

## JOINT MEETING on CPE

Thursday 22 May 2008  
at 2.30pm  
in the Gordon Room, Stoke Abbott Road

<b>Worthing Borough Council</b>	Mandy Ainsworth	Manager, OSPS
	Marie Moore	Senior Appeals Officer, OSPS
	Barbara Newnham	Admin Officer, OSPS
<b>WSCC</b>	Chris Barrett	Parking Contracts Manager
<b>NCP Services</b>	Danny Forbes	Contracts Manager
	James Graydon	Regional Manager
<b>Chamber of Commerce &amp; Trade</b>	Peter Bennett	
	Tina Tilley	
<b>Worthing First</b>	Jim Cunliffe	
	Mary Williamson	
<b>Federation of Small Businesses</b>	Trevor Constable	
	Alan Martin	

### 1 **Apologies**

Apologies were received from Cliff Harrison, Pam Thornton, Karen Simportis, and Cllrs Bryan Turner & Roger Oakley. Tim Everett is no longer responsible for car parking and this now falls under Andrew Gardiner's remit, Strategic Director, based at Adur.

### 2 **Matters arising from the last Meeting (17.1.08)**

- Loading & Unloading . it was confirmed that this can take place following a 5 / 10 minute observation period (dependant on the vehicle involved). However, loading & unloading must not take place in a taxi rank, loading ban, bus stop etc and not cause an obstruction when doing so.
- Traffic Management Act (TMA) 2004 . the main change since 31 March 2008 has been the different charging levels which reflect the severity of the contraventions. The public still has the option of paying within the first 14 days at the discounted rate and the appeals process remains the same.

### 3 **Statistics**

Traffic Penalty Tribunal (TPT) has to date received 72 appeals . 39% have been rejected, with 21% accepted. The WBC office has received 4 written complaints and 28 compliments since September 2007.

The Town Centre Initiative had stated that footfall had decreased by 14%, but the issue of Pay & Display parking tickets remains static. Chris Barrett agreed that he would supply a breakdown of ticket sales, i.e. per zone, time purchased.

Complaints were made of the NCP Ltd off-street parking costs, and put this as a reason towards the closure of shops as people did not want to park in Worthing. A review of parking charges will be actioned by NCP Ltd in 18 months across the County . each town is looked at individually as to its needs. Chris Barrett and James Graydon strongly emphasised that

contact should be made by Sharon Clarke (TCI) and Chris Spratt (Worthing Chamber) to local politicians. Together with NCP Ltd, they should discuss the contract and alternative ways to recover the loss of revenue should they reduce the price of parking. James Graydon and Danny Forbes would be happy to advise them on the approach.

#### **4 Debt Registration**

The number of persistent offenders increases month by month: some people have 60 Penalty Charge Notices (PCN) and still do not acknowledge them. If a PCN is ignored after receipt of Notice to Owner (NtO) and Charge Certificate (CC), the debt is registered and a warrant is issued: this may result in the call from a bailiff. The On-Street Parking Services Team uses two bailiff companies which produces an element of competition between them. A strict code of conduct is set to the Bailiffs, and a debtor's financial standing is taken into account where the Bailiffs feel necessary.

#### **5 Evening Patrols**

Residents in the town have requested these evening patrols: however there is a minimal enforcement level, and concentration of the enforcement remaining in the town centre.

#### **6 Perception**

The subject of the public's perception of the Civil Enforcement Officers (CEOs) was raised by Mary Williamson and Peter Bennett as not good. They stated that the poor attitude and behaviour of some CEOs needed to be addressed by NCPS: Mandy Ainsworth advised that all complaints and observations of such conduct should be addressed to Danny Forbes for his attention.

Although the CEOs are not allowed to give any discretion to drivers, it was requested the parking be reviewed on the loading bays of an evening and on Sundays. Peter Bennett is to ballot Chamber members for their views and recommendations and this subject could be discussed in the near future.

#### **7 Any Other Business**

- Two successful presentations for Blue Badge holders had been held in March 2008, with a view to further meetings being held with interested groups. A copy of the presentation can be found on the WBC website: [www.worthing.gov.uk](http://www.worthing.gov.uk)
- MA offered street visits with a Civil Enforcement Officer. Mary Williamson and Tina Tilley accepted this, and MA will arrange dates/times when she has received their availability.
- It was suggested that future meetings may be held later on in the day or at lunchtimes. MA agreed that dates and different times would be offered for the next meeting, and the date/time which the majority of people chose would be booked.
- It was also agreed that a NCPS Supervisor would be asked to attend the next meeting, with a Hand-Held computer, so that the group could be shown exactly what was involved in issuing a PCN.