



CABINET

Tuesday, 2 March 2021

PARKING SERVICES: RECOMMENDATIONS FROM SCRUTINY COMMITTEE

EXECUTIVE SUMMARY

1. At its meeting on 16 November 2020, the Scrutiny Committee received a report to update it on East Suffolk Council's parking management and Civil Parking Enforcement (CPE). The report (ES/0556) was presented by the Cabinet Member with responsibility for Transport, supported by the Transport, Infrastructure and Parking Services Manager and it provided information about CPE and car park charging in the East Suffolk District in response to a request by the Scrutiny Committee from its meeting of 15 October 2020.
2. Having considered and questioned the report, the Scrutiny Committee wished to submit constructive recommendations to Cabinet, and it is attached to this report at Appendix A.
3. The recommendations from the Scrutiny Committee, to Cabinet, are considered in paragraphs 2.1 to 2.10 of this report.

Is the report Open or Exempt?	Open
Wards Affected:	All Wards in East Suffolk
Cabinet Member:	Councillor Norman Brooks Cabinet Member with responsibility for Transport
Supporting Officer:	Lewis Boudville Transport, Infrastructure and Parking Services Manager 01394 444223 lewis.boudville@eastsoffolk.gov.uk

1 INTRODUCTION

- 1.1 There have been numerous Cabinet reports about the introduction of Civil Parking Enforcement (CPE), its administration in accordance with statutory legislation, and appropriate parking management approaches to support it. Resolutions were made by Waveney District Council and Suffolk Coastal District Council, and the East Suffolk Council that superseded them. The reports are listed in the BACKGROUND section of this report.
- 1.2 The Scrutiny Committee discussed a report named 'Review of parking management and civil parking enforcement' at an Extraordinary meeting that took place 16 November 2020.
- 1.3 The Scrutiny Committee made recommendations to Cabinet in accordance with Scrutiny Procedure Rule 8.1 for Cabinet to consider. In making its recommendation to Cabinet, the Scrutiny Committee seeks to offer constructive suggestions to help the Council to achieve and work towards its desired outcomes.
- 1.4 Cabinet thanks the Scrutiny Committee for its recommendations and this report considers them and provides responses to each in turn.

2 THE SCRUTINY COMMITTEE RECOMMENDATIONS

- 2.1 That within six months of receipt of this report, the signage in use at payment machines within the Council's car parks be reviewed and improved:
 - to consult with all relevant disability groups to ensure it is easier to read because of its size of text and placed at a lower more accessible height
 - to clarify that coin payment remains an option

Response: As advised at x) within paragraph 2.1 of the report to Scrutiny Committee 16 November, a review of signing has already taken place and 1,134 new signs and posts have been installed. The two images at Appendix B illustrate before and after installations. The before image illustrates how signs used various text sizes with information that did not flow and/or was not relevant to parking management. It also illustrates how stickers had been placed over information that was once considered important to 'sign'. Some information was contradictory and some out of date. These signs were installed next to machines only, which is commonly only one location in each parking place.

The after image illustrates the simplified layout and how the most important information is most obvious i.e., the time-period fees apply and to pay for the parking session. The installation advises there is a digital payment solution, which is fully contactless and provides enhanced service capability. The top two signs are placed as repeaters around parking places, so drivers do not need to find the machine to know what to do and when to do it.

Regarding legibility of the signs, the smallest letters in use are on the white backed information sign at the bottom of the installation (the yellow sign is a health and safety sign for bad weather)), and these letters are at least 5mm tall, which is large enough for drivers to read.

Some of the information signs were installed too high by the contractor and will be lowered to a more accessible height following a snagging exercise.

With consideration to the clarifications and images provided, the Cabinet accepts the first part of the recommendation and the Waveney and Suffolk Coastal disability forums have already been invited to comment on the legibility of the information signs and the 'machine use instruction label'.

Regarding the second part of the recommendation, the installation of at least one pay-and-display machine in every parking place indicates coin payment remains an option. The instruction labels on the machines illustrate and state coin payments can be made, therefore it is not necessary to install additional signing clarifying coin payments remain an option. However, additional signs displaying the tariffs will be added to repeater sign installations away from the pay-and-display machines.

- 2.2 That within six months of receipt of this report, the Council explores, with Care Agencies, the possibility of a replacement for the current Covid-19 related national parking pass for domiciliary/visiting carers' use within time-limited bays; if this is feasible, that a replacement be implemented within one year of this report.

Response: Recommendation already completed. Due consideration has been given and the following summarises.

- Most of the streets in the district remain unregulated and all drivers, including those administering care in the community, may park alongside unregulated kerb-space with due regard to The Highway Code.
- 'No stopping', 'No waiting', and 'No loading' regulations are installed for road user safety and traffic movement reasons and it is not appropriate to provide for carers to break these highway laws (the HM Government parking pass does not provide exemption to such regulations). Exemptions might be considered for time limited waiting bays, but not all the 1,157 regulated streets have these installed in them, so it is highly probable a relatively small number of individuals receiving care will live in a street with time limited waiting bays.
- Where time limited waiting bays are installed, most provide parking sessions for 30 minutes, 1 hour or 2 hours, which is likely to provide adequate time for carers to administer care to an individual (HM Government parking pass states users "... must not stay in a parking place for any longer than is necessary."). Where it is not, the care provider may contact the Parking Services team to discuss specific issues and appropriate assistance will be provided.
- A digital solution is already in use for carers administering care within resident permit streets.

The probability of a care worker receiving a Penalty Charge Notice (PCN) (parking fine) whilst administering care in the community is low and the situation will be monitored and managed appropriately.

- 2.3 That within six months of receipt of this report, the overall processes for permits be made simpler and easier for users with alternative options (such as easier access to application by telephone) to IT solutions also available. Permit holders to be advised by both direct communication and via the website that, in emergency circumstances, which meant a permit had not been applied for, an explanatory message to that effect left correctly on the Council's voicemail would mean a penalty could be revoked.

Response: Recommendation already completed with due consideration informed by the digital theme of the Strategic Plan – Delivering Digital Transformation. The following summarises.

- There is the dedicated 'Permits, exemptions and dispensations' web page available via www.eastsuffolk.gov.uk/parking that provides relevant information and access to the self-serve permit administration portal. The page and processes have been reviewed by the ICT and Communications teams and the Council's corporate requirements have been satisfied. 24/7 services are provided via this channel.
- The same services are provided during the Council's opening times via telephone.

- The most likely service required by residents without internet access outside of the Council’s opening times is the validating of Visitor Vouchers, and this affects a very small proportion of the district’s 250,000 population because only about 3,500 households are within permit parking streets. However, paper-based Visitor Vouchers are available for residents without internet access and eligible households may purchase up to thirty in a thirty-day period which is the same as the self-serve digital service. A paper-based Visitor Voucher is validated by the entering of a vehicle registration number and the scratching out of the applicable date, month, and year – the validated voucher must then be displayed on the dashboard of the vehicle with the relevant details clearly visible through its windscreen.

The provision of the paper-based Visitor Voucher negates the need for the current interim solution i.e., to telephone out of hours and leave a message for the Parking Services team advising a visitor requires a Visitor Voucher.

- 2.4 That within one month of receipt of this report, the section of the Council’s website relating to parking infringements be revised to make it clearer that the reporting of parking infringements via the portal could be done as a “guest” and that complete registration was not necessary; also, that a flowchart and explanation of to whom, and how, to correctly report matters be provided to Councillors and placed on the website (Council, DVLA, Police etc.)

Response: Recommendation already completed. The intermediate ‘My East Suffolk account’ web page is a corporate ICT requirement and wording has been changed to accommodate the recommendation. Reporting a suspected parking contravention is a simple step-by-step process which is:

1. Visit www.eastsuffolk.gov.uk/parking.
2. Select the [Civil parking enforcement](#) page.
3. Read the content and click on the [Report a suspected parking contravention \(illegal parking\)](#) link highlighted at the bottom of the web page.
4. A Corporate intermediate ‘My East Suffolk account’ then displays, which is not necessary for parking services delivery. The intermediate page provides three options to proceed and all eventually link to the same reporting tool. Users should select ‘[Access this online form without registering/logging in](#)’ for the quickest access to the reporting tool.
5. A Corporate GDPR and DPA privacy statement page then displays and users must [Accept and continue](#) to complete the form reporting the suspected illegal parking practice.

- 2.5 That within one month of receipt of this report, a comprehensive glossary of key terms and FAQs related to parking management and CPE matters be provided on the Council’s website.

Response: Recommendation already completed and due consideration given. ICT has raised the prominence of FAQs within the web pages albeit to those of the ‘British Parking Association (BPA)’ and ‘Parking and Traffic Regulations Outside London (PATROL)’. Additionally:

- Appendix C of this report is a glossary of terms for potential publication on the website should political decision overall corporate practice. It is recommended the glossary not be published and the Corporate policy be sustained.

- As advised at A4. of Appendix B to the Scrutiny report, Suffolk is one of the last counties nationally to adopt CPE and the Council has benefitted from nearly 30-years of experience and technology in the implementation of its CPE administration service. Advantage is taken from linking the Council's web pages to those of the Department for Transport (DfT), the BPA, PATROL, and others. The Council's pages point to the BPA website for information and videos about the PCN process including FAQs and a glossary of terms; PATROL's website and its FAQs for CPE; and SCC's website which provides FAQs on its 'Parking enforcement and regulations' page...".

2.6 That the Scrutiny Committee, in noting and welcoming the increased promotion of the Council's car parks, including maps, directions and the RingGo app, especially in conjunction with large events and attractions by mentioning local businesses, on the Council website, recommended this continue and be expanded wherever possible.

Response: Recommendation noted.

2.7 That within six months of receipt of this report, the Council undertakes a review of the pricing structure for annual parking permits.

Response: The only 'annual parking permit' is the 'Resident Permit' which is only £30 per year. Therefore, it is assumed this recommendation refers to the Annual Ticket for off-street parking places. All fees will be reviewed as part of the budget setting round for 2022-23.

2.8 That within six months of receipt of this report, the Council reconsiders whether, or not, to reinstate certain extensions of time-limits within car parks for Blue Badge Scheme holders.

Response: Recommendation already completed and due consideration given. The following summarises.

- 'The Blue Badge Scheme: rights and responsibilities in England' enables badge holders to park close to their destination, either as a passenger or driver; and the scheme operates for on-street regulations only. Off-street car parks, such as those provided by shopping centres, hospitals or supermarkets are covered by separate rules (DfT, 2021).
- The Disabled Parking Accreditation (DPA) is owned by Disabled Motoring UK and managed by the BPA. The Council has DPA for many of its car parks and is in the process of having the remaining assessed for DPA.
- The Council provides accessible spaces that are closer to preferred destinations within many of its car parks, and it patrols these to ensure they are kept available for, and used by, only Blue Badge holders.
- There are other drivers who may need more time for their trip purpose. Parents, grandparents and carers for babies and young children are obvious examples. The driver may need to prepare a pushchair and load it with essentials required for childcare before getting a child or children from car seats and securing them in the pushchair. The time taken is similar to that of a Blue Badge holder who may need to retrieve a wheelchair or mobility scooter. Typically, drivers prepare for their trip before starting their parking session.
- All drivers are afforded a 'grace period' by statutory guidance and therefore no driver will be issued a PCN for the exact time a parking session expires.

- The legislative process for PCNs provides three opportunities for ‘appealing’ its serving. Therefore, drivers who may not return to their vehicle prior to the purchase time expiring, may appeal citing the reasons, and this process is suitable for medical emergencies that might have occurred. The third and final opportunity to appeal is with the Traffic Penalty Tribunal (TPT) which is the independent adjudication service for CPE administration. All drivers may choose to complete the whole process should they believe the PCN was served and/or administered incorrectly or unjustly.

The needs of motorists with disabilities are already recognised by the Council and measures put in place wherever possible to support them. Doubling time and/or providing pricing concessions are not criteria recognised as essential by Disability Motoring UK. Blue Badge holders can use the badge for on-street regulations, as it is designed for, should the cost of parking be their primary driver for choosing parking locations.

2.9 That within one year of receipt of this report, the Council undertakes a thorough review of the car parks’ ticket machines and hardware to ensure it is fully resilient, including to the weather.

Response: Recommendation already completed and due consideration given. The following summarises.

- The existing machines (Parkeon Strada) have been operational in the district since April 2016, and Waveney District Council used the earlier Parkeon model for some years.
- Parkeon was the world’s number one manufacturer of parking payment terminals, and Flowbird (formed by the merger of Parkeon and Cale (world number 2)) has 300,000 machines deployed worldwide with more than 35,000 of them in the UK.
- Flowbird has extensive experience of manufacturing terminals and invests \$25M/year in innovation.
- The Parkeon Strada was first available in 2003 and it is now the most used parking payment terminal in the world. They are tried and trusted and proven to be best in class.
- The Strada terminal fully meets the requirements of the disability discrimination act (1995), Equalities Act (2010), and all EU directives, with regards to equality of access for members of the community. The Strada terminal is designed to offer ease of use and to comply with accessibility standards (EN15291/ADA/DDA standards) which includes the location of all interfaces (controls, display...), and accessibility for wheelchair users which is possible either from front or side. Appendix D provides the ergonomic design of the Strada terminal.
- The terminal enclosure is water and dust proof in accordance with EN 60529 providing a protection index of IP 3.3. The external paint finishes provide oxidation/corrosion protection in accordance with standard NF ISO 9227 (salt spray fog resistance). The terminal housing is corrosion resistant in accordance with standard NFX 41-002 (salt spray resistance). The external protection process applied to the Strada terminal also meets standard SNCF STM N 812 (based on NF F 31 112 “Protection from graffiti”); NFT 30082 (paint and varnish wash ability test) and NF EN ISO 2812-1 and 2 (liquids resistance determination).
- The Parkeon Strada can be made ‘Smart City’ capable to help achieve the Council’s Smart Towns objectives and facilitate potential aspirations for mobility and transportation.

- The hardware used by the CEOs is the Samsung A20 smart phone used by many in the world, and it is fit for patrolling purposes. Some of the CEOs in the northern half of the district introduced moisture into the devices when sanitising them. Sanitising protocols have been amended and the issue addressed. The same issue is not experienced by the CEOs in the southern part of the district using the same devices for the same purposes.

2.10 That within six months of receipt of this report, the Council requires Officers to devise a timed programme to review, on a town-by-town basis, the existing regulated on street parking places and the need for new places, commencing with the three towns already identified for such a review (Southwold, Beccles, and Lowestoft).

Response: Recommendation noted. For confirmation, the first three towns being funded by Suffolk County Council's On-street Parking Account are Framlingham, Lowestoft, and Southwold. The funding is for specific regulations based on business cases submitted and work has started on scheme development and delivery for financial year 2021-22.

The [Parking management schemes](#) web page available via www.eastsuffolk.gov.uk/parking provides information about the responsibilities for considering new regulations or amendments to existing ones. The responsibilities are split between Suffolk County Council as the local Highway Authority, and district councils via delegated functions. Where individuals would like to request new regulations or existing ones when it is this council's responsibility, there is a link to [Request a new parking scheme or a change to an existing parking scheme](#) highlighted at the bottom of the web page. As with reporting suspected illegal parking, there are the Corporate intermediate and GDPR privacy statement pages.

The applications will be validated and analysed by officers and the results presented to a cross-party working group chaired by the Portfolio Holder for Transport. The group will make recommendations to Cabinet for the development and delivery of parking management schemes and regulations each financial year. Cabinet will consider and agree the allocation of human and financial resources to support each year's programme as part of the annual budget setting process.

3 HOW DOES THIS RELATE TO THE EAST SUFFOLK STRATEGIC PLAN?

3.1 In making its recommendation to Cabinet, the Scrutiny Committee sought to offer constructive suggestions to help meet the Council's desired outcomes.

3.2 It was noted that the Council was working to coordinate and deliver against the following corporate aims within the Strategic Plan:

- ES29 – Encourage Suffolk County Council to devolve enforcement of on-street car parking to the District Councils.
- ES17 - Increase visitor numbers to East Suffolk outside of the main tourist seasons.
- ES21 - Provide an innovative, more customer friendly, transactional, and intuitive Council website.

4 FINANCIAL AND GOVERNANCE IMPLICATIONS

4.1 Not applicable.

5 OTHER KEY ISSUES

5.1 Not applicable.

6 CONSULTATION

6.1 Not applicable.

7 OTHER OPTIONS CONSIDERED

7.1 Not applicable.

8 REASON FOR RECOMMENDATION

8.1 As set out within paragraphs 2.1 to 2.10 above.

RECOMMENDATIONS

1. That Cabinet, having noted the discussion of the Scrutiny Committee outlined within its report and within the minutes of its meeting, approves the responses set out within paragraphs 2.1 to 2.10 of this report, as its response to the Scrutiny Committee.
2. That the glossary of terms at Appendix C discussed in paragraph 2.5 not be published on the Council's website and that Corporate ICT policy be sustained.

APPENDICES

Appendix A	Scrutiny Committee recommendations
Appendix B	Before and after images of sign installations
Appendix C	Glossary of terms for potential publication
Appendix D	Ergonomic design of the Strada terminal

BACKGROUND PAPERS

Please note that copies of background papers have not been published on the Council's website www.eastsuffolk.gov.uk but copies of the background papers listed below are available for public inspection free of charge by contacting the relevant Council Department.

Date	Type	Available From
6 November 2018	Suffolk Coastal: Result of the stakeholder consultation on the draft East Suffolk Area Parking Plan (CAB 39/18)	www.eastsuffolk.gov.uk
6 November 2018	Suffolk Coastal: Proposed simplification and alignment of the Suffolk Coastal and Waveney District car park tariffs to enable the creation of a single East Suffolk tariff structure (CAB 41/18)	www.eastsuffolk.gov.uk
2 January 2019	Suffolk Coastal: Proposed new East Suffolk Off-street parking places Order (CAB 04/19)	www.eastsuffolk.gov.uk
4 February 2020	Parking Services: Parking Management and CPE (ES/0285)	www.eastsuffolk.gov.uk
16 November 2021	Scrutiny Committee: Review of parking management and Civil Parking Enforcement (ES/0556)	www.eastsuffolk.gov.uk

APPENDIX A: SCRUTINY COMMITTEE RECOMMENDATIONS



CABINET

Tuesday, 2 March 2021

PARKING MANAGEMENT AND CIVIL PARKING ENFORCEMENT

EXECUTIVE SUMMARY

1. At its meeting on 16 November 2020, the Scrutiny Committee received a report to update it on East Suffolk Council's parking management and Civil Parking Enforcement (CPE). The report (ES/0556), which was presented by the Cabinet Member with responsibility for Transport, supported by the Transport, Infrastructure and Parking Services Manager, provided information about CPE and car park charging in the East Suffolk District in response to a request by the Scrutiny Committee from its meeting of 15 October 2020.
2. In requesting the report, the Scrutiny Committee sought to establish whether the introduction of effective CPE to improve on street parking had been properly consulted upon, whether the impact of a significant increase in charges to residents was considered acceptable, and whether, or not, the model for this introduction had perhaps been based on flawed assumptions
3. Having considered and questioned the report, the Scrutiny Committee wished to submit constructive recommendations to Cabinet.

Is the report Open or Exempt?	Open
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Wards Affected:	All
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Report of:	Councillor Stuart Bird: Chairman of the Council's Scrutiny Committee
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Supporting Officer:	Katherine Abbott Democratic Services Officer Katherine.abbott@eastsoffolk.gov.uk
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1 INTRODUCTION

- 1.1 East Suffolk Council, upon its formation in 2019, inherited a diverse range of parking tariffs and policies that reflected its history as two former sovereign Councils. There was a lack of consistency around fees and charges and a need to modernise and standardise administrative arrangements. East Suffolk Council embarked on a process of streamlining and modernising its parking services, culminating in a report (ES/0285) to Cabinet at its meeting on 4 February 2020. The report to Cabinet had recommended changes to achieve several outcomes, these being:
- To introduce effective Civil Parking Enforcement (CPE) to improve on street parking.
 - To standardise parking charging across the district.
 - To support town centre shopping through the introduction of free parking periods in town centre car parks.
 - To digitise permits to improve access and reduce the potential for misuse.
- 1.2 At the Scrutiny Committee meeting held on 16 November 2020, a report was received (report ES/0556) about CPE and car park charging in the East Suffolk District in response to the request by the Scrutiny Committee from its meeting of 15 October 2020.
- 1.3 The report to the Scrutiny Committee advised on the progress of improvements previously agreed by the Cabinet, namely:
- i) The Council's partnership work with the County Council, Suffolk Constabulary, Ipswich Borough Council and West Suffolk Council in the establishment of CPE.
 - ii) The employment, training and deployment of Civil Enforcement Officers (CEOs) and Supervisors.
 - iii) The employment, training and deployment of one Assistant Parking Services Manager and four Notice Processing Officers (NPOs).
 - iv) The configuration of the Penalty Charge Notice (PCN) processing system with a customer portal. The system is configured with 1,157 streets in the district comprising 7,280 regulations for patrol and 75 demand managed off-street parking places. The system enables the efficient and effective patrolling of on street and off-street regulations. The system automated many of the functions that Civil Enforcement Officers had previously carried out manually and minimised paperwork.

- v) The introduction of a customer portal through which drivers served with a PCN might view the evidence proving a contravention had taken place, pay the penalty charge or 'appeal' its serving. This had resulted in a simpler and efficient process.
- vi) The introduction of a new portal through which permits and exemptions (which can be issued in an area where there is limited off street parking available) were administered. In the longer term, the online permit portal offered a simpler way for people to buy and manage permits and allowed East Suffolk Council to enforce permit parking in a way that had not been possible previously.
- vii) The procurement of six electric vehicles for use by the CEOs thereby benefitting the environment by reducing noise and air pollution.
- viii) The procurement and employment of 100% recyclable PCN tickets.
- ix) The configuration of the RingGo parking service, including an app for smartphone users, through which drivers could pay for their parking session and extend it should they wish (where permitted).
- x) The procurement and installation of 1,134 new signs and posts in off-street parking places providing customers with clear and accurate information.
- xi) The upgrading of ninety-six pay-and-display machines with alpha-numeric keypads for configuration and deployment of the new parking fees,

1.4 At the meeting of the Scrutiny Committee held on 16 November 2020, in addition to the written questions and answers included within the report received, the Committee further questioned and discussed several issues including: the standardisation of prices and the increased price of season ticket prices; the user-friendliness of the online permit application portal and the alternative option to apply by telephone; residents' parking and exemptions; concessions for disabled drivers; the effectiveness of signage within car parks; the need for additional information on the Council's website and the 30minutes free parking concession. The minutes of this meeting are attached at Appendix A to this report and provide additional detail on the Committee's discussion, its debate and why the recommendations below were formed.

1.5 The Scrutiny Committee received and noted a presentation and a demonstration of the application process for permits.

1.6 The Scrutiny Committee noted and welcomed the increased promotion of the Council's car parks, including maps, directions and the RingGo app, especially in conjunction with large events and attractions by mentioning local businesses.

1.7 The Scrutiny Committee, as a "constructive critical friend", wished to make recommendations to Cabinet formed with the benefit of a review of the processes introduced in Spring 2020 and in order to add value to the Council's ambition to improve, streamline and modernise its parking services.

2 HOW DOES THIS RELATE TO THE EAST SUFFOLK STRATEGIC PLAN?

2.1 In making its recommendation to Cabinet, the Scrutiny Committee seeks to offer constructive suggestions to help meet the Council's desired outcomes (paragraphs 1.1.1 to 1.1.4 above refer).

- 2.2 It was noted that the Council was working to coordinate and deliver against the following corporate aims within the Strategic Plan:

ES29 – Encourage Suffolk County Council to devolve enforcement of on-street car parking to the District Councils

ES17 - Increase visitor numbers to East Suffolk outside of the main tourist seasons

ES21 - Provide an innovative, more customer friendly, transactional, and intuitive Council website

3 FINANCIAL AND GOVERNANCE IMPLICATIONS

- 3.1 These were provided in paragraph 6 of the Cabinet report as:
- 3.2 *The set-up costs for CPE administration are funded by SCC. Both SCC and ESCs officers are determining options to ensure systems have the required functionality for CPE and permit administration, and interfaces with third party systems are configured and work successfully in order to deliver effective and efficient CPE administration.*
- 3.3 *There is statutory guidance for reporting on Parking Services and officers are liaising to set-up accounts enabling financial reporting in the required way.*
- 3.4 *There are numerous legal documents that must be in place including the DFT's approval (SI), TROs and the Off-street parking places Order. Additionally, delegation and partnership agreements must be in place prior to CPE administration delivered by the Council's new Parking Services team. Appropriate advice and ratification are being secured from ESCs Legal team and others.*
- 3.5 The Secretary of State's *Statutory Guidance for Local Authorities on enforcing parking restrictions* applied to all enforcement authorities, such as East Suffolk Council, exercising civil parking powers conferred by the Transport Management Act 2004
- 3.6 The terms of reference of the Scrutiny Committee set out that it "*may make reports or recommendations to the Council or Cabinet.... in connection with the discharge of any functions*".
- 3.7 Further, paragraph 8.1 of the Scrutiny Procedure Rules (SPRs) says that where the Scrutiny Committee makes a report or recommendation to the Cabinet, it may publish that report or recommendation, and must by notice in writing require the Cabinet to consider the report or recommendation. Also, for the Cabinet to respond to the Scrutiny Committee indicating what (if any) action the Cabinet proposes to take. The Scrutiny Committee hereby respectfully gives notice that it would like the Cabinet to consider its recommendations, below, and to respond, indicating what action, if any, the Cabinet intends to take. In accordance with the Council's Constitution, the Cabinet should respond within two months of receiving the report or recommendations from the Scrutiny Committee.

4 OTHER KEY ISSUES

- 4.1 An Equality Impact Assessment (EIAs) has not been completed for this report as it is in response to two previous formal reports (one to Cabinet and one to Scrutiny Committee) the former of which had included an EIA. The Scrutiny Committee noted that the original EIA (February 2020) had identified no issues for reporting at that early stage, but further assessments would take place at appropriate stages of the project.

5 CONSULTATION

- 5.1 None. The Scrutiny Committee noted that, for the original Cabinet report, the requirements of Section 5 of *The Secretary of State's Statutory Guidance for Local Authorities on the Civil Enforcement of Parking Contraventions* had applied on consultation. The Traffic Management Act 2004 (s87) stated that enforcement authorities needed to have regard to Statutory Guidance.

6 OTHER OPTIONS CONSIDERED

- 6.1 None.

7 REASON FOR RECOMMENDATIONS

- 7.1 The Scrutiny Committee has made recommendations to Cabinet in accordance with Scrutiny Procedure Rule 8.1 and wishes the Cabinet to consider these. In making its recommendation to Cabinet, the Scrutiny Committee seeks to offer constructive suggestions to help the Council to achieve and work towards its desired outcomes.

RECOMMENDATIONS

That the Scrutiny Committee, having received and considered the report on Civil Parking Enforcement, Permits and Parking Charges, recommends to Cabinet that it notes the discussion of the Scrutiny Committee outlined within this report and within the minutes at Appendix A and considers the following recommendations:

1. That within six months of receipt of this report, the signage in use at payment machines within the Council's car parks be reviewed and improved:
 - to consult with all relevant disability groups and fora to ensure it is easier to read because of its size of text and placed at a lower more accessible height
 - to clarify that coin payment remains an option
2. That within six months of receipt of this report, the Council explores, with Care Agencies, the possibility of a replacement for the current Covid-19 related national parking pass for domiciliary/visiting carers' use within time-limited bays; if this is feasible, that a replacement be implemented within one year of this report.
3. That within six months of receipt of this report, the overall processes for permits be made simpler and easier for users with alternative options (such as easier access to application by telephone) to IT solutions also available. Permit holders to be advised by both direct communication and via the website that, in emergency circumstances, which meant a permit had not been applied for, an explanatory message to that effect left correctly on the Council's voicemail would mean a penalty could be revoked.
4. That within one month of receipt of this report, the section of the Council's website relating to parking infringements be revised to make it clearer that the reporting of parking infringements via the portal could be done as a "guest" and that complete registration was not necessary; also, that a flowchart and explanation of to whom, and how, to correctly report matters be provided to Councillors and placed on the website (Council, DVLA, Police etc.)
5. That within one month of receipt of this report, a comprehensive glossary of key terms and FAQs related to parking management and CPE matters be provided on the Council's website.
6. That the Scrutiny Committee, in noting and welcoming the increased promotion of the Council's car parks, including maps, directions and the RingGo app, especially in conjunction with large events and attractions by mentioning local businesses, on the Council website, recommended this continue and be expanded wherever possible
7. That within six months of receipt of this report, the Council undertakes a review of the pricing structure for annual parking permits.
8. That within six months of receipt of this report, the Council reconsiders whether, or not, to reinstate certain extensions of time-limits within car parks for Blue Badge Scheme holders
9. That within one year of receipt of this report, the Council undertakes a thorough review of the car parks' ticket machines and hardware to ensure it is fully resilient, including to the weather
10. That within six months of receipt of this report, the Council requires Officers to devise a timed programme to review, on a town-by-town basis, the existing regulated on street parking places and the need for new places, commencing with the three towns already identified for such a review (Southwold, Framlingham and Lowestoft).

BACKGROUND PAPERS Please note that copies of background papers have not been published on the Council's website www.eastsuffolk.gov.uk but copies of the background papers listed below are available for public inspection free of charge by contacting the relevant Council Department.

Date	Type	Available From
	None, save those referenced within this report	www.eastsuffolk.gov.uk

Annex A	Minutes of the Scrutiny Committee held on 16 November 2020
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Confirmed



Minutes of an Extraordinary Meeting of the **Scrutiny Committee** held via Zoom on **Monday 16 November 2020 at 6:30pm**

Members of the Committee present:

Councillor Edward Back, Councillor David Beavan, Councillor Stuart Bird, Councillor Judy Cloke, Councillor Linda Coulam, Councillor Mike Deacon, Councillor Louise Gooch, Councillor Tracey Green, Councillor Mark Newton, Councillor Keith Robinson, Councillor Caroline Topping

Other Members present:

Councillor Norman Brooks, Councillor Peter Byatt, Councillor Tony Cooper, Councillor Janet Craig, Councillor Steve Gallant, Councillor Tony Goldson, Councillor James Mallinder, Councillor Keith Patience, Councillor David Ritchie, Councillor Craig Rivett, Councillor Ed Thompson, Councillor Steve Wiles, Councillor Kay Yule

Officers present:

Katherine Abbott (Democratic Services Officer), Lewis Boudville (Transport, Infrastructure & Parking Services Manager), Andrew Jarvis (Strategic Director), Matt Makin (Democratic Services Officer), Sue Meeken (Political Group Support Officer (Labour))

1 Apologies for Absence and Substitutions

Apologies for Absence were received from Councillor Gee and Councillor Lynch. Councillor Cooper acted as Substitute for Councillor Lynch.

2 Declarations of Interest

There were no Declarations of Interest.

3 Review of Parking Management and Civil Parking Enforcement

The Scrutiny Committee received report **ES/0566** by the Cabinet Member with responsibility for Transport. The Cabinet Member gave a brief introduction to the report and referred to the introduction of Civil Parking Enforcement and an on/off road parking management system earlier in the year. He wished to record his personal thanks to the Officers of the Council for their work which, he said, had achieved a phenomenal amount in a short period of time.

At the invitation of the Chairman, the Transport, Infrastructure and Parking Services Manager gave a brief presentation which outlined the problems which had been identified as needing to be resolved and the four objectives identified to achieve this - Standardise pricing and signage; increase the digital offer; introduce civil parking enforcement; and, implement digital enforcement system. In addition, the Transport, Infrastructure and Parking Services Manager gave a brief demonstration of the digital permit system via the online portal.

The Chairman invited questions

Councillor Deacon, with reference to paragraph 2.1(iv) of the report, asked about the process that had been applied in the selection of the Taranto platform for the Penalty Charge Notice processing system. He asked why this platform had been considered superior to others on the market. In addition, and with regard to the demonstration of the digital permit application system, Councillor Deacon said it was important to remember that not all applicants were sufficiently IT literate to be able to use the system with ease. The Transport, Infrastructure and Parking Services Manager said that an Eastern Shires Purchasing Organisation (ESPO) framework had been utilised (*Clerk's note: ESPO is a public sector owned professional buying organisation, specialising in providing a wide range of goods and services to the public sector. It offers over 27,000 catalogue products, 120 frameworks and bespoke procurement services, all with free support and advice available*) and an open-invitation issued to all appropriate providers in the market to demonstrate their product. The demonstrations had been graded and scored and a decision taken based on key factors such as best technical solution, user-friendliness, operation and support facilities and overall integrity of the system. He stressed that the ease of use of the system by those with less IT knowledge had been considered in the process, but the system selected was typical of those in use for parking management. The Scrutiny Committee was informed that those who had no IT access or experienced difficulty accessing the system were able to telephone and seek assistance with their application.

Councillor Deacon referred to the significant increase in season ticket prices and asked how many formal complaints had been received as a result of that increase. Councillor Deacon also raised a query about a change to weekend parking at Oulton Broad which, he had been told, necessitated the purchase of an annual ticket to be able to park for whole weekends. The Transport, Infrastructure and Parking Services Manager replied that there had been very few formal complaints received. With reference to parking at Oulton Broad, he stated that weekend parking did not require the purchase of an annual ticket as a day ticket would suffice. However, if the user wished to park regularly at the site it might be that an annual ticket would offer a saving overall. Councillor Deacon said he was surprised few formal complaints had been received as he had received several from residents.

The Chairman asked how the standardisation in pricing had been arrived at. The Transport, Infrastructure and Parking Services Manager referred to the report which, he said, described how the pricing values had been arrived at and the reasons why this was felt to be necessary. He added that the prior ticket options had varied immensely with significant differences in pricing across the district; there had, he said, also been

special arrangements at some locations and, therefore, rationalisation of the pricing structure had been sought to provide standardisation of charges across the district.

Councillor Gooch said she had tried to follow the process which had been demonstrated to the Committee, however, she had found it required registration, a password and email verification and queried if this was the case. The Transport, Infrastructure and Parking Services Manager said that it was possible to apply as a guest on the portal.

Councillor Topping asked why an Equality Impact Assessment (EIA) had not been completed. She added that she had been informed one was not required. Councillor Topping questioned why, as part of an EIA, permit holders had not been asked for their comments on the proposed scheme. Councillor Topping provided examples of the impact which residents in her ward had experienced with the changes to residents' permits. The Transport, Infrastructure and Parking Services Manager referred to the EIA which had been completed and referenced at paragraph 8.4 of the report. The Transport, Infrastructure and Parking Services Manager said that the previous paper-based system of residents' permits had, at times, be subject to anecdotal evidence of misuse. The new system was more flexible as temporary permits were issued as required. He noted comments about limited residents parking in one location in Beccles and said that supply and demand would be reviewed. Councillor Topping also gave the example of an elderly resident who was unable to go online to book a permit and so had been advised to do so by telephone. The telephone service operated within the Council's opening hours, but calls to the permit scheme could be made between 8am and 8pm weekdays and so weekend visitors were unable to book a permit on the day. Councillor Topping also referred to carer's permits which could be used 20 days out of 30 and queried the effectiveness of this approach.

The Transport, Infrastructure and Parking Services Manager experienced technical issues. The meeting adjourned between 7.15pm and 7.18pm to enable him to re-join the meeting by telephone. The meeting reconvened at 7.18pm.

The Transport, Infrastructure and Parking Services Manager responded that visitors planning to visit at weekends meant residents could apply for a permit online or by telephone in advance. Similarly, at weekends, a resident who was unable to use the online portal could call the telephone line and leave a voicemail with all the relevant details; a permit could then be issued retrospectively. If a Penalty Charge Notice was issued but the request had been registered in a telephone message, the Notice would be cancelled and no fine would be payable.

Councillor Cloke referred to the increase in parking charges at the car park at Sizewell beach and suggested that this had been excessive. Councillor Cloke said that she understood the merit of a standardised approach but questioned why this had not been approached in a phased way rather than one large increase. The Transport, Infrastructure and Parking Services Manager replied that the Sizewell Beach annual ticket had been £25 and so any increase might perhaps be seen as unreasonable. He added that parking sessions for more than an hour were £1.20, therefore, drivers to date had paid the equivalent of twenty-one days and received the equivalent of free parking for the rest of the year. Sizewell Beach was not a location where all day parking was in high demand and a two-hour visit was more likely – therefore, the new £1 ticket

would, he said, provide best value for parking sessions of this length. It would be cheaper than the £1.20 ticket a two-hour session had previously cost. The demand for annual tickets at Sizewell Beach was not significant, he said, when considered against the three million parking sessions typically seen each year. He added that drivers had the option to pay monthly for their parking sessions should they not wish to commit to the annual ticket fee in one transaction.

Councillor Beavan asked about residents' parking and if exemptions were limited to certain areas. The Transport, Infrastructure and Parking Services Manager said that exemptions were considered on a street-by-street basis but that these had been implemented where residents needs had not been fully considered previously. Councillor Beavan asked if the Council was able to assist carers who were not paid for the time they were parked and as the national pass for time limited parking bays during the pandemic was gradually phased out. The Transport, Infrastructure and Parking Services Manager said that possible schemes to manage parking would be considered in Framlingham, Lowestoft and Southwold first. Councillor Beavan urged every effort be made to avoid a gap between the end of one scheme and the start of a new one.

Councillor Coulam said that, previously, disabled users of car parks had been allowed a concession whereby two hours parking had been permitted for a one hour ticket. She explained that this had been to allow additional time in exiting vehicles, getting aids out, obtaining a ticket etc. Councillor Coulam said that the new charges did not allow and questioned if this might be discriminatory. The Transport, Infrastructure and Parking Services Manager replied that the blue badge scheme allowed a driver to park in more places and for more time than other drivers. This was because the scheme was there to help people who either had trouble getting about or had medical conditions that made having a car nearby vital. The exemptions provided by the blue badge were for on-street parking regulations. The criteria for exemptions, concessions and alternative methods had been applied in accordance with the Disabled Parking Accreditation (an initiative provided by Disability Motoring UK and managed by the British Parking Association) which was primarily aimed at improving parking for disabled people and reducing abuse of disabled spaces. He added that the Council would look at the possibility of discretionary disabled parking exemptions across its car parks. It was noted that the RingGo app would aide disabled drivers as it was possible to pay for parking from the car.

Councillor Topping referred to past delays in the implementation of the Traffic Regulation Order (TRO) and Off-Street Parking Places Order; these set out the provision for on-street parking restrictions, including residents' parking zones and permit schemes as well as stipulating the rules for permit holder schemes. The Transport, Infrastructure and Parking Services Manager said the Council was now administering permits in accordance with the provisions of the County Council's TRO; he stressed that the TRO had not been amended and that the change experienced by some was in the administration processes linked to the new permit management system. The delays in implementation of the new scheme had been the result of a delay in obtaining the statutory instrument and the initial transition period, moving forward, further delays were not anticipated.

The Chairman asked if there were sufficient staffing resources to undertake the administration of all the various aspects of parking management. The Cabinet Member with responsibility for Transport said the implementation of the new processes had been both technically demanding and labour intensive; unavoidable delays had been experienced with the obtaining of the statutory instrument and the impact of the pandemic. There had been initial teething issues during the transition but Officers had worked hard to resolve these. The Cabinet Member said that although there was a phenomenal amount of work to be undertaken he had been advised that staffing levels were adequate. These remained under constant review and if more resource was considered necessary a case would be made to increase establishment. In response to a question from Councillor Topping, the Cabinet Member confirmed that no further delays were anticipated and responses required by SCC would be provided on time.

Councillor Topping referred to the four car parks in Halesworth and advised that residents had informed her they had been told they could only use one car park in any one day and could not return to any of the four car parks in the same day; she asked if that was accurate. The Transport, Infrastructure and Parking Services Manager said that people could return to the same or another car park in the same day as many times as they wished. However, the 30 minutes of free parking was a concession that was only available once a day.

Councillor Gooch said she had tried to load the RingGo app but it had failed to install and that this was possibly because it utilised significant storage space on a mobile telephone. Councillor Gooch said that if digital solutions were to be introduced they must be simple and easy to use. She added that the signage in car parks was not easy to read because of the size of the text, there was no indication on signs of the storage capacity of the app, there was no instruction to say that users could use coinage if they preferred and that, generally, the signage was more of a barrier to use than designed to make matters easier. Councillor Gooch asked that the signage be reviewed and improved and added that she was surprised there had not been complaints based on the digital infrastructure.

The Cabinet Member for Transport referred to the handling of coins as being expensive and having an impact on the environment and that, therefore, digital alternatives offered benefits. He confirmed that coins could still be used at the machines and that perhaps this could be made clearer.

Councillor Deacon asked if the pay machines were at a height which was accessible to someone in a wheelchair and also suggested that the signs were sited too high to be easily read if so seated. The Transport, Infrastructure and Parking Services Manager said that the main signage in car parks was being addressed but had not been set at a different height to the previous signs. He said that all the signs in the car parks had been replaced, but some of the information boards which utilised smaller text had been installed too high. All were being checked and lowered where necessary. He added that the manufacturer of the pay machines met disabled user requirements and some had included access ramps to the machine.

Councillor Beavan referred to the Council's online survey of parking schemes and asked if there was sufficient Officer resource to review the results, prioritise and facilitate said schemes. The Cabinet Member for Transport repeated that he had discussed

staffing levels with senior Officers and added that back-office functions were being rationalised to create some additional capacity. Councillor Beavan asked when the schemes identified via the survey would be reviewed and prioritised. The Cabinet Member for Transport said no date for this had yet been set.

Councillor Cloke said she had tried to apply for a TRO on the website for a particular street within her ward on behalf of residents. This had proven to be problematic as it required the entry of multiple addresses and, as she was not a resident in the street concerned, the system had not allowed the application. It was agreed that the Transport, Infrastructure and Parking Services Manager would contact Councillor Cloke, outside of the meeting, to resolve this problem.

The Transport, Infrastructure and Parking Services Manager, with reference to the earlier discussion of the Blue Badge Scheme, said that the Scheme already allowed parking on the street all day. The Scheme was not, however, an off-street or car park scheme.

Councillor Green said that overall parking in Felixstowe had been improved by the introduction of civil parking enforcement. She also said that she regularly used the RingGo app which she found to be very useful. Councillor Green said that she had previously sought a glossary of terms on this complex subject which she said would be helpful to Councillors and residents alike. The Cabinet Member for Transport welcomed Councillor Green's positive remarks on improved parking as a result of the introduction of CPE. With regard to a glossary of terms, he said he was working with Officers to produce this together with simple guides; he anticipated these being available shortly. The Transport, Infrastructure and Parking Services Manager added that infographics would also be available in the next few weeks and that the current information on the website, together with the requested glossary, would be revisited. He said that he was keen to ensure that information available elsewhere was not duplicated to avoid confusion but agreed to a review.

Councillor Patience asked how many pay machines were typically within a car park and if this varied significantly. The Chairman asked about the reliability rate of the pay machines, the average repair times when a machine would be out of order, etc. The Transport, Infrastructure and Parking Services Manager replied that the number of machines might be dependent on the geometry of the car park, the number of parking spaces, but generally there were one or two machines in a car park with the exception of Southwold which had seven. He added that in order to reduce the number of cash collections necessary, 96 of the pay machines had been upgraded - those which had not been upgraded were on the whole used less often. The upgraded machines would be monitored and the remaining machines brought up to the same standard in time, if required. He added that, at the moment, pay machines could accommodate cash payments particularly as the revised tariffs made this much simpler when using coins. The Committee was informed that the machines were deep cleaned and checked once per week; in addition, each time a Civil Parking Enforcement Officer patrolled s/he would check the machine too. If a machine was found to be faulty, no penalty fines would be served.

Councillor Yule said the introduction of Civil Parking Enforcement in Woodbridge had, generally, been well received and she congratulated the Council in that regard.

However, she also had concerns about any impact on disabled users. Councillor Yule referred to one machine in Woodbridge which had been assumed to be out of order because the information on it had not been easy to understand, that disabled users had then tried to find an alternative machine to take coins and suggested this could have been more accessible with clearer signage and the aim to make car parks more accessible to disabled people. The Leader of the Council suggested that the earlier discussion of the Blue Badge Scheme had raised some issues and he wished to highlight that disabled users were, perhaps, not the only group of people who might wish to have additional time - for example mothers with young children in push-chairs. Those who held Blue Badges could utilise the on-street parking concession which, he said, was not necessarily an option to other users such as the mother with children and pushchairs. He suggested that the issues needed to be kept in perspective. The Leader of the Council also said that it was right to encourage people to use the RingGo app for the environmental benefits it offered; there would always be some reluctance to any change but it was important to be clear the Council had no ulterior motive beyond trying to reduce carbon emissions. In conclusion, the Leader of the Council said that some 80% of the population owned and used a smart phone and so the use of an app should not be an issue. He also referred to the digital systems in place at the Dartford Crossing.

In response to a query, the Transport, Infrastructure and Parking Services Manager confirmed that four new electric vehicles were in use by Enforcement Officers.

In response to a further comment about the clarity of the messaging on the current signage, the Transport, Infrastructure and Parking Services Manager said the information board contained the legal wording associated with contravention laws. He added that the clear and important message was sited at the very top of the sign. In the event that a user's mobile telephone had no signal to enable use of the app, then coins could be used to purchase a ticket. He added that if there was no signal generally, the pay machines may not work either and so no fines would be served.

Councillor Wiles welcomed the proposed extension of additional car parking as supportive to the local economy and its recovery; he asked if there was a target date for this to happen. The Transport, Infrastructure and Parking Services Manager said it was hoped to do this in early December to allow for the 21 day notice period.

Councillor Deacon said that although issues had been highlighted during the discussion he was sure that these were resolvable.

There being no further questions or matters raised for debate, it was proposed by Councillor Bird and seconded by Councillor Deacon and by unanimous vote

RESOLVED

1. That the draft recommendations arising from the contents of the report and the questions raised in relation to it at the meeting be considered and agreed at the next Scrutiny Committee meeting on 26 November 2020

The Scrutiny Committee received a draft remit for the establishment of a proposed Task and Finish Group on aspects of Integrated Care. In considering this draft remit, the Scrutiny Committee was referred to the protocol for Task and Finish Groups. At the request of the Chairman, the Clerk précised the protocol which had also been provided to the Committee in advance of the meeting.

The proposed remit was agreed and a Task and Finish Group established.

Councillor Deacon nominated Councillor Beavan to chair the Task and Finish Group; this was seconded by Councillor Topping. Councillor Robinson nominated Councillor Back to chair the Task and Finish Group; Councillor Back withdrew from the nomination.

It having been proposed and seconded, it was agreed by majority vote

RESOLVED:

1. That Councillor Beavan be chair of the Task and Finish Group which would also comprise Councillor Back, Councillor Green and Councillor Robinson.

2 In accordance with the protocol, written update reports from the Task and Finish Group would be received at the scheduled meetings of the Scrutiny Committee in December 2020 and January 2021. The final report, with draft recommendations, would be received at an Extraordinary meeting of the Scrutiny Committee to be arranged in February 2021.

The Meeting concluded at 9:45pm

.....
Chairman

APPENDIX B: BEFORE AND AFTER IMAGES OF SIGN INSTALLATIONS

Before



After



APPENDIX C: GLOSSARY OF TERMS FOR POTENTIAL PUBLICATION

"CPE"	means Civil Parking Enforcement
"CEO"	means Civil Enforcement Officer (more commonly known as 'traffic Warden', which is a redundant term)
"PCN"	means Penalty Charge Notice (more commonly known as 'parking fine')
"NPO"	means Notice Processing Officer
"RTRA"	means the Road Traffic Regulation Act 1984
"TMA"	means the Traffic Management Act 2004
"TRO"	means a Traffic Regulation Order (for kerb-space management regulations such as yellow lines and bays)
"TSM"	means the Traffic Signs Manual
"TSRGD"	means the Traffic Signs Regulations and General Directions 2016
"Annual Ticket"	means an annual ticket for a designated off-street parking place issued by the District Council
"Annual Ticket holder"	means a person to whom an annual ticket has been issued
"authorised representative"	includes "Civil Enforcement Officer", "CEO" and "Parking Attendant" which have the same meanings as in section 63A of the Road Traffic Regulation Act 1984 and by virtue of Section 76 of the Traffic Management Act 2004, where a parking attendant appointed under section 63A of the Road Traffic Regulation Act 1984 is a Civil Enforcement Officer (CEO) in relation to parking contraventions
"bus" and "coach"	has the same meaning as in Schedule 1 of the Traffic Signs Regulations and General Directions 2016 (and subsequent legislation), and "buses" shall be construed accordingly; and includes vehicles used for local and scheduled services, as well as those used for leisure and tourism purposes; with Vehicle Certification Agency type approval M2 and M3

"caravan"	means any structure designed or adapted for human habitation which is capable of being moved from one place to another (whether by being towed or by being transported on a motor vehicle or trailer)
"cashless parking"	means a method of payment whereby the charge levied under the District Council's Tariff of Charges (and any appropriate administration charge) is collected by a District Council appointed third party, via an arranged account, with payment being made over the telephone or by other electronic system (including via the internet) by credit or debit card or other means of secure authorised payment
"charge certificate"	means a certificate issued by the District Council stating that payment has not been received or an appeal or a representation lodged following the serving of a Penalty Charge Notice
"charged parking place"	means a parking place to which a charge for parking applies in accordance with the Tariff of Charges
"chargeable hours"	means the times of regulation relating to charged parking places
"Civil Enforcement Area"	means an area where Civil Enforcement of highway regulations can be carried out, as defined in the TMA 2004, and provided by Statutory Instrument '2020 No. 14 - The Civil Enforcement of Parking Contraventions Designation Order 2020'
"commercial vehicle"	means any mechanically propelled vehicle which is constructed or adapted for the carriage of goods; with Vehicle Certification Agency type approval N1, N2 and N3
"contravention"	means any breach of regulations provided by a TRO or off-street parking places Order
"current"	in relation to a vehicle licence, Blue Badge, or permit, or exemption, or parking place suspension, means valid on the relevant date

"disabled person" and "disabled person's badge"	have the same meaning as in the Disabled Persons' (Badges for Motor Vehicles) (England) Regulations 2000
"disabled person's vehicle"	means a vehicle lawfully displaying a disabled person's badge and which is a vehicle which, immediately before or after any period of waiting allowed by virtue of a provision of a kind required by the Local Authorities' Traffic Orders (Exemptions for Disabled Persons) (England) Regulations 2000 to be included in an Order under the RTRA 1984, has been or is to be driven by a disabled person or has been or is to be used for carrying disabled persons as passengers
"District Council"	means East Suffolk Council
"driver" (in relation to a vehicle waiting in a parking place)	means the person driving the vehicle at the time it was left in the parking place
"Enforcement Authority"	means the authority responsible for administering CPE (this is Suffolk County Council for on-street regulations, and it has delegated this function to the District Council; and the District Council is the Enforcement Authority for its off-street parking places)
"heavy commercial vehicle"	has the same meaning as in Section 138 of the RTRA 1984 and relating provisions
"heavy motor car"	has the same meaning as in Section 136 of the RTRA 1984 and relating provisions
"Highway Authority"	means the authority designated with the responsibility of highway management and its maintenance (this will be either Suffolk County Council or Highways England for the network in East Suffolk)
"invalid carriage"	has the same meaning as in Section 136 of the RTRA 1984 and relating provisions and which is specially designed and constructed, and not merely adapted, for the use of a person suffering from some physical default or disability and is used solely by such a person
"minibus"	means a small passenger carrying motor vehicle not exceeding 5.5m in length capable of carrying more than 8

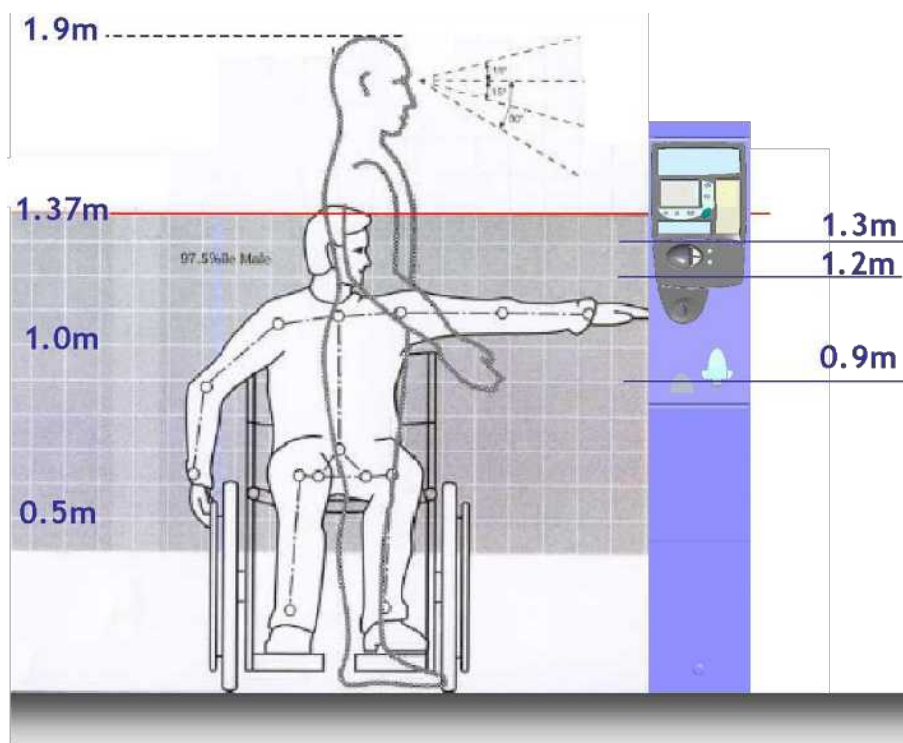
	but not more than 16 passengers whether or not the same is either a motor car or a heavy motor as the case may be
"Monthly Ticket"	means a monthly ticket for a designated off-street parking place issued by the District Council
"Monthly Ticket holder"	means a person to whom a monthly ticket has been issued
"motor car"	has the same meaning as in Section 136 of the RTRA 1984 and relating provisions
"motor caravan"	means a motor vehicle not exceeding 5.5m in length which provides fixed sleeping arrangements whether or not the same is either a motor car or a heavy motor car and with Vehicle Certification Agency type approval M1
"motorcycle"	has the same meaning as in Section 136 of the RTRA 1984 and relating provisions
"motorcycle bay"	means a parking bay designated for the parking of solo motorcycles only
"owner" (in relation to a vehicle)	means the person by whom such vehicle is kept and used, and/or registered as such with the DVLA
"parking adjudicator"	has the same meaning as in Section 81 of the Act of 2004
"Civil Enforcement Officer"	has the same meaning as in section 63A of the Road Traffic Regulation Act 1984 and by virtue of Section 76 Traffic Management Act 2004, where a parking attendant appointed under section 63A of the Road Traffic Regulation Act 1984 is a Civil Enforcement Officer in relation to parking contraventions
"parking bay"	means any part of a parking place marked out, by means of white or yellow lines or different coloured blocks where the surface is block-paved, for the leaving of a vehicle, which may be signed for use by specific users
"parking charge"	for a vehicle left in a charged parking place shall be determined by reference to the Tariff of Charges

<p>"parking disc" or "parking clock" or "blue badge clock"</p>	<p>means a device which-</p> <p>(a) is 125 millimetres square and coloured blue, if issued on or after 1st April 2000 or orange, if issued before that date;</p> <p>(b) has been issued by a local authority and has not ceased to be valid; and</p> <p>(c) is capable of showing the quarter hour period during which a period of waiting has begun.</p>
<p>"parking event" or "parking session" or "parking period"</p>	<p>means the practice of parking a vehicle for a period of time</p>
<p>"permit"</p>	<p>means a parking permit of the types described within TROs and off-street parking Orders for specific users for which the payment of the appropriate charge is made</p>
<p>"parking place"</p>	<p>means an area off a highway designated or authorised and described as a parking place by any of the various Articles or Schedules an off-street parking places Order, the extents and effects of which are indicated via appropriate signing, markings, and boundary</p>
<p>"parking service"</p>	<p>means the service established by the District Council to carry out parking activities under the Suffolk Highways partnership agreement between Suffolk County Council, as traffic authority, and East Suffolk Council; and provided by Statutory Instrument '2020 No. 14 - The Civil Enforcement of Parking Contraventions Designation Order 2020'</p>
<p>"parking bay" or "parking space"</p>	<p>means a space which is provided for the leaving of a motor car or motorcycle, and where so signed, may be designated for a specific user type</p>
<p>"parking ticket"</p>	<p>means a ticket issued by a ticket machine operated by the District Council and relating to a parking place obtained for the purpose of showing proof of payment (according to the published tariff of charges) for parking, showing information including:</p> <p>(i) the time of purchase</p> <p>(ii) the amount paid</p> <p>(iii) the date of purchase</p> <p>(iv) the time of expiry</p>

	(v) a reference to the issuing machine
“pay and display” or “P&D”	means to purchase a P&D ticket from a pay and display machine run by the District Council for payment of parking charges and to display the ticket within the vehicle, with time and date information clearly visible always whilst in a parking place
"penalty charge"	means an amount of money payable in circumstances when a parking contravention is detected
“Penalty Charge Notice”	means a Notice indicating a penalty charge has been incurred and served by either attaching it to the vehicle or by first class post to the DVLA registered keeper of the motor car or motorcycle observed in contravention of the regulations
"road"	means the full width - including any footway or verge - of any length of highway or of any other road to which the public has access, and includes bridges over which a road passes
"ticket machine"	means apparatus operated by the District Council designed to indicate the time and to issue parking tickets indicating the payment of a charge and the period in respect of which it has been paid
"trailer"	has the same meaning as in Section 136 of the RTRA 1984 and relating provisions
"vehicle of the permitted class"	means a motor car, a motorcycle, or an invalid carriage
"relevant position" (in the case of a disabled person's badge)	<p>A vehicle displays a disabled person's badge in the relevant position if: -</p> <ul style="list-style-type: none"> (i) in the case of a vehicle fitted with a dashboard or fascia panel, the badge is exhibited thereon so that Part 1 of the badge is legible from outside the vehicle; or (ii) in the case of a vehicle not fitted with a dashboard or fascia panel, the badge is exhibited in a conspicuous position on the vehicle so that Part 1 of the badge is legible from outside the vehicle.

<p>"relevant position" (in the case of a parking disc)</p>	<p>A vehicle displays a parking disc in the relevant position if: -</p> <ul style="list-style-type: none"> (i) in the case of a vehicle fitted with a dashboard or fascia panel, the disc is exhibited thereon so that the quarter-hour period during which the period of waiting began is legible from outside the vehicle; or (ii) in the case of a vehicle not so fitted, the disc is exhibited in a conspicuous position on the vehicle so that the quarter-hour period during which the period of waiting began is legible from outside the vehicle
<p>"relevant position" (in the case of any other badge or permit)</p>	<p>A vehicle displays any other badge or permit in the relevant position if: -</p> <ul style="list-style-type: none"> (i) in the case of a vehicle fitted with a front windscreen, the item is exhibited thereon with the obverse side facing forwards on the near side of and immediately behind the windscreen; or (ii) in the case of a vehicle not fitted with a front windscreen, the item is exhibited in a conspicuous position on the front or near side of the vehicle with the obverse side legible
<p>"relevant position" (in the case of a parking ticket)</p>	<p>A vehicle displays a parking ticket in the relevant position if the item is exhibited in a conspicuous position viewable from the front or front side windows of the vehicle with the obverse side legible.</p>
<p>"sign"</p>	<p>means a sign of any size, colour and type prescribed by regulations or authorised and installed by the District Council</p>

APPENDIX D: ERGONOMIC DESIGN OF THE STRADA TERMINAL



Example of a wheelchair user accessing the machine

