may assist motorists in deciding whether to pay or to challenge a PCN can be found on the PATROL website [www.patrol-uk.info](http://www.patrol-uk.info).

When dealing with appeals we ensure that each case is viewed on its own merits in a fair and equitable manner and that all mitigating circumstances are taken in to account. For further information on the appeal process, please see Rochdale Borough Council's Parking Enforcement Policy which can be viewed at:

[http://www.rochdale.gov.uk/transport\\_and\\_streets/parking/street\\_parking - fines.aspx](http://www.rochdale.gov.uk/transport_and_streets/parking/street_parking_-_fines.aspx)

We realise that outstanding Penalty Charge Notices can be quite upsetting for some motorists and we are therefore sensitive to these needs. All of our staff are fully trained in the legal process and are able to address any concerns motorists may have whilst progressing through the appeal process.

As a Local Authority we recognise that customer expectations change and therefore to ensure we continue to successfully deliver a quality service that is both effective and efficient, we regularly monitor our working methods and frequently review our staff training requirements.

## PARKING IN ROCHDALE

### The Blue Badge Scheme

This is a national arrangement of parking concessions for people with severe mobility problems who have difficulty using public transport. The Scheme is designed to help severely disabled people travel independently, either as a driver or passenger, by allowing them to park close to their destination.



Every Blue Badge that is issued should be accompanied by The Blue Badge Scheme booklet, which outlines in detail the full concessions of the badge. This enables the badge holder to be aware of where they may, and may not park.

In January 2012 the Department for Transport introduced the Blue Badge Improvement Service (BBIS) which aims to improve customer service, streamline administration and prevent blue badge misuse through more effective enforcement.

The obvious changes are:

- Badges are renewed on line via the GOV.UK website (please note that the current badge number is required for the online application form).
- Rochdale Borough Council may ask for you to undergo a mobility assessment.
- The design of the Blue Badge has changed to aid enforcement and make it harder to tamper with, copy or forge.
- All Blue Badges which are issued by Rochdale Borough Council will be charged for at a rate of £10.00 per badge.
- The Chronically Sick and Disabled Persons Act 1970 states that local authorities 'shall maintain a register showing the holders of badges issued by the authority and the vehicle or vehicles for which each of the badges is held'. For this reason, Rochdale Borough Council now needs to request the registration number(s) of any vehicles that the Blue Badge may be used in.

For more information regarding applying for, or the issuing of Blue Badges:

Email: [bluebadge@rochdale.gov.uk](mailto:bluebadge@rochdale.gov.uk)

Visit: [www.rochdale.gov.uk](http://www.rochdale.gov.uk)

Telephone: 0845 1212970

The concessions of the scheme apply to on-street parking only and it is important that all badge holders, carefully read the contents of the booklet before attempting to use their badge. Off Street parking concessions vary from town to town and it is up to the car park owner as to whether concessions of the Blue Badge are available. Blue Badge holders are therefore advised to always check the prevailing parking conditions of the area to which they are visiting.

Rochdale Borough Council has designated disabled parking bays both on and off street and the concessions of the Blue Badge apply in all of the Pay and Display car parks

providing a valid Disability Badge is correctly displayed. For information on the locations of the specific 'on street' disabled bays please see the list below:

<b>Location</b>	<b>Number of bays</b>
Baillie Street (10am to 6pm)	10
Bell Street	2
Cheetham Street Central	4
Fleece Street	2
Hunters Lane Service Area	12
Newgate (10am to 6pm)	8
Newgate P&D	2
Penn Street	3
The Butts	6
The Esplanade	3
The Esplanade P&D	10
Town Hall Square	8
Town Meadows	1
Yorkshire Street Central	2
Yorkshire Street Central (10am to 6pm)	9

The Bus Station multi story car park is also available free of charge. We do however ask that badge holders, upon returning to the car park take their valid Blue Badge to the Bus Station office on level 2, where they will be given a pass that will allow their vehicle to exit the car park.

To help eliminate the potential misuse of Blue Badges, The Traffic Management Act 2004 introduced the "power to inspect". This means that should a Civil Enforcement Officer ask to see your badge, you must show it to them. If you do not, you will be breaking the law and could be fined up to £1,000.

### **Dispensations and Suspensions**

A Parking Dispensation is a notice issued by the Council allowing a vehicle to park on a waiting restriction (yellow line) for a specified period of time. A 24 hour notice period is usually required.

A Parking Suspension allows a motorist to park in a reserved parking bay such as pay and display (beyond the restricted maximum stay), resident's or, disabled bay during the restricted hours. A 7 day notice period is required so we are able to display signs giving advance notice that the bay is going to be suspended. On the day of the suspension, the bay will be coned off specifically for your vehicle. Should another vehicle park in that particular area, they will be liable for a Penalty Charge Notice. The notice period does not apply for bays needing to be suspended for emergency works such as a gas leak or water burst.

A Dispensation/Suspension is approved only for vehicles carrying out works that require the driver to park close to a building, or site, where continuous access is required to load or unload goods or materials, for example, Glaziers, Shop Fitters etc. Applications

will not normally be considered where there is reasonable alternative off-street parking nearby (for example a Pay & Display Car Park) or, if the reason the application is being made, is deemed to be for convenience rather than necessity.

Dispensations/Suspensions are not intended for those who do not require constant access to their vehicle, such as a Labourer who once they have unloaded their tools, do not require their vehicle to be in close proximity to the area of which they are working. In this instance we advise the motorist to unload their tools and then park their vehicle legally.

Each Dispensation/Suspension applies to one specific vehicle, in the exact location stated, and within the dates on the document itself. If more than one vehicle is required, a separate Dispensation/Suspension should be obtained. Anyone found to be parked in contravention of the rules and regulations could be issued with a Penalty Charge Notice.

When applying for a Dispensation/Suspension the following details are required:

- Name.
- Contact details.
- Vehicle registration.
- Reason the Dispensation/Suspension is required.
- Start date and length of time the Dispensation/Suspension is to operate for.
- Location, i.e. road name.
- 
- The minimum charge for a Dispensation/Suspension is £39.00. The total cost will depend on where the vehicle is going to be parked and for how long. The total cost will be given at the time of application. Please note that once a Dispensation/Suspension has been issued, monies that have been paid are non refundable.

We will also issue a suspension for the placing of a skip (provided that a licence has been obtained). For information on how to apply for a skip license, please email: [Highways@Rochdale.Gov.UK](mailto:Highways@Rochdale.Gov.UK) or alternatively, telephone 01706 924681.

Rochdale Borough Council does not charge for a Dispensation issued in relation to a funeral. In these circumstances, permission to park must be requested at least 48 hours in advance and will be subject to assessment to ensure that a parked vehicle will not cause an obstruction/hazard.

## **Resident Parking**

Resident Parking Schemes are approved by elected members and introduced in areas where there is a proven parking problem. The purpose of the scheme is to ensure that residents who do not have access to 'off street' parking facilities are able to park their vehicles in close proximity to their residences. The scheme discourages non residents and commuters, from parking all day in areas where parking is limited. The possession of a permit however does not guarantee a parking place.

Currently there are 6 Resident Parking Schemes in operation within the Rochdale Borough:

1. Middleton, split into two zones:

- Beech Street Zone.
- Burton Street Zone.



2. Heap Bridge.

3. Rochdale Railway Station.

4. Church Stile.

5. College Bank (Managed by Rochdale Boroughwide Housing)

6. Hollingworth Lake, split into two zones:

- Milbury Drive.
  - Merlin Close – All addresses.
  - Milbury Drive – All addresses.
  - Woodheys Road – All addresses.
  - Milnrow Road – Odd numbers 7, 9, 11.
- Cleggswood Avenue.
  - Beechwood Avenue – All addresses.
  - Cleggswood Avenue – All addresses.
  - Heald Close – All addresses.
  - Higher Cleggswood Avenue – All addresses.
  - Queens View – All addresses.

Following a decision by Members, an experimental Resident Parking Scheme is to be introduced at Hollingworth Lake on 1<sup>st</sup> January 2013. The scheme is in addition to the permanent scheme already in place and will be for a period of 18 months. At the end of the 18 months a decision will be made on whether to permanently include the properties on to the existing Hollingworth Lake Resident Parking Permit Scheme.

College Bank Resident Parking Permits are processed by Rochdale Boroughwide Housing. Each household is entitled to one resident permit on production of evidence that they are a resident on College Bank. Each flat can also have one visitor's permit. Day permits are issued on request to one off callers, such as delivery drivers and tradesmen. Visitor permits are also issued to agencies such as, Social Services, Home Care and GP surgeries etc where regular visits are necessary. Permits are renewed each year in March.

For all other Resident Parking Schemes; each eligible household is entitled up to two permits (one resident and one visitor's permit). If a tradesperson or contractor is working at a specific property, they could borrow the visitor's permit from the household

where they are working. Alternatively, a tradesperson/contractor could contact the Policy and Strategy Team to apply for a Dispensation/Suspension.

For information on applying, renewing or amending a Resident's Parking Permit please contact 0300 3038288

All the above schemes are enforced by our Civil Enforcement Officers and are in operation 24 hours a day, 7 days a week, unless stated otherwise on the signs within the locations.

The existing Resident's Parking Policy is under review by elected Members; we will report on any changes at a later date.

Currently there are no charges applicable for Residential Parking Schemes within the Rochdale Borough. Each Council will however have its own rules and regulations therefore, it is advisable to check with the individual issuing authority, on how to apply, renew, or withdraw from a Resident's Parking Scheme, and also what their charges may be.

## Parking Facilities



We provide public parking facilities to assist with traffic management, environmental improvements, and to support our community by ensuring we have sufficient availability to meet the demands of residents, shoppers and local businesses.

All of our Pay and Display machines are supplied by Parkeon and are solar powered so they do not require an electrical source. The machines are serviced regularly and checked on a daily basis to ensure they are in full working order. Should any problems occur,

faults can be reported to a member of the Parking Services Team on 0300 3038288. Payment is by coins only and unfortunately change is not able to be given.

Rochdale Borough Council is aware of the impact the new 5p and 10p coins will have on our Pay and Display parking facilities and therefore, all the machines have been fully configured to accept the new coins when they come in to circulation.

The Bus Station Car Park is Pay on Foot which means that you take a ticket on entering the car park and pay for the amount of parking time that you have used when you return. This allows flexibility in how long you park for. Payment can be made with either notes or coins. These machines have also been configured to accept the new coins.

The pricing tariffs and restrictions are structured to ensure the inner town centre car parks are short stay only, thus allowing a high turnover of spaces which allows more customers to 'stop and shop'. The long stay car parks are situated on the outskirts of

the town centre and meet the requirements of different motorists such as town centre workers who require a lengthy period of parking time.

To boost trade and support local retailers, the 'Free after 3pm' parking scheme was implemented on 1st June 2009. The scheme was introduced to encourage shoppers into the town and thus purchase goods from the local retailers. An extension of the scheme, "Free Saturday all day parking" was also introduced for a trial period from 7th August 2010. Both schemes are still operational today and it is likely they will be in place for the foreseeable future. Naturally both of these initiatives have significantly reduced income from Parking Charges and also reduced the number of Penalty Charge Notices that are issued.

The tables below outline all of Rochdale Borough Council's Pay and Display Car Parks, along with their current tariffs.

On Street	Number of Spaces	Maximum Stay	Tariff Range
Esplanade	84	3 hours	1 hr 80p - 3 hrs £1.40
Packer Street	13	3 hours	1 hr 80p - 3 hrs £1.40
Oldham Road	15	3 hours	1 hr 80p - 3 hrs £1.40
Drake Street	14	3 hours	1 hr 80p - 3 hrs £1.40
St Marys Gate	11	3 hours	1 hr 80p - 3 hrs £1.40
Fleece Street	2	1 hr	1 hr 80p
Nelson Street	14	1 hr	1 hr 80p
King Street	7	1 hr	1 hr 80p
Church Lane (inner)	16	1 hr	1 hr 80p
South Lane	6	1 hr	1 hr 80p
Hunters Lane	22	1 hr	1 hr 80p
Cheetham Street	13	1 hr	1 hr 80p
Yorkshire Street	27	1 hr	1 hr 80p
Newgate	24	1 hr	1 hr 80p
Whitehall Street	3	1 hr	1 hr 80p
Church Lane (Outer)	28	10 hrs	2 hrs £1.00 – over 6 hrs £2.70
Water Street	25	10 hrs	2 hrs £1.00 – over 6 hrs £2.70
<b>TOTAL SPACES</b>	<b>324</b>		

Off Street – Littleborough	Number of Spaces	Maximum Stay	Tariff Range
Lake Bank	90	10 hrs	2 hrs 80p – over 4 hrs £2.10
Hollingworth Road	250	10 hrs	2 hrs 80p – over 4 hrs £2.10
Hollingworth Country Park	250	10 hrs	2 hrs 80p – over 4 hrs £2.10
<b>TOTAL SPACES</b>	<b>590</b>		

Off Street – Middleton	Number of Spaces	Maximum Stay	Tariff Range
Middleton Archer	61	10 hrs	1 hr 50p – over 3 hrs £2.10
Limetrees	36	10 hrs	1 hr 50p – over 3 hrs £2.10
Chapel Street	19	3hrs	1 hr 50p – 3 hrs £1.00
East View	49	3hrs Mon Wed Thur	1 hr 50p – 3 hrs £1.00
Market Place	43	3 hrs	1 hr 50p – 3 hrs £1.00
<b>TOTAL SPACES</b>	<b>208</b>		

Off Street – Rochdale	Number of Spaces	Maximum Stay	Tariff Range
Back Oldham Road	36	10 hrs	1 hr 40p – over 6 hrs £2.70
High Street	84	10 hrs	2 hrs £1.00 – over 6 hrs £2.70
Whitworth Road	250	10 hrs	2 hrs £1.00 – over 6 hrs £2.70
Baillie Street	120	10 hrs	2 hrs £1.00 – over 6 hrs £2.70
Church Lane	19	3 hrs	1 hr 80p – 3 hrs £1.40
Eastgate	30	3 hrs	1 hr 80p – 3 hrs £1.40
Reed Hill	45	3 hrs	1 hr 80p – 3 hrs £1.40
Broadfield Upper/Lower	62	3 hrs	1 hr 80p – 3 hrs £1.40
Town Hall Square	152	4 hrs	1 hr 80p – 4 hrs £2.40
Upper Yorkshire Street	19	3 hrs	1 hr 80p – 3 hrs £1.40
Greenwood Street	19	3 hrs	1 hr 80p – 3 hrs £1.40
Penn Street	44	3 hrs	1 hr 80p – 3 hrs £1.40
River Street	29	2 hrs	1 hr free – 2 hrs 80p
Bus Station	413	Open 7am to 7pm	1 hr 80p – over 6 hrs £6.60
The Holme	251	No limit	Contract parking only
<b>TOTAL SPACES</b>	<b>1573</b>		

Since the publication of the Parking Report (2010/2011), there has been no increase in the tariff charges, although consultation has taken place regarding increasing the tariffs by 10p per tariff for the next financial year. We are currently awaiting the formal decision.

There have however been changes to the car parking spaces within Rochdale Town Centre. The changes are as follows:

- Drake Street East Car Park is no longer available due to the land owner terminating the lease with the Council and closing the car park.
- To enable the works to continue on the regeneration of the town, the 'on street' parking bays on Smith Street have been removed.
- The top of Yorkshire Street has seen twelve of the 'on street' parking bays being changed to taxi only bays (by an amendment to the Traffic Regulation Order) to enable a fair balance of parking spaces to meet the needs of the community.

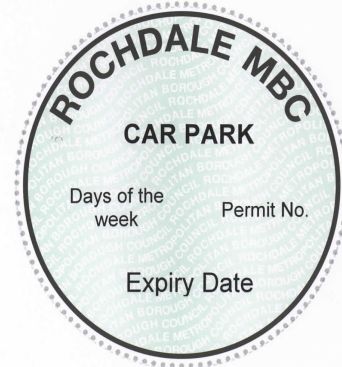


- Union Street Car Park, and Cheetham Street Car Park, both of which have been restricted under a Traffic Regulation Order are no longer managed by Rochdale Borough Council.
- To compensate for the loss of parking bays on Smith Street, Yorkshire Street, Union Street, and Cheetham Street Car Parks, Rochdale Town Centre has two new car parks; Penn Street, and Baillie Street. Details of the parking restrictions and tariffs can be seen in the table above.

## Contract parking

Contract parking permits are currently available for:

- The Bus Station.
- Rochdale Others.
- Middleton.
- Premium (includes any of the surface car parks within the Borough).



As from April 2013 permits will also be available for the following car parks:

- Baillie Street Car Park (old Pentagon Site)
- Rochdale Leisure Centre

The Permits are issued during a 12 month period commencing 1st April to 31st March. The minimum purchase is 3 months starting from £95.00, up to £1025.00 for 12 months. The permit price differs depending on, the parking area, whether the permit is for 5 or 6 days, and the vehicle class. To assist with the encouragement of reducing the carbon footprint, Rochdale Borough Council has continued the price banding system which is in line with DVLA's road tax prices to allow those vehicles with less CO2 emissions, to pay a cheaper permit price.

Since the previous report there has been no increase in permit prices.

Each permit can have up to three vehicle registrations displayed but only one vehicle can be on park at any one time. The permit must be clearly displayed in the vehicle and any lost permits will be charged for at a rate of £10.00 per duplicate.

## Park Mark



Park Mark, the safer parking award is an initiative of the Association of Chief Police Officers (ACPO) designed to reduce criminal behaviour within the parking environment. The scheme is managed by the British Parking Association and is supported by the Home Office and all the

Police Forces in England, Scotland, Wales and Ireland.

To obtain the award an investigation is carried out by the police to assess the facilities in place and to ensure the parking area is of a high standard in relation to cleanliness, signage, surveillance and lighting. Once the police are satisfied that the parking area sufficiently meets the appropriate standards and that it is correctly managed and maintained, the safer park mark status will be awarded.

All 5 of our Pay and Display Car Parks currently holding the award, along with the Bus Station Multi Storey car park, have successfully had the award renewed following their annual assessment to ensure they still meet the required criteria.

## STATISTICAL PERFORMANCE

### Penalty Charge Notices Issued

As mentioned on page 5 there is a national list of parking contraventions with two levels of charging. The more serious contraventions are charged at the higher level of £70.00 (£35.00 if paid within 14 days of issue) and the less serious contraventions are charged of the lower level of £50.00 (£25.00 if paid within 14 days of issue). The table below shows the number of Penalty Charge Notices issued against each contravention during 2011/2012.

#### On Street Contraventions

Higher Level Contraventions		
Code	Contravention Description	PCN's
01	Parked in a restricted street during prescribed hours	2112
02	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	578
12	Parked in a residents' or shared use parking place or zone without clearly displaying either a permit or voucher or pay and display ticket issued for that place	1758
16	Parked in a permit space without displaying a valid permit	11
20	Parked in a loading gap marked by a yellow line	2
21	Parked in a suspended bay or space or part of bay or space	3
23	Parked in a parking place or area not designated for that class of vehicle	3
25	Parked in a loading place during restricted hours without loading	589
40	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	1382
45	Parked on a taxi rank	358
46	Stopped where prohibited (on a red route or clearway)	1
47	Stopped on a restricted bus stop or stand	186
48	Stopped in a restricted area outside a school when prohibited	38
49	Parked wholly or partly on a cycle track or lane	17
62	Parked with one or more wheels on or over a footpath or any part of a road other than a carriageway	6
99	Stopped on a pedestrian crossing or crossing area marked by zigzags	64

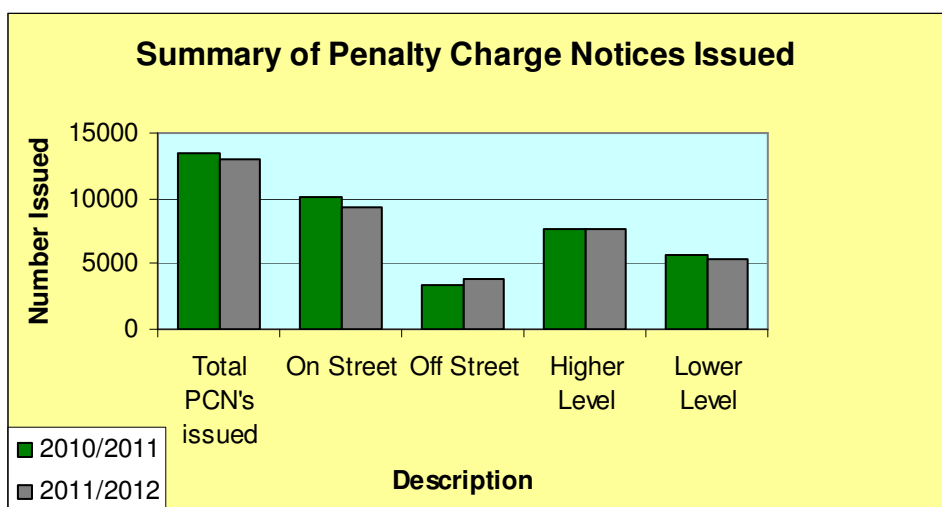
Lower Level Contraventions		
Code	Contravention Description	PCN's
05	Parked after the expiry of paid for time	554
06	Parked without clearly displaying a valid pay & display ticket or voucher	769
07	Parked with payment made to extend the stay beyond initial time	8
19	Parked in a residents' or shared use parking place or zone displaying an invalid permit, an invalid voucher or an invalid pay & display ticket	30
22	Re-parked in the same parking place or zone within one hour of leaving	10
24	Not parked correctly within the markings of the bay or space	22
30	Parked for longer than permitted	764

#### Off Street Contraventions

Higher Level Contraventions		
Code	Contravention Description	PCN's
81	Parked in a restricted area in a car park	1
85	Parked in a permit bay without clearly displaying a valid permit	54
87	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	322
92	Parked causing an obstruction	198

Lower Level Contraventions		
Code	Contravention Description	PCN's
80	Parked for longer than the maximum period permitted	1
82	Parked after the expiry of paid for time	1227
83	Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock	1666
84	Parked with additional payment made to extend the stay beyond time first purchased	66
86	Parked beyond the bay markings	278

The table below compares the Penalty Charge Notices issued throughout 2011/2012 against those issued in 2010/2011.



The increase in 'Off Street' Penalty Charge Notices is due to a number of factors such as; a 48% increase in motorists parking with additional payment, which results in the maximum stay being exceeded; 44% increase in vehicles being parked causing an obstruction; and 16% increase in non disabled badge holders parking in a disabled bay. Vehicles parking in contravention of these restrictions inconvenience other users of the car parks, and where vehicles are parked causing an obstruction, there is also a safety risk to pedestrians and motorists. By continually enforcing these off street restrictions we hope to educate motorists and show that inconsiderate parking is not welcomed on our car parks.

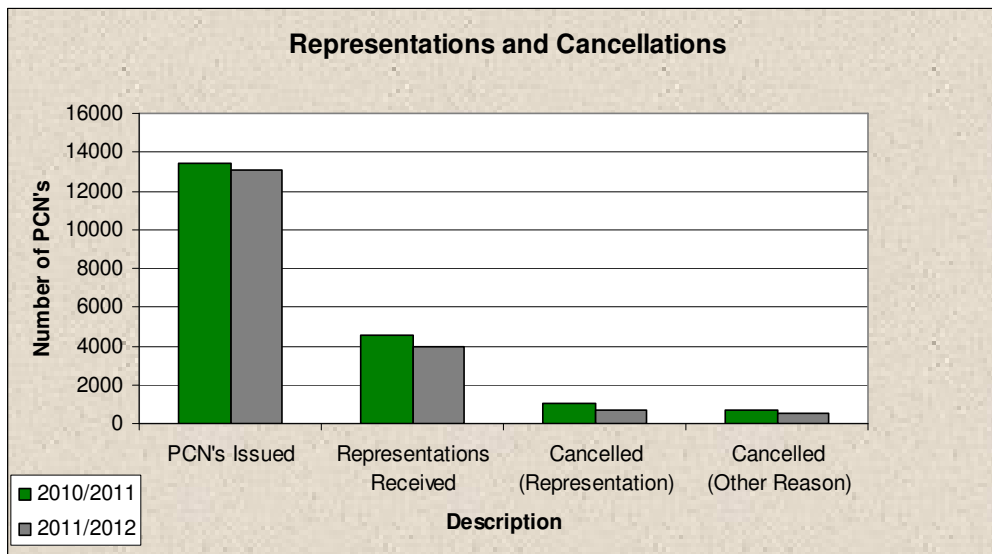
### Representations and Cancellations

Description	Total PCN's 2010/2011	Total PCN's 2011/2012
PCN's Issued	13433	13078
Number of PCN's against which an informal or formal representation was made	4578	3919
Number of PCN's cancelled as a result of an informal or a formal representation	1004	694
Number of PCN's cancelled for other reasons (e.g. CEO error, driver untraceable)	682	551

The above table shows that 694 Penalty Charge Notices were cancelled as a result of an informal or formal representation. This is approximately 18% of the representations received and a reduction of 4% compared to 2010/2011. The top 5 reasons for cancelling Penalty Charge Notices were; Pay and Display ticket face down; disabled

badge displayed incorrectly (partly obscured); no evidence of loading and unloading seen by the Civil Enforcement Officer but an authenticated delivery note was forwarded at a later date, Mechanical breakdown (evidence provided); detained beyond motorist's control (evidence provided).

In the 2010/2011 annual parking report we discussed the increase in the number of foreign vehicles. This number is still rising with the last 12 months seeing a further increase of 12%. Also on the increase is the number of motorists' that do not have their current details registered with the DVLA.



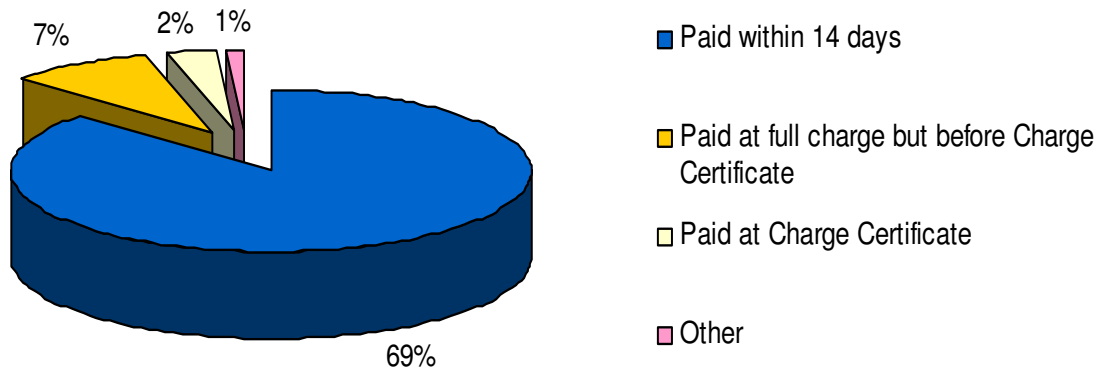
The overall collection rate has reduced by 1% compared to 2010/2011. However, given the current economic climate, a 79% collection rate is still considered to be a good result; particularly when comparing against other Greater Manchester Authorities whose collection rates range from 71% to 79%.

Of the remaining 21%; 5% of Penalty Charge Notices were cancelled as a result of a representation being received; 4% were cancelled as a result of other reasons; 0.3% were cancelled following an appeal to the adjudicator; and 11.7% are currently live in the system and are being pursued.

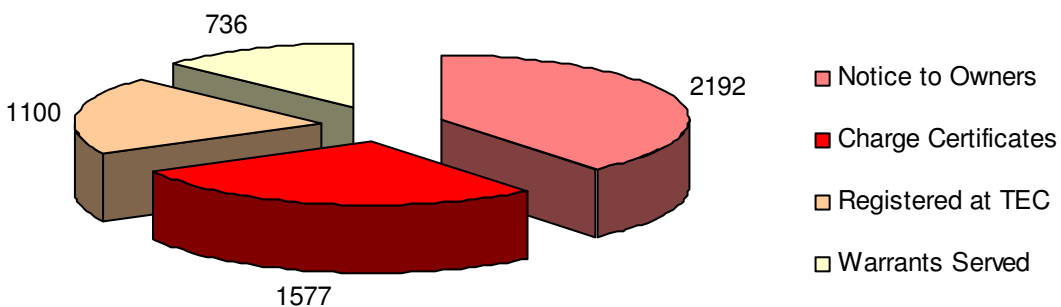
## Recovery of Penalty Charge Notices

The pie charts below outline the percentage of payments received at the various stages and the actions taken to recover the Penalty Charge Notices which were issued throughout 2011/2012.

### Collection Rates



### Action to Recover Penalty Charge Notices



## Traffic Penalty Tribunal

Each year the Traffic Penalty Tribunal publishes their annual report on the PATROL website. This allows members of the public to view information regarding the enforcement of parking tickets and also to compare a set of national statistics for 'all Councils'. The statistics for the table below were taken from the Traffic Penalty Tribunal annual report for 2011/2012 and enables comparability between the ten Greater Manchester Local Authorities.

SPA/PPA Area	PCNs Appealed	PCN's issued	Rate of appeal per PCN	Not Contested by council	Allowed by Adjudicator	Total allowed incl. not contested by council	Refused by Adjudicator incl. out of time and withdrawn by appellant	Consent order	Witness Statement - No Appeal	Awaiting decision
Bolton	162	27,408	0.59%	49	38	87	56	1	17	1
				30%	23%	54%	35%	1%	10%	1%
Bury	104	21,499	0.48%	8	56	64	37	0	0	3
				8%	54%	62%	36%	0%	0%	3%
Manchester	925	137,430	0.67%	113	364	477	383	33	8	24
				12%	39%	52%	41%	2%	1%	3%
Oldham	106	23,928	0.44%	1	50	51	48	4	0	3
				1%	47%	48%	45%	4%	0%	3%
Rochdale	67	13,078	0.51%	11	23	34	28	3	2	0
				16%	34%	51%	42%	4%	3%	0%
<b>Rochdale (2010/2011)</b>				<b>10%</b>	<b>30%</b>	<b>41%</b>	<b>48%</b>			
Salford	95	32,993	0.28%	18	18	36	53	0	3	3
				19%	19%	38%	56%	0%	3%	3%
Stockport	37	17,062	0.22%	15	14	29	8	0	0	0
				41%	38%	78%	22%	0%	0%	0%
Tameside	85	24,425	0.35%	28	12	40	36	1	6	2
				33%	14%	47%	42%	1%	7%	2%
Trafford	135	26,437	0.51%	39	29	68	51	2	12	2
				29%	21%	50%	38%	2%	9%	1%
Wigan	65	20,378	0.32%	25	10	35	22	0	4	4
				38%	15%	53%	33%	0%	6%	6%

The figures show that the rate of appeal for Greater Manchester Authorities is between 0.22% and 0.67%. This is a slightly less margin than in 2010/2011. Rochdale Borough Council's rate of appeal is 0.51%, which is the same as the previous year.

Where the Adjudicator has found in favour of the motorist the Council reviews all feedback from the Traffic Penalty Tribunal to ensure Rochdale Borough Council continually delivers a robust enforcement regime that is fair, transparent and meets the needs of the community. An example of which is where an Adjudicator has found that the lines and signs are not adequate to show that a restriction is in place. In this instance the Council will take the necessary steps to rectify the issue.



## FINANCIAL INFORMATION

Under the TMA 2004 all Local Authorities are required to publish the total income and expenditure on the parking account. The table below also includes income and expenditure for 2010/2011 to enable comparability.

<b>On and Off Street Car Parking</b>	<b>2010/2011</b>	<b>2011/2012</b>
<b>Income</b>		
Pay and Display	£749,818.54	£763,548.93
<b>Expenditure</b>		
Maintenance	£37,659.36	£65,462.03

<b>Contract Parking</b>	<b>2010/2011</b>	<b>2011/2012</b>
<b>Income</b>		
Contract Parking	£170,402.05	£153,654.42
Contract Parking Recharged	£113,894.76	£98,567.97

<b>Civil Parking Enforcement</b>	<b>2010/2011</b>	<b>2011/2012</b>
<b>Income</b>		
Penalty Charge Notices (On & Off Street)	£432,161.25	£381,783.04
Dispensation/Suspension	£3,128.45	£5,228.30
<b>Expenditure</b>		
Enforcement Contract	£522,891.38	£518,716.18
(TPT/TEC/Subscriptions)	£14,293.26	£17,684.95

## BACKWARD GLANCE

### Schools



Zig-zag lines create a sight line, which allows children to be able to see, and be seen clearly, before they cross. The “no waiting” restrictions are in place to stop obstruction and enhance safety. The Traffic Management Act 2004 enables Council’s to issue a Penalty Charge Notice through the post if a Civil Enforcement Officer is prevented from issue due to the vehicle being driven away after the Civil Enforcement Officer has commenced issue.

Rochdale Borough Council will continue to exercise these powers, particularly outside schools, and any vehicle seen to be parking in contravention, will be issued with a Penalty Charge Notice.

### 20mph Speed Limits Outside Schools

The proposals to introduce 20 miles per hour speed limits (and zones) outside all schools in the borough that do not already have them have been approved. The work has commenced and is ongoing today.



The part time 20mph speed zones will be controlled with amber corner flashers from a central computer; and in addition, a number of advisory signs will be located on schools routes, along with traffic calming features such as flat top and round top speed humps in some areas. For further information please contact: [Highways@Rochdale.Gov.UK](mailto:Highways@Rochdale.Gov.UK)

### Partnership Plus



Rochdale Borough Council, Greater Manchester Police (Rochdale Division) and NSL Services Group are committed to working in partnership to prevent crime and anti-social behaviour within the Rochdale Borough; along with targeting problem areas to enhance safety and ensure a fair and good service is provided to all those in the community.

An example of where partnership working has benefited the community is the joint enforcement operations which were carried out at Rochdale Railway Station. The joint working was arranged following the implementation of the new parking restrictions which were introduced to ensure the needs of local businesses, motorists, and pedestrians were met during the construction works for the new tram system. The joint working proved to be a success with time being spent on speaking to local businesses, and motorists to educate and listen to their views.

It is however recognised that in order to achieve a long term solution to a particular problem, we need to be consistent in our approach and continually work together to get a positive message across.

## Customer Survey

The Annual Parking Report 2011/2012 explained that we would be engaging with our customers to ascertain if their expectations were being met. In order to accurately gauge this; a Customer Survey was carried out for a two week period. Accordingly, all customers who contacted Parking Services in writing or by telephone between 04/09/2012 and 18/09/2012 were asked to complete a Customer Satisfaction Survey. The outcome of the survey was very positive and a summary of the results can be seen below:

The majority of respondents (87%) agreed that their enquiry was dealt with in a professional and courteous manner, and within an acceptable timeframe. A high number of respondents (80%) also felt that the Officer dealing with their enquiry was knowledgeable and able to address all the points they had raised.

Of the responses received in respect of a Penalty Charge Notice, 93% stated that an explanation had been given as to why the Notice had been issued; of which, 85% agreed that their individual circumstances, and any mitigation put forward, had been taken into consideration during the decision making process. A total of 86% of respondents appealing a Penalty Charge Notice agreed that the Council's response to their appeal gave a good explanation of the appeals process. Of those Notices being upheld, 58% of respondents agreed that the reasons for the decision had been clearly explained to them.

The results show that overall 80% of respondents agree that the service provided is of a high standard. Parking Services would however like to improve customer satisfaction and therefore, all comments which were put forward as part of the consultation process will be taken on board and given careful consideration.

## Winter Maintenance

The highways winter service season runs every year from mid October to mid April. During this period the Council is committed to providing an efficient winter service, and aims to keep the highest priority roads safe and free from snow and ice as far as reasonably possible. To assist in this task there are a fleet of seven gritters; all of which are fitted with a GPS tracking system that provides information such as, the extent of the road they treated, and the amount of salt that was spread



In 2011 the Council introduced a new Winter Maintenance Policy which sets out the Council's approach for ensuring the major roads network, and key public services are maintained. For more information please visit the Council's website at:

[http://www.rochdale.gov.uk/parking\\_and\\_roads/gritting\\_and\\_winter\\_service.aspx](http://www.rochdale.gov.uk/parking_and_roads/gritting_and_winter_service.aspx)

## FORWARD LOOKING – THE FUTURE

Rochdale Town Centre is undergoing a massive regeneration, with the arrival of Metrolink, a Bus Interchange, a new Municipal Office (1 Riverside), and an aspiration for a commercial development in Town Centre East; along with a new park and ride facility close to Rochdale Rail Station. Already complete is a 6<sup>th</sup> form college that has achieved recognition as the college to study at with a 99% pass rate in A Levels in its first year.

The Parking Team is working with partner organisations to deliver a Parking Strategy that will assist delivery of this exciting regeneration project.

### Metrolink



Construction work commenced approximately three years ago to extend the Metrolink system to Rochdale, in the first instance from Manchester to Rochdale Station. This phase of construction is almost complete. Lately trams have visited the station as part of the commissioning and testing which is taking place before customers can take advantage of the Metrolink system. More recently, after the utility diversions were complete, extensive civil construction commenced on extending the line from the station to Rochdale Town Centre. This will have significant benefits as it will support the regeneration, improve access to employment opportunities and reduce traffic congestion.

As the work progresses it will be necessary to implement new parking restrictions to ensure safe and efficient operation of the new tram system and ensure the needs of the town are met both during and after construction. All new restrictions will be advertised as per the legal requirement and we ask that motorists remain vigilant to ensure they are aware of the prevailing restrictions. Whilst construction is taking place on Drake St and Smith St, extra parking has been created on River Street and diversions have been established to help visitors accessing Rochdale Town Centre.

It is expected that Metrolink will be operational to the Station in Spring 2013 and to the Town Centre during 2014

### Rochdale Bus Interchange

After extensive pre-application discussions and a successful planning application by Transport for Greater Manchester (TfGM), construction work commenced on the new Interchange in August 2012.



The Interchange will replace the current bus station providing state-of-the-art facilities for passengers including electronic information displays and a vastly improved waiting environment. Also, in a European first, it will be a reduced carbon public transport hub running with hydropower. A hydroelectric turbine has already been installed next to the site which converts energy from the River Roch generating electricity.

The frame of the building has now been erected whilst work is underway to construct a retaining wall to protect and widen River St. Upon completion, in less than a year's time, the Interchange will give Rochdale a more dynamic town centre with numerous ways of accessing it.

To compliment the Interchange a taxi turn round facility is proposed adjacent to the Interchange, to help mobility impaired visitors, Shopmobility will be relocated from its present location to a position opposite the Bus Interchange on River St and adjacent to this will be a Cycle Hub where cyclists can store their cycle whilst using either the Bus Interchange or Metrolink.

It is also proposed to close access onto Smith St from Faulkner St and make Smith St buses only, therefore more pedestrian friendly; this will also benefit One Riverside.

### **Park and Ride**

Planning permission has been granted by Rochdale Council for a park and ride facility close to Rochdale Rail Station which will serve both heavy rail and the Metrolink networks. The work, which commenced in October, is being carried out in line with Transport for Greater Manchester's (TfGM's) Code of Construction Practice. The facility will provide around 200 parking spaces for commuters and is expected to be fully open in Spring 2013.



For more information during the construction works please contact:  
Tel: 0161 244 1555 (Office Hours);  
Email: [future.metrolink@tfgn.com](mailto:future.metrolink@tfgn.com)

### **The Council is on the Move**



A new public library and Council offices are being built in the heart of Rochdale Town Centre. The building, which will replace the current Municipal Offices (otherwise known as the 'Black Box'), is due to be opened early next year and will be named Number One Riverside to reflect the location.

Number One Riverside will bring together around 2,000 council staff from more than 30 buildings within the Rochdale Borough. It will meet high energy saving standards with features including solar thermal panels using the sun's rays to generate hot water and

photovoltaic panels creating renewable energy. Plus, wood chip will be burnt in a biomass boiler to generate sustainable heat and rainwater will be collected from the roof and recycled for the flushing of toilets. All of these will contribute towards reducing the carbon footprint.

### **Greater Manchester Road Activity Permit Scheme (GMRAPS)**

GMRAPS is a county wide scheme which will become operative in Spring 2013. Its aim will be to reduce traffic delays and disruption by improving the way roadworks are coordinated, communicated and managed.

The Department for Transport has given Transport for Greater Manchester (TfGM) the go-ahead to launch GMRAPS, on behalf of the Greater Manchester Combined Authority and the area's ten local authorities.

This is the first Joint Permit Scheme to be approved in England. It means that any organisation planning any activity on Greater Manchester's highway network, including roads, cycleways and footways, will need to apply for a permit first.

The permit, which will be issued by a central administration team, will set out conditions for the work, assessed and approved by the relevant local authority.

Applications can be rejected if the activity is unnecessarily disruptive, and applicants will be subject to penalties if activity overruns or conditions are not met.

TfGM will manage the administration of the permit process and ensure that roadworks are co-ordinated effectively with other activities and between neighbouring districts. The scheme introduces a Greater Manchester-wide system of assessment and approval across district borders for the first time.

The benefits of this scheme to Greater Manchester's residents, businesses, motorists and public transport users are obvious: with the co-ordinated approach that comes with GMRAPS, it will be possible to reduce disruption and travel delays caused by roadworks and other activities that affect the operation of the highway network.

The scheme will also encourage organisations, such as utility companies, to be more efficient in their forward planning and in completing their work on time, as they can be penalised for any overruns, and applications for planned work that would be unacceptably disruptive can be turned down.

Emergencies and unplanned events will always occur and can cause major disruption on the highway network. In such instances the utilities company must submit a permit request within 2 hours. This will allow the GMRAPS process to notify key organisations and authorities thus reducing the impact of the incident to the minimum

## STAFF TRAINING AND STRUCTURE

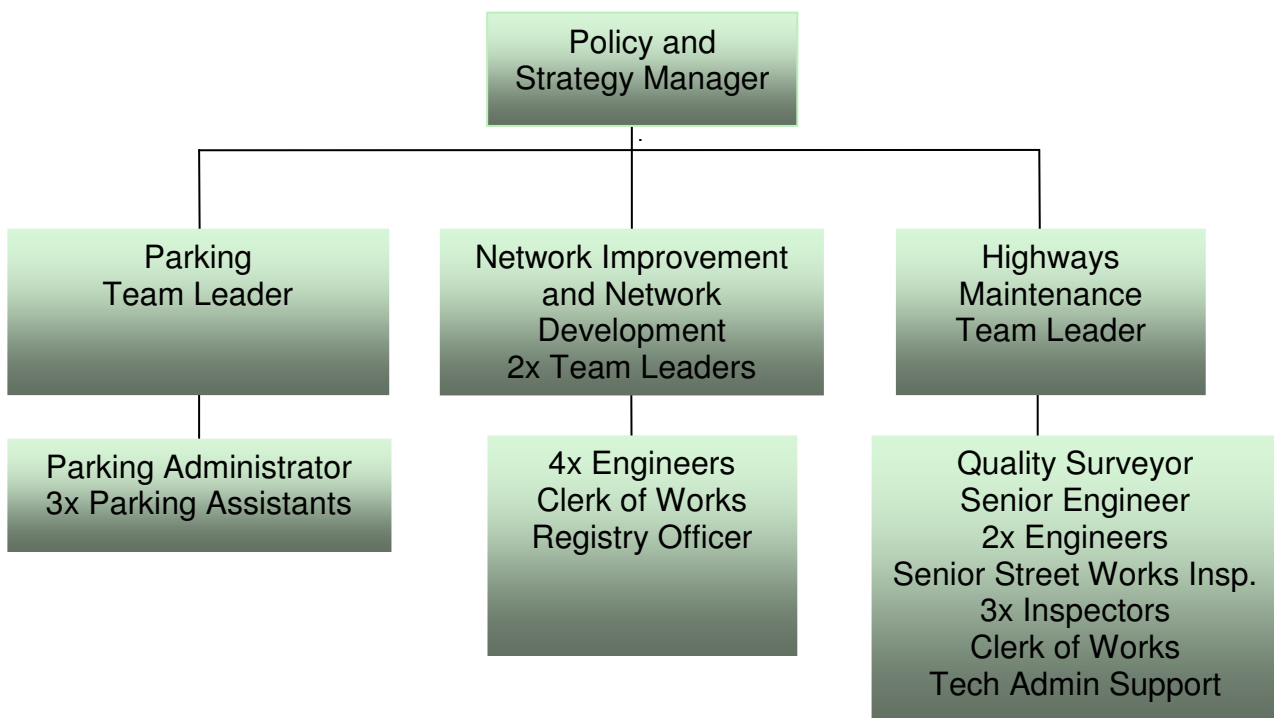
Our aim is to maintain high standards whilst continuing to deliver a high quality service that is effective and meets the needs of our customers.

The introduction of the Traffic Management Act (TMA) 2004 emphasised the importance of ongoing staff training to ensure accurate, fair and consistent enforcement. Rochdale Council therefore has a full training programme in place for all Parking Services staff, which seeks to increase their self esteem, build on their experience, and further develop their skills. In addition, regular refresher training is provided to ensure the team is fully conversant with any new legislation, policies, and procedures.

By investing in people we ensure that all aspects of the appeals process are dealt with consistently whilst still taking account of any mitigating circumstances, which in turn, increases the public's confidence in the service we deliver, and their respect for the Council's parking enforcement operations.

In 2010 the City and Guilds 1916 accredited qualification was introduced. This is the first of its kind and has been specifically designed for notice processing staff to enable them to obtain and enhance the necessary skills required to carry out back office processing. Rochdale Borough Council recognises the need for dedicated staff who are fully trained, knowledgeable and experienced in all aspects of parking operations, and the Parking Team Leader has therefore successfully completed the NVQ Level 3 diploma in Business Administration (specific to parking). Our aspirations for the future are for all members of the Parking Team to be awarded the Notice Processing qualification.

### Policy and Strategy Structure



Since the 2010/2011 Parking Report there has been no amendments to the Policy and Strategy Structure. However, proposals to change the current structure to enable efficiency savings have been consulted upon and are awaiting formal approval.

If you would like to make any comment regarding the contents of the report or if you have any questions that have not been answered, please write to:

Parking Services  
Rochdale Borough Council  
PO Box 50  
Rochdale  
OL16 1FL

Or email: [Parkingservices@Rochdale.Gov.UK](mailto:Parkingservices@Rochdale.Gov.UK)

We can also be contacted on:

Tel: 0300 3038288  
Fax: 01706 924640

**Tim Wood**  
*Highways Policy and Strategy Manager*