

# Notice of meeting and agenda

## Transport and Environment Committee

**10.00am Thursday 10 August 2017**

Dean of Guild Court Room, City Chambers, High Street, Edinburgh

This is a public meeting and members of the public are welcome to attend

### Contacts

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## **1. Order of business**

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- 1.1 Including any notices of motion and any other items of business submitted as urgent for consideration at the meeting.

## **2. Declaration of interests**

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- 2.1 Members should declare any financial and non-financial interests they have in the items of business for consideration, identifying the relevant agenda item and the nature of their interest.

## **3. Deputations**

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- 3.1 If any

## **4. Minutes**

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- 4.1 Transport and Environment Committee 21 March 2017 (circulated) - submitted for approval as a correct record

## **5. Forward planning**

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- 5.1 Transport and Environment Committee Key Decisions Forward Plan (circulated)
- 5.2 Transport and Environment Committee Outstanding Actions Log (circulated)

## **6. Business bulletin**

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- 6.1 Transport and Environment Committee Business Bulletin (circulated)

## **7. Executive decisions**

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- 7.1 Roads Services Improvement Report – report by the Executive Director of Place (circulated)
- 7.2 Delivering the Local Transport Strategy 2014-2019: Parking Action Plan – report by the Executive Director of Place (circulated)
- 7.3 Parking in Dumbiedykes and the Pleasance Areas – report by the Executive Director of Place (circulated)
- 7.4 Petitions for Consideration: Lothianburn Park and Ride & Redesign the traffic light priorities at Junction of Slateford Road and Shandon Place – report by the Chief Executive (circulated)
- 7.5 Appointments to Working Groups – 2017/18 – report by the Chief Executive (circulated)

- 7.6 Re-appointment of Non-Executive Director to the Board of Lothian Buses Limited – report by the Executive Director of Place (circulated)

## **8. Routine decisions**

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- 8.1 Updated Pedestrian Crossing Prioritisation 2017/18 – report by the Executive Director of Place (circulated)
- 8.2 Waste and Cleansing Service - Performance Update – report by the Executive Director of Place (circulated)
- 8.3 Waste and Cleansing Improvement Plan - Progress Update – report by the Executive Director of Place (circulated)

## **9. Motions**

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- 9.1 Motion By Councillor Doggart – Leith Walk Works - Remitted from Full Council on 29 June 2017
- “1) Council regrets the inconvenience caused by the collapse of the Council’s contractor Land Engineering, the company responsible for undertaking the Phase 4 repairs to Leith Walk between Pilrig Street and McDonald Road. Council specifically regrets the additional disruption caused to the residents and businesses of Leith Walk and Leith by the company’s collapse and the inevitable delays incurred to the works programme.
- 2) Council instructs the Executive Director of Place to report within one cycle on the circumstances of the appointment and subsequent collapse of Land Engineering detailing the procurement processes used.
- 3) In particular, the report should detail:
- the work undertaken, if any, to assess the financial viability of Land Engineering in light of the company's large losses in 2015.
  - an explanation of whether and when any subsequent reviews of the company's financial position took place after the awarding of the contract.
  - whether any bonds, or other indemnities, were included in the contract.
  - the financial consequences of the demise of Land Engineering for council tax payers.
- 4) Council further instructs the Executive Director of Resources to provide a report to the appropriate Committee detailing any potential improvements to procurement processes that could be undertaken to improve financial checks on contractors’ viability both before and for the duration of any future long term contracts.”

9.2 Motion By Councillor Laidlaw — Weeds Issues Across the City - Remitted from Full Council on 29 June 2017

“Council recognises that the current surfeit of weeds and overgrown vegetation on our streets, pavements, footpaths and verges is unacceptable, undermines the fabric of the city and has not been properly addressed since the ban of the use of glyphosate and that current arrangements to split weed control between Waste and Cleansing and Parks, Greenspace and Cemeteries are under-resourced and have failed to address the problem and that sporadic use of eight gardeners and one soon to be delivered weed stripper is not sufficient.

Council notes that current arrangements do not meet DEFRA’s Best Practice Guidance Notes for Integrated and Non-Chemical Amenity Hard Surface Weed Control which state ‘local authorities have a duty of care to the public untreated weeds in block paving may create a trip hazard.’ and that weed build up is also covered by the Environmental Protection Act.

Council instructs the Director of Place to take immediate action on the recommendations of the report of the Transport & Environment Committee, 1 November 2016, Item 7.3 ‘Alternatives to the use of glyphosate based herbicide to control weeds on streets and green spaces be revisited’ to be put into action within one cycle, particularly targeted on the worst affected areas, including a particular focus on the world heritage site ahead of the Festival season.

Council asks for a report from the new Transport & Environment Committee to review full integration of weed removal into the Waste and Cleansing function as part of proposed improvements to street cleaning.”

9.3 Motion by Councillor Booth – Picardy Place Junction

“Committee:

- 1) Notes the decision of council on 10 March 2016 in regard to the regeneration of the St James Quarter, including a decision on the future governance of the Growth Accelerator Model (GAM) works programme and cross-party members' oversight of the project;
- 2) Notes that the Transport Projects Working Group has not met since the council election in May;
- 3) Expresses concern at the lack of public consultation on changes to a significant element of the city's transport infrastructure;
- 4) Agrees that public consultation on proposed changes to the Picardy Place junction should take place as soon as possible;
- 5) Agrees that the redesign of a significant city centre junction and surrounding streets presents an opportunity for traffic reduction, development of active travel infrastructure, and improvement of the public realm;
- 6) Therefore agrees to receive a report within one cycle setting out options for achieving this in Picardy Place and surrounding streets, and that this report will also set out the decision-making process to date on Picardy Place, and

the proposed future decision making, and in particular what the democratic oversight of the process has been.”

#### 9.4 Motion by Councillor Burgess – Reducing Plastic Bottle Pollution

“Committee:

Recognises the large quantity of plastic bottles that are currently disposed of and littered in the City and end up polluting the environment;

Notes the interest at national level in a deposit return system for drinks containers and agrees that Edinburgh Council should write to Scottish Ministers in support of this initiative;

Notes the success of such systems, especially in Scandinavia and the Baltic countries, at reducing both litter and associated costs for local authorities;

Further notes that plastic bottles are used during Edinburgh council service delivery, including school packed-lunches, and requests a report on ways of reducing this use.”

## **Laurence Rockey**

Head of Strategy and Insight

### **Committee Members**

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Councillors Macinnes (Convener), Doran (Vice-Convener), Arthur, Barrie, Booth, Bruce Burgess, Cook, Douglas, Gloyer and Key.

### **Information about the Transport and Environment Committee**

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The Transport and Environment Committee consists of 11 Councillors and is appointed by the City of Edinburgh Council. The Transport and Environment Committee usually meets every eight weeks.

The Transport and Environment Committee usually meets in the Dean of Guild Court Room in the City Chambers on the High Street in Edinburgh. There is a seated public gallery and the meeting is open to all members of the public.

### **Further information**

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If you have any questions about the agenda or meeting arrangements, please contact Veronica MacMillan or Blair Ritchie, Committee Services, City of Edinburgh Council, City Chambers, High Street, Edinburgh EH1 1YJ, Tel 0131 529 4283/4085, email: [veronica.macmillan@edinburgh.gov.uk](mailto:veronica.macmillan@edinburgh.gov.uk) / [blair.ritchie@edinburgh.gov.uk](mailto:blair.ritchie@edinburgh.gov.uk)

A copy of the agenda and papers for this meeting will be available for inspection prior to the meeting at the main reception office, City Chambers, High Street, Edinburgh. The agenda, minutes and public reports for this meeting and all the main Council committees

can be viewed online by going to [www.edinburgh.gov.uk/meetings](http://www.edinburgh.gov.uk/meetings) .

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Any information presented to the Committee at a meeting, in a deputation or otherwise, in addition to forming part of a webcast that will be held as a historical record, will also be held and used by the Council in connection with the relevant matter until that matter is decided or otherwise resolved (including potential appeals and other connected processes). Thereafter, information will continue to be held as part of the historical record in accordance with the paragraphs above.

If you have any queries regarding this, and, in particular, if you believe that use and/or storage of any particular information would cause, or be likely to cause, substantial damage or distress to any individual, please contact Committee Services on 0131 529 4106 or [committee.services@edinburgh.gov.uk](mailto:committee.services@edinburgh.gov.uk).

# Minutes

## Transport and Environment Committee

10.00am, Tuesday 21 March 2017

### Present:

Councillors Hinds (Convener), McVey (Vice-Convener), Aldridge, Bagshaw, Barrie, Booth, Cardownie, Cook, Doran, Gardner, Bill Henderson, Jackson, Keil, Mowat (substituting for Councillor McInnes), Redpath (substituting for Donaldson)

### 1. Deputation: Merchiston Community Council

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The Committee agreed to hear a deputation from Kay Smith from Merchiston Community Council in relation to 'Gull De-Nesting'.

The deputation requested that that the City of Edinburgh Council approve a gulls de-nesting service within a limited area of tenement streets in North Merchiston and that a working model to deal with problem colonies of gulls breeding be developed.

Miss Smith reported that a focused pilot starting by the end of April 2017 could target a limited but particularly problematic area, including both sides of Bryson Road, Watson Crescent, Tay Street and Fowler Terrace where the majority of gull nests were found during the 2012 pilot. This publicly provided and co-ordinated service would be the most efficient form of operation as pest control operatives can access the roofs of several streets through just a few entry points.

The Convener thanked the deputation for her presentation and invited her to remain for further debate on the issues raised.

### Motion

- 1) To note continuing concern amongst residents in and around tenement areas over the increasing and invasive urban gull population.
- 2) To note that the Council had in the past acknowledged the issue and following a campaign by Merchiston Community Council, agreed to carry out a pilot de-nesting service in 2012.
- 3) To note that the pilot – which involved two operatives on six days between April to June – was seen to yield positive benefits but was not continued because of a budgetary decision.
- 4) To note that the matter was referred to the South Central and South West Neighbourhood Partnership to allow them to consider funding the proposed North Merchiston Pilot.

- 5) To note that a working group of officials, local residents and local members had been established to formulate a multi-agency approach to tackle the number of gulls within Edinburgh, and that an update on the actions taken following the meeting of the working group will be included in the Petitions Committee Business Bulletin on 30 March 2017.
- 6) To recognise that the pilot in 2012, although viewed as 'successful' at the time did not prevent the issue from returning.
- 7) To note that advice from national agencies such as RSBP state that prevention is the best long term solution as gulls are creatures of habit and would continue to return unless effective preventative measures are in place.
- 8) To recommend that any future proposals include a focus on preventative measures to prevent the problem reoccurring.
- 9) To agree to report back to the next Transport and Environment Committee the outcome of the working group's deliberations.
  - moved by Councillor Hinds, seconded by Councillor McVey.

#### **Amendment**

- 1) To note the ongoing public concern regarding the gulls nuisance including a petition to the Petitions Committee asking for a gulls de-nesting pilot in North Merchiston.
- 2) To note that from April to September sections of certain tenement streets in Edinburgh harbour well established colonies of breeding gulls known to attract other breeding gulls.
- 3) To Note that over 60 percent of the 107 nests and 166 eggs removed by the Council from seven tenement streets in North Merchiston in 2012 were found in just three streets which were accessed by internal stairs onto linking roof tops. In the process hundreds of properties were freed of gulls' nests and 166 fewer gulls were born.
- 4) Noting administration concerns on financing, agrees to a new, focussed pilot starting by the end of April 2017 to target an area more limited than that of 2012 but to include both sides of Bryson Road, Watson Crescent, Tay Street and Fowler Terrace (as a minimum), keeping accurate records of time and resources involved in order to evidence an effective model of working for future planning.
- 5) Considers that, as the proposed work is temporary and short term - involving just two operatives over 35/6 days from April to July, and no specialist equipment - this limited pilot could be accommodated within existing resources, with data gathered also aiding the work of the gulls working group, which recently met for the first time.



- 6) To note concerns expressed by residents and community groups over a lack of meaningful progress in formulating a multi-agency approach to tackling the gulls problem in Edinburgh, as was approved by Committee last March and concerns that the large number of individual properties involved in the process mean it cannot be effectively owner-led.
- moved by Councillor Cook, seconded by Councillor Mowat.

### **Voting**

For the motion	-	11 votes
For the amendment	-	4 votes

### **Decision**

- 1) To note continuing concern amongst residents in and around tenement areas over the increasing and invasive urban gull population.
- 2) To note that the Council had in the past acknowledged the issue and following a campaign by Merchiston Community Council, agreed to carry out a pilot de-nesting service in 2012.
- 3) To note that the pilot – which involved two operatives on six days between April to June – was seen to yield positive benefits but was not continued because of a budgetary decision.
- 4) To note that the matter was referred to the South Central and South West Neighbourhood Partnership to allow them to consider funding the proposed North Merchiston Pilot.
- 5) To note that a working group of officials, local residents and local members had been established to formulate a multi-agency approach to tackle the number of gulls within Edinburgh, and that an update on the actions taken following the meeting of the working group will be included in the Petitions Committee Business Bulletin on 30 March 2017.
- 6) To recognise that the pilot in 2012, although viewed as ‘successful’ at the time did not prevent the issue from returning.
- 7) To note that advice from national agencies such as RSBP state that prevention is the best long term solution as gulls are creatures of habit and would continue to return unless effective preventative measures are in place.
- 8) To recommend that any future proposals include a focus on preventative measures to prevent the problem reoccurring.
- 9) To agree to report back to the next Transport and Environment Committee the outcome of the working group’s deliberations.

## 2. Minutes

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### Decision

To approve the minute of the Transport and Environment Committee of 17 January 2017, as a correct record.

## 3. Key Decisions Forward Plan

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The Transport and Environment Committee Key Decisions Forward Plan for March 2017 was submitted.

### Decision

To note the Key Decisions Forward Plan for March 2017.

(Reference – Key Decisions Forward Plan, submitted)

## 4. Rolling Actions Log

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The Transport and Environment Committee Rolling Actions Log updated to 21 March 2017 was presented.

### Decision

- 1) To note the rolling actions log and to approve the closure of actions 1, 3, 7, 13, 15, 16, 19, 21, 25 and 26.
- 2) To note the expected completion date for rolling actions 2, 10, 12 and 28 had been revised.

(References – Rolling Actions Log 21 March 2017, submitted)

## 5. Committee Decisions – November 2016 – January 2017

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On 19 June 2014, the Governance, Risk and Best Value Committee agreed increased monitoring for the dissemination and implementation of committee decisions. It had been agreed that a report outlining all decisions taken in the previous year with an update on the implementation of decisions and recommendations to discharge actions would be presented to Executive Committees annually.

An update was provided on decisions taken by the Transport and Environment Committee, not included on the Rolling Actions Log, for the period covering November 2016 to January 2017.

## **Decision**

- 1) To note the position on the implementation of Transport and Environment Committee decisions as detailed in the appendix to the report by the Chief Executive.
- 2) To note that an annual summary report would be presented to Committee in 12 months time.

(References – Governance, Risk and Best Value Committee, 19 June 2014 (item 9); Transport and Environment Committee, 1 November 2016 (item 6); report by the Chief Executive, submitted)

## **6. Transport and Environment Committee Business Bulletin**

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The Transport and Environment Committee Business Bulletin for 21 March 2017 was presented.

### **Decision**

- 1) To note the Transport and Environment Committee Business Bulletin.
- 2) To note that work on the resurfacing of Brighton Place would be postponed until the settled streets report returns to the Transport and Environment Committee on 1 August 2017.

(Reference – Business Bulletin – 21 March 2017, submitted)

## **7. Annual Review of Major Events in Parks 2015/16**

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The Committee was asked to note the findings of the annual review carried out regarding the planning and management of major events in parks.

### **Decision**

- 1) To note the content of the report by the Executive Director of Place.
- 2) To note the Committee's thanks to all who had contributed to the findings contained within the report.

(References – Transport and Environment Committee, 26 August 2014 (item 6), report by the Executive Director of Place, submitted)

## **8. Landfill and Recycling**

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An update was provided on performance in reducing the amount of waste sent to landfill and on the increasing amount of waste recycled for the period October – December 2016.

The report updated the Committee on the levels of complaints received and provided details of Trade Waste Compliance with proposed actions to address issues around third party commercial waste bins being left unattended and a review of glass exemptions that had previously been granted.

### **Decision**

- 1) To note the content of the report in respect of landfill, recycling and complaints performance.
- 2) To approve the proposed approach to tackling increasing examples of businesses leaving waste bins unattended outside of prescribed collection times and to revisit the existing food and glass exemptions granted to businesses. The success of this would be subject to a future report to Committee.
- 3) To agree that members of the Transport and Environment Committee would undertake a site visit to the Millerhill recycling facility.

(References – report by the Executive Director of Place, submitted)

## **9. Smarter Choices, Smarter Places Programme 2017-2018**

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Details were provided of funding allocated from the Scottish Government for ‘Smarter Choices, Smarter Places’ (SCSP) for 2017/18. A total of £456,081 had been allocated on the basis of 50% match funding from the City of Edinburgh Council. Approval was sought to further develop and deliver a plan for spending these monies.

### **Decision**

- 1) To note the allocation of £456,081 of revenue funding from Scottish Government in 2017/18 on a 50% matched basis as part of the Smarter Choices, Smarter Places initiative, to pursue and enhance the promotion of sustainable transport.
- 2) To agree the broad programme of initiatives, as set out in the report by the Executive Director of Place.
- 3) To agree to delegate powers to the Senior Manager – Roads Network, in consultation with the Convener and Vice Convener, to further develop and deliver a plan and detailed programme for spending these monies, as previously agreed for the 2015/16 and 2016/17 programmes.
- 4) To note that regular updates would be included in the Transport and Environment Business Bulletin regarding the expenditure of the revenue funding to pursue and enhance the promotion of sustainable transport.

(References – report by the Executive Director of Place, submitted)

## 10. Waste and Cleansing Improvement Plan – Progress Update

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A progress update concerning the delivery of actions contained within the Waste and Cleansing Improvement Plan was submitted for consideration.

### Decision

To note the progress made on implementing the actions within the Improvement Plan to date, with majority of actions being on track or completed.

(References – Transport and Environment Committee, 17 January 2017 (item 8); report by the Executive Director of Place, submitted)

## 11. Redesign of Recycling Services in Tenements and Flats

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Details were provided concerning proposals to allow for the expansion of recycling services for households in tenemental and other flatted properties which would assist the Council in meeting its recycling objectives.

### Decision

- 1) To approve the amended strategy for the siting of communal recycling bins in flatted properties, to specify the use of two mixed recycling bins in addition to separate bins for glass, food and landfill, so that the service would be ‘future proofed’ to take account of the likely development of a national system for sorting waste across Scotland.
- 2) To note the development of a communal redesign project and to agree to receive a further report towards the end of the calendar year that advises on the development of a communal bins redesign proposal, which outlines the feasibility studies that intend to shape the scope of a future project.

(References – report by the Executive Director of Place, submitted)

## 12. ‘A’ Boards

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Details of a strategic approach to ‘A’ Boards across the city were submitted. The strategy aimed to improve the environment and quality of streets as well as addressing the best management arrangements to ensure delivery and compliance.

### Decision

- 1) To note the analysis carried out to date.
- 2) To instruct the Executive Director of Place to prepare a strategy for ‘A’ Boards following appropriate consultation and engagement.

- 3) To thank Karen Stevenson for the report and her services to the City of Edinburgh Council.

(References – report by the Executive Director of Place, submitted)

### **13. Bus Lane Network Review – Objections to Traffic Regulation Orders**

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The Committee was asked to approve the promotion of a Traffic Regulation Order to permit motorcycles to use the bus lanes during operational hours; and alter the operating times of all day bus lanes, converting them to peak hour operation.

#### **Motion**

- 1) To note the objections raised to two advertised Traffic Regulation Orders (TRO's) and the Council comments in response.
- 2) To set aside the objections and to give approval to Traffic Regulation order TRO/16/87A which permits motorcycles to use the bus lanes during operational hours.
- 3) To set aside the objections to TRO/16/87B which alters the operating times of the all day bus lanes, converting them to peak hour operation.
  - moved by Councillor Hinds, seconded by Councillor McVey.

#### **Amendment**

- 1) To note the objections raised to two advertised Traffic Regulation Orders (TRO's) and the Council comments in response.
- 2) To set aside the objections and to give approval to Traffic Regulation order TRO/16/87A which permits motorcycles to use the bus lanes during operational hours.
- 3) To uphold the objections to TRO/16/87B which alters the operating times of the all day bus lanes, converting them to peak hour operation
  - moved by Councillor Bagshaw, seconded by Councillor Booth.

#### **Voting**

For the motion	-	13 votes
For the amendment	-	2 votes

#### **Decision**

- 1) To note the objections raised to two advertised Traffic Regulation Orders (TRO's) and the Council comments in response.

- 2) To set aside the objections and to give approval to Traffic Regulation order TRO/16/87A which permits motorcycles to use the bus lanes during operational hours.
- 3) To set aside the objections to TRO/16/87B which alters the operating times of the all day bus lanes, converting them to peak hour operation.

(References – Transport and Environment Committee, 17 January 2017 (item 12); report by the Executive Director of Place, submitted)

## **14. Leith Street Temporary Management Arrangements**

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The Committee was asked to approve a recommendation made by the Traffic Management Review Panel regarding the temporary traffic management arrangements in Leith Street.

### **Decision**

To approve the recommendations by the Traffic Management Review Panel that Leith Street would be closed between Calton Road and Waterloo Place for a period of 44 working weeks between 4 September 2017 and 26 July 2018 to facilitate essential deep drainage and carriageway and footway reconstruction, realignment and renewal.

(Reference – report by the Executive Director of Place, submitted)

## **15. Objections to Traffic Regulation Order TRO/13/45 – Greenways Parking Places Charges**

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Details were provided of a proposed traffic regulation order regarding the introduction of parking charges in Greenways' parking places.

### **Decision**

- 1) To note the objections received.
- 2) To agree to convert free parking places on Ardmillan Terrace to shared use parking places to enable residents to purchase S4 parking permits allowing them to park in the bays outside their homes.
- 3) To set aside an objection regarding Slateford Road.
- 4) To proceed to make the Traffic Regulation Order as advertised.

(References – Transport and Environment Committee, 27 August 2013 (item 9); report by the Executive Director of Place, submitted)

## **16. Road, Footway and Bridges Additional Investment – Capital Programme 2017/2018**

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Approval was sought for the expenditure of an additional £2.5m capital and £2.5m revenue budgets for 2017/18.

### **Decision**

To approve the breakdown of the additional £2.5m capital and £2.5m revenue budgets for 2017/18 shown in appendix 2 to the report by the Executive Director of Place.

(References – report by the Executive Director of Place, submitted)

## **17. SEStran's Proposal to Move from a Model 1 to a Model 3 Regional Transport Partnership**

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The Committee was asked to note the content and conclusions of the report by the Executive Director of Place and to support SEStran in continuing to develop proposals regarding a move a Model 3 Regional Transport Partnership under the Transport (Scotland) Act 2005.

### **Decision**

To note the content and conclusions of the report by the Executive Director of Place and to support that SEStran should continue to develop the proposal for further consideration.

(References – report by the Executive Director of Place, submitted)

## **18. Transport for Edinburgh Update**

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Details concerning the development of business cases regarding Edinburgh Bus Station and Council Park and Ride Sites was provided.

### **Decision**

- 1) To note that Transport for Edinburgh had undertaken initial scoping work concerning Edinburgh Bus Station and Park and Ride Sites, and that officers would work with Transport for Edinburgh to comprehensively review work to date and assist with the development of Business Cases.
- 2) To agree to delegate approval of the final business cases to the Executive Director of Place, in consultation with the Convener and Vice Convener, as well as group transport spokespeople.

### **Declaration of Interests**



Councillors Hinds, McVey and Bagshaw declared a non-financial interest in the above item as Board Members of Transport for Edinburgh.

(Reference – report by the Executive Director of Place, submitted)

## **19. Safety first – close the bridge! – referral from the Petitions Committee**

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The Petitions Committee had referred a petition entitled 'Safety first – close the bridge!' to the Transport and Environment Committee for consideration.

### **Decision**

To note the referral report from the Petitions Committee

(References – Petitions Committee, 23 January 2013 (item 5); report Head of Strategy and Insight, submitted)

## **20. Request to Close Viewforth at the South Side of the Union Bridge Canal**

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Details were provided regarding concerns about the number of pupils walking to Boroughmuir High School and the potential conflict with vehicles.

### **Decision**

To agree that the Transport and Environment Committee would visit the site to observe the issues that had been raised.

(Reference – report by the Executive Director of Place, submitted)

## **21. Cultivating Communities: A Growing Success 2017-2027**

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Approval was sought for the implementation of new allotment strategy for Edinburgh 'Cultivating Communities: A Growing Success'.

### **Decision**

- 1) To note the consultation on a new allotment strategy.
- 2) To approve the allotment strategy Cultivating Communities – A Growing Success 2017-2027.
- 3) To thank Officers for the work carried out in developing the allotment strategy.

(Reference – report by the Executive Director Place, submitted)

## **22. Public Utility Company Performance 2016/17 Quarter 3 (October, November and December 2016)**

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Details were provided of the performance of Public Utility Companies during the period October 2016 to December 2016 (Quarter 3), for the 2016/17 financial year.

### **Decision**

To note the report and the arrangements for securing an improved level of performance from all Public Utilities.

(Reference – Transport and Environment Committee 18 June 2012 (item 17); report by the Executive Director Place, submitted)

## **23. Parking on Polwarth Terrace, Edinburgh**

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Approval was sought to commence the legal process required to introduce, on an experimental basis, additional parking provision on Polwarth Terrace.

### **Decision**

- 1) To note the content of the report by the Executive Director Place and its appendices.
- 2) To approve the commencement of the legal process required to introduce, on an experimental basis, the parking places detailed within the report.

(Reference – Transport and Environment Committee 25 August 2016 (item 26); report by the Executive Director Place, submitted)

## **24. Priority Parking in South Morningside**

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Approval was sought to commence the legal process required to extend the South Morningside Priority Parking Area.

### **Decision**

- 1) To note the results of the consultation process.
- 2) To commence the legal process to extend the B2 priority Parking Area (PPA).

(Reference – report by the Executive Director Place, submitted)

## **25. Roads Contract Management: Follow Up – referral from the Governance, Risk and Best Value Committee**

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The Convener ruled that the following item, notice of which had been given at the start of the meeting, be considered as a matter of urgency in order that it be considered timeously.

The Governance, Risk and Best Value Committee had referred a report entitled 'Roads Contract Management: Follow Up' to the Transport and Environment Committee for scrutiny.

### **Decision**

To note the referral report from the Governance, Risk and Best Value Committee.

(Reference – Governance, Risk and Best Value Committee 9 March 2017 (item 8); report by the Executive Director Place, submitted)

## **26. Implementation of 20mph – Motion by Councillor Mowat**

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The following motion by Councillor Mowat, seconded by Councillor Cook was submitted in terms of Standing Order 29.1.

Committee:

Notes with concern the volume of additional signage that is being installed to facilitate the 20mph zones across the City and is especially concerned where additional poles are being placed on streets in Conservation Areas and the World Heritage Site where there is no other pavement clutter which is contrary to the Council's policy on reducing street clutter and that roundels are being painted onto setted streets; and asks:

- 1) That the guidance issued to Councillors on the implementation of 20 mph speed limits is reviewed to ensure that installation is in line with this guidance.
- 2) That the relevant legislation is provided to Committee demonstrating that these signs are necessary and that the contractor had been correctly instructed in the placement of these signs.
- 3) Where signs had been installed or roundels painted on the road in contravention to council policy or guidance these are removed.
- 4) Any further installation of traffic signage to advertise the 20mph zones subject to consultation with local councillors to prevent any further unnecessary works being carried out.

## **Amendment**

- 1) To note with concern that some Conservative Councillors are seeking additional 20mph signage and others seeking less.
  - 2) To agree to circulate a note of the legislation surrounding 20mph signage as well as the guidance followed by officers to all Councillors.
  - 3) The Committee further notes that the Conservative Group appears to had no consistent criteria in relation to which streets should be considered for 20mph. In light of this, Committee looks forward to receiving the Conservative Group's clear proposals on this matter.
- moved by Councillor Hinds, Seconded by Councillor McVey

## **Voting**

- For the motion - 3 votes
- For the amendment - 11 votes

## **Decision**

- 1) To note with concern that some Conservative Councillors are seeking additional 20mph signage and others seeking less.
- 2) To agree to circulate a note of the legislation surrounding 20mph signage as well as the guidance followed by officers to all Councillors.
- 3) The Committee further notes that the Conservative Group appears to had no consistent criteria in relation to which streets should be considered for 20mph. In light of this, Committee looks forward to receiving the Conservative Group's clear proposals on this matter.

# Item No 5.1 - Key decisions forward plan

## Transport and Environment Committee – 10 August 2017

10 August 2017 to 5 October 2017

Item	Key decisions	Expected date of decision	Wards affected	Director and lead officer	Coalition pledges and Council outcomes
1.	Roads and Transport Framework Contract	5 October 2017		Executive Director of Place Lead Officer: Karen Stevenson 0131 529 5494 <a href="mailto:karen.stevenson2@edinburgh.gov.uk">karen.stevenson2@edinburgh.gov.uk</a>	
2.	Edinburgh Conscientious Objectors Memorial Petition	5 October 2017		Executive Director Place Lead Officer: David Jamieson 0131 529 7055 <a href="mailto:david.jamieson@edinburgh.gov.uk">david.jamieson@edinburgh.gov.uk</a>	
3.	Strategic Direction/Work Programme	5 October 2017		Executive Director of Place Lead Officer: Paul Lawrence 0131 529 7325 <a href="mailto:paul.lawrence@edinburgh.gov.uk">paul.lawrence@edinburgh.gov.uk</a>	
4.	Reduction of Speed Limit on A71 at Dalmahoy – Objections to TRO	5 October 2017		Executive Director of Place Lead Officer: Calum Smith 0131 469 3592 <a href="mailto:c.smith@edinburgh.gov.uk">c.smith@edinburgh.gov.uk</a>	

Item	Key decisions	Expected date of decision	Wards affected	Director and lead officer	Coalition pledges and Council outcomes
5.	Transport for Edinburgh - Governance	5 October 2017		Executive Director of Place Lead Officer: Ewan Kennedy 0131 469 3575 <a href="mailto:ewan.kennedy@edinburgh.gov.uk">ewan.kennedy@edinburgh.gov.uk</a>	
6.	Progress Report on Lothian Buses Business Plan	5 October 2017		Executive Director of Place Lead Officer: Ewan Kennedy 0131 469 3575 <a href="mailto:ewan.kennedy@edinburgh.gov.uk">ewan.kennedy@edinburgh.gov.uk</a>	
7.	Alternatives to Glyphosate	5 October 2017		Executive Director of Place Lead Officer: Gareth Barwell 0131 529 5844 <a href="mailto:gareth.barwell@edinburgh.gov.uk">gareth.barwell@edinburgh.gov.uk</a>	
8.	Wayfinding Project	5 October 2017		Executive Director of Place Lead Officer: Anna Grant 0131 529 3521 <a href="mailto:anna.grant@edinburgh.gov.uk">anna.grant@edinburgh.gov.uk</a>	
9.	Review of School Crossing Patrol Services Progress Report	5 October 2017		Executive Director of Place Lead Officer: Allan Hoad 0131 469 3393 <a href="mailto:allan.hoad@edinburgh.gov.uk">allan.hoad@edinburgh.gov.uk</a>	
10.	Marchmont to Kings Buildings Cycle Route – Objections to TRO and redetermination order	5 October 2017		Executive Director of Place Lead Officer: Adrian O'Neill 0131 469 3191 <a href="mailto:adrian.oneill@edinburgh.gov.uk">adrian.oneill@edinburgh.gov.uk</a>	

Item	Key decisions	Expected date of decision	Wards affected	Director and lead officer	Coalition pledges and Council outcomes
11.	Replacement of Salvesen Steps on the River Almond	5 October 2017		Executive Director of Place Lead Officer: David Jamieson 0131 529 7055 <a href="mailto:david.jamieson@edinburgh.gov.uk">david.jamieson@edinburgh.gov.uk</a>	
12.	Landscape and Associated Works – Business Bulletin	5 October 2017		Executive Director of Place Lead Officer: David Jamieson 0131 529 7055 <a href="mailto:david.jamieson@edinburgh.gov.uk">david.jamieson@edinburgh.gov.uk</a>	
13.	Saughton Park and Gardens Heritage Lottery Fund Deliver Phase Grant Award – Business Bulletin	5 October 2017		Executive Director of Place Lead Officer: David Jamieson 0131 529 7055 <a href="mailto:david.jamieson@edinburgh.gov.uk">david.jamieson@edinburgh.gov.uk</a>	
14.	Smarter Choices – Business Bulletin	5 October 2017		Executive Director of Place Lead Officer: Judith Cowie 0131 469 3694 <a href="mailto:judith.cowie@edinburgh.gov.uk">judith.cowie@edinburgh.gov.uk</a>	

# Item 5.2 - Outstanding Actions Log

## Transport and Environment Committee

10 August 2017

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
1	21 March 2017	<a href="#">Deputation – Merchiston Community Council</a>	To agree to report back to the next Transport & Environment Committee the outcome of the working group's deliberations.	Executive Director of Place Lead Officer: Robbie Beattie Scientific & Environmental Services Manager 0131 555 7980 robbie.beattie@edinburgh.gov.uk	7 December 2017		
2	21 March 2017	<a href="#">Transport and Environment Committee Business Bulletin</a>	To note that work on the resurfacing of Brighton Place would be postponed until the settled streets report returns to the Transport and Environment Committee on 1 August 2017.	Executive Director of Place Lead Officer: Sean Gilchrist, Roads Renewal Manager 0131 529 3765 sean.gilchrist@edinburgh.gov.uk	5 October 2017		Settled streets report to come to Committee on 7 December 2017.
3	21 March 2017	<a href="#">Landfill and Recycling</a>	To approve the proposed approach to tackling increasing examples of businesses leaving waste bins unattended outside of prescribed collection times and to revisit the existing food and glass exemptions granted to businesses. The success of this would be subject to	Executive Director of Place Lead Officer: Andy Williams, Technical Manager 0131 469 5660 andy.williams@edinburgh.gov.uk	7 December 2017		



No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
			a future report to Committee.				
4	21 March 2017	<a href="#">Redesign of Recycling Services in Tenements and Flats</a>	To note the development of a communal redesign project and to agree to receive a further report towards the end of the calendar year that advises on the development of a communal bins redesign proposal, which outlines the feasibility studies that intend to shape the scope of a future project.	Executive Director of Place Lead Officer: Angus Murdoch, Technical Coordinator, Waste and Cleansing Services 0131 469 5427 angus.murdoch@edinburgh.gov.uk	7 December 2017		
5	17 January 2017	<a href="#">Setted Streets Progress Report</a>	To continue consideration of the report by the Executive Director of Place to the meeting of the Transport and Environment Committee on 21 March 2017 to allow for further engagement/consultation and associated costs to be established.	Executive Director of Place Lead Officer: Karen Stevenson, Senior Planning Officer karen.stevenson@edinburgh.gov.uk 0131 469 3659 Lead Officer: Sean Gilchrist, Roads Renewal Manager sean.gilchrist@edinburgh.gov.uk 0131 529 3765	7 December 2017		Setted streets report to come to Committee on 7 December 2017.
6	17 January 2017	<a href="#">Transport for Edinburgh Strategic Plan 2017 – 2021 and Lothian Buses Plan 2017-2019</a>	To approve Lothian Buses new Business Plan 2017-2019 noting the areas for further work as set out in paragraph 3.20, and to request a progress report by Autumn 2017 on these matters.	Executive Director of Place Lead Officer: Ewan Kennedy, Senior Manager – Transport Networks ewan.kennedy@edinburgh.gov.uk 0131 469 3575	5 October 2017		Report too come to Committee on 5 October 2017.

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
7	17 January 2017	<a href="#">Transport for Edinburgh Strategic Plan 2017 – 2021 and Lothian Buses Plan 2017-2019</a>	To note that Transport for Edinburgh's three year operational plan would be presented at a future Committee meeting for approval.	Executive Director of Place Lead Officer: Ewan Kennedy, Senior Manager – Transport Networks ewan.kennedy@edinburgh.gov.uk 0131 469 3575	7 December 2017		This point will be covered in Committee on 7 December 2017
8	17 January 2017	<a href="#">Transport for Edinburgh Strategic Plan 2017 – 2021 and Lothian Buses Plan 2017-2019</a>	To note that Transport for Edinburgh would submit, for approval, Business Cases for the functions and activities that were agreed by the Committee at its meeting on 30 August 2016.	Executive Director of Place Lead Officer: Ewan Kennedy, Senior Manager – Transport Networks ewan.kennedy@edinburgh.gov.uk 0131 469 3575	7 December 2017		
9	17 January 2017	<a href="#">Charges for Special Uplifts</a>	To agree that the financial impact of this charge would be closely monitored for the next 12 months and would be reported to a future meeting of the Transport and Environment Committee	Executive Director of Place Lead Officer: Executive Director of Place Gareth Barwell, Waste and Cleansing Manager gareth.barwell@edinburgh.gov.uk 0131 529 5844	7 December 2017		
10	17 January 2017	<a href="#">Policies - Assurance Statement</a>	To note the intention of officers to bring forward a suite of policies for Waste and Cleansing Services to Transport and Environment Committee during the course of 2017/18.	Executive Director of Place Lead Officer: David Lyon, Head of Environment david.lyon@edinburgh.gov.uk 0131 529 7047  John Bury, Head of Planning and	2017/18		

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
				Transport john.bury@edinburgh.gov.uk 0131 529 3494			
11	17 January 2017	<a href="#">Motion by Councillor Jackson - Granton Square</a>	Notes the dangerous situation for pedestrians at Granton Square, particularly for those trying to cross at any of the six roads that lead on to it.  Committee therefore calls for a report within one cycle on what measures can be introduced to address this issue with consideration being given to pedestrian crossings and/or other traffic signal solutions.	Executive Director of Place Lead Officer: Andrew Easson Transport Manager 0131 469 3643 andrew.easson@edinburgh.gov.uk	10 August 2017		Update provided in the Business Bulletin of 10 August 2017
12	01.11.16	<a href="#">Alternatives to the Use of Glyphosate-Based Herbicide to Control Weeds on Streets and Green Spaces</a>	To note the intention to develop, implement and report back to the Transport and Environment Committee within 12 months an Integrated Weed control Programme with achievable targets and objectives for the control of weeds along roadsides, pavements, other hard surfaces, and in parks and other green spaces. This programme to focus on the application of mulches and cultural maintenance, mechanised weed brushes, rippers and path edgers,	Executive Director of Place Lead Officer: David Jamieson, Parks & Green Space Manager 0131 529 7055 <a href="mailto:david.jamieson@edinburgh.gov.uk">david.jamieson@edinburgh.gov.uk</a>	5 October 2017		

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
			and electricity and to include a timetable for the phasing out of the use of glyphosate within the authority and hope to have alternatives in place.				
13	01.11.16	<a href="#">Seafield Waste Water treatment - Monitoring of Scottish Water Odour Improvement Plan</a>	To note that some residents no longer report odour incidents, either because they feel it makes no difference or because they report that it is too difficult to do so, and to agree to bring forward proposals to make it easier for residents to report odour incidents, including but not limited to online or digital ways to register such incidents.	Executive Director of Place Lead Officer: Susan Mooney, Head of Regulatory Service and Housing 0131 529 7587 susan.mooney@edinburgh.gov.uk  Andrew Mitchell, Community Safety Senior Manager 0131 469 5822 andrew.mitchell@edinburgh.gov.uk	7 December 2017		
14	30.08.16	<a href="#">Water of Leith Valley Improvement Proposals (Dean to Stockbridge Section)</a>	To ask that the outcome of the feasibility study be reported to a future meeting of the Transport and Environment Committee.	Executive Director of Place Lead Officer: David Jamieson Parks, Greenspace & Cemeteries 0131 529 7055 david.jamieson@edinburgh.gov.uk	7 December 2017		
15	07.06.16	<a href="#">Delivering the Local Transport Strategy 2014-2019: Parking</a>	To acknowledge that a further Report on that Traffic Regulation Order process, as per Appendix 4 the report by the Executive Director of Place, would come back to the Transport and Environment	Executive Director of Place Lead Officer: Andrew MacKay Professional Officer 0131 469 3577 a.mackay@edinburgh.gov.uk	June 2018		

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
		<a href="#">Action Plan Forward</a>	Committee for final decision in Q2 of 2018.				
16	07.06.16	<a href="#">Sustainable Transport Accreditation and Recognition for Schools (STARS) - Update and Future Proposals</a>	To request an annual progress report, the first being in June 2017	Executive Director of Place Lead Officer: Lorna Henderson Road Safety Officer - Road Safety 0131 469 3786 lorna.henderson@edinburgh.gov.uk	10 August 2017		Update provided in the Business Bulletin of 10 August 2017
17	07.06.16	<a href="#">Review of Scientific Services &amp; Mortuary Services</a>	To agree to accept further reports on the outcome of the financial impact assessment of a Scottish Shared Scientific Service and the outline business case for the shared laboratory and mortuary facility in the Edinburgh BioQuarter.	Executive Director of Place Lead Officer: Robbie Beattie Scientific & Environmental Services Manager 0131 555 7980 robbie.beattie@edinburgh.gov.uk	17 January 2017		<b>Update:</b> Expected completion date revised from 17 January 2017 07 December 2017
18	07.06.16	<a href="#">George Street Experimental Traffic Regulation Order Concluding Report and Design Principles</a>	To authorise officers to explore the most appropriate procurement options in order to expedite the delivery of the next design steps, securing best value for the Council and ensuring the appropriate design and technical expertise required, to develop the Design Principles into a Stage D design, that would be brought back to the	Executive Director of Place Lead Officer: Anna Herriman City Centre Programme Manager 0131 469 3853 anna.herriman@edinburgh.gov.uk	1 November 2016		Expected completion date revised from 1 November 2016 17 May 2018

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
			Committee for approval as a proposed Traffic Regulation Order.				
19	15.03.16	<a href="#">Carbon Literacy Programme for Edinburgh</a>	To agree a further report detailing the key findings of a pilot carbon literacy programme with three city organisations would be presented to the Transport and Environment Committee in Spring 2017.	Chief Executive Lead Officer: Jenny Fausset Senior Corporate Policy Officer 0131 469 3538 jenny.fausset@edinburgh.gov.uk	Spring 2017		
20	15.03.16	<a href="#">Review of School Crossing Patrol Service</a>	To note the intention to present the outcome of the review to this committee at its meeting in October 2016.	Executive Director of Place Lead Officer: Andrew Easson Transport Manager 0131 469 3643 andrew.easson@edinburgh.gov.uk	5 October 2017		
21	15.03.16	<a href="#">Saughton Park and Gardens Heritage Lottery Fund Delivery Phase Grant Award</a>	To note that an update report would be submitted to the Committee prior to the start of the Construction Phase.	Executive Director of Place Lead Officer:	5 October 2017		An update will be given in the Business Bulletin of 5 October 2017
22	25.08.15	<a href="#">Edinburgh Conscientious Objectors Memorial Petition referral from</a>	To note the agreement that officers would report on the outcome of discussions with the principal petitioner.	Executive Director of Place Lead Officer: David Jamieson Parks and Greenspace Manager 0131 529 7055 david.jamieson@edinburgh.gov.uk	5 October 2017		

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
		<a href="#">the Petitions Committee</a>					
23	02.06.15	<a href="#">City Centre Public Spaces Manifesto Update</a>	To note that a report on the findings and recommendations of this public consultation and Castle Street trial would be submitted to the Transport and Environment Committee in the Autumn of 2016.	Executive Director of Place Lead Officer: Anna Herriman Partnership & Information Manager 0131 429 3853 <a href="mailto:anna.herriman@edinburgh.gov.uk">anna.herriman@edinburgh.gov.uk</a>	7 December 2017		
24	17.03.15	<a href="#">Travel Discount Cards for Young Carers – Motion by Councillor Hinds</a>	The Acting Director of Services for Communities to explore options with Lothian Buses concerning the purchase of Discount Cards (with 100 journeys) for Young Carers (16-18 years old) and how these could best be distributed to Young Carers.	Executive Director of Place Lead Officer: David Lyon, Head of Service – Environment 0131 529 7047 <a href="mailto:david.lyon@edinburgh.gov.uk">david.lyon@edinburgh.gov.uk</a>	This will now be incorporated into a wider 'carer' agenda and will be reported to Health, Social Care and Housing Committee.		
25	13.01.15	<a href="#">Attitudes to Recycling</a>	To agree for an updated communications and engagement strategy to be brought to Committee in Autumn 2015.	Executive Director of Place Lead Officer: Lesley Sugden Waste Strategy Manager 0141 469 5764 <a href="mailto:lesley.sugden@edinburgh.gov.uk">lesley.sugden@edinburgh.gov.uk</a>	10 August 2017		Communication and engagement included within the East and Cleansing Performance Update reports on the agenda for the 10

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
							August 2017 Committee meeting.





# Item 6.1 - Business bulletin

## Transport and Environment Committee

**10.00am, Thursday, 10 August 2017**

Council Chamber, City Chambers, High Street, Edinburgh

# Transport and Environment Committee

Convener:	Members:	Contact:
<p>Councillor Lesley Macinnes</p>  <p>Councillor Karen Doran (Vice-Convenor)</p> 	<p>Councillor Scott Arthur Councillor Gavin Barrie Councillor Chas Booth Councillor Graeme Bruce Councillor Steve Burgess Councillor Nick Cook Councillor Gillian Gloyer Councillor David Key Councillor Callum Laidlaw Councillor Adam McVey Councillor Cammy Day</p>	<p><a href="#">Alison Coburn</a> Senior Executive Officer 0131 529 3149</p> <p><a href="#">Veronica MacMillan</a> Committee Services 0131 529 4283</p> <p><a href="#">Blair Ritchie</a> Committee Services 0131 529 4085</p>

## Recent news

### **Petition from North Merchiston Residents' Association**

On 30 March 2017, the Petitions Committee considered a Petition from the North Merchiston Residents' Association entitled "Turn up street lights". The petitioners named the following five streets in which they wished the street lights turned up: Bryson Road; Dundee Terrace; Fowler Terrace; Ritchie Place and Watson Crescent.

Officers reported that, since receiving the petition, the lanterns in Bryson Road had been replaced with wide street comfort optics, with a lantern in Ritchie Place and a lantern in Watson Crescent realigned to provide a better distribution of light. Officers also reported that a meeting was planned with colleagues in Forestry to resolve the outstanding issue with trees impacting on light distribution.

The Committee asked that an update be included within a future Transport and Environment Business Bulletin regarding future planned work to resolve the issues raised by the petition.

Since the Petitions Committee, the remaining issue (with trees) has been resolved through the removal of two trees from the junction of Bryson Road with Tay Street and the relocation of a street lighting column (at the junction of Watson Crescent with Tay Street).

## Background

### **For Further Information**

Contact: Alan Simpson,  
Street Lighting and Traffic  
Signals Manager,  
Infrastructure, Place  
Management

0131 529 3722

[Alan.simpson@edinburgh.gov.uk](mailto:Alan.simpson@edinburgh.gov.uk)

### **To remove stationary training machines from Meadows and Bruntsfield Links**

An invalid petition entitled 'To remove stationary training machines from Meadows and Bruntsfield Links' was made open for signatures on the Council website on 20 April 2017.

The petition asked that the training machines be removed from the Links due to lack of use and perceived damage to the image of the park.

By its closing date on 3 August 2017 the petition received 1 signature.

A petition requires 200 signatures before it can be considered by a Council Committee. Where a petition refers to a local issue, the Convener has the discretion to declare a petition with more than 50 signatures valid.

This petition cannot be considered as it did not receive the

### **For Further Information**

Contact: Stuart McLean,  
Governance Officer.

0131 529 4106

[stuart.mclean@edinburgh.gov.uk](mailto:stuart.mclean@edinburgh.gov.uk)

minimum number of signatures required by its closing date.

## Recent news

### Granton Square Update

At the Transport and Environment Committee on 17 January 2017 a motion was raised by former Councillor Jackson that called for a report within one cycle on what measures could be introduced to assist pedestrians trying to cross the roads at Granton Square.

It was subsequently agreed with the former Councillor that it would not be possible to undertake the investigatory work necessary for this within the timescale requested.

The Council then submitted a bid for Sustrans Community Links funding to assist with the development of a local placemaking scheme for the Square. This bid was successful and we are now arranging for traffic and pedestrian surveys to be undertaken after the end of the school summer holiday period.

Following this, we will consult with the local community to develop proposals that address the difficulties that they are experiencing. A further update will be provided to Committee once these proposals have been developed.

In addition, the Edinburgh Local Development Plan Action Programme published in December 2016, includes an action to deliver a public realm project on Granton Square with an estimated cost of £2m. Funding for this has yet to be identified.

## Background

**Contact:** Stacey Monteith-Skelton, Senior Engineer (Road Safety), Planning and Transport on 0131 469 3558 or [Stacey.monteith-skelton@edinburgh.gov.uk](mailto:Stacey.monteith-skelton@edinburgh.gov.uk)

## Recent news

### Smarter Choices, Smarter Places 2017/18 Update

The full funding offer of £456,081 was awarded to the Council on 10 March 2017, along with a further £88,211 of supplementary funding that had become available because other Councils had been unable to make full use of the funding that they had been offered. This brings the total funding available to the Council for the 2017/18 Smarter Choices Smarter Places (SCSP) programme to £544,292.

The broad categories of work agreed by Committee for the 2017/18 programme are:

- travel planning;
- route marketing;

## Background

On [21 March 2017](#) Committee noted that the Council had been invited to bid for £456,081 of revenue funding from the Scottish Government, as part of the 2017/18 Smarter Choices Smarter Places (SCSP) initiative, and approved a broad programme of initiatives to be undertaken using this funding.

- research and development; and
- 20mph and active travel street management.

The individual initiatives that are to be taken forward within each of these categories have now been selected and appropriate funding allocations have been determined, in consultation with the Convener and the Vice Convener.

The opportunity was identified to create several new, fixed term posts as part of the programme and recruitment processes to fill these are ongoing.

On [23 March 2017](#), the Finance and Resources Committee approved the award of a £72,000 contract to a travel planning consultant.

A plan has also been developed for the evaluation of the 2017/18 programme, as required by the conditions of the funding grant.

Committee also agreed to delegate powers to the Senior Manager – Roads Network, in consultation with the Convener and the Vice Convener, to further develop and deliver a plan and detailed programme for spending these monies and requested that regular Business Bulletin updates be provided.

## Recent news

### **Sustainable Transport Accreditation and Recognition for Schools (STARS) - Update and Future Proposals**

The project has left a legacy of a road safety accreditation framework that is very popular in schools. Ten primary schools took part in 2014, with four schools reaching bronze level. In 2015, 35 schools signed up and started working towards gold accreditation. We presently have two schools that have achieved gold. All schools (both state and independent) are now able to submit a report at the end of the school year, detailing the road safety activities they have been involved in throughout the year. These are assessed and awards made at an appropriate level.

STARS awards are presented at the Junior Road Safety Officer (JRSO) launch event in the City Chambers. JRSOs promote road safety to their peers through assemblies, notice boards, events and competitions. The next event will take place in the City Chambers on 13-14 September and invitations have been sent to all participating schools.

STARS funding also supported the provision of i-bike officers, who worked in schools to promote cycling to staff and pupils, and they also recruit and support volunteers to continue the programme within schools after the first year.

Although the EU funded project has now officially ended, STARS activities in schools continue. Exchange rate fluctuations have resulted in a carry over of EU funding into this financial year, which is sufficient to support the employment of an i-bike officer for 2017/18. A new officer was appointed to undertake this role in May.

In addition, the Council employs two Road Safety and Active Travel Liaison Officers on a permanent basis, who support JRSOs in carrying out activities that count towards their STARS award.

## Background

Edinburgh is one of 13 European partners that participated in the STARS (Sustainable Travel Accreditation and Recognition for Schools) project.

This was a three year EU funded programme of measures to increase walking and cycling to school and to share best practice amongst partners.

STARS began in September 2013 and the project officially came to an end in March 2016.

Further information is available at [http://www.streetsaheadedinburgh.org.uk/info/35/school\\_travel/83/stars](http://www.streetsaheadedinburgh.org.uk/info/35/school_travel/83/stars)

## Recent news

### **Water of Leith Basin Siltation Study**

External consultants have completed a study into potential flooding at the Water of Leith basins (area between Leith Docks and West Bowling Green Street Bridge as shown on the attached location plan as Appendix 1 below) and concluded that the risk of flooding is low/medium.

The consultants have produced the Water of Leith Basin Siltation Study including Executive Summary and Non-Technical Summary.

The Executive Summary from the Non-Technical Summary of the findings in relation to flooding has been attached as Appendix 2, below.

It should be noted that it is considered that the silt levels have reached equilibrium and that the management of potential flooding is heavily dependent upon Forth Port's operation of the overflow culverts at the docks.

The report demonstrates that it is not anticipated that the Water of Leith will flood out of bank at the Water of Leith Basin, until approximately the 1 in 200 year flood event. The 1 in 200 year event, is a flood event that statistically has a 0.5 percent likelihood of occurrence in any year.

As the risk of flooding is low/medium it is not intended to provide defences or dredge this stretch of the Water of Leith to manage flooding.

## Background

A report to the Transport and Environment Committee in [October 2014](#) gave detail on siltation in the Water of Leith Basin.

The Friends of the Water of Leith expressed concerns in relation to siltation, from flooding and amenity perspectives.

External consultants were commissioned in June 2016 with approval of the Finance and Resources Committee to carry out a siltation study.

### **For Further Information**

Contact: Tom Dougall,  
Structures and Flood Prevention  
Manager, Planning and Transport

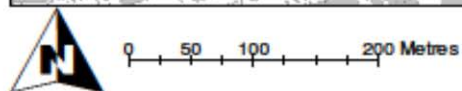
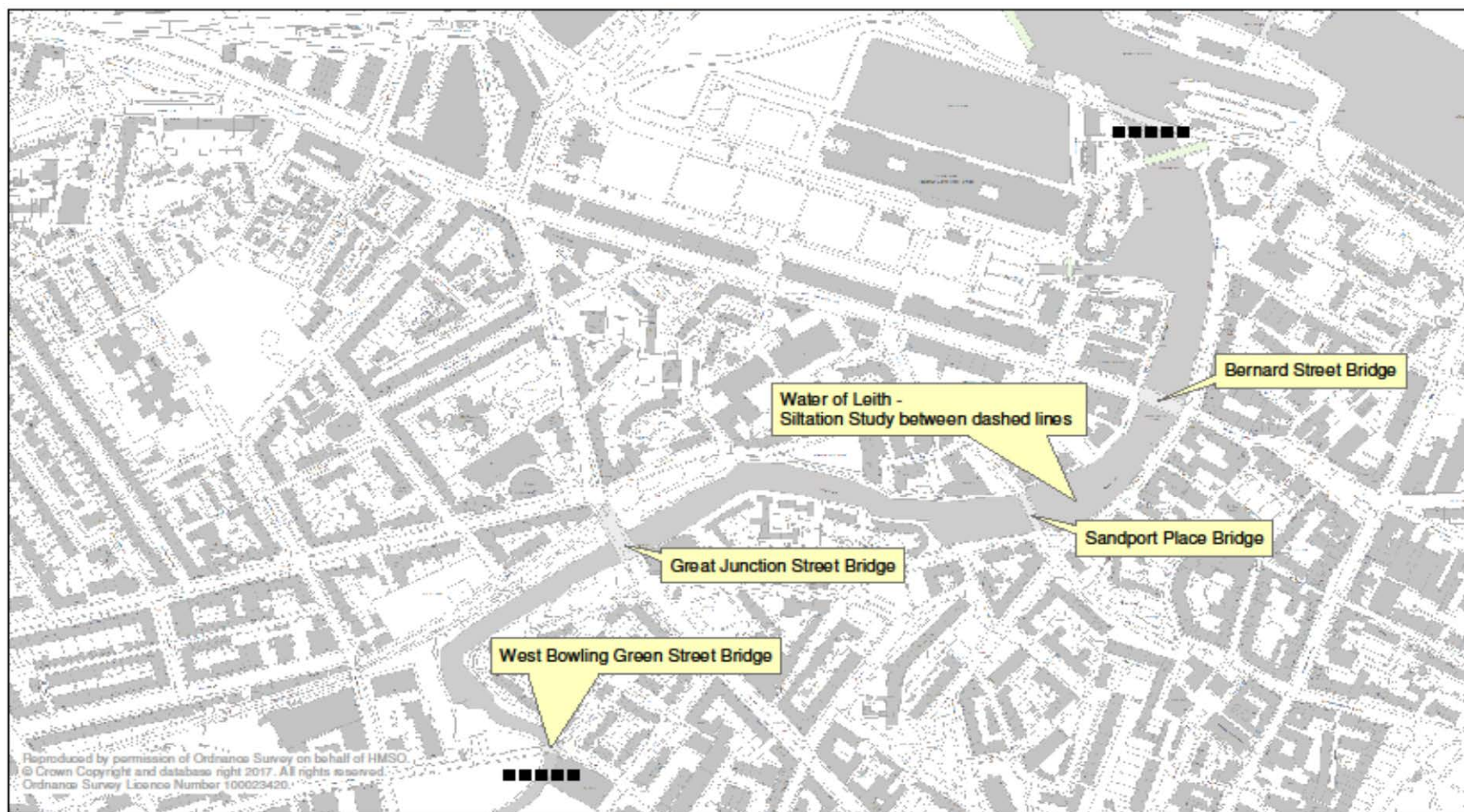
0131 469 3753

[Tom.dougall@edinburgh.gov.uk](mailto:Tom.dougall@edinburgh.gov.uk)

### **Forthcoming activities:**

Based on the recommendations in the report, the levels of silt will be visually inspected during the annual river inspections. If it is found there is significant change a further survey could be undertaken.

## Appendix 1 (Water of Leith Basin)





## Executive Summary

AECOM carried out an investigation into siltation and flood risk in the Water of Leith Basin, and this report contains a non-technical summary of the findings.

Since the construction of Leith Docks in 1969 the water level in the river basin is controlled (i.e. kept artificially high) by the water level in Leith Docks; Forth Ports maintains a constant water level in the dock for shipping operations. This has resulted in the accumulation of a significant quantity of silt in the basin. There is a concern that this silt could place the local area at an increased risk of flooding due to the reduced flow capacity in the river. Additionally the silt is exposed at times of low flow, which causes an odour problem.

AECOM carried out a survey of the silt levels within the basin. These levels were then compared with a survey carried out previously in 2003. Some areas had gained a large amount of sediment, whereas other areas had lost sediment. It was therefore difficult to identify a consistent pattern. Overall, there appeared to be a reduction in sediment levels since 2003 (100-200mm depth on average over the basin). Comparing two snap shots in time may not give an accurate picture of the overall process though, so there is uncertainty in these findings. It was therefore recommended that the silt level is monitored by visual inspection (annually) and re-surveyed regularly (every 10 years or sooner if there is evidence of significant change). Tests carried out on the sediment indicate that the contaminants present are not a risk to human health at the concentrations detected.

The City of Edinburgh Council provided an existing computational model of the Water of Leith that was originally developed for the Water of Leith Flood Prevention Scheme. The model was updated to include the new survey data to provide an up-to-date assessment of flood risk in the basin. It was found that the risk of flooding is generally medium to low, with only isolated areas potentially having a flood risk higher than 0.5% annual probability (1 in 200). Blockage of the bridges would increase the risk; however the Council holds no records of this occurring. The flood level throughout the study area, in particular downstream of Sandport Place, is strongly influenced by the water level in Leith Docks. This level is highly dependent on the operation of the flood relief apparatus located at the locks. Forth Ports has arrangements in place for controlling the apparatus during a flood.

Any flood protection works would need to demonstrate economic, social and environmental sustainability for funding to be considered by the Scottish Government. A review of available options for managing flood risk was carried out. In order to reduce the risk of flooding, major works would be required. This could involve extensive and regular dredging, flood walls or alteration to the way Leith Docks operates. Since the current level of flood risk is not high, it was considered that such works cannot be justified. SEPA maintains a flood warning scheme for the area which will help local residents and businesses mitigate the effects from any flooding.

There are options available for managing the odour problem associated with the silt including reducing the amount of silt entering the watercourse (source control), dredging (removal of silt) or using plants to digest the silt:

- **Source control** was not considered to be an appropriate solution to the problem, as there is no single source of the silt.
- **Dredging** would involve major works at an estimated cost of around £4M for removing a 1m depth from across the study area, although more targeted options may be available.
- **Digestion** of the silt would not reduce silt levels quickly, but it could be an aesthetically pleasing option.

Contaminant assessment of the silt carried out on behalf of AECOM indicated that the silt would not pose a risk to human health at the contaminant concentrations detected. The detailed assessment of odour control options was not part of this study so some further work would be required if funding was made available to investigate this.

# Transport and Environment Committee

10.00am, Thursday, 10 August 2017

## Roads Services Improvement Plan

Item number	7.1
Report number	
Executive/routine	
Wards	All

### Executive summary

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This report presents for approval a Roads Services Improvement Plan. The plan identifies the different issues that impact on road asset management performance and the actions that the service will take to address them. Progress on implementing the plan and the impact it is having on performance, complaints and road condition will be reported to this committee on a regular basis.

### Links

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[Coalition pledges](#)  
[Council outcomes](#)  
[Single Outcome Agreement](#)

## Roads Services Improvement Plan

### 1. Recommendations

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- 1.1 It is recommended that the Transport and Environment Committee:
  - 1.1.1 approves the roads services improvement plan; and
  - 1.1.2 notes the intention to provide progress reports to future meetings of this Committee.

### 2. Background

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- 2.1 The Council needs to maintain a high-quality road network to ensure the safety of road users, to ensure road users can freely travel around our network and to protect the overall appearance of Edinburgh as a city.
- 2.2 A recent internal audit report on the operation of Edinburgh Road Services was reported to [Governance, Risk and Best Value Committee](#) on 9 March 2017.
- 2.3 The current organisational structure places responsibility for our roads across seven third tier managers. These are:

#### **Edinburgh Road Services**

- 2.4 This is the operational arm of the internal service. ERS undertake nearly all revenue work and a small amount of capital work on the city's roads. They are responsible for a wide range of functions including defect repairs, street lighting repairs, gully emptying and line marking. In addition, the service delivers some larger scale revenue works such as surface patching as well as a small number of re-surfacing capital projects.

#### **Transport Infrastructure**

- 2.5 This is responsible for the design and asset management element of the service. They lead on designing and procuring capital works and the coordination of our Roads Asset Management Plan (RAMP). The service is responsible for the inspection and maintenance of bridges and structures as well as managing flooding and drainage issues. Finally, the service acts as the 'client' function for street lighting and gullies i.e. they issue works orders to ERS to undertake this work.

### **Locality Teams**

- 2.6 The four Locality Transport functions sit under a Local Transport and Environment Manager (LTEM). These teams are responsible for conducting roads safety inspections, coordinating roads permits and roadworks locally (through joint working with the Transport Network function) and managing customer enquiries (which often then need signposting to services such as ERS or Transport Infrastructure for resolution). The Locality Transport function is also responsible for gathering local priorities and using these to inform the allocation of local capital funds to design roads projects that have a more specific community benefit. It is this element that needs to be protected and strengthened if possible.

### **Transport Networks**

- 2.7 This service is responsible for the management of how people use our road network. This includes coordinating large scale roadworks and events, managing parking enforcement and leading on active travel and road safety initiatives. In addition, the service leads on the coordination of public transport, including links with Lothian Buses, Edinburgh Tram and the management of the Edinburgh Bus Station.
- 2.8 Whilst our Road Condition Index (RCI) demonstrates that the standard of our roads is better than the Scottish average, it is recognised that the current performance within the service is not fit for purpose. This is confirmed by several measures:
- 2.8.1 The percentage of outstanding roads inspections - 45%;
  - 2.8.2 The number of outstanding defects at a given time – c. 2,400 to date in 2017; and
  - 2.8.3 Public satisfaction with Edinburgh's roads and pavements – currently 52%.

## **3. Main report**

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- 3.1 The Roads Services Improvement Plan is attached in Appendix 1. The Improvement Plan contains a summary of actions as well as giving timescales for implementation and the expected impact that actions will deliver.
- 3.2 The following sections outline the main issues that the Road Services Improvement Plan needs to address:

### **Organisational Structure**

- 3.3 To deliver a more effective service rationalising areas of responsibility is required. The current operating model does not designate clear accountability nor does it allow for simple interactions for members of the public and elected members.

- 3.4 The role of Locality Teams in delivering local priorities needs to be protected and enhanced where possible. However, it needs to be recognised that some functions that have been devolved to Localities offer little in the way of flexibility but carry heavy risks if not fulfilled properly. Splitting these functions four ways has shackled Locality Teams and not allowed them to work proactively with the community.
- 3.5 There needs to be a combined operational arm of Roads Services for the city to manage and maintain all elements of the design and maintenance, from inspection all the way through to repair – be that a repair of one pothole or a major surface enhancement. This will allow more effective asset investment decisions to be made.
- 3.6 There needs to be a single service to focus on coordinating activity on our road network. This should cover everything from a permit request for a scaffold or skip and Temporary Traffic Regulation Orders (TTRO) requests through to major traffic diversions. The current model does not allow for a joined-up approach across the city and is inefficient.

### **Customer Service**

- 3.7 Alongside colleagues from Customer Services and Business Support, there is a need to realign resources to be able to provide more timely updates to members of the public.
- 3.8 The current structure has placed too much responsibility on Locality Teams to deal with members of the public and has led to frustrations when responses are not able to be provided.
- 3.9 Ensuring accountability for certain functions is clearer and by providing appropriate support resource and ICT systems, there will be significant improvements in the level of customer service as customers will receive accurate and up to date information at the point of contact.

### **Road Safety Inspections and Defect Repairs**

- 3.10 Having Roads Inspectors based in the four Locality teams rather than with the repairs service has led to a disconnect between the two service areas.
- 3.11 As a result Edinburgh has a disproportionately high number of defects classified as category 1 (danger to life and limb) which must be made safe within 24 hours. In all cases this leads to a temporary repair being carried out however sampling suggests that many of these defects could have been classified in other categories and therefore could have been repaired permanently with a little more time to plan and prepare.
- 3.12 Creating a link between the Roads Inspectors and the wider RAMP will ensure that the right repair decisions can be made on identification. This will also achieve greater consistency and increased confidence in the integrity of our roads assets.

- 3.13 Investment in training for our Roads Inspectors will be made to ensure that everyone has the same level of knowledge and understanding to aid consistency of service.
- 3.14 Repair squads need to be equipped to carry out a permanent repair on the first visit. This not only prolongs the life of the asset, but also results in improved customer satisfaction as residents and business owners a 'right first time' solution.
- 3.15 In order for this to happen, adequate support is required to ensure that the appropriate preparation is done and that repair squads are equipped with the right information and materials to do the job.

### **Workforce Management**

- 3.16 Staff are our most important asset. In order to maximise their effectiveness we need to ensure that they are properly equipped, trained and engaged. Through the Roads Services Improvement Plan significant investment in time and resources will be made to ensure that all staff have the core skills, equipment, management leadership and support to carry out their duties effectively and that they have access to the information they need and want. We will work with individual staff, managers and Trade Unions to ensure that the working environment is as safe and effective as it can be.

### **Fleet and Depots**

- 3.17 The current fleet is ageing and ineffective.
- 3.18 The fleet needs to be flexible enough to support the regular service needs throughout the year, while being able to adapt to the demands of the winter maintenance service during inclement weather.
- 3.19 By refreshing the fleet to support a year-round service, the service will also be able to maximise productivity.
- 3.20 In addition, a review is planned of the current Edinburgh Road Services operations across the three existing depots to ensure that resources can be deployed as efficiently and effectively as possible across the service.

### **Improved Business Processes**

- 3.21 The current business processes are cumbersome and ineffective. This principally relates to legacy arrangements where there were 'client' and 'contractor' functions. This arrangement was typical of the Compulsory Competitive Tendering approach in the early 1990's. However, the requirement to operate in such a manner ceased around 2003 when the Best Value duty was introduced.
- 3.22 Moving to a fit for purpose in-house repairs function will reduce the current arrangement of internal trading and will eliminate unnecessary administrative tasks, allowing the service to be much more integrated and effective.

3.23 'Confirm' is currently used in some areas of the Council for tracking activities and complaints. It has also been recognised that other local authorities are also using this for road maintenance functions. Rolling out this function in City of Edinburgh Council will allow the service to maximise opportunities for mobile working, provide meaningful management information and to adjust services accordingly and to deliver the best customer experience by building processes around the needs of the customer in the first instance.

### **Improved Asset Management**

3.24 Over the past few years, Transport and Environment Committee has seen an increased focus on asset management through the RAMP. Current performance in this area shows the Council performing better than the Scottish average. However, this is still short of the standard the city should be aspiring to.

3.25 By improving our inspections and making better use of the Confirm system, we can begin to develop a more detailed picture of where investment is needed.

3.26 Moving forward, the service will be responsible for owning the full 'journey' from inspection, through design to carrying out the repair/treatment. This will lead to improvements on the city's roads and should increase resident satisfaction. This will be measured through the Edinburgh People's Survey.

### **Capital Delivery and Contract Management**

3.27 The current approach to Capital expenditure on roads means contracting with engineering contractors to undertake major works. This is generally done through a mini-competition procurement exercise via an OJEU procured framework.

3.28 This approach creates two major issues:

- Time delay from designing a repair/replacement project to commencement of up to three months. This means that the service is not always able to take advantage of the better weather in spring and summer to progress improvements; and
- The Council may not be securing the most competitive price for works due to a lack of certainty over the amount of future work being allocated to individual organisations.

3.29 It is proposed to formalise the existing relationships with private sector partners by moving to a 'prime contractor' arrangement. This would effectively guarantee an amount of work to that contractor over a period of time. The benefits would be:

- Reducing delays in the process by avoiding the need for mini-competitions;
- Securing competitive pricing as the contractor can properly plan for and resource work accordingly; and
- Creating the opportunity for community benefit clauses to be incorporated into contracts with Edinburgh sub-contractors.

- 3.30 This will demonstrate a clear commitment to meaningful and long term investment in our road network, whilst also delivering best value.
- 3.31 A strong and effective internal client team will be created to undertake the roles of design, project management and site supervision.

#### **4. Measures of success**

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- 4.1 Moving forward, there are several key performance and management indicators that need to be created or refreshed to ensure that our Roads Services are fit for purpose. However, the two key overarching measures of success should be that:
- Customer satisfaction with roads and pavements, as measured by the Edinburgh Peoples' Survey, will increase; and
  - The condition of Edinburgh's roads will improve as addressed in the Roads Asset Management Plan.

#### **5. Financial impact**

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- 5.1 It is expected that the actions within the Road Services Improvement Plan can be met from existing resources. However, if further investment is required, this will be quantified and presented to the appropriate committee in due course.
- 5.2 The current three year rolling plan for Capital works will need to be reviewed if the recommendation to procure a prime contractor is approved. The prime contractor model would require the Council to commit to a specific amount of Capital investment over the period of the contract. Approval for this will be sought at the appropriate time.

#### **6. Risk, policy, compliance and governance impact**

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- 6.1 The Council has a duty to manage and maintain roads as prescribed in the Roads (Scotland) Act 1984. Failure to fulfil these duties effectively could result in legal action been taken against the Council.
- 6.2 There are significant reputational risks if the road network in the city does not begin to improve.
- 6.3 The specification of the contract documentation for a prime contractor, and the contract management arrangements will need to be well planned and robust enough to ensure that the aims of the contract are delivered and value for money is achieved. However, this is also true of existing arrangements for framework contracts.



## 7. Equalities impact

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- 7.1 The improvement plan aims to improve the condition of Edinburgh's road and pavement assets, improving mobility opportunities for all users and all modes of road and pavement transport. It ensures safer routes, free from potential hazards.

## 8. Sustainability impact

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- 8.1 A permanent first time fix approach will reduce works vehicle travel, reduce disruption to road, pavement users and the community, reduce the use of new material and reduce the amount of waste material that is disposed of.
- 8.2 Renewal of our road maintenance fleet will allow more efficient engines and reduced emissions.

## 9. Consultation and engagement

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- 9.1 Consultation with staff and trade unions will need to take place where changes to organisational structures or working patterns have an impact on staff.
- 9.2 As part of the wider improvement plan it is proposed to involve trade union colleagues and employee representatives to ensure that everyone's views are taken into account.
- 9.3 Consultation and engagement has taken place between Transport Design and Delivery, Localities and Edinburgh Roads Service in the preparation of this plan.

## 10. Background reading/external references

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- 10.1 [Roads Contract Management - Follow Up](#) at Governance Risk and Best Value Committee on 9 March 2017. This report was referred to [Transport and Environment Committee](#) on 21 March 2017.
- 10.2 [Roads Service Improvement Plan](#) at Governance Risk and Best Value Committee on 20 April 2017.

### **Paul Lawrence**

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## 11. Links

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**Coalition pledges**

**Council outcomes**

**Single Outcome  
Agreement**

**Appendices**                    1 – Roads Services Improvement Plan

# DRAFT

## Appendix 1 - Roads Services Improvement Plan

Theme	Action	Target Date	Lead	Expected Impact	
<b>Organisational Structure</b>					
1	Road Service Operations	Create a single service to manage and maintain all elements of the road asset maintenance/renewal cycle	Mar-18	Head of Place Management	Improved ownership of all road maintenance issues and more efficient investment decisions (i.e. revenue/capital funded)
2	ERS Operating Model	Re-align the ERS service to respond to visible defects on the road network	Dec-17	Head of Place Management	Improved responsiveness to customers and a reduction in the number of visible defects on the road network
3	ERS Budget Structure	Move the ERS budget from being a trading account to a general fund revenue account	Apr-18	Corporate Finance/Commercial Manager	Removal of the 'client' and 'contractor' culture with more scope to empower frontline staff in ERS to make the right decisions
4	Network Management	Create a single service to coordinate all activity on the road network (permits, TTROs, diversions etc)	Mar-18	Head of Place Management	Better clarity for customers and utility companies and improved consistency of the management of disruption to the road network
5	Locality Teams	Ensure sufficient resource remains in our Locality Teams to allow them to deliver road enhancements in consultation with Elected Members and local communities	Mar-18	Head of Place Management	Locality Teams are empowered and equipped to make improvements to the road network whilst not being restricted by statutory functions
<b>Customer Service</b>					
6	Enquiry Owners	Review all enquiry types and designate responsible officers/teams for each type of enquiry	Oct-17	ICT Systems/Roads Services	Improved clarity on responsible officers and reduced duplication of effort or double handling
7	Customer Enquiries	Work with Customer Services colleagues to improve enquiry handling/resolution	Oct-17	Customer Services/Roads Services	Improved customer feedback, particularly in relation to those enquiries that may take longer to resolve (e.g. where a capital scheme is required)

# DRAFT

Theme	Action		Target Date	Lead	Expected Impact
8	Enquiry Tracking	Investigate the potential to create a control room operation involving staff from the service, Customer Services and Business Support to ensure appropriate action on issues	Dec-17	Head of Place Management	More agile allocation of enquiries and an increased understanding of all day-to-day operations across the city, ensuring that urgent issues are resolved more quickly and efficiently
<b>Road Safety Inspections</b>					
9	Roads Inspector Team	Re-align the Roads Inspector function to work alongside the Roads Asset Management Plan	Nov-17	Head of Place Management	Improved consistency and assurance that Road Safety Inspections are being properly carried out
10	Inspection Recording	Improve the process for recording inspections and defects	Dec-17	RAMP Manager/Process Analyst	Improved recording of inspections and defects will provide a more effective repair service and identify areas in need of more substantive repairs/replacement
11	Training	Deliver refresher training for all Roads Inspectors	Oct-17	RAMP Manager	Confident and well-informed inspectors that are trained and empowered to make the right decision when categorising defects
12	Inspection Compliance	Focus on carriageway and footway inspections to ensure they are kept up to date	Oct-17	RAMP Manager	Assurance that risk management is being addressed by having comprehensive inspection data available
<b>Defect Repairs</b>					
13	Aim for Right First Time	Ensure all squads are properly equipped to carry out permanent first-time repairs wherever possible	Sep-17	Commercial Manager	Increased permanent repairs and reduced number of failed temporary repairs
14	Follow Up Repairs	Develop a process to follow up with permanent repairs when temporary repairs are required in the first instance	Sep-17	Commercial Manager/Contracts & Logistics Managers	Increased resident satisfaction as temporary repairs are replaced with more permanent repairs within a reasonable timescale

# DRAFT

Theme					
Theme	Action	Target Date	Lead	Expected Impact	
15	Programming and Scheduling	Schedule defect repairs in the most efficient manner and provide key health and safety documentation to squads	Oct-17	BSS Manager/ERS Manager	Improved productivity within ERS
16	Guardrail Repair and Replacement	Allocate resources to repair the large number of defective guardrails across the city	Dec-17	ERS Manager	Reduced number of damaged guardrails visible and improved aesthetics across the city
17	Setted Street Repairs	Ensure adequate internal capability to properly repair defects on setted streets.	Mar-18	ERS Manager	Enhancement and protection of our setted street assets
<b>Workforce Management</b>					
18	Nightshift	Evaluate effectiveness of the nightshift service and consider improvements	Aug-17	Commercial Manager / Contracts & Logistics Managers	An effective night shift operation delivering value for money
19	Increased Investment in resources	Invest in training and engagement for all staff, in addition to providing equipment and leadership to support people in their role.	Sep-17	OD & Learning/ERS Manager	A well trained workforce with enhanced capability
20	Working Patterns	Review current working patterns ensure the service delivery is aligned to demand	Oct-17	ERS Manager	Services are deployed linked to demand
21	Apprenticeships	Rollout a full apprenticeship programme within Roads Services to develop young people in our workforce and ensure that we have the right skill sets in the future	Apr-18	OD & Learning	Succession planning within our workforce and assurance that we are developing young people with the skills we require
<b>Fleet and Depots</b>					
22	Fleet Maintenance	Consider current use of maintenance bay at Bankhead to avoid the downtime of vehicles travelling to Russell Road Depot	Oct-17	Commercial Manager/ Fleet Manager	Reduced mileage and non-productive time as a result of not having to transport vehicles for servicing

# DRAFT

Theme		Action	Target Date	Lead	Expected Impact
23	Depot Review	Review the requirement for three depots for roads and develop a rationalisation/improvement strategy	Dec-17	ERS Manager/ Asset Strategy Manager	A fit for purpose and effective depot estate to support service delivery
24	Salt Storage	Ensure that adequate arrangements are in place to provide core and contingency salt stocks to support our winter maintenance activity	Sep-17	Commercial Manager/Asset Strategy Manager	Assurance that we have appropriate salt levels in the right places to provide our winter weather service
<b>Improved Business Processes</b>					
25	Confirm Training	Extend training to staff and ensure Confirm is fully utilised	Oct-17	Confirm Board	Improved utilisation of the Confirm system and an enhanced single view of all road maintenance activity
26	Schedule of Rates	Develop a suite of schedule of rates for the newly established Road Service operations	Dec-17	Commercial Manager	Improved quality of management information that will allow the service to better allocate and complete work
27	Winter Weather Treatment	Review the winter maintenance operation and ensure that the service achieves value for money	Aug-17	ERS Manager/Locality Managers	A robust winter weather service that is financially sustainable
<b>Improved Asset Management</b>					
28	Asset responsibility	Create a joint RAMP and Roads Inspection function	Dec-17	Head of Place Management	Improved ownership over the whole life cycle of our roads asset

# DRAFT

Theme	Action		Target Date	Lead	Expected Impact
29	Inspection and RAMP data	Develop a system to integrate road inspection data with RAMP data to inform optimal investment in our road asset	Mar-18	RAMP Manager	Increased opportunity to identify those defects that should be addressed through capital investment
<b>Capital Delivery and Contract Management</b>					
30	Prime contractor	Undertake market testing to assess the potential for the procurement of a single prime contractor to deliver all capital works	Dec-17	Infrastructure Manager	Knowledge of existing market conditions and appetite of the industry to undertake a prime contract with the Council
31	Contract Management	Benchmark other Councils with prime contractors to determine the optimal contract management structure and roles	Feb-18	Infrastructure Manager/Commercial and Procurement	An improved understanding of any 'lessons learnt' and best practice
32	Contract Management	Following market testing and benchmarking, if appropriate, seek Committee approval, develop a contract specification, advertise and procure a prime contract before implementation.	Apr-19	Infrastructure Manager/Commercial and Procurement	A fit for purpose contract specification which demonstrated investment in the city's road network leading to better value for investment and increased productivity.

# Transport and Environment Committee

10.00am, Thursday 10 August 2017

## Delivering the Local Transport Strategy 2014-2019: Parking Action Plan

Item number	7.2
Report number	
Executive/routine	
Wards	All

### Executive Summary

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At its meeting of [7 June 2016](#), Committee approved a report on the draft Parking Action Plan (PAP), including options for Sunday parking controls and proposals for a policy driven pricing strategy

The purpose of this report is to seek Committee approval for on the progress made since the PAP was approved.

### Links

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**Coalition Pledges**  
**Council Priorities**  
**Single Outcome Agreement**



## Delivering the Local Transport Strategy 2014-2019: Parking Action Plan

### 1. Recommendations

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- 1.1 It is recommended that the Committee:
- 1.1.1 notes the content of this report and its appendices;
  - 1.1.2 approves the following three protocols:
    - Enforcement Protocol.
    - Controlled Parking Zone and Priority Parking Protocol.
    - Private Roads Protocol.
  - 1.1.3 approves the proposals detailed on page 11 of Part 1 of the Pricing Strategy (appendix 3), authorises the commencement of the necessary legal processes required to implement the detailed changes and notes that details of the finalised pricing structure will be published as part of the Council's budget for 2018/19;
  - 1.1.4 notes the progress made on 22 of the actions within the Parking Action Plan (PAP) and that eight of those actions are now considered to be complete; and
  - 1.1.5 notes the revisions to the proposed timescales for delivering changes to the operation of the Controlled Parking Zones (CPZ), including proposals for Sunday parking restrictions, shared-use parking and visitor permits.

### 2. Background

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- 2.1 In [March 2016](#), Committee considered a report which detailed the results of the consultation on the draft PAP, the report and the Committee decision can be found in the background papers.
- 2.2 In [June 2016](#), Committee approved the PAP. The PAP is one of a suite of action plans designed to deliver accessibility and transport improvements across the city in support of the Local Transport Strategy (LTS).
- 2.3 At the same meeting, Committee also approved the commencement of a legal process to introduce parking controls in the city centre on Sunday afternoons. The report and the Committee decision can be found in the background papers.

- 2.4 This report details the progress that has been made since Committee approved the PAP.

### 3. Main report

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- 3.1 The PAP contains 48 separate actions. This report provides updates on 22 of those actions, eight of which are completed. A full list of the actions covered by this report can be found in Appendix 1, along with details of the progress made since the PAP was approved in June 2016.
- 3.2 Appendices two to six contain further details pertaining to specific actions from within the PAP.
- 3.3 Progress on the remaining actions will be reported to future meetings of this Committee.
- 3.4 The following paragraphs provide brief progress updates on key elements of the PAP. Further detail on each action can be found within the relevant Appendix.

**Action 2: Develop a publicly available parking regulation enforcement protocol to demonstrate that the process is fair, consistent and transparent for all motorists.**

- 3.5 The finalised enforcement protocol details the enforcement procedures that are applied to all parking restrictions within Edinburgh's Special Parking Area. It contains details of the different types of restriction that can be found on the city's streets and I will provide a single point of reference for the public, Council officers and the Council's parking enforcement contractor. A copy of the full protocol can be found in Appendix 2.

**Actions 6 and 7: Sunday Parking Restrictions and Shared-Use Parking**

- 3.6 Along with several other actions within the PAP, it is intended that the proposals to operate parking restrictions on Sundays and the roll-out of shared-use parking be taken forward as a single variation to the traffic order which governs the operation of the CPZ. This approach minimises the costs associated with changes to existing signing and expedites the introduction of these changes when compared to progressing separate legal processes for each element.
- 3.7 It was originally proposed that the legal process to make changes to the CPZ traffic order was to begin in the first quarter of 2017. With extensive interest in the detail of the proposals from Community Councils and residents' groups, it is now proposed to postpone that legal process until early 2018. This postponement serves two purposes:
- 3.7.1 Allows further consultation to take place with interested residents' groups and Community Councils; and

- 3.7.2 Allows the Council to proceed with a separate proposal to switch from text-based traffic orders to map-based traffic orders.
- 3.8 While not part of the PAP, the proposed switch to map-based traffic orders is a key part of the development of parking operations in Edinburgh. With advances in mapping technology, many local authorities are in the process of switching to map-based traffic orders, where the existing written schedules are replaced by maps showing the location and extent of each restriction.
- 3.9 Map-based traffic orders have several benefits over their written form; maps are more easily understood by a wider range of people, and changing map-based orders is quicker and easier for officers to process.
- 3.10 Until the new mapping system is in place, it will not be legally possible to make changes to any traffic order that contains waiting, loading or other parking restrictions.
- 3.11 This means that any traffic orders associated with the PAP, such as the roll-out of shared-use parking, will need to be delayed until the introduction of the map-based system has been completed. However, the switch to map-based will remove the need for extensive scheduling of the proposed changes and help to minimise the time needed to prepare the PAP related traffic order.
- 3.12 With a firm commitment to consult residents on the draft proposals for shared-use parking, there is time to process the change to map-based orders without further impact on the timescales for introducing Sunday parking restrictions and shared-use parking.

**Action 9: Develop and publish a parking pricing strategy to steer the approach to charges for parking permits and pay and display parking.**

- 3.13 The first part of the pricing strategy relates to the residents' permit scheme and proposes a revised system of charging that will provide greater incentives for residents to switch to more environmentally friendly vehicles. In recognition of the mounting evidence of the impact of diesel vehicles, the strategy also proposes additional charges for diesel vehicles.
- 3.14 With visitor permits proposed to be introduced in Zones 1 to 8, consideration has also been given to their pricing which will be taken forward in conjunction with the review of pay-and-display pricing. Until that review is complete it is proposed to offer visitor permits to residents of Zones 1 to 8 linked to the zones' prevailing cost of pay and display.
- 3.15 The strategy will also consider the operation all other types of permit that the Council issues. It is anticipated that this will result in a rationalisation of existing permits, simplifying the types of permits on offer and clarifying eligibility to provide a simpler, clearer service to our customers.

- 3.16 The strategy will also seek to address those situations where charges for certain permits have remained unchanged while others have been subject to annual increases. The strategy provides a framework whereby any changes to parking charges would be applied across all permit types.
- 3.17 Part 1 of the draft pricing strategy can be found in Appendix 3 to this report.
- 3.18 It is anticipated that a further update report on PAP, containing the pay and display element of the pricing strategy, will be submitted to Committee in the first quarter of 2018.

**Action 18: Establish a protocol for considering requests for new/extensions to Priority Parking Areas or CPZ.**

- 3.19 The CPZ and Priority Parking Protocol sets out conditions that must be met before the Council will investigate the potential for any new scheme, or any extensions to existing schemes. It also broadly describes the types of scheme that the Council could introduce, as well as explaining the benefits and/or disadvantages of the available options.
- 3.20 The protocol also explains what steps the Council will take to determine which areas to investigate, the geographical extent of those investigations, how areas will be monitored and the process involved in conducting the investigations themselves.
- 3.21 The protocol can be found in Appendix 4.

**Action 21: Establish a protocol for the issue of parking permits to residents living on private roads within the CPZ.**

- 3.22 This protocol is designed to address situations where residents of privately maintained roads request inclusion within the CPZ or access to residents' and/or visitor permits. Currently, residents of private roads are not eligible for permits. The protocol sets out the circumstances in which the Council will consider issuing permits to such residents.
- 3.23 The protocol can be found in Appendix 5.

**Other progress**

- 3.24 In addition to the proposals discussed above, there are a further 41 actions within the PAP. Appendix 1 to this report details each of those actions where progress has been made.
- 3.25 PAP updates will be submitted to Committee on a bi-annual basis, following consultation with interested or affected stakeholders. Those future reports will provide further information on the remaining outstanding actions as work continues to deliver the proposed improvements. They will also, where required, detail instances where it is proposed to amend or update the actions within the Plan.

## 4. Measures of success

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- 4.1 In order to assess the impact of the PAP against its objectives, it is proposed to carry out a Parking Satisfaction Survey, shortly after implementation of the roll-out of shared-use parking, visitor permits and the introduction of Sunday parking controls. This will consider impacts on the following groups:
  - 4.1.1 CPZ residents, both permit holders and non-permit holders;
  - 4.1.2 Other permit holders (businesses, trades etc);
  - 4.1.3 City centre businesses;
  - 4.1.4 Non-residents who park in the city centre; and
  - 4.1.5 Other road users.
- 4.2 The outcomes that will be measured relate to maintaining or improving perceptions held by the full range of stakeholders including:
  - 4.2.1 perception by city centre residents and their visitors that finding parking spaces is easier;
  - 4.2.2 perception of fair and high quality of service by business/retail/trades permit users;
  - 4.2.3 perception of ease of parking in the city centre for visitors;
  - 4.2.4 perception that parking restrictions are helping to improve conditions for people with mobility impairments, pedestrians, cyclists and public transport users on main roads and in the city centre, particularly on Sundays;
  - 4.2.5 perception of city centre businesses about parking, as part of the Council's overall approach to transport; and
  - 4.2.6 improved understanding of the permits that are available to businesses and retailers.
- 4.3 A further outcome sought is a change in the permit holder vehicle fleet to more environmentally friendly vehicles.

## 5. Financial impact

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- 5.1 The recommendations contained within this report, and within the PAP, will result in no immediate financial implications to the Council.
- 5.2 However, there will be future financial implications involved in implementing Sunday parking and Shared-Use parking, as well as ongoing costs related to increased enforcement resources. It is anticipated that the pricing strategy will result in no loss of income to the Council.

- 5.3 It is proposed that a further report in respect of the financial implications of Sunday parking and the roll-out of shared-use parking will be submitted to Committee within two cycles. It is also anticipated that the financial implications in respect of part 1 of the Pricing Strategy will be covered in detail when the Council sets its budget for 2018/19.

## **6. Risk, policy, compliance and governance impact**

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- 6.1 It is considered that there are no known risk, policy, compliance or governance impacts arising from this report.

## **7. Equalities impact**

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- 7.1 Consideration has been given to the Council's Public Sector Duty in respect of the Equalities Act 2010. A full assessment of the proposals contained within the draft PAP has been prepared. With the next stage in the process of adopting the PAP being detailed consultation, it is proposed that the current ERIA be considered as a live document that will be updated and amended as the process progresses.
- 7.2 Further consideration has also been given to the potential impacts of the pricing strategy as it has been developed.

## **8. Sustainability impact**

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- 8.1 The recommendations within this report do not have any adverse impact on carbon impacts, adaptation to climate change or sustainable development.
- 8.2 It is anticipated that the proposal to introduce a revised pricing strategy and the extension of controls to Sundays will have a positive impact in reducing carbon emissions and in building a sustainable Edinburgh. This would be achieved by reducing the number of trips made by private vehicle, encouraging use of both public transport and active travel alternatives to private vehicles, and by the resulting improvements in road safety and accessibility.
- 8.3 The proposals in this report will help achieve a sustainable Edinburgh through encouraging use of public transport and active travel, the provision of measures designed to manage parking demand will create equality of opportunity and parking controls will provide for improved road safety and improved accessibility for those who have mobility issues.
- 8.4 It is anticipated that the proposed pricing strategy, involving changes to the existing arrangements for permit charges, will have a positive impact on pollution and air quality within the city centre.

## 9. Consultation and engagement

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- 9.1 A consultation exercise on the content of the draft PAP was conducted during October 2015. The responses to that consultation were considered by Committee on 15 March 2016.
- 9.2 The majority of the potential changes that arise from the PAP will require the processing of one or more traffic orders. The actions discussed in detail within this report will be taken forward in a single traffic order. As is specified within the governing legislation, any changes made by traffic orders are subject to a full, statutory consultation process, during which any interested party may make their views known to the Council. The traffic order process will also involve consultation with a wide range of stakeholders representing those likely to be affected by the proposals.
- 9.3 In addition to the statutory consultation, it is also proposed to engage with Community Councils, residents' groups and other key stakeholders on the detail of the proposals contained within this report. It is anticipated that this consultation will take place subsequent to Committee's consideration of this report.

## 10. Background reading/external references

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- 10.1 Report to the Transport and Environment Committee on 7 June 2016 entitled '[Parking Action Plan.](#)'
- 10.2 Report to the Transport and Environment Committee on 15 March 2016 entitled '[Parking Action Plan.](#)'
- 10.3 Report to the Transport and Environment Committee on 25 August 2015 entitled '[Draft Parking Action Plan.](#)'
- 10.4 Report to the Transport and Environment Committee on 13 January 2015 entitled '[Delivering the LTS - Parking Action Plan Update.](#)'
- 10.5 Report to the Transport and Environment Committee on 3 June 2014 entitled '[Delivering the LTS Parking Action Plan.](#)'

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## 11. Links

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**Coalition Pledges**

**Council Priorities**

**Single Outcome  
Agreement**

**Appendices**

1 - Actions Update

2 - Action 2: Enforcement Protocol

3 - Action 9: Pricing Strategy

4 - Action 18: Controlled Parking Zone and Priority Parking  
protocol

5 - Action 21: Private Roads Protocol



## Parking Action Plan

### Appendix 1 - Actions Update

Action No	Action Description	Status	Next Action/s	Notes	Related Appendix
2	Develop a publicly available parking regulation enforcement protocol to demonstrate that the process is fair, consistent and transparent for all motorists.	Complete	Publish on Council's website	Enforcement Protocol has been completed and published on the Council's website.	Appendix 2
5	Publish financial and statistical information online annually demonstrating openness and commitment to customer service.	Complete	Review web strategy & update website content	Financial and statistical information is already published on the Council's website. We will investigate whether there is scope to expand and include additional information when new website is rolled out across Council.	
6	Introduce parking controls on Sundays, including yellow lines on main public transport corridors and public parking charges.	Ongoing	Start legal process	To be taken forward in a single traffic order in conjunction with actions 7, 8, 9, 13, 23, 24, 25 and 27. Legal process is anticipated to start at end of 2017.	
7	Introduce shared use parking places to increase the flexibility of the parking controls for residents and other road users.	Ongoing	Consult/Start legal process	See Action 6. Work is progressing to identify additional shared use parking places in each zone. Consultation is planned with residents' groups in advance of the legal process starting.	
8	Remove the Saturday afternoon exemption for permit holders to park free of charge in pay and display parking spaces as the introduction of shared use parking places means this is no longer required.	Ongoing	Start legal process	See Action 6.	

## Parking Action Plan

### Appendix 1 - Actions Update

Action No	Action Description	Status	Next Action/s	Notes	Related Appendix
9	<p>Develop and publish a parking pricing strategy to steer the approach to charges for parking permits and pay and display parking. This will involve investigating factors, but will not be limited to, including:</p> <ul style="list-style-type: none"> <li>• Nine hour parking places</li> <li>• Residents' permits and pricing structure</li> <li>• Visitors' permits and operation</li> <li>• Vehicle based charging for permits and parking charges</li> <li>• Additional charges for credit card payments for parking permits</li> </ul> <p>As part of this process, introduce graduated hourly charges in 9 hour parking places and consider increasing their number where this will help reduce parking pressures outside the CPZ</p>	Part 1 Complete. Parts 2 and 3 to follow.	Start legal process	Linked to Action 6. Part 1 of the Pricing Strategy, which is included within this report, proposes a revised pricing structure and approach for resident permits. Parts 2 and 3 of the Pricing Strategy, dealing with other permit types and pay-and-display, will be reported separately to future meetings of this Committee.	Appendix 3
10	Develop and introduce a system of charges for the enforcement of traffic management procedures at public events.	Complete	Implement	Charging system established. New system adopted as standard approach by Transport events team.	
13	Remove parking charges for car clubs within the CPZ and include the requirement to purchase a parking permit for each vehicle as part of the tender process.	Ongoing	Start legal process	See Action 6. Necessary changes to be included as part of the larger order.	

## Parking Action Plan

### Appendix 1 - Actions Update

Action No	Action Description	Status	Next Action/s	Notes	Related Appendix
14	Establish a protocol for considering requests for parking provision/restrictions outside local shopping areas to protect short-stay parking and improve conditions for deliveries.	Ongoing	Complete legal process for Action 15 and monitor. Draft protocol.	Linked to Action 15. Protocol to be prepared and submitted to a future meeting of Committee, once parking charges have been rolled out in existing Limited Waiting Bays and post-implementation monitoring has taken place.	
15	Introduce parking charges in limited waiting parking places that lie within the CPZ to enable better enforcement, ensure the turnover of spaces and to address problems with commuting.	Action Amended	Update Parking Action Plan	Existing action wording to be amended to read: "Introduce parking charges in limited waiting parking places that lie outside the CPZ to enable better enforcement, ensure the turnover of spaces and to address problems with commuting." Linked to Action 14.	
16	Introduce parking charges in Greenways parking places with a cashless only payment service and roll out this approach elsewhere.	Ongoing	Implement on-street	Traffic order process for Greenways parking complete. Work to implement on-street expected to be completed in Q3 of 2017. Wider implementation of cashless system ongoing as part of ticket machine rationalisation.	
18	Establish a protocol for considering requests for new/extensions to Priority Parking Areas or CPZ. This will consider the available evidence on current and future parking pressures, the degree of local support, the wider parking strategy and implementation costs.	Complete	Publish on Council's website	Protocol complete. It explains what conditions have to be met before the Council will consider investigating new controlled parking. It also considered which types of restriction are appropriate and would address any highlighted parking issues.	Appendix 4
19	Consult with residents around Tram stops to ascertain whether they support the introduction of parking controls as a result of increased parking pressures associated with the Tram.	Update	Conduct parking surveys. Monitor.	Parking surveys have been scheduled to ascertain whether there is evidence of a commuter problem. Proposed to maintain a watching brief and to monitor level of requests for parking controls.	

## Parking Action Plan

### Appendix 1 - Actions Update

Action No	Action Description	Status	Next Action/s	Notes	Related Appendix
20	Continue to update traffic orders to make it clear to residents of developments, without specific parking provision, within the CPZ that they are not entitled to apply for parking permits and publish this information.	Complete	Publish on Council's website	Revised means of recording permit restrictions has completed the TRO process. Any changes to permit eligibility will now be separately recorded outwith the 1973 Order, allowing changes to eligibility to be enacted quickly.	
21	Establish a protocol for the issue of parking permits to residents living on private roads within the CPZ.	Complete	Publish on Council's website	Protocol complete. Explains how the Council deals with approaches from the residents of privately maintained roads within the CPZ. Currently, such residents would not be eligible for permits, as their properties are not included in the CPZ. The protocol addresses this issue.	Appendix 5
23	Introduce visitors' parking permits in Zones 1-8 of the CPZ with an additional allocation for those with special care needs.	Ongoing	Start legal process	Linked to Actions 6 (Sunday Parking) and 9 (Pricing Strategy). Will be taken forward in same TRO variation as Action 6.	
24	Review on-street motorcycle parking and consider charging in motorcycle parking places and for residents' permits.	Ongoing	See Action 9	See Action 9 (Pricing Strategy)	
27	Investigate the potential to replace existing paper-based residents' permits with a virtual parking permits system.	Ongoing	See Action 9	See Action 9. Part 1 of the pricing strategy considers future developments in issuing permits, including switching from paper to a virtual system.	

## Parking Action Plan

### Appendix 1 - Actions Update

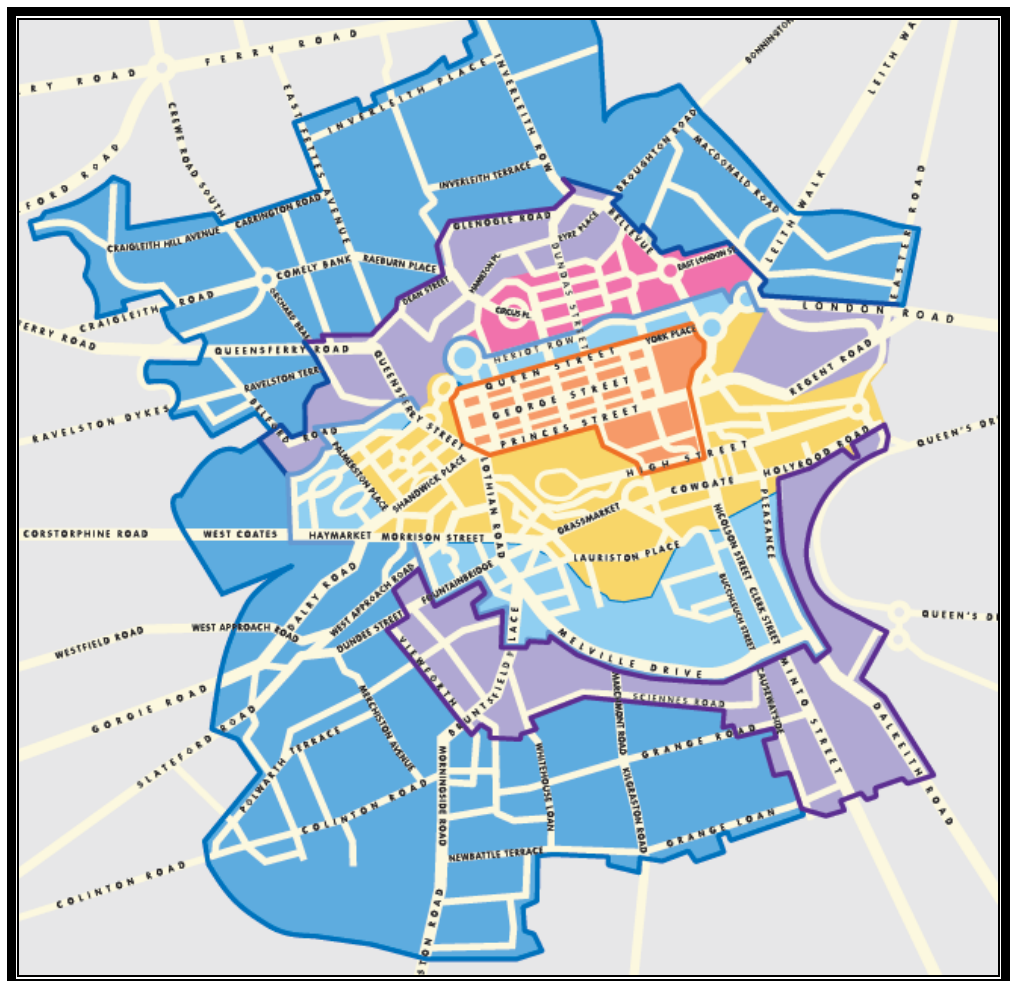
Action No	Action Description	Status	Next Action/s	Notes	Related Appendix
39	As part of the roll out of shared use parking places, identify locations where 24 hour restrictions need to be introduced to; protect pedestrian crossing points, improve facilities for cyclists and give priority to public transport within the Controlled Parking Zone.	Ongoing	Finalise design	Linked to Action 7 (Shared Use). Review of existing restrictions being carried out as part of design process.	
44	Continue working with Parking Scotland to share knowledge and ensure best practice.	Ongoing		Ongoing task.	-
45	Promote opportunities for collaborative working with other local authorities through the new parking enforcement contract and hence increase income to the Council.	Complete	-	Parking contract written such that other Scottish Local Authorities can purchase services from Edinburgh Contract. Collaborative working is already in place with East Lothian and Highland Councils and discussions continue with other Councils.	Appendix 6
46	Ensure that new vehicles used in the operation and enforcement of parking restrictions in Edinburgh have high safety standards and good fuel efficiency ratings.	Complete	-	The current parking enforcement contract includes a requirement that the contractor should meet government buying standards for all vehicles used in connection with the delivery of the service.	-

# ◆ EDINBURGH ◆

THE CITY OF EDINBURGH COUNCIL

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## PARKING ENFORCEMENT PROTOCOL



Date	Version	Update notes
20 March 2017	Version 1	

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## INTRODUCTION

This document details the parking enforcement procedures in the City of Edinburgh. The purpose of the Enforcement Protocol document is to:

- ensure that enforcement requirements and policies are clear to members of the public, Parking Attendants and all members of the Parking Operations team;
- have a centrally held document where enforcement policy is documented and can be easily updated when necessary; and
- have a single point of reference for the City of Edinburgh Council, the parking enforcement contractor, and members of the general public.

Each type of parking restriction is covered by a separate section which clarifies the associated restrictions and also lists each of the exemptions to enforcement (e.g. Section 1 covers yellow lines). Each section also includes a graphical representation, showing how the restrictions are indicated on the streets of Edinburgh.

### Exemption Notes

The exemptions listed in this document will not be applied to vehicles which are considered to be persistent evaders of Penalty Charge Notices (i.e. vehicles which have five or more unpaid Penalty Charge Notices outstanding).

Parking Attendants will issue a Penalty Charge Notice (PCN) to any broken down vehicles which are parked in contravention of the regulations, however the PCN may then be cancelled upon appeal to the Council if proof of the breakdown is provided.

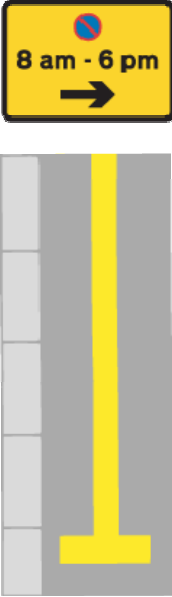
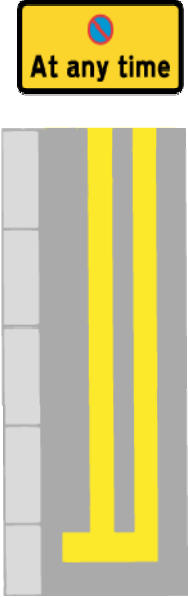
No Penalty Charge Notices should be issued until the parking restrictions have been in force for a full five minutes. i.e. no Penalty Charge Notice should be issued prior to 08:35 in the controlled parking zone (CPZ).

Any vehicle issued with a Penalty Charge Notice can be removed to the Council's car pound. Section 11 of this document outlines the relevant procedures and exemptions.

The only days on which parking restrictions will not be enforced are Christmas Day, Boxing Day\*, New Years Day and Easter Monday.

\*The Boxing Day holiday will carry over to 27 December should 26 December fall on a Sunday.

## Section 1 – YELLOW LINES

Restrictions	Enforcement Protocols
<p>fig 1 – syl</p> 	<p><b>1) Yellow Line areas outwith any loading restrictions</b></p> <p><b>PCN Code 01 –</b> ‘Parked in a restricted street during prescribed hours’</p> <p><b>Single Yellow Line (syl) (fig 1)</b></p> <ul style="list-style-type: none"> <li>No waiting during the restricted hours (as displayed on the associated time plate).</li> <li>Time plates are not required at single yellow line areas within a controlled parking zone unless the times of restrictions differ from those of the controlled parking zone, shown on zone entry plates.</li> <li>The hours of restriction within the central controlled zone are 8:30am to 6:30pm Mon to Sat and the hours of restriction within the peripheral and extended controlled zones are 8:30am to 5:30pm Mon to Fri.</li> </ul> <p><b>Double Yellow Line (dyl) (fig 2)</b></p> <ul style="list-style-type: none"> <li>No waiting at any time.</li> <li>Time plates are not required at double yellow line areas with no loading restrictions.</li> </ul>
<p>fig 2 – dyl</p> 	<p><b>NOTES</b></p> <ul style="list-style-type: none"> <li>Loading/Unloading of a vehicle is permitted for periods of up to 30 minutes provided it is necessary for the vehicle to be waiting at the location.</li> <li>Vehicles can be granted longer periods to carry out loading and unloading activities by applying for a dispensation (see Appendix 1).</li> <li>Parking Attendants will observe a private vehicle on a yellow line for a full five minutes, or a marked goods vehicle for a full ten minutes, to check for loading activity before issuing a Penalty Charge Notice (PCN).</li> <li>Vehicles should be moved on by a Parking Attendant if the driver is present and no loading/unloading is witnessed. If the driver is not present, or if the driver refuses to move, the Parking Attendant will issue Penalty Charge Notice after the appropriate constant observation.</li> <li>Vehicles are not permitted to return to a location to load and unload again until 30 minutes have elapsed since the termination of the last period of waiting.</li> <li>Goods should not be deposited on the carriageway, except immediately at the rear of the vehicle, and no goods should be permitted to remain on the carriageway before the arrival or after the departure of the vehicle.</li> </ul> <p><b><u>Exemptions to Enforcement</u></b></p> <ol style="list-style-type: none"> <li>Vehicles while being used for fire and rescue, ambulance or police force purposes.</li> <li>Vehicles, not being passenger vehicles, while being used in the service of the local roads authority in pursuance of statutory powers or duties: provided that in all the circumstances it is reasonably necessary in the exercise of such powers or duties or the performance of such duties for the vehicle to wait or stop at the place in which it is either waiting or stopped.</li> </ol>





## Section 1 – YELLOW LINES

Restrictions	Enforcement Protocols
	<p>(3) taxis while:</p> <ol style="list-style-type: none"> <li>a. waiting upon a duly authorised taxi stance;</li> <li>b. and the driver is within the vehicle;</li> <li>c. and the vehicle is available for immediate hire.</li> </ol> <p>(4) invalid carriages or motor vehicles which are being driven or used by disabled persons and which conspicuously display, so as to be clearly visible from the front of the vehicle, a valid disabled persons badge.</p> <p>(5) vehicles waiting while goods are being sold or offered for sale by a person who is licensed by the Council to sell goods from a stationary vehicle on an approved pitch and which is waiting for such purpose on a pitch.</p> <p>(6) to enable a vehicle in actual use or materially necessary for such purposes, provided that the said vehicle cannot conveniently be used for the same purpose either in any other road not being a restricted road or outwith the prohibited hours, to be used, in or adjacent to that or any other restricted road in connection with any:</p> <ol style="list-style-type: none"> <li>a. building operation; or</li> <li>b. demolition; or</li> <li>c. laying, erection, alteration or repair of any sewer or of any main, pipe or apparatus for the supply of gas, water or electricity or of any electronic communications apparatus; or</li> <li>d. excavation,</li> </ol> <p>provided that, in the case of any of the operations described in subparagraphs (iii) and (iv), the said operation, or operations, are to be conducted within the extents of the road.</p> <p>(7) to enable a vehicle in actual use or materially necessary for such purposes, provided that the said vehicle cannot conveniently be used for the same purpose either in any other road not being a restricted road or outwith the prohibited hours, to be used in connection with any:</p> <ol style="list-style-type: none"> <li>a. cleansing or lighting of any restricted road; or</li> <li>b. removal of any obstruction to traffic on any restricted road; or</li> <li>c. maintenance or improvement or reconstruction of any restricted road; or</li> <li>d. placing, maintenance or removal of any traffic sign or parking meter on any restricted road.</li> </ol> <p>(8) to enable a person to board or alight from the vehicle or to load thereon or unload therefrom his personal luggage: Provided that no vehicle shall so wait or stop in any such road described in Schedule 1 or 2 during the prohibited hours for longer than two minutes;</p> <p>(9) when the person in control of the vehicle is:</p> <ol style="list-style-type: none"> <li>a. required by law to stop; or</li> <li>b. is obliged to stop in order to avoid an accident; or</li> <li>c. is prevented from proceeding by any circumstances beyond their control, where the said circumstance relates directly to the movement, or otherwise, of traffic on the road;</li> </ol> <p>(10) if the vehicle is in actual use in connection with a funeral undertaking;</p> <p>(11) if the vehicle is in the service of, or is being employed by, a security company and is in actual use while currency or other valuables:</p> <ol style="list-style-type: none"> <li>a. are being unloaded from the vehicle; or</li> <li>b. having been unloaded from the said vehicle, are being delivered; or</li> <li>c. are being collected from premises adjacent to that road for loading onto the vehicle; or</li> <li>d. having been collected from the said premises, are being loaded onto the vehicle.</li> </ol>

## Section 1 – YELLOW LINES

Restrictions	Enforcement Protocols
	<p>(12) if the vehicle, being a liveried vehicle, is in the service of, or is being employed by, a universal service provider and is in actual use while postal packets:</p> <ul style="list-style-type: none"><li>a. addressed to premises adjacent to that road are being unloaded from the vehicle; or</li><li>b. addressed to premises adjacent to that road having been unloaded from the said vehicle, are being delivered; or</li><li>c. are being collected from postal boxes or premises adjacent to that road for loading onto the vehicle: or</li><li>d. are being loaded onto the vehicle.</li></ul> <p>(13) The vehicle, not being a passenger vehicle, is in actual use in connection with the removal of furniture to or from one office or dwelling house adjacent to the place from or to another office or dwelling house.</p>

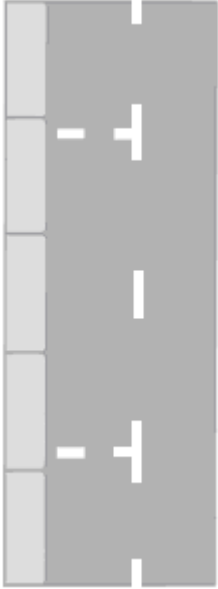
## Section 1 – YELLOW LINES

Restrictions	Enforcement Protocols
<p>fig 1 – skm</p>  	<p><b>2) Yellow Line areas with loading restrictions</b></p> <p><b>PCN Code 02 –</b> ‘Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force’.</p> <p><b>Single Kerb Marking (skm) (fig1)</b></p> <ul style="list-style-type: none"> <li>No loading/waiting during hours of loading prohibition (as displayed on time plate).</li> <li>Loading restrictions are usually found on main traffic routes or near to schools, prohibiting drivers from waiting at the roadside during hours of peak traffic flow.</li> </ul> <p><b>Double Kerb Marking (dkm) (fig2)</b></p> <ul style="list-style-type: none"> <li>No loading/waiting at any time (as displayed on time plate).</li> </ul> <p><b>NOTES</b></p> <ul style="list-style-type: none"> <li>Parking Attendants will issue an instant Penalty Charge Notice to any vehicle parked at a yellow line during a loading prohibition.</li> <li>Vehicles should be moved on if the driver is present. If the driver is not present, or if the driver refuses to move, the Parking Attendant will issue an instant Penalty Charge Notice.</li> </ul>
<p>fig 2 – dkm</p>  	<p><b><u>Exemptions to Enforcement</u></b></p> <ol style="list-style-type: none"> <li>to enable a vehicle in actual use or materially necessary for such purposes, provided that the said vehicle cannot conveniently be used for the same purpose either in any other road not being a restricted road or outwith the prohibited hours, to be used, in or adjacent to that or any other restricted road in connection with any: <ol style="list-style-type: none"> <li>building operation; or</li> <li>demolition; or</li> <li>laying, erection, alteration or repair of any sewer or of any main, pipe or apparatus for the supply of gas, water or electricity or of any electronic communications apparatus; or</li> <li>excavation,</li> </ol>                     provided that, in the case of any of the operations described in subparagraphs (iii) and (iv), the said operation, or operations, are to be conducted within the extents of the road.                 </li> <li>to enable a vehicle in actual use or materially necessary for such purposes, provided that the said vehicle cannot conveniently be used for the same purpose either in any other road not being a restricted road or outwith the prohibited hours, to be used in connection with any: <ol style="list-style-type: none"> <li>cleansing or lighting of any restricted road; or</li> <li>removal of any obstruction to traffic on any restricted road; or</li> <li>maintenance or improvement or reconstruction of any restricted road; or</li> <li>placing, maintenance or removal of any traffic sign or parking meter on any restricted road.</li> </ol> </li> <li>to enable a person to board or alight from the vehicle or to load thereon or unload therefrom his personal luggage: Provided that no vehicle shall so wait or stop in any such road described in Schedule 1 or 2 during the prohibited hours for longer than two minutes;</li> <li>when the person in control of the vehicle is: <ol style="list-style-type: none"> <li>required by law to stop; or</li> </ol> </li> </ol>

**Section 1 – YELLOW LINES**

Restrictions	Enforcement Protocols
	<ul style="list-style-type: none"> <li>b. is obliged to stop in order to avoid an accident; or</li> <li>c. is prevented from proceeding by any circumstances beyond their control, where the said circumstance relates directly to the movement, or otherwise, of traffic on the road;</li> </ul> <p>(5) if the vehicle is in actual use in connection with a funeral undertaking;</p> <p>(6) if the vehicle is in the service of, or is being employed by, a security company and is in actual use while currency or other valuables:</p> <ul style="list-style-type: none"> <li>a. are being unloaded from the vehicle; or</li> <li>b. having been unloaded from the said vehicle, are being delivered; or</li> <li>c. are being collected from premises adjacent to that road for loading onto the vehicle; or</li> <li>d. having been collected from the said premises, are being loaded onto the vehicle.</li> </ul> <p>(7) if the vehicle, being a liveried vehicle, is in the service of, or is being employed by, a universal service provider and is in actual use while postal packets:</p> <ul style="list-style-type: none"> <li>a. addressed to premises adjacent to that road are being unloaded from the vehicle; or</li> <li>b. addressed to premises adjacent to that road having been unloaded from the said vehicle, are being delivered; or</li> <li>c. are being collected from postal boxes or premises adjacent to that road for loading onto the vehicle: or</li> <li>d. are being loaded onto the vehicle.</li> </ul>

## Section 2 – PUBLIC PARKING BAYS

Restrictions	Enforcement Protocols
	<p><b>1) Pay and Display</b></p> <p><b>PCN Code 05</b>  <b>'Parked after the expiry of paid time'</b></p> <ul style="list-style-type: none"> <li>In the case of a vehicle displaying an expired pay and display voucher, or having an expired cashless parking session, a Parking Attendant will wait until five minutes after the printed expiry time on the voucher or until five minutes after the RingGo session has expired before issuing an instant Penalty Charge Notice (PCN).</li> </ul> <p><b>PCN Code 11</b>  <b>'Parked without payment of the parking charge'</b></p> <ul style="list-style-type: none"> <li>If a vehicle is not clearly displaying a valid pay and display voucher or other permitted identifier/permit and does not have a valid cashless parking session, then a Parking Attendant will observe the vehicle for a full five minutes before issuing a Penalty Charge Notice (PCN). This five minutes observation is used to determine whether or not the driver is in the process of purchasing a voucher from a nearby ticket machine.</li> <li>If a vehicle is displaying a valid residents' permit for the zone but has no valid pay and display voucher or cashless parking session, then a Parking Attendant will issue a PCN but the vehicle should not be authorised for removal.</li> <li>If a vehicle is displaying an obscured pay &amp; display voucher, or if the voucher is face down, the Parking Attendant should issue a PCN but should not authorise the vehicle for removal. A Parking Attendant should not issue a PCN if the pay &amp; display voucher is slightly obscured but the relevant details can still be verified.</li> </ul> <p><b>NOTES</b></p> <ul style="list-style-type: none"> <li>Parking is permitted during the hours of restriction provided the vehicle is displaying a valid pay and display voucher, purchased from an appropriate ticket issuing machine, has another permitted identifier/permit or has a valid cashless parking session.</li> <li>The hours of restriction within the central controlled zone are 8:30am to 6:30pm Mon to Sat and the hours of restriction within the peripheral and extended controlled zones are 8:30am to 5:30pm Mon to Fri. Time plates situated adjacent to the public parking place will display the appropriate times of restriction and permitted length of stay for that place.</li> <li>A Parking Attendant can issue an instant Penalty Charge Notice to any vehicle which is not parked wholly within the set markings of the place or individual bay, has returned to the same parking place within an hour of leaving, or has purchased additional parking time in order to extend the stay beyond the maximum stay period of that place.</li> <li>Should a motorist find a ticket issuing machine to be faulty and therefore be unable to purchase a valid pay and display voucher for their vehicle, the onus would remain with the motorist to purchase a voucher from a nearby machine with the same tariff or to move their vehicle to another public parking place with a fully functioning ticket machine.</li> </ul>

## Section 2 – PUBLIC PARKING BAYS

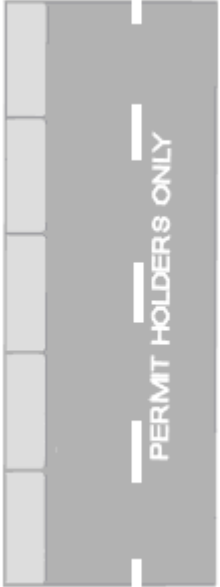
Restrictions	Enforcement Protocols
	<ul style="list-style-type: none"> <li>• If the vehicle is displaying a valid pay and display voucher - In general, a pay and display ticket purchased from a ticket issuing machine in the immediate vicinity (e.g. opposite side of the road), providing tariff and maximum stay are identical a parking ticket should not be issued.</li> <li>• If the vehicle is displaying a valid resident's permit for the zone in which it is parked, it can be parked free of charge in the pay and display parking places from 8:30am to 9:00am (all zones). It can also be parked free of charge from 8:30am to 9:00am and from 5:30pm to 6:30pm Mondays to Fridays and after 1:30pm on Saturdays in central parking zones (zones 1-4).</li> <li>• If the vehicle is an invalid carriage or motor vehicle which is displaying a valid disabled blue badge and is not causing an obstruction, it can park without limit of time.</li> <li>• If the vehicle is parked in a public bay located in the peripheral or extended parking zone and is clearly displaying a valid Essential Users Parking Permit (EUP), it can park for up to two hours. If a vehicle is displaying an EUP whilst parked in the central controlled zone, then the Parking Attendant should issue a Penalty Charge Notice but should not authorise the vehicle for removal;</li> <li>• Motorcycles are exempt from payment of charges in pay and display parking places within the Extended Controlled Parking Zones (Zones S1-S4 and N1-N5). Specific, motorcycle only, parking bays are provided in the central and peripheral controlled zones.</li> <li>• Vehicles displaying a valid trade's permit may park in a pay and display parking place without limit of time.</li> </ul> <p><b><u>Exemptions to Enforcement</u></b></p> <ol style="list-style-type: none"> <li>(1) the vehicle is waiting for a period not exceeding two minutes, or such longer period as a parking attendant may approve, to enable a person to board or alight from the vehicle;</li> <li>(2) the vehicle is waiting owing to the driver being:             <ol style="list-style-type: none"> <li>a. obliged to stop in order to avoid an accident; or</li> <li>b. prevented from proceeding by any circumstances beyond their control, where the said circumstance relates directly to the movement, or otherwise, of traffic on the road;</li> </ol> </li> <li>(3) the vehicle is being used for fire and rescue, ambulance or police purposes;</li> <li>(4) the vehicle, not being a passenger vehicle, is being used in the service of a local authority in pursuance of statutory powers or duties: Provided that in all the circumstances it is reasonably necessary in the exercise of such powers or in the performance of such duties for the vehicle to wait at the place in which it is waiting;</li> <li>(5) the vehicle is waiting only for so long as may be necessary to enable it to be used in connection with the removal of any obstruction to traffic;</li> <li>(6) if the vehicle, being a liveried vehicle, is in the service of, or is being employed by, a universal service provider and is in actual use, in the place within which the vehicle is waiting, while postal packets:             <ol style="list-style-type: none"> <li>a. addressed to premises adjacent to the said place are being unloaded from the vehicle; or</li> <li>b. addressed to premises adjacent to the said place having been unloaded from the said vehicle, are being delivered; or</li> </ol> </li> </ol>



## Section 2 – PUBLIC PARKING BAYS

Restrictions	Enforcement Protocols
	<p>c. are being collected from postal boxes or premises adjacent to the said place for loading onto the vehicle; or</p> <p>d. are being loaded onto the vehicle.</p> <p>(7) the vehicle, not being a passenger vehicle, and where the said vehicle is integral to the work being undertaken, is waiting only for so long as may be reasonably necessary to enable it to be used for the purpose of:</p> <p>a. any building operation, demolition or excavation in or adjacent to the parking place;</p> <p>b. the maintenance, improvement or reconstruction of the parking place; or</p> <p>c. the laying, erection, alteration, removal or repair in or adjacent to the parking place of any sewer or of any main, pipe or apparatus for the supply of gas, water or electricity or of any telecommunication apparatus; or</p> <p>d. the placing, maintenance or removal of any traffic sign or parking meter. provided that, in all cases, the vehicle or vehicles are in actual use in connection with the work being undertaken and that, in the case of any of the operations described in sub-paragraphs (iii) and (iv) above, the said operation or operations are to be conducted within the extents of the road.</p> <p>(8) the vehicle, not being a passenger vehicle, is in actual use in connection with the removal of furniture to or from one office or dwelling house adjacent to the place from or to another office or dwelling house;</p> <p>(9) the vehicle is in actual use in connection with a funeral undertaking;</p> <p>(10) the vehicle is waiting if goods are being sold or offered for sale from the vehicle by a person who is licensed by the Council to sell goods from a stationary vehicle situated in the place;</p> <p>(11) if the vehicle, being a security vehicle, is in actual use while currency, or other valuables:</p> <p>a. are being unloaded from the vehicle; or</p> <p>b. having been unloaded from the said vehicle, are being delivered; or</p> <p>c. are being collected from premises adjacent to that road for loading onto the vehicle; or</p> <p>d. having been collected from the said premises, are being loaded onto the vehicle.</p>

## Section 3 – RESIDENTS PARKING BAYS / MEWS AREAS

Restrictions	Enforcement Protocols
	<p><b>1) Permit Parking Places / Mews Areas</b></p> <p><b>PCN Code 16</b>  <b>'Parked in a permit space or zone without clearly displaying a valid permit'</b></p> <ul style="list-style-type: none"> <li>Permit parking places can be identified by white road markings with an associated legend stating 'PERMIT HOLDERS ONLY' and also a related time plate indicating the permit zone.</li> <li>Residential Mews areas can be identified by appropriate time plates situated at all entrances to the mews areas.</li> <li>The hours of restriction within the central controlled zone (permit zones 1-4) are 8:30am to 6:30pm Mon to Sat. The hours of restriction within the peripheral controlled zones (permit zones 5-8) and extended controlled zones (permit zones with prefix S or N) are 8:30am to 5:30pm Mon to Fri.</li> <li>The times of restriction within the Priority Parking Areas varies from area to area and is displayed on the relevant permit bay time plates.</li> </ul> <p><b>NOTES</b></p> <ul style="list-style-type: none"> <li>A vehicle may be parked in a permit parking place provided it is clearly displaying a valid residents' permit, retailers' permit, business permit or visitor permit for the zone in which it is parked.</li> <li>A vehicle may be parked in a residents' mews area provided it is clearly displaying a valid permit specific to the mews area in which it is parked.</li> <li>Between the hours of 9.00am and 4.30pm, vehicles displaying a valid trades' parking permit are also allowed to park within permit holders parking places.</li> <li>Parking Attendants will issue an instant Penalty Charge Notice to any private vehicles parked in a permit parking place which are not displaying a valid permit for that zone.</li> <li>Parking Attendants will give vehicles a five minute observation period if they are parked in a residents mews area but not displaying a valid permit for that zone. This is to determine whether or not the vehicle is being used for loading or unloading purposes.</li> <li>A Parking Attendant can issue an instant Penalty Charge Notice to any vehicle which is not parked wholly within the set markings of the parking place.</li> <li>If a vehicle flags up on the Parking Attendants Hand Held Computer Terminal (HHCT) as having a valid permit but there is no valid permit displayed on the vehicle, the Parking Attendant will issue an instant PCN but will not authorise the vehicle for removal. All Parking Attendants are aware that virtual permits may be issued to motorcycles and temporary vehicles.</li> <li>If a vehicle is displaying a valid pay and display voucher for the street in which it is parked then the vehicle should be issued with an instant PCN but the vehicle should not be authorised for removal until at least 15 minutes after the expiry time of the voucher.</li> </ul>

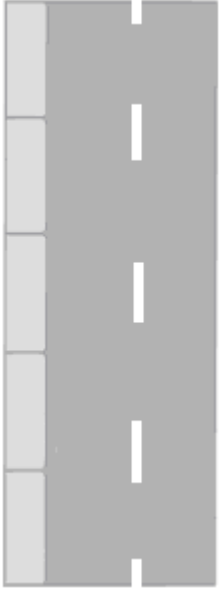
## Section 3 – RESIDENTS PARKING BAYS / MEWS AREAS

Restrictions	Enforcement Protocols
	<ul style="list-style-type: none"> <li>• When a Parking Attendant is instructed by the Council to take enforcement action as a result of a permit being altered, the vehicle can be issued with an instant PCN and authorised for removal. Details of this action must be forwarded to the Council's Corporate Fraud team at the earliest opportunity</li> <li>• In instances where the vehicle is displaying an expired permit for the zone in which it is parked, the Parking Attendant should only issue a PCN if the permit has expired by fifteen days or more. The vehicle can be removed if the permit has been expired for over 1 month.</li> </ul> <p><b><u>Exemptions to Enforcement</u></b></p> <ol style="list-style-type: none"> <li>(1) the vehicle is waiting for a period not exceeding two minutes, or such longer period as a parking attendant may approve, to enable a person to board or alight from the vehicle;</li> <li>(2) the vehicle is waiting owing to the driver being:             <ol style="list-style-type: none"> <li>a. obliged to stop in order to avoid an accident; or</li> <li>b. prevented from proceeding by any circumstances beyond their control, where the said circumstance relates directly to the movement, or otherwise, of traffic on the road;</li> </ol> </li> <li>(3) the vehicle is being used for fire and rescue, ambulance or police purposes;</li> <li>(4) the vehicle, not being a passenger vehicle, is being used in the service of a local authority in pursuance of statutory powers or duties: Provided that in all the circumstances it is reasonably necessary in the exercise of such powers or in the performance of such duties for the vehicle to wait at the place in which it is waiting;</li> <li>(5) the vehicle is waiting only for so long as may be necessary to enable it to be used in connection with the removal of any obstruction to traffic;</li> <li>(6) if the vehicle, being a liveried vehicle, is in the service of, or is being employed by, a universal service provider and is in actual use, in the place within which the vehicle is waiting, while postal packets:             <ol style="list-style-type: none"> <li>a. addressed to premises adjacent to the said place are being unloaded from the vehicle; or</li> <li>b. addressed to premises adjacent to the said place having been unloaded from the said vehicle, are being delivered; or</li> <li>c. are being collected from postal boxes or premises adjacent to the said place for loading onto the vehicle; or</li> <li>d. are being loaded onto the vehicle.</li> </ol> </li> <li>(7) the vehicle, not being a passenger vehicle, and where the said vehicle is integral to the work being undertaken, is waiting only for so long as may be reasonably necessary to enable it to be used for the purpose of:             <ol style="list-style-type: none"> <li>a. any building operation, demolition or excavation in or adjacent to the parking place;</li> <li>b. the maintenance, improvement or reconstruction of the parking place; or</li> <li>c. the laying, erection, alteration, removal or repair in or adjacent to the parking place of any sewer or of any main, pipe or apparatus for the supply of gas, water or electricity or of any telecommunication apparatus; or</li> <li>d. the placing, maintenance or removal of any traffic sign or parking meter. provided that, in all cases, the vehicle or vehicles are in actual use in connection with the work being undertaken and that, in the case of any of the operations described in sub-paragraphs (iii) and (iv) above, the said operation or operations are to be conducted within the extents of the road.</li> </ol> </li> </ol>

**Section 3 – RESIDENTS PARKING BAYS / MEWS AREAS**

Restrictions	Enforcement Protocols
	<p>(8) the vehicle, not being a passenger vehicle, is in actual use in connection with the removal of furniture to or from one office or dwelling house adjacent to the place from or to another office or dwelling house;</p> <p>(9) the vehicle is in actual use in connection with a funeral undertaking;</p> <p>(10) the vehicle is waiting if goods are being sold or offered for sale from the vehicle by a person who is licensed by the Council to sell goods from a stationary vehicle situated in the place;</p> <p>(11) if the vehicle, being a security vehicle, is in actual use while currency, or other valuables:</p> <ul style="list-style-type: none"> <li>a. are being unloaded from the vehicle; or</li> <li>b. having been unloaded from the said vehicle, are being delivered; or</li> <li>c. are being collected from premises adjacent to that road for loading onto the vehicle; or</li> <li>d. having been collected from the said premises, are being loaded onto the vehicle.</li> </ul> <p>(12) where the vehicle is a goods vehicle in actual use for the purpose of delivering or collecting goods or merchandise or while loading or unloading the goods vehicle at premises adjoining the road in which the place is located: Provided that no such goods vehicle engaged in delivering or collecting goods or merchandise or being loaded or unloaded shall so wait for a period of more than thirty minutes in the same place or, if a period of less than thirty minutes has elapsed since the termination of the last period of waiting (if any) of the vehicle outside the same premises.</p>

## Section 4 – SHARED USE PARKING BAYS

Restrictions	Enforcement Protocols
	<p><b>1) Shared Use Parking Places</b></p> <p><b>PCN Code 05</b>  <b>‘Parked after the expiry of paid time’</b></p> <ul style="list-style-type: none"> <li>In the case of a vehicle displaying an expired pay and display voucher, or having an expired cashless parking session, a Parking Attendant will wait until five minutes after the printed expiry time on the voucher before issuing an instant Penalty Charge Notice (PCN).</li> </ul> <p><b>PCN Code 11</b>  <b>‘Parked without payment of the parking charge’</b></p> <ul style="list-style-type: none"> <li>If a vehicle is not clearly displaying a valid parking permit or visitor permit for the zone in which it is parked, or is not displaying a valid pay and display voucher and does not have a valid cashless parking session, a Parking Attendant will observe the vehicle for a full five minutes before issuing a Penalty Charge Notice. This five minutes observation is used to determine whether or not the driver is in the process of purchasing a voucher from a nearby ticket machine.</li> <li>If a vehicle is displaying an obscured permit or pay &amp; display voucher, or if the voucher is face down, the Parking Attendant should issue a Penalty Charge Notice but should not authorise the vehicle for removal. A Parking Attendant should not issue a Penalty Charge Notice if the permit or pay &amp; display voucher is slightly obscured but the relevant details can still be verified.</li> </ul> <p><b>NOTES</b></p> <ul style="list-style-type: none"> <li>Parking is permitted during the hours of restriction provided the vehicle is displaying a valid pay and display voucher (purchased from an appropriate ticket issuing machine), a valid cashless parking session, or a valid parking permit, issued for the zone in which it is parked.</li> <li>The hours of restriction within the central controlled zones are 8:30am to 6:30pm Mon to Sat and the hours of restriction within the peripheral and extended controlled zones are 8:30am to 5:30pm Mon to Fri. Time plates situated adjacent to the parking place will display the appropriate times of restriction for that place.</li> <li>A Parking Attendant can issue an instant Penalty Charge Notice to any vehicle which is not parked wholly within the set markings of the parking place, has returned to the same parking place within an hour of leaving, or has purchased additional parking time in order to extend the stay beyond the maximum stay period of that parking place.</li> <li>Should a motorist find a ticket issuing machine to be faulty and therefore be unable to purchase a valid pay and display voucher for their vehicle, the onus would remain with the motorist to purchase a voucher from a nearby machine with the same charge or to move their vehicle to another parking place with a fully functioning ticket machine.</li> <li>In instances where the vehicle is displaying an expired permit for the zone in which it is parked and has no other payment for parking, the Parking Attendant should only issue a PCN if the permit has expired by fifteen days or more. The vehicle can be removed if the permit has been expired for over 1 month.</li> </ul>

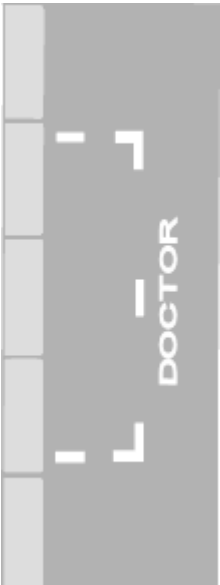
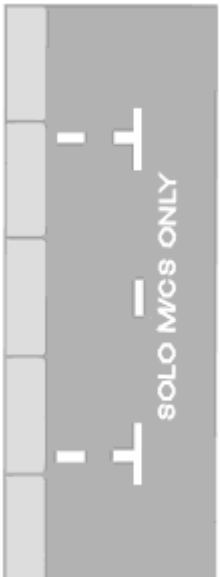
## Section 4 – SHARED USE PARKING BAYS

Restrictions	Enforcement Protocols
	<ul style="list-style-type: none"> <li>• If the vehicle is displaying a valid pay and display voucher - In general, a pay and display ticket purchased from a ticket issuing machine in the immediate vicinity (e.g. opposite side of the road), providing the charge and maximum stay are identical; a PCN should not be issued.</li> <li>• If the vehicle is an invalid carriage or motor vehicle which is displaying a valid disabled blue badge and is not causing an obstruction; a PCN should not be issued.</li> <li>• If the vehicle is parked in a shared use parking place located in the peripheral or extended controlled parking zones and is clearly displaying a valid Essential Users Parking Permit (EUP) then the vehicle is permitted to remain for up to two hours. If a vehicle is displaying an EUP whilst parked in the central controlled zones then the Parking Attendant should issue a Penalty Charge Notice but should not authorise the vehicle for removal;</li> <li>• Motorcycles are exempt from payment of charges in shared use parking places within the Extended Controlled Parking Zones (Zones S1-S4 and N1-N5). Specific, motorcycle only, parking bays are provided in the central and peripheral controlled zones.</li> </ul> <p><b><u>Exemptions to Enforcement</u></b></p> <ol style="list-style-type: none"> <li>(1) the vehicle is waiting for a period not exceeding two minutes, or such longer period as a parking attendant may approve, to enable a person to board or alight from the vehicle;</li> <li>(2) the vehicle is waiting owing to the driver being:             <ol style="list-style-type: none"> <li>a. obliged to stop in order to avoid an accident; or</li> <li>b. prevented from proceeding by any circumstances beyond their control, where the said circumstance relates directly to the movement, or otherwise, of traffic on the road;</li> </ol> </li> <li>(3) the vehicle is being used for fire and rescue, ambulance or police purposes;</li> <li>(4) the vehicle, not being a passenger vehicle, is being used in the service of a local authority in pursuance of statutory powers or duties: Provided that in all the circumstances it is reasonably necessary in the exercise of such powers or in the performance of such duties for the vehicle to wait at the place in which it is waiting;</li> <li>(5) the vehicle is waiting only for so long as may be necessary to enable it to be used in connection with the removal of any obstruction to traffic;</li> <li>(6) if the vehicle, being a liveried vehicle, is in the service of, or is being employed by, a universal service provider and is in actual use, in the place within which the vehicle is waiting, while postal packets:             <ol style="list-style-type: none"> <li>a. addressed to premises adjacent to the said place are being unloaded from the vehicle; or</li> <li>b. addressed to premises adjacent to the said place having been unloaded from the said vehicle, are being delivered; or</li> <li>c. are being collected from postal boxes or premises adjacent to the said place for loading onto the vehicle; or</li> <li>d. are being loaded onto the vehicle.</li> </ol> </li> <li>(7) the vehicle, not being a passenger vehicle, and where the said vehicle is integral to the work being undertaken, is waiting only for so long as may be reasonably necessary to enable it to be used for the purpose of:             <ol style="list-style-type: none"> <li>a. any building operation, demolition or excavation in or adjacent to the parking place;</li> </ol> </li> </ol>

## Section 4 – SHARED USE PARKING BAYS



Restrictions	Enforcement Protocols
	<p>b. the maintenance, improvement or reconstruction of the parking place; or</p> <p>c. the laying, erection, alteration, removal or repair in or adjacent to the parking place of any sewer or of any main, pipe or apparatus for the supply of gas, water or electricity or of any telecommunication apparatus; or</p> <p>d. the placing, maintenance or removal of any traffic sign or parking meter. provided that, in all cases, the vehicle or vehicles are in actual use in connection with the work being undertaken and that, in the case of any of the operations described in sub-paragraphs (iii) and (iv) above, the said operation or operations are to be conducted within the extents of the road.</p> <p>(8) the vehicle, not being a passenger vehicle, is in actual use in connection with the removal of furniture to or from one office or dwelling house adjacent to the place from or to another office or dwelling house;</p> <p>(9) the vehicle is in actual use in connection with a funeral undertaking;</p> <p>(10) the vehicle is waiting if goods are being sold or offered for sale from the vehicle by a person who is licensed by the Council to sell goods from a stationary vehicle situated in the place;</p> <p>(11) if the vehicle, being a security vehicle, is in actual use while currency, or other valuables:</p> <p>a. are being unloaded from the vehicle; or</p> <p>b. having been unloaded from the said vehicle, are being delivered; or</p> <p>c. are being collected from premises adjacent to that road for loading onto the vehicle; or</p> <p>d. having been collected from the said premises, are being loaded onto the vehicle.</p> <p>(12) where the vehicle is a goods vehicle in actual use for the purpose of delivering or collecting goods or merchandise or while loading or unloading the goods vehicle at premises adjoining the road in which the place is located: Provided that no such goods vehicle engaged in delivering or collecting goods or merchandise or being loaded or unloaded shall so wait for a period of more than thirty minutes in the same place or, if a period of less than thirty minutes has elapsed since the termination of the last period of waiting (if any) of the vehicle outside the same premises.</p>

## Section 5 – OTHER DESIGNATED PARKING PLACES



Restrictions	Enforcement Protocols
	<p><b>1) Doctors' Parking Places</b></p> <p><b>PCN Code 16</b>  <b>'Parked in a permit space without displaying a valid permit'</b></p> <ul style="list-style-type: none"> <li>• Doctors parking places can be identified by white bay markings with an associated road legend stating 'DOCTOR' and also a related time plate</li> <li>• There are currently only two Doctors' parking places in Edinburgh; Casselbank Street (which is restricted from 8:00am to 6:00pm Mon to Fri and from 8:00am to 12:00 noon on Saturdays) and Hermitage Terrace (which is restricted from 8:30am to 6:00pm Mon to Fri).</li> </ul> <p><b>NOTES</b></p> <ul style="list-style-type: none"> <li>• Parking is permitted provided the vehicle is clearly displaying a valid doctors' permit for the place in which the vehicle is parked.</li> <li>• Parking Attendants will issue an instant Penalty Charge Notice to any vehicle parked in a doctors parking place which is not displaying a valid doctors permit for that bay.</li> </ul>
	<p><b>2) Solo Motorcycle Parking Places</b></p> <p><b>PCN Code 23</b>  <b>'Parked in a parking place not designated for that class of vehicle'</b></p> <ul style="list-style-type: none"> <li>• Solo Motorcycle parking places can be identified by white bay markings with an associated road legend stating 'SOLO M/Cs ONLY' or 'SOLO M/Cs'.</li> </ul> <p><b>NOTES</b></p> <ul style="list-style-type: none"> <li>• Parking is permitted for any bicycle which is propelled by mechanical power (without a sidecar attachment).</li> <li>• Parking Attendants will issue an instant Penalty Charge Notice to any vehicle parked in a solo motorcycle parking place which is not a solo motorcycle.</li> <li>• A Parking Attendant can issue an instant Penalty Charge Notice to any vehicle which is not parked wholly within the set markings of the bay.</li> </ul>




## Section 5 – OTHER DESIGNATED PARKING PLACES

Restrictions	Enforcement Protocols
	<p><b>3) City Car Club Parking Places</b></p> <p><b>PCN Code 23</b>  <b>‘Parked in a parking place not designated for that class of vehicle’</b></p> <ul style="list-style-type: none"> <li>City Car Club parking places can be identified by white bay markings with an associated road legend stating ‘CITY CAR CLUB ONLY’ and also a related time plate.</li> </ul> <p><b>NOTES</b></p> <ul style="list-style-type: none"> <li>Parking Attendants will issue an instant Penalty Charge Notice to any vehicle parked in a City Car Club place which is not owned (and clearly liveried) by the City Car Club.</li> <li>A Parking Attendant can issue an instant Penalty Charge Notice to any vehicle which is not parked wholly within the set markings of the bay.</li> </ul>
	<p><b>4) Loading Place</b></p> <p><b>PCN Code 25</b>  <b>‘Vehicle waiting in a loading place without loading taking place’</b></p> <ul style="list-style-type: none"> <li>Loading places can be identified by white bay markings with an associated road legend stating ‘LOADING ONLY’ and also a related time plate.</li> <li>Greenway loading places are governed by different legislation and are covered separately within this document (section 10).</li> </ul> <p><b>NOTES</b></p> <ul style="list-style-type: none"> <li>Loading/Unloading of a vehicle is permitted for periods of up to 30 minutes in a loading place.</li> <li>Parking Attendants will observe a private vehicle in a loading place for a full five minutes, or a marked goods vehicle for a full ten minutes, to check for loading activity before issuing a Penalty Charge Notice (PCN).</li> <li>Vehicles should be moved on by a Parking Attendant if the driver is present and no loading/unloading is witnessed. If the driver is not present, or if the driver refuses to move, the Parking Attendant will issue Penalty Charge Notice after the appropriate constant observation.</li> <li>A Parking Attendant can issue an instant Penalty Charge Notice to any vehicle which is not parked wholly within the set markings of the bay.</li> </ul>

## Section 5 – OTHER DESIGNATED PARKING PLACES

Restrictions	Enforcement Protocols
	<p><b>4) Disabled Parking Place</b></p> <p><b>PCN Code 40</b>  <b>‘parked in a designated disabled persons’ parking place without displaying a valid disabled persons’ parking badge’</b></p> <ul style="list-style-type: none"> <li>Disabled parking places can be identified by white bay markings with an associated road legend stating ‘DISABLED’ and also an associated time plate.</li> </ul> <p><b>NOTES</b></p> <ul style="list-style-type: none"> <li>Parking is permitted provided the vehicle is clearly displaying a valid blue disabled badge.</li> <li>Parking Attendants will issue an instant Penalty Charge Notice to any vehicle not displaying a valid blue disabled badge.</li> <li>A Parking Attendant can issue an instant Penalty Charge Notice to any vehicle which is not parked wholly within the set markings of the bay.</li> <li>Any vehicles displaying an altered blue disabled badge should be issued with an instant PCN and be authorised for removal. Details of this action must be forwarded to the Council’s Corporate Fraud team at the earliest opportunity.</li> </ul>
	<p><b>5) Diplomatic Parking Places</b></p> <p><b>PCN Code 41</b>  <b>‘Parked in a parking place designated for diplomatic vehicles’</b></p> <ul style="list-style-type: none"> <li>Diplomatic parking places can be identified by white bay markings with an associated road legend stating ‘DIPLOMAT’ and also an associated time plate.</li> </ul> <p><b>NOTES</b></p> <ul style="list-style-type: none"> <li>Parking Attendants will issue an instant Penalty Charge Notice to any vehicle parked in a diplomatic parking place without the necessary vehicle registration plates (i.e. registration plates containing X, D, or CD as follows : 123 X 456, 123 D 456 or CD 123 456).</li> <li>Parking Attendants will not authorise a vehicle for removal unless a specific request is received from the Embassy / High Commission / Consulate. Where confirmation is given that is a vehicle is to be removed, a Parking Attendant must make full notes.</li> </ul>

**Section 5 – OTHER DESIGNATED PARKING PLACES**

Restrictions	Enforcement Protocols
	<p><b>6) Police Parking Places</b></p> <p><b>PCN Code 42</b>  <b>'Parked in a parking place designated for Police vehicles'</b></p> <ul style="list-style-type: none"> <li>• Police parking places can be identified by white bay markings with an associated road legend stating 'POLICE' and also an associated time plate.</li> </ul> <p><b>NOTES</b></p> <ul style="list-style-type: none"> <li>• Parking Attendants will issue an instant Penalty Charge Notice to any vehicle which is not a clearly marked Police car or is not displaying a recognised Police identifier.</li> </ul>


## Section 5 – OTHER DESIGNATED PARKING PLACES

	<b>Exemptions to Enforcement</b>
	<p>(1) the vehicle is waiting for a period not exceeding two minutes, or such longer period as a parking attendant may approve, to enable a person to board or alight from the vehicle;</p> <p>(2) the vehicle is waiting owing to the driver being:</p> <ol style="list-style-type: none"> <li>a. obliged to stop in order to avoid an accident; or</li> <li>b. prevented from proceeding by any circumstances beyond their control, where the said circumstance relates directly to the movement, or otherwise, of traffic on the road;</li> </ol> <p>(3) the vehicle is being used for fire and rescue, ambulance or police purposes;</p> <p>(4) the vehicle, not being a passenger vehicle, is being used in the service of a local authority in pursuance of statutory powers or duties: Provided that in all the circumstances it is reasonably necessary in the exercise of such powers or in the performance of such duties for the vehicle to wait at the place in which it is waiting;</p> <p>(5) the vehicle is waiting only for so long as may be necessary to enable it to be used in connection with the removal of any obstruction to traffic;</p> <p>(6) if the vehicle, being a liveried vehicle, is in the service of, or is being employed by, a universal service provider and is in actual use, in the place within which the vehicle is waiting, while postal packets:</p> <ol style="list-style-type: none"> <li>a. addressed to premises adjacent to the said place are being unloaded from the vehicle; or</li> <li>b. addressed to premises adjacent to the said place having been unloaded from the said vehicle, are being delivered; or</li> <li>c. are being collected from postal boxes or premises adjacent to the said place for loading onto the vehicle; or</li> <li>d. are being loaded onto the vehicle.</li> </ol> <p>(7) the vehicle, not being a passenger vehicle, and where the said vehicle is integral to the work being undertaken, is waiting only for so long as may be reasonably necessary to enable it to be used for the purpose of:</p> <ol style="list-style-type: none"> <li>a. any building operation, demolition or excavation in or adjacent to the parking place;</li> <li>b. the maintenance, improvement or reconstruction of the parking place; or</li> <li>c. the laying, erection, alteration, removal or repair in or adjacent to the parking place of any sewer or of any main, pipe or apparatus for the supply of gas, water or electricity or of any telecommunication apparatus; or</li> <li>d. the placing, maintenance or removal of any traffic sign or parking meter.</li> </ol> <p>provided that, in all cases, the vehicle or vehicles are in actual use in connection with the work being undertaken and that, in the case of any of the operations described in sub-paragraphs (iii) and (iv) above, the said operation or operations are to be conducted within the extents of the road.</p>

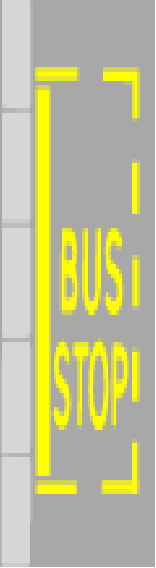
**Section 5 – OTHER DESIGNATED PARKING PLACES**

	<b><u>Exemptions to Enforcement</u></b>
	<p>(8) the vehicle, not being a passenger vehicle, is in actual use in connection with the removal of furniture to or from one office or dwelling house adjacent to the place from or to another office or dwelling house;</p> <p>(9) the vehicle is in actual use in connection with a funeral undertaking;</p> <p>(10) the vehicle is waiting if goods are being sold or offered for sale from the vehicle by a person who is licensed by the Council to sell goods from a stationary vehicle situated in the place;</p> <p>(11) if the vehicle, being a security vehicle, is in actual use while currency, or other valuables:</p> <ul style="list-style-type: none"><li>a. are being unloaded from the vehicle; or</li><li>b. having been unloaded from the said vehicle, are being delivered; or</li><li>c. are being collected from premises adjacent to that road for loading onto the vehicle; or</li><li>d. having been collected from the said premises, are being loaded onto the vehicle.</li></ul>

## Section 6 – PARKING OUTSIDE SCHOOLS

Restrictions	Enforcement Protocols
	<p><b>1) School Keep Clear Markings</b></p> <p><b>PCN Code 02 –</b>  <b>‘Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force’</b></p> <ul style="list-style-type: none"> <li>• School keep clear markings can be identified by a single yellow line along the roadside, the road legend ‘SCHOOL KEEP CLEAR’ (as shown in fig 1) and also an associated time plate indicating the hours of restriction.</li> </ul> <p><b>NOTES</b></p> <ul style="list-style-type: none"> <li>• Parking Attendants will issue an instant Penalty Charge Notice to any vehicle parked at school keep clear markings.</li> <li>• Vehicles should be moved on if the driver is present. If the driver is not present, or if the driver refuses to move, the Parking Attendant will issue an instant Penalty Charge Notice.</li> </ul> <p><b><u>Exemptions to Enforcement</u></b></p> <ol style="list-style-type: none"> <li>(1) to enable the vehicle, if it cannot conveniently be used for such purpose in any other road to be used in connection with any building operations or demolition, the removal of any obstruction to traffic, the maintenance, improvement or reconstruction of any of the lengths of road so referred to, or the execution in any of the said lengths of road of road works as defined in the New Roads and Street Works Act 1991;</li> <li>(2) to enable the vehicle, if it cannot conveniently be used for such purposes in any other road to be used in pursuance of statutory powers and duties;</li> <li>(3) to enable the vehicle to be used for fire brigade, ambulance or police force purposes; or</li> <li>(4) to enable the vehicle to be used as a contractual bus.</li> </ol>

## Section 7 – BUS STOP CLEARWAYS



Restrictions	Enforcement Protocols
	<p><b>1) Bus Stop Clearways</b></p> <p><b>PCN Code 47 –</b> <b>'Parked on a restricted Bus Stop'</b></p> <ul style="list-style-type: none"> <li>• Bus Stop Clearways can be identified by yellow bus stop bay markings, a thick (150mm) single yellow line through the bus stop and also an associated road legend stating 'bus stop'. There will also be a time plate at the location stating 'no stopping except buses'.</li> <li>• Bus Stop Clearways are in operation 24 hours a day, 365 days a year unless the time plate states otherwise.</li> </ul> <p><b>NOTES</b></p> <ul style="list-style-type: none"> <li>• Parking Attendants will issue an instant Penalty Charge Notice to any vehicle parked at a Bus Stop Clearway.</li> <li>• Vehicles should be moved on if the driver is present. If the driver is not present, or if the driver refuses to move, the Parking Attendant will issue an instant Penalty Charge Notice.</li> </ul> <p><b><u>Exemptions to Enforcement</u></b></p> <ol style="list-style-type: none"> <li>(1) the driver of a bus being used in the provision of a local service who causes the bus to stop within the clearway for so long as may be necessary:             <ol style="list-style-type: none"> <li>a. to maintain the published timetable for the service (provided, in the case of a bus stop clearway, the bus is not stopped within the clearway for a period exceeding two minutes);</li> <li>b. to enable passengers to board or alight from the bus; or</li> <li>c. to enable the crew of the bus to be changed.</li> </ol> </li> <li>(2) the driver of a bus being used in the provision of a local service who causes the bus to stop within the clearway for so long as may be necessary:             <ol style="list-style-type: none"> <li>a. to maintain the published timetable for the service (provided, in the case of a bus stop clearway, the bus is not stopped within the clearway for a period exceeding two minutes);</li> <li>b. to enable passengers to board or alight from the bus; or</li> <li>c. to enable the crew of the bus to be changed.</li> </ol> </li> <li>(3) a vehicle being used for fire brigade, ambulance or police purposes;</li> <li>(4) anything done with the permission or at the direction of:             <ol style="list-style-type: none"> <li>a. a constable in uniform;</li> <li>b. a traffic warden; or</li> <li>c. where the clearway is in a special parking area designated under Part II of the Road Traffic Act 1991 or Schedule 3 to that Act, a parking attendant appointed under section 63A of the 1984 Act(1);</li> </ol> </li> <li>(5) a vehicle which is prevented from proceeding by circumstances beyond the driver's control or which has to be stopped in order to avoid injury or damage to persons or property;</li> <li>(6) a taxi which is stationary only for so long as may be reasonably necessary for a passenger to board or alight and to load or unload any luggage of the passenger;</li> </ol>

## Section 7 – BUS STOP CLEARWAYS




Restrictions	Enforcement Protocols
	<p>(7) a marked vehicle which, whilst used by a universal service provider in the course of the provision of a universal postal service, is stationary only for so long as may be reasonably necessary for postal packets to be collected;</p> <p>(8) a vehicle driven by a person whilst being trained to drive a bus operating local services who, as part of his training, stops the vehicle within a clearway for no longer than necessary to simulate the stopping of a bus at a bus stop for the purpose of picking up and setting down passengers;</p> <p>(9) a vehicle which is stationary in order that it may be used for one or more of the purposes specified below and which cannot be used for such a purpose without stopping in the clearway.</p> <ul style="list-style-type: none"> <li>a. any operation involving building, demolition or excavation;</li> <li>b. the removal of any obstruction to traffic;</li> <li>c. the maintenance, improvement or reconstruction of a road;</li> <li>d. constructing, improving, maintaining or cleaning any street furniture including bus stop infrastructure; or</li> <li>e. the laying, erection, alteration, repair or cleaning of any sewer or of any main, pipe or apparatus for the supply of gas, water or electricity, or of any telecommunications apparatus kept installed for the purposes of a telecommunications code system or of any other telecommunications apparatus lawfully kept installed in any position.</li> </ul>



## Section 8 – SUSPENDED PARKING BAYS

Restrictions	Enforcement Protocols
<p>fig 1</p>  <p>fig 2</p> 	<p><b>SUSPENDED PARKING PLACES</b></p> <p><b>PCN Code 21 – ‘Parked in a suspended bay or space or part of bay or space’</b></p> <ul style="list-style-type: none"> <li>• Bay suspensions are denoted by bay suspension signs (fig 1) located along the length of the suspension, no parking cones (fig 2) positioned in each of the suspended bays.</li> <li>• No loading/waiting is permitted during hours of loading prohibition (as displayed on suspension sign – (fig 1)).</li> </ul> <p><b>NOTES</b></p> <ul style="list-style-type: none"> <li>• If a vehicle was parked in a suspended place prior to the suspension coming into effect then the Parking Attendant will issue a Warning Notice and authorise the vehicle for relocation in order to clear the suspended place.</li> <li>• Parking Attendants will issue an instant Penalty Charge Notice to any vehicle which parks in a suspended parking place after the suspension has come into effect.</li> <li>• Vehicles should be moved on if the driver is present. If the driver is not present, or the driver refuses to move, the Parking Attendant will issue a Penalty Charge Notice.</li> </ul> <p><b><u>Acceptable reasons for suspending parking places (and exemptions to enforcement)</u></b></p> <ol style="list-style-type: none"> <li>(1) for the purpose of facilitating the movement of traffic or promoting its safety;</li> <li>(2) for the purpose of:             <ol style="list-style-type: none"> <li>a. any building operation, demolition or excavation in or adjacent to the place;</li> <li>b. the maintenance, improvement or reconstruction of the road in or adjacent to the place; or</li> <li>c. the maintenance or cleansing of gullies in or adjacent to the place;</li> <li>d. the laying, erection, alteration, removal or repair in or adjacent to the place of any sewer or of any main, pipe or apparatus for the supply of gas, water or electricity or of any tele-communication apparatus; or</li> <li>e. the placing, maintenance or removal of any traffic sign or parking meter;</li> </ol> </li> <li>(3) for the convenience of occupiers of premises adjacent to the place on the occasion of the removal of furniture from one office or dwelling house to another or the removal of furniture from such premises to a depository or to such premises from a depository;</li> <li>(4) on any occasion on which it is likely by reason of some special attraction that any street will be thronged or obstructed; or</li> <li>(5) for the convenience of occupiers of premises adjacent to the place at times of funerals or on other special occasions.</li> </ol>

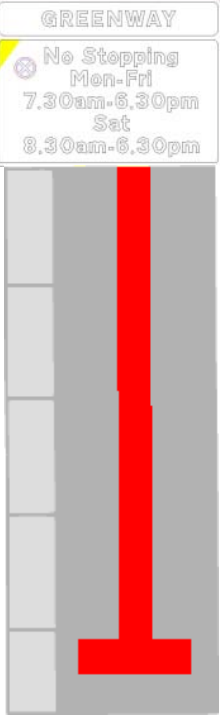
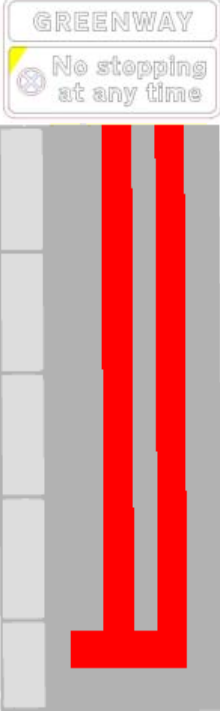
## Section 9 – TEMPORARY TRAFFIC REGULATION ORDERS

Restrictions	Enforcement Protocols
<p data-bbox="201 398 256 427">fig 1</p>  <p data-bbox="201 786 256 815">fig 2</p>  <p data-bbox="201 1160 256 1189">fig 3</p> 	<p data-bbox="571 398 1174 427"><b>TEMPORARY TRAFFIC REGULATION ORDERS</b></p> <p data-bbox="571 461 1257 521"><b>PCN Code 01 – 'Parked in a restricted street during prescribed hours'</b></p> <p data-bbox="571 555 1294 640"><b>PCN Code 02 – 'Parked or loading/unloading in a restricted street where waiting and loading / unloading restrictions are in force'</b></p> <ul data-bbox="592 674 1394 891" style="list-style-type: none"> <li>• Temporary Traffic Regulation Orders (TTROs) are indicated by street bills (fig 1), corex suspension signs (fig 2) and no parking cones (fig 3) positioned along the length of the TTRO.</li> <li>• No loading and/or waiting is generally permitted during hours of the Temporary Traffic Regulation Order as denoted on the associated street bills located along the length of the TTRO (fig 1). Some TTROs allow for vehicles to load and unload.</li> </ul> <p data-bbox="571 920 667 949"><b>NOTES</b></p> <ul data-bbox="592 958 1394 1261" style="list-style-type: none"> <li>• If a vehicle was parked in an area affected by a TTRO prior to the TTRO coming into effect then the Parking Attendant will issue a Warning Notice and authorise the vehicle for relocation in order to clear the TTRO.</li> <li>• Parking Attendants will issue a Penalty Charge Notice as appropriate to any vehicle which parks in an area affected by the TTRO after it has come into effect.</li> <li>• Vehicles should be moved on if the driver is present. If the driver is not present, or if the driver refuses to move, the Parking Attendant will issue an instant Penalty Charge Notice.</li> </ul> <p data-bbox="571 1294 1289 1355"><b><u>Acceptable reasons for suspending parking places (and exemptions to enforcement)</u></b></p> <ol data-bbox="592 1384 1394 1877" style="list-style-type: none"> <li>(1) for the purpose of facilitating the movement of traffic or promoting its safety;</li> <li>(2) for the purpose of:             <ol style="list-style-type: none"> <li>a. any building operation, demolition or excavation in or adjacent to the place;</li> <li>b. the maintenance, improvement or reconstruction of the road in or adjacent to the place; or</li> <li>c. the maintenance or cleansing of gullies in or adjacent to the place;</li> <li>d. the laying, erection, alteration, removal or repair in or adjacent to the place of any sewer or of any main, pipe or apparatus for the supply of gas, water or electricity or of any tele-communication apparatus; or</li> <li>e. the placing, maintenance or removal of any traffic sign or parking meter;</li> </ol> </li> </ol>

## Section 9 – TEMPORARY TRAFFIC REGULATION ORDERS

Restrictions	Enforcement Protocols
	<p>(3) for the convenience of occupiers of premises adjacent to the place on the occasion of the removal of furniture from one office or dwelling house to another or the removal of furniture from such premises to a depository or to such premises from a depository;</p> <p>(4) on any occasion on which it is likely by reason of some special attraction that any street will be thronged or obstructed; or</p> <p>(5) for the convenience of occupiers of premises adjacent to the place at times of funerals or on other special occasions.</p>

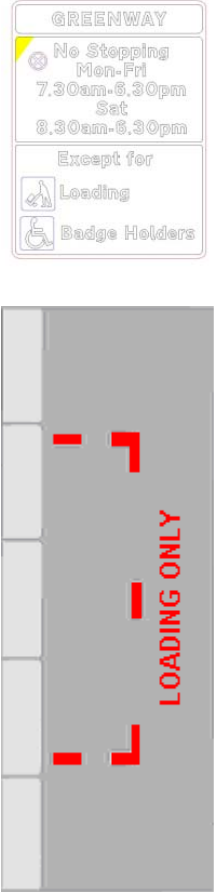
## Section 10 – GREENWAY PARKING RESTRICTIONS

Restrictions	Enforcement Protocols
<p>fig 1 – srl</p>  <p>fig 2 – drl</p> 	<p><b>1) Red Line restrictions</b></p> <p><b>PCN Code 46 – ‘Stopped where prohibited (on a red route or clearway)’</b></p> <p><b>Single Red Line (srl)</b> (fig 1)</p> <ul style="list-style-type: none"> <li>No stopping or loading during the restricted hours (as displayed on the associated time plate).</li> </ul> <p><b>Double Red Line (drl)</b> (fig 2)</p> <ul style="list-style-type: none"> <li>No stopping or loading at any time.</li> </ul> <p><b>NOTES</b></p> <ul style="list-style-type: none"> <li>Stopping and loading are prohibited on Greenway routes during controlled hours unless the vehicle is in a designated parking or loading bay during the operational hours of the bay.</li> <li>Any vehicle incorrectly parked on a red line will be issued with an instant Penalty Charge Notice (PCN) using the 46 contravention code.</li> <li>Vehicles should be moved on by a Parking Attendant if the driver is present. If the driver is not present, or if the driver refuses to move, the Parking Attendant will issue an instant Penalty Charge Notice.</li> </ul> <p><b><u>Exemptions to Enforcement</u></b></p> <ol style="list-style-type: none"> <li>If the vehicle is a public service vehicle while being used in the provision of a local service (Such vehicles may wait at any bus stop situated on the greenway for the period of time necessary for taking up and setting down passengers and for an additional period of time not exceeding one half of one minute for other operational reasons pertaining to such a vehicle).</li> <li>If the vehicle is a taxi and is waiting at the edge of the carriageway for so long as may be necessary for the purpose of enabling a person to board or alight from the vehicle or to load or unload their personal luggage.</li> <li>If the vehicle is displaying a disabled person’s badge, it may wait at the edge of the carriageway in any road for so long as may be necessary for the purpose of enabling a disabled person to board or alight from the vehicle.</li> <li>If the vehicle is waiting at any gate or other barrier at the entrance to premises to which the vehicle is proceeding, or from which it has emerged, is opened or closed, if it is not reasonably practicable for the vehicle to wait at a place where it would otherwise be lawful for the vehicle to wait.</li> <li>If the vehicle is in the service of or employed by the Post Office from waiting while letters or postal packets are being unloaded from the vehicle or, having been unloaded therefrom, are being delivered to premises adjacent to any road or while letters or postal packets are being collected from post boxes or premises adjacent to any road for loading on to the vehicle .</li> <li>If the vehicle is being driven by a medical practitioner or uniformed nurse/mid wife visiting patients on professional domiciliary calls in premises situated on any road and the vehicle bears a badge approved by the Council conspicuously displayed on the vehicle so that the particulars recorded on the badge are clearly visible to a person standing at the front or the nearside of the vehicle.</li> </ol>

## Section 10 – GREENWAY PARKING RESTRICTIONS

Restrictions	Enforcement Protocols
	<p>(7) If the vehicle is displaying a permit issued by the local traffic authority when used within the times and at the places specified in that permit.</p> <p>(8) If the vehicle is being used for fire brigade, ambulance or police purposes.</p> <p>(9) If the vehicle is being used for the removal of any obstruction to traffic.</p> <p>(10) If the vehicle is being used in connection with emergency works.</p> <p>(11) If the vehicle is required by law to stop or not to proceed.</p> <p>(12) If the vehicle is obliged to stop in order to avoid an accident.</p> <p>(13) If the vehicle is prevented from proceeding by circumstances outwith the drivers control.</p> <p>(14) A taxi whilst plying for hire in a taxi stance.</p> <p>(15) If the vehicle is a security vehicle being used in the transit of money or valuables.</p> <p>(16) If the vehicle is being used for the removal to or from one office, dwellinghouse or depository to or from another office, dwellinghouse or depository.</p> <p>(17) If the vehicle is being used in connection with a funeral or wedding and has been given permission to stop.</p> <p><b>And, between the hours of 09.30 and 16.00 on Single Red Lines and between the Hours of 18.30 and 07.30 on Double Red Lines</b></p> <p>(18) If the vehicle is being used in connection with the placing, maintenance or removal of any lighting column, lantern or lamp; traffic sign, traffic bollard, guardrail or any other item of street furniture ; bus shelter; bus stop flags and information notices or any traffic signals.</p> <p>(19) If the vehicle is being used in connection with the cleaning or lighting of any bus shelter, traffic sign or traffic bollard adjacent to the restricted road.</p> <p>(20) If the vehicle is being used in connection with the maintenance, improvement or reconstruction of any gully or road service adjacent to the road or any waste management activities.</p>

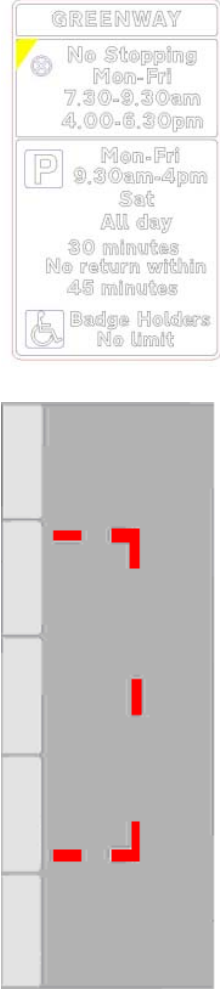
## Section 10 – GREENWAY PARKING RESTRICTIONS

Restrictions	Enforcement Protocols
 <p>The image shows a 'GREENWAY' sign with a 'No Stepping' restriction from Monday to Friday, 7.30am to 6.30pm, and Saturday, 8.30am to 6.30pm. It is exempt for loading and badge holders. Below the sign is a road marking consisting of a red dashed rectangle with the words 'LOADING ONLY' written vertically in red on the right side.</p>	<p><b>2) Greenways Loading Places</b></p> <p><b>PCN Code 25</b>  <b>'Vehicle waiting in a loading place without loading taking place'</b></p> <ul style="list-style-type: none"> <li>• Loading places can be identified by bay markings with an associated road legend stating 'LOADING ONLY' and also a related time plate.</li> </ul> <p><b>NOTES</b></p> <ul style="list-style-type: none"> <li>• Loading/Unloading of a vehicle is permitted in Greenway loading place during the hours of operation of the bay.</li> <li>• The hours of operation and the maximum loading period will be displayed on a time plate next to the bay.</li> <li>• Vehicles displaying a valid disabled badge are permitted to park in loading places during their hours of operation, provided the wheelchair user symbol is displayed on the sign.</li> <li>• Parking Attendants will observe a private vehicle in a loading place for a full five minutes, or a marked goods vehicle for a full ten minutes, to check for loading activity before issuing a Penalty Charge Notice (PCN).</li> <li>• Vehicles should be moved on by a Parking Attendant if the driver is present and no loading/unloading is witnessed. If the driver is not present, or if the driver refuses to move, the Parking Attendant will issue Penalty Charge Notice after the appropriate constant observation</li> </ul> <p><b><u>Exemptions to Enforcement</u></b></p> <ol style="list-style-type: none"> <li>(1) If the vehicle is a taxi and is waiting at the edge of the carriageway for so long as may be necessary for the purpose of enabling a person to board or alight from the vehicle or to load or unload their personal luggage</li> <li>(2) If the vehicle is displaying a disabled person's badge, it may wait at the edge of the carriageway in any road for so long as may be necessary for the purpose of enabling a disabled person to board or alight from the vehicle</li> <li>(3) If the vehicle is waiting at any gate or other barrier at the entrance to premises to which the vehicle is proceeding, or from which it has emerged, is opened or closed, if it is not reasonably practicable for the vehicle to wait at a place where it would otherwise be lawful for the vehicle to wait</li> <li>(4) If the vehicle is in the service of or employed by the Post Office from waiting while letters or postal packets are being unloaded from the vehicle or, having been unloaded therefrom, are being delivered to premises adjacent to any road or while letters or postal packets are being collected from post boxes or premises adjacent to any road for loading on to the vehicle</li> <li>(5) If the vehicle is being driven by a medical practitioner or uniformed nurse/mid wife visiting patients on professional domiciliary calls in premises situated on any road and the vehicle bears a badge approved by the Council conspicuously displayed on the vehicle so that the particulars recorded on the badge are clearly visible to a person standing at the front or the nearside of the vehicle.</li> </ol>

## Section 10 – GREENWAY PARKING RESTRICTIONS

Restrictions	Enforcement Protocols
	<ul style="list-style-type: none"><li data-bbox="517 331 1378 387">(6) If the vehicle is displaying a permit issued by the local traffic authority when used within the times and at the places specified in that permit</li><li data-bbox="517 412 1378 441">(7) If the vehicle is being used for fire brigade, ambulance or police purposes</li><li data-bbox="517 465 1337 495">(8) If the vehicle is being used for the removal of any obstruction to traffic</li><li data-bbox="517 519 1273 548">(9) If the vehicle is being used in connection with emergency works</li><li data-bbox="517 573 1198 602">(10) If the vehicle is required by law to stop or not to proceed</li><li data-bbox="517 627 1235 656">(11) If the vehicle is obliged to stop in order to avoid an accident</li><li data-bbox="517 680 1374 736">(12) If the vehicle is prevented from proceeding by circumstances outwith the drivers control</li><li data-bbox="517 761 1043 790">(13) A taxi whilst plying for hire in a taxi stance</li><li data-bbox="517 815 1350 871">(14) If the vehicle is a security vehicle being used in the transit of money or valuables</li><li data-bbox="517 896 1350 987">(15) If the vehicle is being used for the removal to or from one office, dwellinghouse or depository to or from another office, dwellinghouse or depository.</li><li data-bbox="517 1012 1358 1068">(16) If the vehicle is being used in connection with a funeral or wedding and has been given permission to stop</li></ul>

## Section 10 – GREENWAY PARKING RESTRICTIONS

Restrictions	Enforcement Protocols
 <p>The image shows two types of parking signs and a street marking. The top sign is a 'GREENWAY' sign with a yellow triangle, indicating 'No Stopping' from Monday to Friday, 7.30am-9.30am and 4.00pm-6.30pm. The bottom sign is a 'P' sign with a blue background, indicating 'Mon-Fri 9.30am-4pm', 'Sat All day', '30 minutes', 'No return within 45 minutes', and 'Badge Holders No Limit'. Below the signs is a street marking showing a grey area with red lines forming a bay and a red 'L' shape indicating a limited waiting place.</p>	<p><b>3) Greenways Limited Waiting Parking Places</b></p> <p><b>PCN Code 30</b> <b>'parked for longer than permitted'</b></p> <ul style="list-style-type: none"> <li>Limited waiting places can be identified by bay markings on street and an associated time plate indicating the operational times and maximum stay period of the parking place.</li> </ul> <p><b>NOTES</b></p> <ul style="list-style-type: none"> <li>Parking is permitted for up to the maximum stay period as stated on the time plate.</li> <li>Vehicles displaying a valid disabled badge do not have to adhere to the maximum stay periods and are permitted to remain parked for the duration of the operational hours of the parking place.</li> <li>Parking Attendants will issue an instant Penalty Charge Notice to any vehicle which has overstayed the maximum stay period.</li> <li>Vehicles will not be permitted to return to a limited waiting place within 1.5*M (where M is the maximum stay period) minutes of leaving the parking place.</li> </ul> <p><b><u>Exemptions to Enforcement</u></b></p> <ol style="list-style-type: none"> <li>If the vehicle is a taxi and is waiting at the edge of the carriageway for so long as may be necessary for the purpose of enabling a person to board or alight from the vehicle or to load or unload their personal luggage</li> <li>If the vehicle is displaying a disabled person's badge, it may wait at the edge of the carriageway in any road for so long as may be necessary for the purpose of enabling a disabled person to board or alight from the vehicle</li> <li>If the vehicle is waiting at any gate or other barrier at the entrance to premises to which the vehicle is proceeding, or from which it has emerged, is opened or closed, if it is not reasonably practicable for the vehicle to wait at a place where it would otherwise be lawful for the vehicle to wait</li> <li>If the vehicle is in the service of or employed by the Post Office from waiting while letters or postal packets are being unloaded from the vehicle or, having been unloaded therefrom, are being delivered to premises adjacent to any road or while letters or postal packets are being collected from post boxes or premises adjacent to any road for loading on to the vehicle</li> <li>If the vehicle is being driven by a medical practitioner or uniformed nurse/mid wife visiting patients on professional domiciliary calls in premises situated on any road and the vehicle bears a badge approved by the Council conspicuously displayed on the vehicle so that the particulars recorded on the badge are clearly visible to a person standing at the front or the nearside of the vehicle.</li> <li>If the vehicle is displaying a permit issued by the local traffic authority when used within the times and at the places specified in that permit</li> <li>If the vehicle is being used for fire brigade, ambulance or police purposes</li> <li>If the vehicle is being used for the removal of any obstruction to traffic</li> </ol>



## Section 10 – GREENWAY PARKING RESTRICTIONS

Restrictions	Enforcement Protocols
	<p>(9) If the vehicle is being used in connection with emergency works</p> <p>(10) If the vehicle is required by law to stop or not to proceed</p> <p>(11) If the vehicle is obliged to stop in order to avoid an accident</p> <p>(12) If the vehicle is prevented from proceeding by circumstances outwith the drivers control</p> <p>(13) A taxi whilst plying for hire in a taxi stance</p> <p>(14) If the vehicle is a security vehicle being used in the transit of money or valuables</p> <p>(15) If the vehicle is being used for the removal to or from one office, dwellinghouse or depository to or from another office, dwellinghouse or depository.</p> <p>(16) If the vehicle is being used in connection with a funeral or wedding and has been given permission to stop</p>

## **Section 11 – VEHICLE REMOVALS AND CLAMPING**

### **VEHICLE REMOVALS AND RELOCATIONS**

- Any vehicle may be authorised for removal after the issue of a Penalty Charge Notice.
- The Council prioritises the removal of certain contraventions over others. The removal priorities are outlined in Appendix 3.
- In certain cases, the vehicle will be left in position, or possibly relocated to a nearby area if it is deemed to be causing an obstruction, rather than be removed to the car pound; for example:
  - If the vehicle is displaying a valid disabled badge.
  - If the vehicle is displaying a valid Essential Users Parking Permit.
  - If the vehicle is parked in a pay and display parking place and displaying a valid permit for the zone in which it is parked.
- Any vehicles displaying an altered blue disabled badge should be issued with an instant PCN and be authorised for removal. Details of this action must be forwarded to the Council's Corporate Fraud team at the earliest opportunity
- Should a vehicle which has been authorised for removal be deemed too large to be lifted by a Council removal truck, then arrangements may be made to have the offending vehicle towed to the car pound through a private contractor.

### **PERSISTENT EVADERS**

- Any vehicle which has five or more outstanding parking tickets (parking tickets which have not been paid), is considered to be a Persistent Evader.
- Vehicles classed as Persistent Evaders are deemed to be high priority removals after being issued with a Penalty Charge Notice.
- Persistent Evader vehicles which have high levels of debt (above £500) are classed as High Value Debtors.
- Vehicles classed as Persistent Evaders and High Value Debtors are not entitled to the standard observation periods, with instant Penalty Charge Notices issued in most circumstances.

### **CLAMPING**

- Any vehicle which is classed as a Persistent Evader or High Value Debtor and has more than 20 Penalty Charge Notices outstanding may also be clamped.
- Vehicle owners must provide the Council with current address details and pay the clamp release fee in order to have their vehicle unclamped.
- Any vehicle which remains clamped through the day will be removed or towed to the car pound. In such cases the clamping fee will be waived and the higher removal fee will become payable.

## **APPENDIX 1 – DISPENSATIONS AND SUSPENSIONS**

### **Dispensations**

A dispensation is if you need to load or unload on a single yellow line for longer than 30 minutes. There is a £10 administration charge for each dispensation request per vehicle and location which must be paid in full by debit or credit card before a dispensation request can be processed.

You can apply for a dispensation by calling us on 0131 557 6941 between the hours of 8:30am and 5pm, Monday to Friday, or by emailing us at [edinburghdispensation@nslservices.co.uk](mailto:edinburghdispensation@nslservices.co.uk) or by completing and faxing the downloadable form provided on our website.

You should give as much notice as possible if you need a dispensation for:

- delivering heavy goods
- furniture or home removals
- vehicle with generators

To set up a dispensation we require

- the location address
- the start and end time
- the company name
- the vehicle registration.

### **Suspensions**

From 8 June 2015 all parking bay suspensions will be charged at the appropriate pay and display rate for the street/area. There will no longer be a lower charge for the suspension of permit parking bays or for suspensions involving 'essential works' and all charges must be paid in full by debit or credit card before a suspension request can be processed.

You can apply for a suspension by calling us on 0131 5541751 between the hours of 8:30am and 3pm, Monday to Friday, or by emailing us at [edinburghsuspensions@nslservices.co.uk](mailto:edinburghsuspensions@nslservices.co.uk) or by completing and faxing us the downloadable form provided on our website.

For suspensions we require three days notice excluding the weekends for resident permit parking spaces and two days notice excluding the weekends for public parking bays. Charges will vary depending on the area.

To set up a suspension we require the location address

1. fax or email details
2. date or dates required
3. reason for the suspension.

## **APPENDIX 2 – PARKING PERMIT SCHEMES**

### **Residents Parking Permit Scheme for Controlled Parking Zones (CPZ)**

- Residents parking permits are available to any resident residing at a qualifying address within the Controlled Parking Zone (CPZ) in Edinburgh as defined by the CPZ Traffic Regulation Order.
- Residents parking permits allow residents to park within permit holders or shared use parking place within their zone.
- The hours of operation are as follows:
  - Central Zones (Zones 1 - 4) – 8.30am to 6.30pm Monday to Saturday
  - Peripheral & Extended Zone (Zones 5 - 8 & N1- N5 & S1 – S4) – 8.30am to 5.30pm Monday to FridayResidents must supply proof of residence and a copy of the vehicle registration document showing that the vehicle is owned by them. If the vehicle is not registered in the applicants name then the applicant must produce:
  - A letter from the registered keeper declaring that they are the main user and keeper of the vehicle
  - The insurance certificate detailing their name, address, postcode and vehicle registration or a recent letter from the insurance company verifying the vehicle is usually kept by them at an address within the Controlled Parking Zone
  - If the vehicle is owned by a leasing or hire company, the applicant must provide a written declaration from the hirer or leaser of the vehicle advising that the vehicle is for the applicant's sole use.
- Charges for residents parking permits are based on the zone in which the applicant's property is located and on either the vehicle CO2 emissions (g/km) or engine size (cc). The first permit is issued at the standard price (Permit 1 charge) additional permits will incur a 25% surcharge (Permit 2 charge).
- A maximum of two permits can be issued to a household; however each person is only eligible for a single permit.
- Residents can apply for a merged residents permit, two vehicles will be registered to the permit, however, only one vehicle can use the permit to park at any one time.
- Blue badge holders and motorcyclists are entitled to an exempt (free) residents parking permit, please see section 10 – Virtual Parking Permits.
- Trailers, vehicle carrying more than 12 passengers and vehicles over 2.5m in height are not eligible for residents parking permits.
- Residents parking permits do not guarantee the resident a parking place, however, it does give them priority over people without permits during the operating hours.

### **Residents Parking Permit Scheme for Priority Parking Areas**

- Residents Parking Permits are available to any resident residing at a qualifying address within a Priority Parking Area in Edinburgh as defined by the CPZ Traffic Regulation Order.
- Residents parking permits allow residents to park within permit holders parking place within their zone.
- The hours of operation are as follows:
  - Buffer Area B1 – 10.00am - 11.30am Monday to Friday
  - Buffer Area B2 – 1.30pm - 3pm Monday to Friday
  - Buffer Area B3 – 10.00am - 11.30am Monday to Friday
  - Buffer Area B4 – 11.30am - 1pm Monday to Friday
  - Buffer Area B5 - 11.30am - 1pm Monday to Friday
  - Buffer Area B6 – 11.00am -12.30pm Monday to Friday
  - Buffer Area B7 – 9.30am - 11am Monday to Friday
  - Buffer Area B8 – 12.30pm - 2pm

## APPENDIX 2 – PARKING PERMIT SCHEMES

- Buffer Area B9 – 1.30pm - 3pm
- Buffer Area B10 – 1.30pm - 3pm
- In a Priority Parking Area only the residents parking places are controlled, the remaining kerbside space is generally uncontrolled, with the exception of yellow line restrictions.
- Residents must supply proof of residence and a copy of the vehicle registration document showing that the vehicle is owned by them. If the vehicle is not registered in the applicants name then the applicant must produce:
  - A letter from the registered keeper declaring that they are the main user and keeper of the vehicle
  - The insurance certificate detailing their name, address, postcode and vehicle registration or a recent letter from the insurance company verifying the vehicle is usually kept by them at an address within the Controlled Parking Zone
  - If the vehicle is owned by a leasing or hire company, the applicant must provide a written declaration from the hirer or leaser of the vehicle advising that the vehicle is for the applicant's sole use.
- Charges for residents parking permits are based on the zone in which the applicant's property is located and on either the vehicle CO2 emissions (g/km) or engine size (cc). The first permit is issued at the standard price (Permit 1 charge) additional permits will incur a 25% surcharge (Permit 2 charge).
- A maximum of two permits can be issued to a household; however each person is only eligible for a single permit.
- Residents can apply for a merged residents permit, two vehicles will be registered to the permit, however, only one vehicle can use the permit to park at any one time.
- Blue badge holders and motorcyclists are entitled to an exempt (free) residents parking permit, please see section 10 – Virtual Parking Permits.
- Trailers, vehicle carrying more than 12 passengers and vehicles over 2.5m in height are not eligible for residents parking permits
- Residents parking permits do not guarantee the resident a parking place, however, it does give them priority over people without permits during the operating hours.

### Trades Parking Permit Scheme

- Trades permits are available to qualifying tradespeople such as plumbers, joiners, roofers etc.
- Trades parking permits allow the vehicle to park in a pay and display parking place at all times and in permit holders parking places from 9.00am to 4.30pm. Trades permits can also be used in residential mews if dispensation is obtain beforehand.
- Applicants must sign a declaration confirming that their vehicle is fully liveried and essential for business use.
- The applicant must supply a copy of the vehicle registration document/hire or lease agreement and a copy of their insurance document proving that the vehicle is insured for business use. The business rates bill should be provided if available.
- There is no limit to the number of permits that a business can apply for and no limit to the number of vehicles that can be registered to use a trades parking permit. All vehicles must meet the requirements of the scheme.

### Retailers Parking Permit Scheme

- Retailers parking permits are available to retailers in peripheral (zones 5 – 8) and extended (zones N1 – N5 & S1 – S4) zones only.
- Retailers' parking permits allow the vehicle to park in permit holders or shared use parking places within the zone in which the business is located.

## **APPENDIX 2 – PARKING PERMIT SCHEMES**

- The business must be carrying out a class 1 retail activity as specified by the Town & Country Planning (Use Classes Scotland) Order 1997.
- The applicant must supply a copy of the vehicle registration document/hire or lease agreement and a copy of their insurance document proving that the vehicle is insured for business use. The business rates bill should be provided if available.
- Peripheral Retailers Parking Permits
  - Applicants must declare that their vehicle is fully liveried and essential for business use.
  - Only 1 permit is permitted per business, there is no limit to the number of vehicles that can be registered to use a retailers' parking permit. All vehicles must meet the requirements of the scheme.
  - The permit will display the business name
- Extended Retailers Parking Permits
  - Applicants must declare the vehicle is essential for business use. There is no requirement for the vehicle to be liveried.
  - There is a maximum of 2 permits permitted per business, with a maximum of 2 vehicles per permit.
- The permit will display the registration numbers of the registered vehicles

### **Business Parking Permit Scheme**

- Business parking permits are only available to businesses located in the extended controlled parking zones (zones N1 – N5 & S1 – S4)
- Business parking permits allow the vehicle to park in permit holders or shared use parking places within the zone in which the business is located.
- The business must be carrying out a class 2 business activity as specified by the Town & Country Planning (Use Classes Scotland) Order 1997.
- The applicant must supply a copy of the vehicle registration document/hire or lease agreement and a copy of their insurance document proving that the vehicle is insured for business use. The business rates bill should be provided if available.
- Applicants must declare the vehicle is essential for business use. There is no requirement for the vehicle to be liveried.
- There is a maximum of 2 permits permitted per business, with a maximum of 2 vehicles per permit.
- The permit will display the registration numbers of the registered vehicles

### **Essential User Permits Scheme**

- Essential User Permits (EUPs) are provided to Healthcare professionals to allow them to park more easily whilst carrying out domiciliary visits across Edinburgh.
- The EUP allows parking on a single or double yellow line provided there is no loading prohibition and in pay and display bays within the Peripheral and Extended Controlled Parking Zones.
- There are 3 types of Essential User Permits (EUPs):
  - Those provided to NHS Lothian. The permit number is prefixed by a number 1.
  - Those provided to GP practices. The permit number is prefixed by a number 2.
  - Those provided to the Royal Hospital for Sick Children (RHSC). The permit number is prefixed by a number 3
- EUPs are only valid for a maximum period of 2 hours in any one location.
- EUPs are not vehicle specific. The permit number and the expiry date are printed on the permit.

## **APPENDIX 2 – PARKING PERMIT SCHEMES**

### **Visitors Parking Permit Scheme**

- Residents residing in the Extended Controlled Parking zones N1 – N5 & S1 – S4 are entitled to purchase visitors parking permits.
- Visitors parking permits can be used to park in permit holders or shared use parking places within the appropriate zone. Visitor permits are not valid in mews areas.
- Visitors parking permits are sold in books of 10. A maximum of 15 books (150 visitor permits) can be purchased per annum.
- Residents meeting disability criteria can purchase a book of 10 permits at a reduced cost of 50%. A maximum of 30 books (300 visitor permits) can be purchased per annum.
- Residents residing in Priority Parking Areas can purchase visitor permits on a pro rata basis. A maximum of 3 books (30 visitor permits) can be purchased per annum. Residents meeting disability criteria can purchase a maximum of 6 books (60 visitor permits) per annum.
- Residents do not need to own a vehicle to purchase these permits.
- A single visitors' parking permit allows 90 minutes of parking.
- Visitors' need to scratch out the details on the permit including the day, date, month, year, hour and time of arrival. More than one permit can be displayed. The same 6 boxes should be scratched out on each permit.

### **Doctors Parking Permit Scheme**

- Doctors are eligible to apply for a residents parking permit if the surgery is located within the Controlled Parking Zone (CPZ).
- Residents parking permits allow parking within permit holders or shared use parking place within the specified zone.
- Charges for residents parking permits are based on the zone in which the surgery is located and on either the vehicle CO2 emissions (g/km) or engine size (cc). The first permit is issued at the standard price (Permit 1 charge) additional permits will incur a 25% surcharge (Permit 2 charge).
- A maximum of 5 residential parking permits can be issued to the surgery.

### **Daily Scratch Cards**

- Daily scratch cards are available to residents residing in the Central (zones 1 - 4) and Peripheral (zones 5 – 8) parking zones.
- The scratch card allows the vehicle to park within a residents parking place and in public parking places between 8.30am and 9.00am in the specified zone. In addition permit holders resident within zones 1 to 4 can also park in public parking places between 5.30pm and 6.30pm Mondays to Fridays and between 1.30pm and 6.30pm on Saturdays.
- Daily scratch cards are intended for use by those residents who do not require to park regularly in residents' parking places in their zone of residence.
- The scratch card is valid for one day of parking only.

### **Temporary Residents Parking Permit Scheme**

- A temporary, virtual residents parking permit is available to residents when they have a temporary vehicle, for example a courtesy vehicle or to a resident when they are moving home.
- The temporary permit allows a resident the same concessions as an ordinary permit holder.
- Temporary permits are issued free of charge for either 5, 10 or 14 days

## **APPENDIX 2 – PARKING PERMIT SCHEMES**

- In order to obtain a temporary residents permit the customer must already be in possession of a valid residents parking permit and will have met the eligibility criteria in order to obtain said permit.
- The permit holder must produce proof that a temporary permit is required, for example proof that repairs are to be carried out on the existing vehicle etc.

### **Virtual Parking Permits**

- Virtual permits were introduced in July 2011 to reduce the problems associated with the owner finding a suitable place to display a permit and for the Parking Attendant if the motorcycle has a cover which needs to be removed to check for a valid permit.
- Virtual permits are available to residents who own motorcycles and reside in the Controlled Parking Zone.
- A virtual permit allows a motorcyclist the same concessions as an ordinary permit holder without having to display a physical permit.
- Motorcyclists are eligible for an exempted residents parking permit, which means the permit is free of charge.
- The virtual permit reduces the problems associated with displaying a residents parking permit on a motorcycle as all the relevant details are recorded in the Parking Attendant's handheld computer.



## APPENDIX 3 – VEHICLE REMOVAL PRIORITIES

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### VEHICLE REMOVALS PRIORITIES

Vehicles can be removed if they are parked in contravention of the regulations, irrespective of the actual contravention committed. The Council does, however, prioritise vehicles for removal in the following order:

Priority	Manner of Parking
HIGH	Where the vehicle presents a risk to safety and/or is obstructing traffic flow, such as Greenways and Bus Stop Clearways.
	<b>Persistent Evaders</b> Applies to all vehicles with 5 or more open tickets on the High Value Debtor list. <b>For all persistent evaders with a monetary value of £500 or more awaiting payment</b> , in such circumstances, there is no restriction on the number of times a vehicle can be impounded. <b>This should continue until the monetary value is reduced to £150 or until otherwise advised by Parking Services.</b>
	<b>Foreign Vehicles</b> Applies to all foreign vehicles with 5 or more open tickets on the High Value Debtor list
	Where the vehicle is parked in a disabled bay without displaying a valid blue badge
MEDIUM	Where the vehicle is parked in a permit parking bay (e.g. residents' or doctors bay), without displaying a valid permit * ( <b>see note below</b> )
	Where the vehicle is parked on a double yellow line when loading or unloading is prohibited ** ( <b>see note below</b> )
	Where the vehicle is parked on a single yellow line when loading or unloading is prohibited ** ( <b>see note below</b> )
	Where the vehicle is parked in a bay for which it is not designed or approved, e.g. motor cycle or City Car Club bays
	Where a vehicle is parked on a length of street where loading and unloading is prohibited due to a Temporary Traffic Regulation Order (TTRO) and Suspended Bays
	Where a vehicle is parked on a double yellow line, outwith any loading prohibition (arrangements must be made to remove the offending vehicle on the same day the PCN is issued)
	Where the vehicle is parked in a public parking bay and upon issue of the 2 <sup>nd</sup> PCN for the same contravention.
LOW	Where the vehicle is parked on a waiting restriction (single yellow line where loading is permitted but the vehicle is <b>not</b> being loaded or unloaded). The vehicle should not be removed until 1 hour has elapsed since the issue of the PCN.

\* Where a vehicle is parked in a residents' bay, solo motorcycle bay or on a waiting restriction, but is also displaying a valid voucher, it should not be removed until 15 minutes after the voucher has expired (**unless the vehicle belongs to a persistent offender**).

Non City Car Club vehicles parked in a City Car Club Bays should be removed regardless of the fact that it may be displaying a valid voucher.

\*\* For vehicles issued with a PCN for an O2, arrangements to be made to remove the offending vehicle prior to the offence changing to a O1 offence

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## APPENDIX 4 – GUIDELINES FOR OUTWITH THE BAY MARKINGS



bay markings



bay where vehicle should be parked



With in bay markings –  
Do not PCN.



Two wheels on line-  
within bay markings  
– Do not PCN.



Two wheels outside  
bay- outside bay  
markings and causing  
an obstruction to other  
vehicles. Issue PCN.  
This would also apply  
if the vehicle had two  
wheels on a length of  
yellow line.



Two wheels spanning gap  
between two bays. Not  
encroaching on other bay – do not  
PCN.



Two wheels outside bay spanning gap  
between two bays. Encroaching on  
other bay, outside bay marking and  
causing an obstruction to other  
vehicles. Issue PCN. This would also  
apply if the vehicle had two wheels on  
a length of yellow line.



Within bay markings –  
Do not PCN.



Two wheels on the white  
line – within bay  
markings – Do not PCN.



Two wheels outside bay.  
Outside bay markings and  
causing an obstruction to  
other vehicles. Issue PCN.  
This would also apply if the  
vehicle had two wheels on a  
length of yellow line.



Two wheels spanning gap between  
two bays. Not encroaching on other  
bay – Do not PCN.



Two wheels outside bay, spanning gap  
between two bays. Encroaching on other  
bay. Outside bay marking and causing  
obstruction to other vehicles. Issue PCN.  
This would also apply if vehicle had two  
wheels on a stretch of yellow line.

### Appendix 3 - Residents' Permits Pricing Strategy

As part of the Parking Action Plan it was proposed to produce a pricing strategy which reviewed and proposed changes to all parking related prices in Edinburgh. This appendix reports the progress made toward the development of a comprehensive pricing strategy in relation to residents' parking permits. Should this approach be approved, these principles will help to guide the development of further changes to other parking permits and parking prices.

The current residents' parking permit structure, shown in Table 1, has ensured that changes in permit holder vehicle ownership have continued in line with national trends. However, in order to meet challenging carbon reduction targets set by the Scottish Government and to improve local air quality, it is considered that the current structure does not provide sufficient scope to encourage residents to choose more environmentally-friendly vehicles.

Carbon Dioxide (CO<sub>2</sub>) accounts for 81% of UK greenhouse gas emissions of which road transport accounts for 23% of this total. In Edinburgh, CO<sub>2</sub> emissions have generally been falling across all sectors between 2005 and 2015. However, records for the last two available years indicate that emissions from transport have increased. This suggests that an emissions based permit system remains an essential tool to tackle climate change and air pollution.

Table 1: The Current Structure

Band	1		2				3			4		5	
CO <sub>2</sub> Range	A	B	C	D	E	F	G	H	I	J	K	L	M
	0	101	111	121	131	141	151	166	176	186	201	226	256
	100	110	120	130	140	150	165	175	185	200	225	255	∞
%age	3.3%	4.9%	9.3%	8.4%	15.4%	14.9%	16.9%	6.8%	5.4%	5.2%	4.0%	3.0%	2.4%
%age	3%	53%				29%			9%		5%		

As Table 1 illustrates the current structure includes five price bands, each with different CO<sub>2</sub> ranges, where band 1 offers the cheapest permit price for vehicles with the lowest CO<sub>2</sub>. Initial consideration was given to reducing the number of bands to four, but as the majority of permit holders, 53%, are found within band 2 this approach would not produce a greater distribution of permits and was discounted. Band 2 also has the greatest range (101-150 CO<sub>2</sub> g/km) and thus there is little incentive for residents with vehicles near the top of this band to reduce their carbon emissions further. Equally, permit holders at the lower end of band 2 could change to a vehicle with higher CO<sub>2</sub> emissions without any permit price disincentive.

The starting point of the review of the current structure was to consider; the number of bands, their range and the distribution of permits within each band. It aims to incentivise and better reward those who choose more environmentally-friendly vehicles. The main principles of the review are, to:

- encourage a move toward more environmentally-friendly vehicles;
- protect permit holders who already have low-emission vehicles;
- ensure changes in bands are progressive;
- achieve a greater balance of permit holders across the bands and;
- bring forward proposals that incur no loss of income.

### Option Development

In pursuance of the above principles a number of options were modelled on the current prices and number of permit holders within each range. The result was 18 alternative options being produced for further consideration, a list of these options is provided in Figure 1 below.

Figure 1: Potential Band Structures

Options:	3.30%	4.90%	9.30%	8.40%	15.40%	14.90%	16.90%	6.80%	5.40%	5.20%	4.00%	3.00%	2.40%
Current	1	2			3			4		5			
Option 1	1	1a		2		3			4		5		
Option 2	1	1a		2			3		4		5		
Option 3	1		2		3		4			5			
Option 4	1	1a		2			3		4		5		
Option 5	1		2		3		4		5		6		
Option 6	1		2			3		4			5		
Option 7	1	2			3			4		5			
Option 8	1		2		3		4			5		6	
Option 9	1	2			3		4			5		6	
Option 10	1	2			3		4			5		6	
Option 11	1	2		3			4			5			
Option 12	1		2		3		4		5		6		
Option 13	1	2			3		4		5		6		
Option 14	1	2		3			4		5		6		
Option 15	1	2		3		4			5		6		
Option 16	1	2		3		4			5		6		
Option 17	1	2		3		4		5		6		7	
Option 18	1	2	3		4			5		6			

After reviewing the options, it was considered that three conditions should apply to a new structure and these would also assist with option selection:

1. band 1 should range between 0-75g/km to better incentivise the uptake of ultra-low emission vehicles (ULEVs). This corresponds with existing Council policies to support the increased use of ULEVs in Edinburgh.
2. vehicles above 200g/km should be in a higher band and
3. there should be at least six bands to allow a better distribution of permit numbers.

## Preferred Option

A short-list of three options was compiled for further investigation and from this list the one that best suited the original principles and the above conditions was Option 17. This is shown in Figure 2 below.

Figure 2: Proposed Residents' Permits Banding Structure

CO2	0	76	111	121	131	141	151	166	176	186	201	226	256
Range	75	110	120	130	140	150	165	175	185	200	225	255	.
Current	1	2				3			4	5			
Option 17	1	2	3	4		5	6	7					

## Option Recommendation

Option 17 includes seven bands which allows greater flexibility, a better incentive and ability to reward motorists who choose lower-emission vehicles. It will protect permit holders in the lowest bands, be more progressive and allow more targeted price changes to discourage residents using the most polluting vehicles on our streets.

Any new structure will result in some motorists changing bands. Investigations are ongoing into the possible introduction of a new permit management IT system. As a result, permit holders would need to re-apply for their permit when it expires and the new structure could easily be applied at this time. The new application process is expected to verify vehicle CO<sub>2</sub> emissions and calculate permit prices automatically, thus avoiding problems where residents apply for an incorrect permit. New applicants would automatically use the new structure from the implementation date.

The proposed structure was approved by the Parking Action Plan steering group. The various pricing proposals were discussed in greater detail at a stakeholder workshop which included colleagues from; parking, finance and traffic orders sections.

## Permit Price Increases

The Council's corporate charging policy states that discretionary prices (which include parking permit charges) should rise in line with inflation each year to cover increasing costs. Many elements of the Decriminalised Traffic and Parking Enforcement Contract are linked to the Retail Prices Index (RPI) particularly in relation to third party services, such as enforcement equipment and back-office services.

Therefore, it is proposed to increase the annual price of a residents' parking permit in line with the rate of inflation to meet the increasing costs associated with operating the Decriminalised Traffic and Parking Enforcement Contract. This approach will increase transparency for permit holders and make the grounds for price increases easier to understand.

The rate of inflation used to calculate price increases will be obtained from the Office for National Statistics website<sup>1</sup> and the average of the previous 12 months on 1 January will be applied to the subsequent year. For example, on 1 January 2017 the percentage change of inflation over the previous 12 months was 2.6% and this would be applied to all permit prices from 1 April 2017.

The setting of permit prices is an important demand management tool. To achieve a greater shift in vehicle ownership trends in Edinburgh and to make charges progressive, there will also be part of any increase linked to the vehicle’s emissions band. This will mean that permit holders with more environmentally-friendly vehicles will see smaller increases in their permit price than those with vehicles in higher bands. This will mean residents who choose cleaner vehicles will continually be rewarded for their choice year on year.

Table 2 illustrates the potential band increases in future years and demonstrates that charges are progressive, rewards those who choose more environmentally-friendly vehicles whilst continues to discourage the use of vehicles which produce the highest emissions.

Table 2: Future Band Increases

Band	Increase
1	RPI + 0%
2	RPI + 0.5%
3	RPI + 0.5%
4	RPI + 1%
5	RPI + 1.5%
6	RPI + 2%
7	RPI + 3%

In addition, the introduction of Sunday parking controls will result in a further increase for permit holders in Zones 1 to 4 due to the increased hours of enforcement. The current number of controlled hours between Monday to Saturday, 8.30am to 6.30pm, is 70 hours. The introduction of parking controls on Sundays from 12.30pm to 6.30pm will add six hours to the controlled period. This is a time increase of around 8.5% which will be included within the new central area permit prices. The increase in the enforcement costs for Sunday parking controls is expected to be around £150K per annum.

The new residents’ permit pricing structure aims to deliver no loss of income in the first year. The 8.5% increase in central area prices to accommodate the increased Sunday enforcement is likely to ensure this but, as residents change to lower emission vehicles, it is expected that income from parking permits will decrease in future years.

<sup>1</sup> [www.ons.gov.uk/economy/inflationandpriceindices/timeseries/czbh/mm23](http://www.ons.gov.uk/economy/inflationandpriceindices/timeseries/czbh/mm23)

## **Second Permits**

The Council currently limits permits to two per household and applies a 25% surcharge on second permits. This is to help manage demand in areas where there are greater parking pressures and to discourage the use of second vehicles in instances where they may not be essential.

There are no plans to change the two permits per property limit as part of the pricing strategy. However, there is scope to reconsider the application of the second permit surcharge. By differentiating the level of charge applied to better reflect a vehicle's emissions this will continue to discourage second car ownership but encourage those that do need a second vehicle to consider one with lower emissions. It is proposed to introduce a three tier structure with low, medium and higher charges. This would apply a 20% increase for vehicles in bands 1 and 2, 25% for vehicles in bands 3 to 5 and 30% for vehicles with the highest emissions in bands 6 and 7. This policy has been tested and it is not expected to generate additional permit income should vehicle ownership remain constant. However, it incentivises customers with second vehicles to save money on their permit price by changing their second vehicles to one with lower emissions.

## **Diesel Surcharge**

In the past, diesel was considered to be more environmentally-friendly than petrol, as it can be more fuel-efficient and tends to produce less CO<sub>2</sub> per mile. Previous Governments offered financial incentives, including lower fuel tax and vehicle excise duty (VED), to encourage people to buy diesel vehicles in an effort to reduce carbon emissions. As a result, the number of diesel vehicles on Britain's roads grew from around 7% of all cars in the UK in 1994 to approximately 39% today.

However, diesel engines produce much higher emissions of Nitrous Oxides (NO<sub>x</sub>) and harmful Particulate Matter (PM). There is growing evidence to suggest that diesel vehicles are a major contributing factor to poor air quality and its negative impact on public health in Edinburgh.

The World Health Organisation's International Agency for Research on Cancer found diesel-engine exhaust emissions and ambient air pollution to be carcinogenic. In addition, ambient air pollution was also associated with increased mortality from lung cancer.

The Scottish Government recognises that air pollution is regarded as a risk and can cause both short term and long term effects on health. Government statistics estimate that air pollution in the UK reduces the life expectancy of every person by an average of seven to eight months.

A report from King’s College London found other negative health impacts associated with diesel and air pollution, such as; an effect on infant mortality rates, pre-term birth, impaired cognitive performance in children, potential autism spectrum disorders, stunted growth in children and impaired lung development.

Diesel vehicles work best when they are used for longer, out of town journeys on motorways, but they are not suited to short, slow and congested trips in towns. When considering the impact on childhood health and development, the introduction of a diesel surcharge would help to tackle poor air quality and encourage Edinburgh residents to switch to cleaner vehicles or to change their travel habits.

Vehicle statistics produced by the DfT suggest that 32% of cars and 96% of vans licensed in Edinburgh are diesel fuelled. However, fuel type information is not currently collected when residents apply for or renew their parking permits and the exact number of diesel permit holders is not know, but is estimated to be in the region of 7,000 to 9,000 vehicles.

A number of London Boroughs have recently introduced a diesel surcharge for residents’ parking permits in their areas. The price of these surcharges ranges from £10 to £96 per year and are indicated in Table 4 below. Nine London Boroughs have introduced a surcharge and the average charge is between £43.67 and £48.21.

Table 4: Local Authorities’ Diesel Surcharges

Local Authority	Diesel Surcharge
Barnet	£10
Brent	£25 – starts 2018
Camden	£21 to £61.91 (percentage of permit price)
Hackney	£50
Hammersmith & Fulham	£60 (proposed)
Islington	£96
Kensington & Chelsea	£41
Lambeth	£40
Merton	£90 – increases to £150 in 2019

It was initially considered to introduce a graduated charge, based on national recorded CO<sub>2</sub> emissions, so that vehicles with lower emissions paid less and those in higher bands paid more. However, there is little evidence available to confirm whether diesel vehicles that produce less CO<sub>2</sub> g/km also produce less harmful particulates and toxic gases than vehicles with higher emissions.



Nine London Boroughs have approved the introduction of a diesel surcharge to tackle poor air quality and improve public health in their area. Eight of these authorities have introduced an annual flat fee applicable to diesel vehicles. One Borough, Camden, has introduced a surcharge of 21.5% for diesel vehicles on top of the original permit price. Therefore, while vehicles in higher bands pay the same proportion in real terms such motorists will be charged a greater amount to park their diesel vehicle.

As a means of further encouraging Edinburgh residents to consider the impact on air quality of their vehicle it is proposed to introduce an annual surcharge of £40 per diesel vehicle when applying for a residents' parking permit in Edinburgh. This will apply to each permit issued to a diesel vehicle in any band, zone or area.

The introduction of a £40 diesel surcharge is expected to generate approximately £280,000 per annum at current ownership rates. This income will be monitored over the coming years and if it continues at the same level then consideration may need to be given to amending the system to achieve a greater shift in vehicle ownership.

It is expected that the surcharge will be applied on a pro-rata basis (£40 for 12 months, £20 for six months and £10 for three months) and will last for one year from the date of purchase. The surcharge will not need to be paid again if a resident moves between zones while their permit is still valid, but the value of the surcharge will not be available for refund in any case. There would need to be a monthly diesel charge should flexible monthly residents' permits be introduced in the future. At the current proposals this would be £3.33 per month.

The diesel surcharge will help improve air quality in Edinburgh and numbers of diesel vehicles will be monitored going forward. However, if the desired changes to the permit holder fleet are not realised the rate could be amended or increased further where there are two diesel vehicles in a household.

### **Motorcycle Parking Permits**

Motorcycle parking permits are currently issued free of charge as there used to be problems associated with attaching permits to motorcycles and their security when attached. However, the successful introduction of virtual parking permits for motorcycles has eliminated the grounds for issuing such permits free of charge.

Motorcycles may park free of charge in Solo M/C bays (Zones 1-8) and in shared use or residents' bays within the extended zones (N1 to N5 and S1 to S4).

There is an administration cost to the Council in issuing every permit and as motorcycles also occupy public space and contribute to air pollution, it is considered that a charge to encourage residents to consider the parking and environmental costs of their vehicle choice is reasonable.

According to DfT statistics, there are 4,800 motorcycles licensed in Edinburgh. Further analysis of ownership data by postcode suggests that approximately 800 vehicles are within the CPZ. The current number of motorcycle parking permits is shown in Table 5 below.

Table 5: Motorcycle Parking Permits

Area	Permits
Zones 1-4	7
Zones 5-8	12
Extended Zones	24
Total	43

The low number of permits may be the result of residents having access to off street storage, garages or making use of the free on-street parking provision. Should residents' park their vehicles within the Solo M/C bays in the city centre, there is likely to be an impact on parking availability for visitors coming by motorcycle.

To contribute towards administration costs and to manage demand, it is proposed to introduce a £20 permit charge for all motorcycle parking permits issued in the city. Permit uptake is likely to be lower than the number of vehicles registered in the CPZ for the reasons explained above. Therefore, consideration may need to be given to reviewing the free public parking available for motorcycles across the city. This may form part of the future pay and display pricing strategy which will be submitted within a forthcoming report.

It is not expected that the diesel surcharge would be applied to motorcycle permits. However, motorcycle permits will still count towards the two permits per property limit but will not be subject to the second permit surcharge.

### **Further Measures**

The development of the pricing strategy provides the opportunity to comprehensively review all parking charges in Edinburgh and introduce new measures that tackle specific problems and benefit residents. The following proposals are still under review.

### **Flexible Residents' Permits**

Residents' parking permits are currently only available to purchase in durations of three, six and 12 months. A breakdown of all the permits purchased, across all CO<sub>2</sub> bands, in one year is provided in Table 6 below. They are separated into the four main controlled areas for comparison.

Table 6: Three, Six and 12 Month Residents' Permits

Area	Central	Peripheral	Extended	PPA	Total
12 Months	2,909	5,683	8,972	1,561	19,125
6 Months	1,084	1,432	2,408	29	4,953
3 Months	1,475	1,346	2,126	20	4,967
Totals	5,468	8,461	13,506	1,610	29,045

The application process for each permit is the same and this creates an additional administrative burden on limited resources where residents purchase more than one permit per year or request a refund. The figures indicate that 66% of permits are purchased annually, 17% for 6 months and a further 17% for three months.

Initially, it was considered to remove three and six month permits or to stop issuing refunds on such permits, as around 5% of permits are refunded each year to the value of approximately £13,500. The majority of these refunds, 58% were for values of £10 or less and 12 refunds were issued for just £1.00. Only 28% of refunds were for values of greater than £20.

It is also proposed to stop refunding the second permit surcharge proportion of a permit price to ensure that residents consider all the impacts of owning a second vehicle. This will be in addition to the £10 administration charge that is already in place.

However, another proposal was developed to offer more flexibility for our customers and allow residents to choose their own permit duration. This would allow people to purchase a permit for the duration of their choice, but a condition would be that they would not be allowed to apply for a refund of this permit. It is expected that a minimum permit duration of three months would still apply with any number of months up to 12 being available.

### **Virtual Permits**

As discussed previously, the new permit IT system being considered could bring about greater functionality and allow the introduction of virtual parking permits. The benefits of virtual parking permits are reduced administration, printing and postage costs for the Council. They also allow customers to apply for their permit entirely online. Currently, while renewals can be processed online, new applicants must submit hard copies of certain documents to provide proof of address and vehicle ownership. More customers want to transact with the Council online and this will support the Council's own channel shift programme/aims. This approach also provides added value for customers as permits could be issued instantaneously; removing the need to wait for a permit to be delivered and displayed on the vehicle before benefitting from its purchase. Virtual permits also make it easier for residents who may need to use a temporary permit, such as for a courtesy car when theirs is in the garage being repaired.

## **Direct Debits**

The introduction of flexible and virtual parking permits, also fits well with another possible improvement being considered that allows permit payments to be made by Direct Debit.

This would allow customers to pay monthly and allow those customers who buy permits year after year to renew automatically without the hassle of having to re-apply each year. This approach depends on the outcome of ongoing investigations and discussions on the introduction of an improved permit management system. Our aim to make applying for and using parking permits easier for customers will depend to some extent on advances in technology.

## **Zone K**

The relocation of the Edinburgh Royal Infirmary to Little France, on Old Dalkeith Road, resulted in an increase in commuter parking pressures in parts of the Inch.

After consulting with local residents on the possible introduction of parking controls, it was ascertained that only residents in Kingston Avenue were supportive of such proposals. Therefore a part-time residents' permit scheme was introduced in the street where residents could purchase parking permits to park in residents' bays which operated for one hour in the morning and one hour in the late afternoon.

The price of a parking permit was set at £40 per year and has remained the same price since their introduction in 2006. It is proposed to link the price of Zone K parking permits to those in Priority Parking areas. However, recognition must be given to the increase in restricted time (120 minutes instead of 90 minutes) and there being two periods of control.

Therefore, it is also proposed to apply a revised pricing structure to the permits available for sale to residents in Kingston Avenue. This will be based on a vehicle's emissions for the first time, include the diesel surcharge where applicable and in comparison to Priority Parking prices reflect the additional enforcement required in this area.

## **Popular Cars in Edinburgh**

The most popular vehicles, in each of the current bands, are shown in Table 7. This demonstrates the typical make and model owned by residents' permit holders in Edinburgh.

Table 7: Most Popular Cars by Band in Edinburgh

Example Vehicle	CO <sub>2</sub> (g/km)	NO <sub>x</sub> (g/km)	Current Band	New Band	Current Price
Ford Fiesta 2017 1.0	99	13.0	1	1	£72
Volkswagen Polo 2017 1.2	109	40	2 (Low)	2	£205
Volkswagen Polo 2015 1.2	124	37	2 (High)	3	£205
Volkswagen Golf 2.0	162	35	3	4	£235
Honda CR-V 2009 2.0	192	137 <sup>a</sup>	4	5	£295
Land Rover Range Rover 2010 5.0	326	39.0	5	7	£475

Source: <http://carfueldata.direct.gov.uk/search-new-or-used-cars.aspx>

(<sup>a</sup> - <http://www.emissionsfinder.com/honda-cr-v-model-year-2009-22-i-ctdi-se-5-door-23cc-2>)

## Conclusions

The principles described in this appendix, should they be approved, will assist with the development of proposals for other parking permits and the public parking aspects of the pricing strategy. There are a number of proposals where Committee is asked to approve recommendations and a number of areas of investigation where Committee is asked to note progress. These areas are listed below:

It is recommended that Committee approve the following policies:

- move to a seven band permit pricing structure;
- link permit price increases to RPI;
- ensure permit price increases are progressive, i.e. higher increases for vehicles with higher emissions;
- amend the surcharge for second permits;
- introduce a diesel surcharge; and
- introduce a charge for motorcycle residents' permits.

It is recommended that Committee notes the following approaches that are currently being investigated and will form part of future pricing strategy reports:

- the investigation in to the issue of more flexible permit options;
- the possible introduction of direct debit payments;
- moving to virtual permits in the future; and
- move Zone K permit prices to an emissions based structure.

## Further Analysis

This proposal forms the first tranche of the parking pricing strategy and a number of areas still require further work. It is considered that should this proposal be approved these principles will generally apply to the review of the following pricing areas.

- Public Parking Prices
  - Pay and display rates
  - Differential charges.
- Visitors' Parking Permits
  - Scheme operation
  - Price and durations
  - Daily permit scratch cards
- Business/Retail Parking Permits
  - Streamlining the number of permit schemes available
  - Consider higher charges for second permits in a business (similar to residents' permits)
  - Investigate the possibility of linking permit prices to vehicle emissions or engine size.
- Trades Permits
- Healthcare Workers' Permits
- Carers' Permits
  - Investigate their possible introduction or other means to improve accessibility for carers.
- 9 Hour Parking Places
  - Charging structure
  - Locations
- Public Parking for Motorcycles
  - Review
- Credit/Debit Card Payments
- Dispensations/suspensions
  - Priced in line with inflation
  - Dispensations for essential services, i.e. Immigration Service vehicles.

# CONTROLLED PARKING & PRIORITY PARKING PROTOCOL



Date	Version	Update notes
20 March 2017	Version 1	



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## INTRODUCTION

This protocol puts in place a standard procedure for dealing with any requests for Controlled Parking Zones (CPZ) or Priority Parking Areas (PPA). It defines the conditions required before the Council will commit to a full investigation into the potential introduction of parking controls, as well as setting out a monitoring and recording strategy designed to ensure that the Council acts where:

- a) There is a need for parking controls; and
- b) There is support for parking controls

The scope of this document is limited to considering requests for:

1. New CPZ;
2. New or extended PPA;
3. Extension of parking controls into ex-Housing roads and/or car parks located within the CPZ or PPA; and
4. Extension of parking controls into otherwise uncontrolled areas within the CPZ or PPA.

The purpose of the Protocol is to ensure:

- a consistent approach when dealing with requests for new parking controls;
- that new controls are considered and investigated only where their introduction can be justified by:
  - the existence of quantifiable parking pressures and
  - evidence of significant support for such measures
- that requirements and policies are clear to members of the public, elected members and all Council officers who work within the Parking function or who might deal with parking-related enquiries from members of the public;
- that there is clear guidance to Community Councils and other residents' groups or business groups on the processes and requirements for new controls;
- that there is a centrally held record of all requests for new controls where monitoring and investigation data is easily accessible; and
- that there is a single point of reference for the Council and members of the public.

## Section 1 – Overview of Parking Controls

Parking controls can provide an efficient means of managing the demand for parking space providing significant benefits over an uncontrolled situation.

Parking controls can help to:

- determine who may park and how long they may park for;
- create a turnover of vehicles using parking spaces, maximising the usage of each space and creating accessibility that often does not exist if the space is taken up by long stay parking;
- prioritise space for residents;
- provide opportunities for visitors;
- assist disabled people or those who have mobility problems, improving accessibility to shops and businesses, as well to family and friends;
- reduce car ownership, tackle congestion and improve air pollution.

Existing parking controls in Edinburgh generally take the following forms:

- CPZ: All of the available space is controlled either by yellow lines or by parking places. Permit parking protects the ability of residents to park, while pay-and-display parking creates opportunities for visitors to the area.
- Standalone parking places: Specific parking places introduced to serve a purpose, such as disabled persons' parking places, loading bays or limited waiting near to local shopping.
- PPA: Some of the available space is allocated as permit parking, operating for a short period each day. This prevents commuters from using these spaces, improving the ability of residents and their visitors to be able to park near to their homes.
- Yellow lines: Provided to prevent parking and, in some instances, loading, from taking place in locations where parked vehicles could obstruct traffic or pose a hazard to other users.

This protocol will concentrate on those forms of control which would typically be used as a means of addressing concerns related to parking pressure:

1. CPZ
2. PPA

Requests for other forms of parking restrictions are not covered by this protocol and will continue to be considered on their individual merits.

Further details regarding the operation of both CPZ and PPA can be found in the Appendices.

## **Section 2 – Investigation criteria for new CPZ or PPA**

Before the Council will commit to a detailed investigation into the potential introduction of any new CPZ or PPA, certain criteria will have to be met.

In each case where the Council has been asked to introduce a residents' permit scheme, each of the criteria listed in Part A must be met before any investigation can commence.

In other cases, the Council may determine, for one of the reasons in Part B, that there is a need for parking controls.

### **Part A**

- **There must be indications of parking pressures generated by non-residential vehicles.**

It must be possible, through on-site observations, to determine that there is pressure on parking that is not attributable to residential parking. Those pressures could be the result of commuter parking, by shoppers or other visitors parking within the area. The resulting pressures should be of a magnitude that would make it difficult for residents or other visitors to find a parking space.

Parking controls will not be considered in areas where levels of car ownership by residents is either the sole or main cause of parking pressure.

- **Controls will only be considered on an area basis.**

Single streets, or small groups of streets, will not be considered. New parking controls should cover areas of sufficient size to prevent, or at least minimise, the likelihood of parking pressures migrating to the next uncontrolled area. The extents of the area under consideration may be determined by any feature likely to affect the spread of parking pressures, such as:

- ⇒ Main traffic routes;
- ⇒ Railway lines; or
- ⇒ Other geographical features that might prevent migration.

- **Most properties within the area being considered should have no access to off-street parking.**

One of the primary aims of any parking permit scheme is to address issues where residents cannot park near to their homes. There is a danger that introducing controls into residential areas where residents have access to off-street parking will sterilise kerbside space and relocate parking pressures elsewhere.

As such, areas where most properties have off-street parking will not normally be considered for either CPZ or PPA. Such an area could form part of a wider scheme, but only where the overall area was primarily comprised of properties without off-street parking.

- **Parking controls will only be considered in instances where the parking problems are either long-standing or established and reflect a permanent situation.**

It must be possible to show that the parking problems are not of a temporary nature.

## **Section 2 – Investigation criteria for new CPZ or PPA**

Consideration will be given to parking pressures caused by newly completed developments where it is apparent that those problems are unlikely to reduce in extent or severity.

Parking controls will not be considered for situations where the problem is, or is likely to be, temporary, such as in the case of building works or ongoing redevelopment.

- **Where there is clear evidence of community or public support for the introduction of parking controls, evidenced by:**
  - a significant number of requests from residents and/or businesses for parking controls from across the local area; or
  - an approach from the Community Council (or other recognised group representing residents or businesses) with documented evidence of significant support for parking controls across the local area.
- **Where there is support for controls from one or more elected members from each ward within the affected area.**

### **Part B**

- **The Council has determined the need for parking controls on the grounds that they are required to support objectives related to:**
  - Traffic Management;
  - Supporting local or national transport policy objectives;
  - Major redevelopment;
  - Economic Development.

### **Section 3 – Ex-Housing roads and car parks**

Many ex-housing roads and car parks were historically managed separately to the CPZ and it is now clear that these areas could be controlled through the Council's residents' permit scheme.

Where such areas lie outside the CPZ boundary, the introduction of any permit scheme will only be considered as part of a wider investigation as detailed in Section 2 of this protocol.

Where such areas lie within the boundary of the CPZ, the following criteria will require to be met before any legal process can commence. In each instance the applicable Locality Housing team must be able to show that:

- **Indications of support for controls have been received, such as:**
  - the results of a completed consultation exercise; or
  - significant correspondence from residents; or
  - correspondence from a residents' group representing affected residents.
- **Early contact has been made with Parking to determine:**
  - suitability for controls;
  - appropriate form of control.
- **The area under consideration is either:**
  - part of the adopted road; or
  - a Council owned off-street car park.
- **There is Committee approval, in the form of a signed report and a supporting Committee decision, to proceed with the legal process to add the location to the CPZ and to charge for resident permits.**

Ex-Housing parking roads or car parks will be controlled on the following basis:

- **That any parking provision is added to the zone in which it is are located;**
- **That parking controls will operate under the same terms and in the same time periods as the zone to which the area is added;**
- **That permit prices will be the same as those in the zone to which the area is added;**
- **That parking allocation will generally be of a mix of permit holder and shared-use parking places.**

## **Section 4 – Extension of parking controls into new or otherwise uncontrolled roads within the CPZ**

While the main premise of any CPZ is that all roads are controlled, there can be situations where this is not the case. Where there is new development, for example, not all roads are automatically added to the CPZ.

Typically, these will remain uncontrolled until the Council is asked to introduce parking controls.

To ensure continuity of parking control and management, all publicly adopted roads that lie within the CPZ should be added to the CPZ, and therefore be subject to the same controls as the surrounding area.

### **1. Existing Roads**

The Council will only seek to introduce controls if certain criteria have been met.

Those criteria will be either those described in Part 1A, or one of the scenarios described in Part 1B:

#### **Part 1A- Requests from residents/businesses**

##### **o There must have been either:**

- Indications of support from a majority of properties within the area;

**Or**

- An approach from a Community Council (or another recognised group representing all the residents within the area) with documented evidence of significant support for parking controls.

##### **o There must be indications of parking pressures generated by non-residential vehicles.**

It must be possible, through on-site observations, to determine that there is pressure on parking that is not attributable to residential parking. Those pressures could be the result of commuter parking, or by shoppers or other visitors parking within the area. The resulting pressures should be of a magnitude that would make it difficult for residents or other visitors to find a parking space.

#### **Part 1B -**

##### **o Where the Council has identified a need to introduce parking controls for reasons relating to:**

- Traffic Management;
- Supporting local or national transport policy objectives
- Major redevelopment;
- Economic Development.

## **Section 4 – Extension of parking controls into new or otherwise uncontrolled roads within the CPZ**

### **2. New Roads**

In the case of new roads, all roads constructed within the CPZ should be adopted as public roads and become part of the CPZ. This approach will ensure that all roads are treated equally and that parking is managed under the same terms throughout the CPZ.

This being the case, where during the Planning process:

- A request is received from a developer engaged in the provision of new roads within the CPZ to include that development within the CPZ, or
- A decision is taken as part of the Planning consent to include a development within the CPZ;

the process to introduce parking controls on roads within the development could commence.

The Council will determine both the type of restrictions that would be appropriate for the new road/s, their locations and their extent.

All costs associated with introducing new controls on newly constructed roads will be borne by the developer, typically via a legal agreement (eg Section 75). In such cases the developer would meet the costs for:

- Advertising the proposals during the legal process
- Any and all costs incurred in connection with consultation exercises either as required by the legal process or connected with community engagement
- The cost involved in implementation, to include the supply and installation of all:
  - Road markings in accordance with extant legislation
  - Signs, poles, foundations and ancillary fixings in accordance with extant legislation
  - Ticket issuing machines
- All other costs involved in meeting the Council's specification for the above listed elements of the implementation.



## Section 5 – Procedures

### Procedure 1 – Requests for new CPZ or PPA

This procedure commences on receipt of an initial request for any permit-based parking controls. There are two stages:

- **Monitoring**

Determines whether the area meets the necessary criteria for a detailed investigation.

- **Investigation**

Triggered once all of the criteria have been met. Allows the Council to gather further information and to carry out its own consultation to gauge public opinion.

#### Stage 1 - Monitoring

All requests for new CPZ or PPA will be processed by the Council's Parking Section.

1. Upon receipt of a request, determine whether the area in question is already being monitored. (*Note: If the area is not being monitored, proceed to step 2. If the area is being monitored, skip to step 9*);
2. If the area is not being monitored, establish whether there is evidence of parking pressure and whether that pressure is likely to reflect a permanent situation;
3. If there is no parking pressure, advise requester accordingly and close the enquiry;
4. If there is parking pressure, but the source of that pressure is likely to be temporary in nature, discuss parking issues with the Locality team, advise requester of outcome and close enquiry;
5. If there is both evidence of parking pressure AND that pressure appears to reflect a permanent situation, set up a monitoring file, establishing the extents of the area to be monitored, using existing features such as main routes, railway lines or other geographical features to determine the extent. Produce plan of monitoring area;
6. Advise requester, local ward Councillors and Community Council/s of new monitoring area and the criteria/process;
7. Undertake initial monitoring of area over a six month period starting from the date that the requester was notified of the criteria/process. Monitoring to include regular, detailed site visits, recording parking levels and instances of obstructive or inconsiderate parking, as well as recording any additional correspondence received;
8. At the end of the initial monitoring period, determine whether there is evidence of significant support for parking controls and whether all qualifying criteria have been met;
9. If the qualifying criteria have not been met, advise interested parties and suspend monitoring. *Note: A previously monitored area could be revisited in the event of further interest, new requests for parking controls or because of changing circumstances within the monitoring area*;
10. If the qualifying criteria have been partially met, extend the monitoring period for a further six months and advise ward Councillors and Community Council;
11. If the qualifying criteria have been fully met, advise all interested parties and proceed to investigation stage;

## Section 5 – Procedures

### Stage 2 - Investigation

1. Update monitoring file to Investigation status.
2. Using data and evidence collected during the monitoring stage, determine the likely extent of parking pressures.
3. Carry out a registration number based parking survey to identify:
  - a. parking pattern
  - b. likely nature of each parked vehicle (commuter, resident, visitor etc)
  - c. the durations of stay
  - d. the levels of parking pressure on a street by street and area basis
4. Use parking survey data to determine the need for control, based on levels of parking pressure and the source of that pressure, whether from, for example:
  - a. Commuters
  - b. Residents; or
  - c. Visitors
5. Depending on the results of the parking survey, either:
  - a. Determine what type of control would address the identified issues;OR
  - b. If the results suggest that there are no problems that could be addressed by parking controls, proceed to step 8b.
6. Carry out a consultation with residents and businesses across the area being considered for parking controls, as a means of determining the level of support for the proposed measures;
7. Analyse consultation responses and determine levels of support, or otherwise, for the introduction of measures designed to address the identified parking issues;
8. Report findings of investigative process to an appropriate Council Committee, seeking approval to either:
  - a. Proceed to the legal process required to bring into effect the proposed measures; or
  - b. To abandon the current proposal and to close the investigation file.

**Note:** If an investigation file is closed whether as a result of community opposition, or lack of evidence for the need for control, the area in question should not be subject to any further monitoring or investigation for a period of no less than two years, unless there is evidence to suggest that either public opinion has changed, or that there has been a change in circumstances that has altered parking patterns within the investigation area.

## Appendix A: Parking pressures and their impact

There is little doubt that the existence of parking pressures in any area can have a negative impact, not only upon residents but also on shops and businesses.

As roads authority, there are tools available that allow us to manage the use of available on-street space, improving accessibility for residents and visitors alike, as well as ensuring that the delivery and service access that shops and other businesses rely on is maintained.

While the city centre and much of the main road network in Edinburgh is already subject to parking controls that serve these purposes, most of Edinburgh and its environs remain uncontrolled. Many residential areas are subject to little parking pressure and there would be little or no benefit in considering the introduction of controls in such situations.

In other areas, however, the presence of commuter, visitor or other business-related parking can have an impact on the availability of parking, making it difficult for residents to find space near to their homes and reducing accessibility for their visitors and tradesmen. In addition, where such parking takes place near to local shopping areas, accessibility to shops and businesses can be adversely affected.

The problems that these parking pressures create can lead residents to ask the Council to introduce parking controls, particularly parking permit schemes, to address the pressure on parking.

This protocol puts in place a standard procedure for dealing with any requests for Controlled Parking Zones (CPZ) or Priority Parking Areas (PPA). It defines the conditions required before the Council will commit to a full investigation into the potential for parking controls, as well as setting out a monitoring and recording strategy designed to ensure that the Council acts where:

- a) There is a need for parking controls
- b) There is support for parking controls

Despite the benefits that parking controls can bring, they are not always widely supported. Even in areas where it seems apparent that there are parking pressures or problems, it will not necessarily be the case that parking controls will be welcomed by either residents or businesses.

Between charges for residents' permits, the cost of pay-and-display and a general feeling of inconvenience as a result of the introduction of a parking management system, there can be significant opposition to parking controls on the basis that they are, for example, expensive or unnecessary.

Nonetheless, the Council receives a considerable number of enquiries from residents, asking if their area is either being considered, or could be considered, for parking controls. In such cases, a parking permit scheme can be seen as the solution to their parking issues.

The following protocol sets out the process that the Council will adopt in considering and assessing these enquiries. It will help to identify those areas where the Council should consider the introduction of parking controls and where further investigation is required.

## **Appendix B: Parking Controls – Controlled Parking Zone**

### **Description**

In a CPZ, all kerbside space is controlled, normally involving a range of different types of yellow line restrictions or parking places.

The primary restriction in any CPZ is typically a yellow line restriction. That yellow line will cover all lengths of road within the controlled area where it has been determined that no parking should take place.

Single yellow lines will indicate where no parking is allowed during the hours of control, while double yellow lines are used to prevent parking at any time.

Allowances are then made to permit parking to take place. These allowances will normally take the form of marked areas on the carriageway where waiting, loading or parking is allowed. Such allowances might include:

- Permit holder parking places (for the holders of resident and other permit types)
- Shared-use parking places (for permit holders and pay-and-display use)
- Pay-and-display parking places
- Disabled person's parking places
- Loading bays
- Doctors parking places
- Police parking places
- Taxi stances
- Motorcycle parking places

In some instances, CPZs can be limited to certain types of restriction to address particular issues or meet certain objectives. As an example, the "Pay and Display Zone" restrictions on Morningside Road and on the Bridges corridor are a type of CPZ, but consist mainly of yellow lines, pay-and-display parking and loading bays.

Even so, all CPZs share the same basic principles. Those are:

1. All kerbside space is controlled.
2. Controls operate on an area basis.
3. Controls operate during set hours.

### **The aims of CPZ**

CPZs provide a controlled situation where all the available space is managed, providing benefits to a range of users. Benefits include:

- Residents are given priority over other users.
- Long-stay parking is discouraged.
- Shoppers and other business visitors have access to short-stay parking.
- Limitations on length of stay encourage turnover, creating an availability of space and improving accessibility.
- Provision is made for deliveries to shops and businesses.
- Provision is made for Blue Badge holders.
- Helps keep traffic moving.
- Can help to improve general road safety.
- Can help create safer conditions for pedestrians when crossing roads.
- Can create safer conditions for cyclists.

**When will new CPZs be considered?**

CPZs can be expensive both to implement and to enforce. Ensuring that CPZs deliver their intended benefits requires regular enforcement throughout those times when the controls are in effect.

CPZs are generally introduced on the basis that they can be self-financing, or that they can at least recoup their implementation costs and contribute towards their ongoing costs. Where it is possible that CPZ might achieve self-financing status in busy shopping areas, they are less likely to do so in largely residential areas.

It should also be the case that CPZ is only used where there is evidence of a parking problem that would be addressed by the introduction of controls, or where there is significant evidence to suggest that the introduction of control would address the impact of parking problems anticipated because of, for example, major development.

Because they control all available parking space, CPZs also have the potential to simply move parking problems into other areas. Careful consideration is therefore required of the potential impact of this type of control.

New CPZs will, therefore, only be considered in areas where:

- there is evidence of commuter parking;
- there is evidence that commuter parking is impacting on accessibility for other users;
- there are significant levels of short-stay, non-residential parking, such as in urban villages or in areas where there is significant local shopping;
- there would be potential for the scheme to be self-financing from pay-and-display income;
- the introduction of controls would provide improved accessibility for a range of users

New CPZs will not be considered:

- In solely residential areas
- In areas where the majority of households have access to off-street parking

**Extensions to existing CPZs**

Where an area adjoins an existing CPZ, any requests for CPZ controls will be treated as a request for a new CPZ. As such, those areas would need to fulfil the qualifying criteria to allow an investigation to take place.

Where a currently uncontrolled road lies within the existing boundary of the CPZ, such as in the case of ex-housing development roads or new housing developments, it is considered that such roads could be added to the zone within which the street is situated, provided that the applicable criteria within this protocol have been met.

**NB.** Restricted Parking Zones (RPZ) manage available space and deter indiscriminate or unsafe parking. They differ from CPZ only in how they are signed or marked on-street. In RPZ there are similar entry plates indicating the general conditions of control, but beyond the entry signs there are no yellow lines painted on-street. In a RPZ parking is usually only permitted where there are marked bays and the rest of the street is restricted but not marked with yellow lines. RPZ may be considered for implementation on occasion, depending on the specific needs of a community or area.

Pros	Cons
<p><b>Manages demand for parking</b>  <b>Creates a turnover of parking space</b>  <b>Improves accessibility</b>  <b>Maximum lengths of stay support transport policies</b>  <b>Can help improve safety</b></p>	<p><b>Can be expensive to implement</b>  <b>Ongoing costs</b>  <b>Requires continual enforcement</b>  <b>Can simply relocate problems/pressures</b>  <b>Not always popular</b></p>

## Appendix C: Parking Controls – Priority Parking Areas

### **Description**

In a Priority Parking Area (PPA) only a proportion of the kerbside space is controlled. The remaining space generally remains uncontrolled.

The aims of PPAs differ considerably from CPZ. Where CPZ seeks to manage all parking, providing benefits that range from accessibility to improved road safety and traffic movement, the main aim of PPAs is to provide residents with parking spaces near to their homes.

PPAs are primarily comprised of permit holder parking places, introduced in locations where residents have need of on-street parking and in numbers that reflect the level of permit uptake.

There are currently 10 PPAs in Edinburgh, with each having been introduced in response to concerns about the impact of commuter parking on parking availability for residents. Even though they operate for only a short period (90 minutes) each day, PPAs address the impact of commuter parking by creating space that cannot be occupied by all-day commuters.

PPAs provide a cost-effective solution to particular types of parking problems. Not only are they less costly to implement than CPZ, but the shorter period of control also means that they require less intensive enforcement, which reduces their ongoing costs.

The time periods during which PPAs operate changes from area to area, with the intention that this allows the same enforcement resource to cover several areas.

### **When will PPAs be considered?**

PPAs can be effective at addressing problems with commuter parking. They will, however, not be effective in addressing problems of high vehicle ownership or parking pressures caused by short-stay parking, such as those near busy local shopping areas.

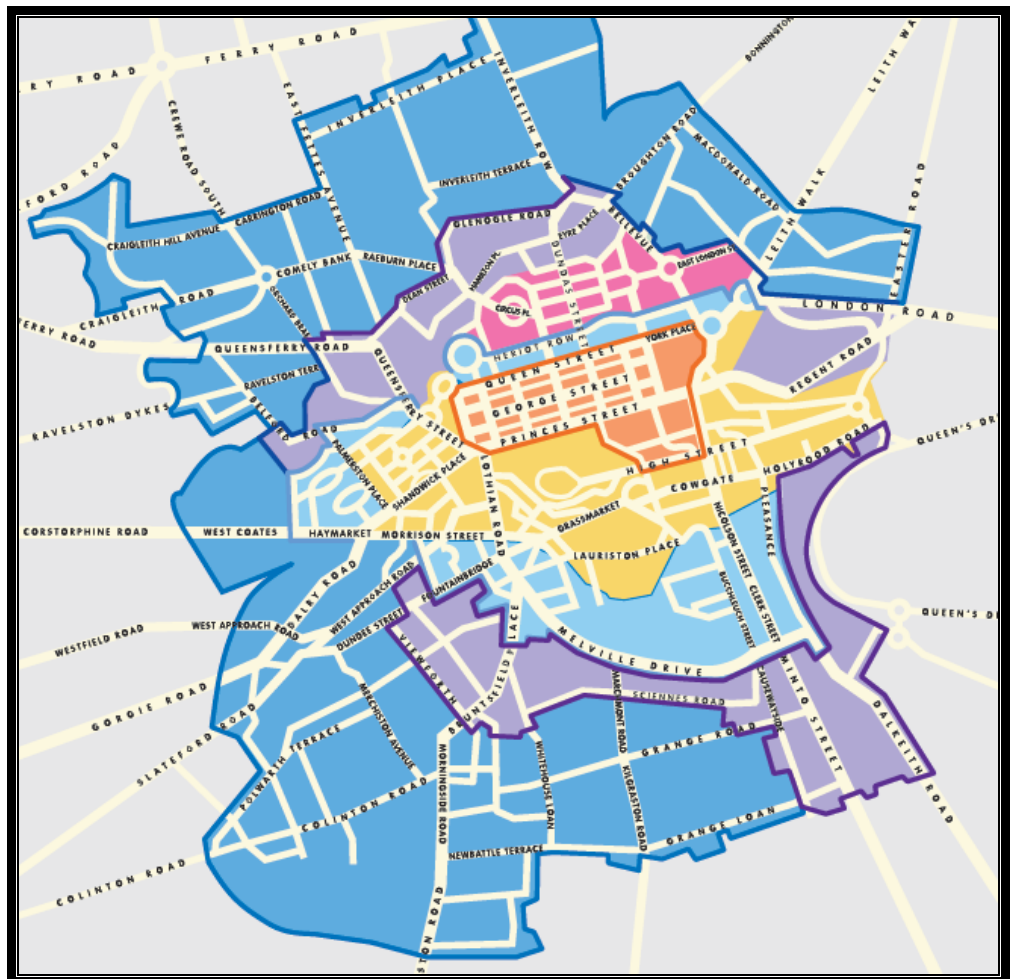
PPAs will, therefore, primarily be considered:

- where commuter parking is negatively impacting on the ability of residents to park;
- the area is primarily residential, or where there are few generators of short-stay, non-residential parking.

PPAs will not be considered where:

- the evidence shows that parking pressures are being caused by high residential demand;
- the area is comprised mainly of high density housing, such as tenements;
- commuter parking accounts for less than 10% of the total demand during the normal working day.

# ISSUE OF RESIDENTS’ PERMITS ON PRIVATE ROADS PROTOCOL



Date	Version	Update notes
20 March 2017	Version 1	



## CONTENTS

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## INTRODUCTION

The Controlled Parking Zone (CPZ) is governed by a traffic order which sets out how parking restrictions work and also the terms and conditions that apply for the issue of various types of permits, including permits that are available to residents of the CPZ.

Under the terms of the CPZ traffic order any “qualifying resident” may apply for a permit to park their vehicle within the CPZ. To be a “qualifying resident”, you must be able to prove that you reside at an address listed as being part of the CPZ.

Privately maintained roads subject to no parking controls, are not described in the traffic order and are not part of the CPZ. This means that residents of these roads are not entitled to permits that would allow them to park in permit holder or shared-use parking places within the CPZ.

With many of the zones of the CPZ being oversubscribed in terms of the ratio between permits issued and space available, it is considered that the inability of residents of privately maintained roads to obtain permits provides protection for CPZ permit holders from further oversubscription and increased demand.

This protocol determines the circumstances in which the Council will issue permits to the residents of privately maintained roads, with the primary aim of ensuring that such permit issue does not result in any further pressure being placed on the availability of kerbside space.

This scope of this protocol is to:

- determine under what conditions the Council will issue permits to the residents of private roads.

The purpose of the Protocol is to ensure:

- a consistent approach when dealing with requests from residents of privately maintained roads;
- that the operation of the CPZ and the benefits it provides to a range of users is not undermined by additional parking pressures;
- that requirements and policies are clear to members of the public, elected members and all Council officers who work within the Parking function or who might deal with parking-related enquiries from members of the public;
- that there is clear guidance available for Community Councils and other resident’s groups on the processes and requirements for issuing permits to residents of privately maintained roads; and
- that there is a single point of reference for the City of Edinburgh Council and members of the public.

## Section 1 – Proposed Permit Issue Restrictions

Before the Council will consider issuing permits to the residents of uncontrolled, private roads certain conditions or criteria will need to be met. This section explains the criteria that will need to be met in situations where there is either low or high demand upon available permit space.

The level of demand will be established from an assessment of the number of permit holders and the number of spaces available to permit holders in the:

- **zone** of the CPZ in which the privately maintained road, where the Council has been asked to issue a permit or permits, is located; or
- **area** comprised of adjacent roads which surround the privately maintained road where the Council has been asked to issue a permit or permits.

### 1. Areas where there is low demand

For the purposes of this protocol, “Low Demand” will be where:

- the ratio of permits to spaces is less than 1:1 in both the **zone** AND the **area** where the privately maintained road is situated;
- an analysis of available parking usage data indicates that issuing permits equal to the number of properties within the privately maintained road would have no detrimental impact upon parking availability within the immediate area.

In instances meeting the above criteria the Council will determine the extent of existing or potential parking opportunities on the privately maintained road. Where the existing or potential parking spaces on the privately maintained road are:

- equal or greater than the number of households, residents will be offered the opportunity to have the road brought into the CPZ and adopted by the Council, subject to the road being of adoptable standard. Where the road becomes part of the CPZ, all residents will be entitled to purchase:
  - No more than two resident permits per household;
  - Visitor Permits
- fewer than the number of households, or where residents do not wish their privately maintained road to become part of the CPZ, residents will be entitled to purchase:
  - No more than **one** resident permit per household.

## Section 1 – Proposed Permit Issue Restrictions

### 2. Areas where there is high demand

For the purposes of this protocol, “High Demand” will be where:

- the ratio of permits to spaces exceeds 1:1 in either the **zone** or the **area** where the privately maintained road is situated; or
- there is quantifiable evidence of high levels of demand from:
  - residents; or
  - pay-and-display customers.

In instances meeting the above criteria it will continue to be the case that residents of privately maintained roads which are subject to no parking controls will remain ineligible for parking permits.

## Section 2 – Notes

1. The approach detailed within this protocol will ensure:
  - that, in areas of high parking demand, no additional demands should be placed upon surrounding streets;
  - that privately maintained roads that are already well-served by on-street parking provision, where there is sufficient space to accommodate at least one vehicle per household, will either:
    - need to become part of the CPZ in order to gain a two permit per households, in which case the net impact upon surrounding streets will be no more than one permit per household; or
    - remain free of CPZ control, in which case the impact on surrounding streets will be no more than one permit per household;
  - that in situations where privately maintained roads have restricted availability of on-street parking provision, the potential impact on surrounding streets will be no more than one permit per household.
  - That where there is available capacity, accessibility for the residents of privately maintained roads will be improved, but without significant impact on surrounding areas.
  
2. In order to:
  - a. allow the resident of any privately maintained road the ability to obtain a permit, or
  - b. add a privately maintained road to the CPZ,  
the traffic order that governs the operation of the CPZ must first be amended or updated. That legal process can take several months to complete. It will not be possible to issue permits to a privately maintained road until that process has been fully and successfully completed.
  
3. In all instances where either resident or visitors' permits are issued, the eligibility and usage requirements as stated in the governing traffic order will apply.

## Appendix A – Current Legislative Criteria

The legislation that determines what rights of management or control local authorities have upon roads within their area makes little differentiation between a road that is maintained by the Council (a “Public Road”) and a road that is maintained by another party (a “Private Road”).

As the roads authority for Edinburgh, the Council is solely responsible for the management of roads within its area. That responsibility includes both restrictions on moving traffic (one way roads, banned turns, restrictions on vehicle types etc), but also restrictions on how kerbside space may be used (yellow lines, parking bays etc).

In general, roads authorities have the same rights of management or control over a privately maintained road as they do over a publicly maintained road, subject to the completion of a traffic order to introduce the necessary restrictions.

Where the legislation differs is with any restriction on parking that requires the payment of a charge. In any instance where it is proposed to introduce paid for parking, whether in the form of pay-and-display or permit parking, it is a legal requirement that the roads authority must seek the permission of the person or persons responsible for the maintenance of the road.

While there are instances where residents of private roads have asked the Council to introduce restrictions as a means of restricting parking, the majority of private roads are subject to no parking controls. There is little evidence to suggest that residents of those roads wish parking on their road to be managed by the Council.

From the requests that are received, there is evidence to show that some residents of uncontrolled, private roads would like the Council to issue resident permits to their properties.

# Transport and Environment Committee

10.00am, Thursday, 10 August 2017

## Parking in the Dumbiedykes and Pleasance Areas

<b>Item number</b>	7.3
<b>Report number</b>	
<b>Executive/routine</b>	Executive
<b>Wards</b>	11 - City Centre 15 - Southside/Newington

### Executive Summary

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In May 2015 a private parking contractor stopped enforcing a permit scheme in the Dumbiedykes and Pleasance areas. Since then there has been no enforcement of the residents' parking places in these streets. A map of the streets concerned is provided in Appendix 1.

This report describes the outcomes of a public consultation process and recommends starting the necessary statutory procedures to introduce parking controls in the area in order to make it easier for residents to park closer to their homes, encourage social inclusion and discourage commuter parking in the area.

### Links

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[Coalition Pledges](#)  
[Council Priorities](#)  
[Single Outcome Agreement](#)

## Parking in the Dumbiedykes and Pleasance Areas

### 1 Recommendations

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- 1.1 It is recommended that the Transport and Environment Committee:
  - 1.1.1 notes the outcome of the public consultation; and
  - 1.1.2 approves the start of the statutory procedure to introduce parking controls in the affected areas. This is in line with the Parking Action Plan and is based on the current pricing structure and will be revised if the pricing structure changes.

### 2 Background

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- 2.1 Since May 2015 there has been no enforcement of residential parking places in the Dumbiedykes and Pleasance areas.
- 2.2 The close proximity of these areas to the city centre has resulted in intrusive commuter parking which has prevented residents from parking near to their homes.
- 2.3 This has also impacted; visitors, carers, deliveries, trades people and road safety.
- 2.4 This report considers the results of the public consultation and recommends the introduction of parking controls in the area.

### 3 Main report

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- 3.1 Complaints were received from residents and elected members regarding inconsiderate parking in the area which requested that the Council take action to address these problems.
- 3.2 There have been numerous meetings and discussions between officers, local residents, the Dumbiedykes Residents' Association (DRA) and elected members regarding this matter. After much discussion, it was agreed that the best approach to help residents would be for the Council to introduce and administer parking controls.

#### **Restricted Parking Zone**

- 3.3 The Council's preferred approach is to introduce a Restricted Parking Zone (RPZ). A RPZ includes zone entry signs and only allows parking within marked parking



places within its area. Whilst the rest of the street is restricted, there is no need to mark other restrictions such as single yellow lines.

- 3.4 This will prevent commuter parking, help residents park closer to their homes and provides a unique look and feel to the area which residents have requested.
- 3.5 A mix of public, residents' and shared use parking places will accommodate legitimate parking demands in the area. This will also ensure flexibility of the controls and improve residents' chances of parking near their homes.
- 3.6 It is proposed that the RPZ is part of the Zone 7 of the Controlled Parking Zone (CPZ) and the hours of restriction would be 8.30am to 5.30pm, Monday to Friday.

### **Public Consultation**

- 3.7 A leaflet was distributed to 880 addresses within the area. The leaflet explained the Council's recommended approach and encouraged residents to respond to the parking survey. A copy of the leaflet and questionnaire are provided in Appendix 2.
- 3.8 The parking survey received 112 responses from residents living within the area. As a proportion of households, this represents a 12% response rate which is about average for a consultation of this nature.
- 3.9 A more detailed analysis of all the questionnaire responses is provided in Appendix 3: Dumbiedykes and Pleasance Consultation Results.
- 3.10 The main conclusions from the results are:
  - The highest residential demand for parking is during the evenings and at the weekends, but demand is still high between Monday to Friday during the day.
  - Residents find it the most difficult to park during the day between Monday and Friday.
  - Commuter parking was identified by 92% of respondents as their main parking problem.
  - 55% of respondents strongly agreed with the introduction of a RPZ and 18% agreed. Compared to only 6% disagreeing and 13% strongly disagreeing.
- 3.11 The introduction of parking controls during the day, when residents find it most difficult to park, will help residents park closer to their homes.

### **Matters Arising from the Consultation**

- 3.12 There were a number of concerns arising from the consultation, including:
  - Which zone the area would be included within.
  - The hours and days of control.
  - Parking displacement.
  - The number and type of parking places.
  - The price of parking permits.

- 3.13 The streets concerned are included within Zone 7 of the CPZ and it is proposed to keep the area within Zone 7. Parking controls will prevent commuters using the area regardless of which zone the area lies within.
- 3.14 Zone 7 currently operates Monday to Friday 8.30am to 5.30pm. There are no plans to amend the hours of control from the standard times.
- 3.15 The introduction of parking controls is unlikely to encourage other parking pressures into these areas. It is currently the lack of parking restrictions that is attracting non-residents to park in these areas.
- 3.16 The introduction of the RPZ will allow underused lengths of yellow line to be changed to parking places to improve parking opportunities for residents.
- 3.17 The price range for residents' permits in Zone 7 starts at £35.50 per year and rises to £300 annually. Prices are dependent upon a vehicle's emissions and whether it is the first or second vehicle in the household. This is based on the current pricing structure and will be revised if the pricing structure changes.
- 3.18 Data from the DVLA indicates that 50% of the cars registered within the area fall within Band 2 with an annual permit price of £102. The current residents' parking prices are available in Appendix 5.

## **4 Measures of success**

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- 4.1 Residents are able to park closer to their homes.
- 4.2 Improved parking opportunities for visitors, disabled people, carers and trades people.
- 4.3 Involving residents in the design of the RPZ.
- 4.4 Enhancing road safety for all users.

## **5 Financial impact**

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- 5.1 The cost of implementing the RPZ is estimated to be £50K and this will be met from within existing Parking budgets.
- 5.2 Based on current permit prices, vehicle ownership in the area and typical permit purchasing patterns, income from the purchase of residents' permits is estimated to be £13K per year.
- 5.3 Pay-and-display and cashless parking income, in 2016, was approximately £25K in Viewcraig Street and Viewcraig Gardens. The introduction of parking controls may increase and prevent lost revenue from other areas as commuters are currently able to park free of charge in the residents' parking bays.
- 5.4 There may also be some revenue generated from the sale of visitors' parking permits when these are introduced in the future.

## **6 Risk, policy, compliance and governance impact**

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- 6.1 The Transport and Environment Committee previously approved a report on the implementation of Sunday parking controls in the city centre. This policy was approved along with the transfer of the part of Zone 7, which includes Dumbiedykes and the Pleasance, to Zone 3.
- 6.2 This recommendation will change this previous Committee decision. Committee is advised that should parking controls not be introduced in this area at weekends there is a risk that motorists will seek to park in these streets to avoid parking charges once Sunday parking controls are introduced.
- 6.3 There are no known compliance or governance impacts arising from this report.

## **7 Equalities impact**

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- 7.1 The introduction of parking controls will have a positive impact for disabled people by ensuring that accessible parking places are enforced. Currently, many accessible parking places are advisory only but this will allow these spaces to become enforceable and regularly monitored by Parking Attendants.
- 7.2 The removal of commuter parking will generally increase parking opportunities in the area and make parking more accessible for visitors and carers making domiciliary visits in the area much easier. This will have a positive impact on disabled people.

## **8 Sustainability impact**

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- 8.1 The impacts of this report in relation to the three elements of the Climate Change (Scotland) Act 2009 Public Bodies Duties have been considered, and the outcomes are summarised below.
- 8.2 There is expected to be a positive impact on reducing carbon emissions and tackling climate change by removing free parking for commuters in the city centre.
- 8.3 The proposals will help achieve a sustainable Edinburgh because removing commuter parking will improve the quality of life of local residents. Improving parking for carers and third sector workers will help to support people with additional support needs continue to live in their own homes.
- 8.4 Removing commuters will also prevent residents circling the streets looking for an available space and contributing to congestion and pollution. The introduction of a link between permit prices and vehicle emissions will encourage residents to consider the environmental impact of their vehicles.

## 9 Consultation and engagement

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- 9.1 There were internal meetings including officers from Parking, Roads and Housing Teams to identify the issues and to consider possible solutions for residents.
- 9.2 There were also discussions with local residents, officers attended DRA and public meetings and met with elected members.
- 9.3 Following discussions Council officers, the DRA and elected members agreed that the best approach would be for the introduction of a RPZ.
- 9.4 On this basis, an informal consultation was launched in November 2016 lasting until January 2017 to seek the views of residents on parking problems and the proposed introduction of a RPZ.
- 9.5 The consultation elicited a 12% response rate and demonstrated that the majority of respondents supported the introduction of parking controls to address the commuter parking problem.
- 9.6 The Scottish Government's Road Policy Team also requested a meeting to discuss the ongoing parking issues surrounding the area and were satisfied with the progress reported.

## 10 Background reading/external references

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- 10.1 Motion submitted to the Transport and Environment Committee by former Councillor Orr on 7 June 2016, Item 22, entitled '[Residential Parking](#).'
- 10.2 Report to the Transport and Environment Committee on 15 March 2016, Item 7.1, entitled '[Delivering the Local Transport Strategy 2014-2019: Parking Action Plan](#).'

### **Paul Lawrence**

Executive Director of Place

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## 11 Links

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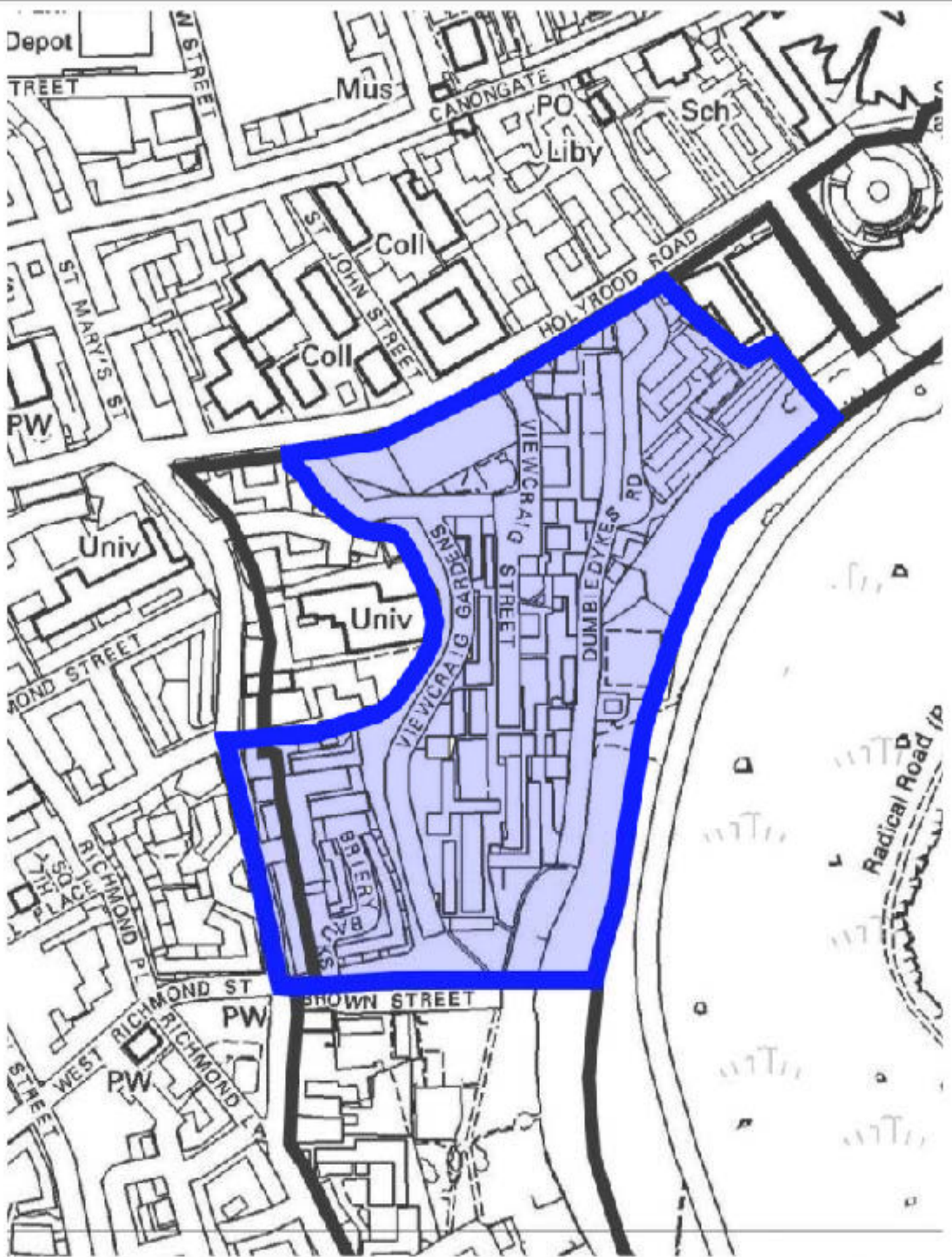
**Coalition Pledges**

**Council Priorities**

**Single Outcome  
Agreement**

**Appendices**

- 1 - Dumbiedykes and Pleasance RPZ Area Map
- 2 - Consultation Leaflet and Questionnaire
- 3 - Dumbiedykes and Pleasance Consultation Results
- 4 - Map of the Controlled Parking Zone
- 5 - Residents' Parking Permit Prices



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<b>• EDINBURGH •</b> THE CITY OF EDINBURGH: 19 JNCIL	
Transport & Planning 329 High Street Edinburgh EH1 1YJ	<b>PARKING OPERATIONS</b>
DATE: SCALE: NTS Drg. No.	DRAWN BY: AJM CHECKED BY: AJM

**Appendix 1:**

**Proposed RPZ - Dumbiedykes Area, Edinburgh  
 Extent of Area Affected**



# Parking in Dumbiedykes and Pleasance

Transport consultation



# Tell us what you think

Since the private parking contractor pulled out of controlling residential parking spaces in Dumbiedykes, New Arthur Place, Briery Bauks and Oakfield Place you have told us that:

- non-residents have started to park inconsiderately in the developments during the day
- you are often not able to park near to your home
- it feels like traffic has increased
- there is inconsiderate parking on corners
- you are worried about people crossing the road safely.

We have listened to your concerns and we are working with councillors and local residents' groups to find a solution.

## Restricted parking zone (RPZ)

Our recommended approach is to introduce a RPZ which has received initial support from councillors and the Dumbiedykes Residents' Association.

Similar to other parking zones, there would be entry signs at the start of the restrictions and parking places would be marked out. The difference is that parking is only permitted in the marked spaces and, while the rest of the street is restricted, there would be no road markings such as yellow lines. As well as preventing all-day commuter parking in the area, the benefits of this approach include:

- protecting parking spaces for residents
- providing more opportunities for your visitors
- delivery or trades people can park near you
- improving the street environment with fewer lengths of yellow lines.

We want to find out your views on parking in your area and about any problems you experience. This will help us make sure that a RPZ will address the parking needs of residents.

## How you can give us your views

- Fill in our online questionnaire: [www.edinburgh.gov.uk/parkingsurvey](http://www.edinburgh.gov.uk/parkingsurvey)
- Pick up a paper questionnaire from and return it to us in person at:
  - Braidwood Centre, 69 Dumbiedykes Rd
  - Waverley Court, 4 East Market Street
  - Customer Hub, 249 High Street.
- Call **0131 469 3616** or email [controlledparkingzone@edinburgh.gov.uk](mailto:controlledparkingzone@edinburgh.gov.uk) and we will send you a paper questionnaire.

You can find more information, such as a map of the area concerned and frequently asked questions, on our website at: [www.edinburgh.gov.uk/parkingsurvey](http://www.edinburgh.gov.uk/parkingsurvey)





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# Dumbiedykes and Pleasance Parking Survey

## Overview

The aim of the consultation is to find out more about residents' concerns regarding parking in the Dumbiedykes and Pleasance areas.

## Why we are consulting

In May 2015 the private contractor pulled out of controlling the residential parking places around the Dumbiedykes and Pleasance areas.

Residents have told us that the uncontrolled arrangements are making it more difficult to park near their homes and there are also concerns regarding the impact that poor parking is having on road safety.

We want to find out more about your views on parking in your street and how well you feel the introduction of a Restricted Parking Zone will help to address your concerns.

## About You

If you give us your details, we will let you know the results of the consultation and keep you up to date with progress.

**1** Your name?

**2** Your e-mail address?

**3** Your address?

## Your Vehicles

If you do not have any vehicles in your household, please go to page 3.

- 4** How many vehicles do you have in your household? [Please check appropriate boxes. Include all vehicles that are owned or available for use by everyone in your household. Please do not include city car club vehicles or occasional rentals.]

	1	2	3 or more
<b>Car</b> <i>Please select only one item</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Van</b> <i>Please select only one item</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Motorcycle</b> <i>Please select only one item</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Pedal cycle</b> <i>Please select only one item</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Other</b> <i>Please select only one item</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- 5** Do you have access to a garage or driveway to park any of your vehicles?

*Please select only one item*

Yes  No

- 6** When do you need to park on the street?

	Mornings	Afternoons	Evenings	N/A
Monday to Friday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Saturday and Sunday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Parking Problems

- 7** When do you find it most difficult to park in your street?

	Mornings	Afternoons	Evenings	n/a
Monday to Friday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Saturday and Sunday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**8 Do you experience any of the following problems in your street?***Please select all that apply*

- Commuters occupying parking places
- Vehicles parking dangerously on corners
- Vehicles blocking access to garages/entrances
- Vehicles parking on the footway
- Vehicles parking on yellow lines during the day
- Visitors having problems parking near you
- Do not experience any parking problems

**9 To what extent do you agree that a Restricted Parking Zone will help to improve parking conditions in your street?***Please select only one item*

- Strongly agree    agree    Neither agree nor disagree    Disagree
- Strongly disagree

**Your Parking Demands****10 Are you a member of the city car club?***Please select only one item*

- Yes    No

**11 Are you a disabled persons' blue badge holder?***Please select only one item*

- Yes    No

**12 Do you have a carer who visits regularly? [If no, please leave blank]**

	Once	Twice	Three or more	N/A
Monday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tuesday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wednesday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Thursday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Friday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Saturday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sunday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**13** Do you have any other comments regarding parking in your street that you would like to tell us about?

## Appendix 3 - Dumbiedykes and Pleasance Consultation Results

### **Background**

This appendix reports the findings from the online consultation questions and analyses the results. It also reviews additional comments submitted at the end of the survey and separate representations received by email.

The return rate is a measure of the number of responses received from within the total number of households within the area. In this case 112 responses were received from 880 households in the area representing a 12% response rate.

There were around 128 responses in total. However, some respondents did not provide their address and it could not be confirmed that they lived within the area concerned. In addition, there were a number of duplicate responses received where people had responded to the online consultation and by email.

### **Access to Vehicles**

The first question asked residents to confirm the number of vehicles in their household. The majority of respondents, 60%, indicated they only had one vehicle in the household, around 20% had two vehicles and two respondents had three or more vehicles. Just fewer than 20% did not answer the question.

Scotland's Census 2011 found that in Edinburgh 60.1% of households had access to at least one vehicle. The consultation results appear to indicate that vehicle ownership in the Dumbiedykes and Pleasance areas may be in line with the rest of the city.

### **Access to Garages**

The housing in this area mainly consists of flatted dwellings or tenements and few residents have access to off-street parking. There are 37 garages around the area but only eight respondents confirmed they had access to one to park their vehicle.

Approximately 65% of respondents confirmed that they did not have access to off-street parking and this suggests that the views of respondents are representative of residents in the area.

### **Need to Park**

Residents were asked when they needed to park in their street. Residential demands were greatest in the evenings, but there were also considerable demands recorded for during the day. The following tables indicate when people need to park during the week and also at weekends.

Parking (weekdays)	Percentage
Morning	68%
Afternoon	65%
Evenings	76%

Parking (weekends)	Percentage
Morning	75%
Afternoon	77%
Evenings	75%

Weekday parking patterns are similar to residential demands in other areas around the city. The weekend patterns are also in line with what we would expect in a residential area. However, since this area is close to the city centre, non-residential parking demands are likely to continue at weekends and not just during the working week.

### **Difficult to park**

The questionnaire also asked respondents to record when they found it difficult to park in their street.

Parking (weekdays)	Percentage
Morning	67%
Afternoon	72%
Evenings	46%

Parking (weekends)	Percentage
Morning	55%
Afternoon	63%
Evenings	40%

These results suggest that week day commuter parking is the main problem, but that weekend afternoons are also a concern. The reduced difficulty in the evenings also suggests that problems are not created due to excessive residential demand. If this were the case, it is considered problems would be most apparent at night when the vast majority of residents are at home.

### **Other Parking Problems**

The survey asked respondents to indicate if they had experienced a number of different types of parking related problems.

Problem	Percentage
Commuter parking	92%
Parking problems for visitors	76%
Parking on yellow lines during the day	56%
Dangerous parking on corners	52%
Parking on the footway	40%
Blocked access to garages/entrances	27%

No parking problems	6%
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The vast majority of respondents identified commuters occupying parking spaces during the day as the main problem. However, many other problems were identified by a high proportion of residents. This indicates that inconsiderate parking impacts all road users, even those without vehicles and in other ways than just making it more difficult to park outside one's home.

### **Restricted Parking Zone**

The questionnaire asked respondents if they considered the introduction of a Restricted Parking Zone would improve parking conditions in their street.

Response	Number	Percentage
Strongly agree	53	55%
Agree	17	18%
Neither	7	7%
Disagree	6	6%
Strongly disagree	12	13%

The results indicated that nearly three quarters of respondents agreed that a RPZ would help improve parking conditions for them. It is notable that the majority of respondents, 55% strongly agreeing with the proposals.

### **City Car Club**

Only three people said they were a member of the city car club. This indicates that there is great potential to promote the use of car sharing in the area and allow people to benefit from low-cost motoring opportunities. This is especially the case for people on lower incomes who may only need to have access to a vehicle occasionally.

### **Disabled Persons' Parking Places**

The consultation was completed by eight people who hold disabled persons' blue badges. This is equivalent, as a percentage of respondents, to the number of blue badges issued in the area per household. Therefore, the consultation is likely to represent the views of disabled people well.

### **Carers**

The consultation revealed that four people have carers visit during the week. All four respondents required different visiting patterns, i.e. different frequencies and days visited each week. Therefore, this shows that ensuring that parking opportunities are available at all times throughout the week is extremely important. This is also the case for disabled persons' blue badge holders who may not have their own vehicle but may need to be picked up and dropped off by their visitors.

### Additional Comments Received During Consultation

	Theme	Issue	No.	Council Response
1	Zones	This area should be a separate zone with local resident fees of no more than £50 a year.	18	It is not proposed that this small area becomes its own zone as the benefits of larger zones outweigh smaller areas. No other CPZ in the city has parking permits available for a flat fee of £50 per year. Permit prices are based on proximity to the city centre, the duration of the controlled hours and the CO2 emissions of the vehicle. Other residents in adjacent areas already pay for parking permits to help them park closer to their homes. Parking controls cannot guarantee residents a space but they enhance parking opportunities for permit holders by removing all-day commuter and non-residential parking.
		I would like to see a CPZ rather than RPZ as the cost implications for many of the residents will be very high.	1	
		Request to become a CPZ	1	
		I agree with parking permits, however I disagree with £50 fee. I'm keen to pay if you guarantee me a space. Don't agree to pay for parking outside my home and struggle every day to find one. It looks like a con because I know you can't guarantee space but still you want me to pay.	1	
		Strongly object to making this Zone 3 and opening it up to commuters and Edinburgh uni staff, etc.	1	
2	Parking Problems	Need spaces protected from commuter parking.	16	Respondents have identified commuter and non-residential parking as the major parking problems in this area. The extent of commuter parking prevents opportunities for visitors, older people and can result in inconsiderate parking on footways. The introduction of parking controls would tackle these issues and help residents park closer to their homes and provide more places for their visitors to park.
		Spaces required for visitors parking	3	
		Parking problems created by hotel staff and guests using the residents' spaces.	2	
		We must have restricted parking back, we're too close to the centre and to Arthur's Seat. There is no other parking around here so there are many reasons for people to use the parking spaces: work, shopping, Holyrood Park or dog walking.	2	
		Spaces required for older residents	1	
		It's a total nightmare, since last May it's been terrible.	1	
		People are parking on the new pavement.	1	
3	Parking Changes	More parking spaces are needed.	7	The introduction of parking controls managed by the Council provides the opportunity to increase the number of spaces available to residents. An increase in space can be accommodated on the existing road surface and it is not our intention to reduce green space in the city. Parking spaces are already individually marked in many bays and as it is suggested that they are not adhered to, this arrangement may not offer the most flexible option for residents.
		More parking spaces might be needed due to more people owning cars, the open grass area behind Lochview Court might make a good additional parking lot.	1	
		Marked spaces would be useful to maximize parking.	1	
		People park in a way that occupies two spaces. This should be prevented by providing clear lines on the ground.	1	
		If the RPZ does come in I'm concerned that there may not be enough spaces for the residents. I'd be worried about not being guaranteed a parking space when I come home.	1	



4	Student Parking	Need spaces protected from student parking.	6	Parking controls will help prevent all-day student parking by introducing charges and maximum stay periods. Parking permits are not available to university staff or students unless they are local residents. Students living within student accommodation facilities are not entitled to parking permits in Edinburgh.
		I don't agree that staff/students from Edinburgh University should be eligible for permits - why should their parking be subsidised by us?	1	
		Please do not allow residents of the new post graduate accommodation access to any permits - these are generally temporary residents that study at the university so do not require a car to get to their place of work.	1	
		If Edinburgh University haven't included enough parking in their new buildings, should they not reimburse Dumbiedykes residence for their students using our spaces?	1	
5	Deliveries and Trades People	Problems for deliveries and trades people	5	Parking controls will create additional space during the day to accommodate people making deliveries and parking for trades people working in residents' homes across the area. Residents report that some businesses are using the spaces for free commuter parking when working in the city centre. There are no limits on the number of business vehicles someone can park on the public road, but permits will be limited to two per household to manage demand better.
		There are often large builders' vans in the spaces, which block residents' views and light from their houses.	1	
		There should be a limit on the number of business vans one person can park.	1	
		Parking has been particularly bad because we have so much building work going on around us. You see workmen getting out of their cars parked in front of our houses with tools etc and then leaving at the end of the day, clearly taking advantage of our parking bays.	1	
6	Difficult to Park - weekdays	Spaces are occupied from 6am onwards until about 6.30pm.	4	Residents have reported that commuters arrive early on weekday mornings and that problems persist into the evenings when others are returning home. This discourages residents using their vehicles during the day as they are concerned about not being able to park upon their return. Respondents have also had to wait in their car for a space to become available. There are also concerns that this has increased traffic movements in a residential area.
		Usually on weekdays all the parking spaces are occupied from early in the morning, mostly by non-residents, making what should be a safe residential area feel like a public car park because of the increased traffic movements.	1	
		Impossible to find a free space around lunch/early afternoon.	1	
		During weekdays I try not to move my car as I won't be able to park again afterward. I have had to park in a pay bay on a number of occasions because non-residents are using up all our parking bays.	1	
		I come home at 9.30am and can never get a space, have to sit in my car for up to a hour to get a space.	1	
		I only have problems parking on weekdays day and night-time.	1	

7	Carers	Carers and support workers cannot get parked to come and see me for the two hours allocated for my visits.	4	Parking controls will prevent all-day commuter and non-residential parking in the parking places around the area, enhancing parking opportunities for carers and relatives visiting those with additional support needs in their own homes.
8	Difficult to Park - evening	Its almost impossible to find a parking space when I return from work in the evening.	3	The availability of free parking has clearly encouraged many different groups of motorist to park in this area. The introduction of parking controls will reduce the impact of problems persisting into the evenings as commuter and non-residential parking demands will be removed during the day. Should the area become part of Zone 3 there would be added protection for residents arriving home in the late afternoon as restrictions will continue until 6.30pm. Parking controls cannot prevent all evening parking pressures, but more spaces will also help to enhance parking opportunities for residents.
		It is difficult to find a space in the evening as staff and clients of local shops, businesses and hotels use the spaces when free parking is available after 5.30pm. Your plans will not prevent these people using residents spaces after 5.30pm.	3	
		Residents park on yellow lines over night and sit in their cars to fight over spaces that appear in the morning to avoid parking tickets. It is rare to find any free designated spaces in the evenings.	2	
9	Anti-social behaviour	Noise from commuters; engines, music, shouting, etc.	3	The introduction of parking controls will reduce the number of vehicles coming into the area early in the mornings looking for a parking place. This will have a positive impact on reducing anti-social behaviour, such as; noise, litter and competition for spaces where drivers may become aggressive or threatening towards each other. While it is reported that commuters are waiting on residents to vacate spaces, residents have also said that they need to wait for spaces to become available. Therefore, it may not be clear whether it is a local resident or a commuter who is waiting for a space to become available.
		Sometimes cars are waiting for you to leave to get the space.	3	
		Daughter's car vandalised for parking in my street. Neighbour thinks the space is his and the police had to be called.	1	
		Commuters can be aggressive/threatening when trying to get a space, sometimes harassing residents who are about to leave.	2	
		Commuters using the spaces leave litter in the street.	1	
		Been sworn at by one who was in a hurry to get parked so as he could get to work, I was talking to a neighbour in their car!	1	
		Sick of getting abuse from people who don't live here when you move your car and make sure another resident gets the space.	1	
		We have had two incidents with our elderly residents were one was assaulted and had his window smashed.	1	
10	Financial Issues	I do think that a scheme must be in place, but I think it is unreasonable to expect residents to pay to park. I want to continue to have free parking for as long as I live at my address.	3	Parking controls operate across the city centre and permit holders in all other zones are required to purchase a parking permit if they wish to park on the road during the day. The introduction of controls would remove an anomaly in the parking restrictions and ensure that there is a consistent approach to enforcement in the
		Residents and their visitors should have free parking, as originally designed and this should be maintained.	1	

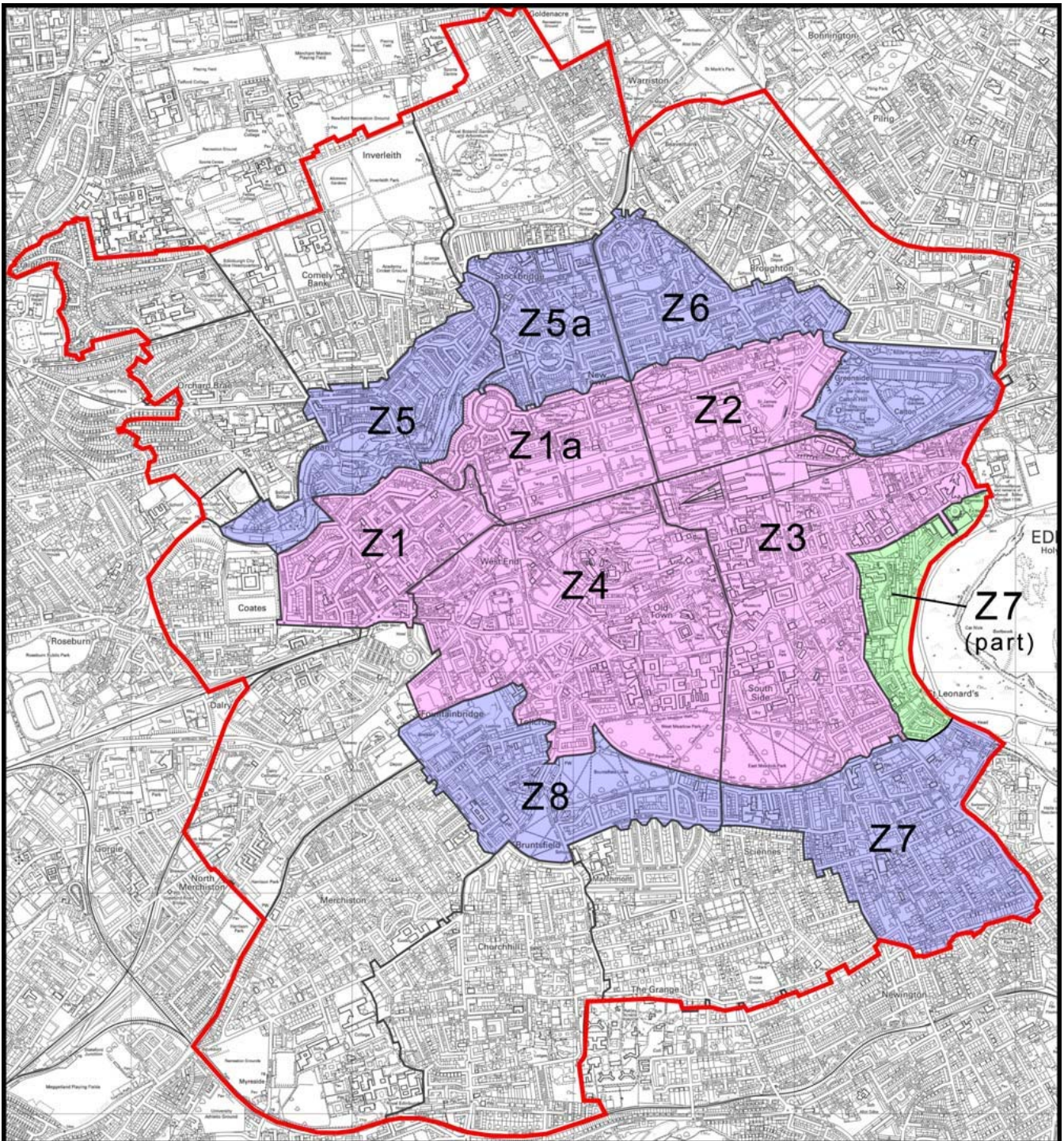
		I strongly disagree with this scheme that the council are suggesting as it is just another way of making money from people, the area is designed and set out for residents and visitors to park for free.	1	city centre. A number of residents have requested that free parking is maintained but as the current situation demonstrates this is open to abuse and has created numerous problems for residents living in the area.
		There are low income households, the cost of living is going up and people's wages are staying the same - this could be difficult for people.	1	
		No one who lives in Dumbiedykes can afford a zone 3 permit, it is unacceptable to zone the area this way.	1	
		I strongly feel that the areas should not be in zone 3 and should remain a more reasonable price. People are typically on low incomes and this price increase is unreasonable in my opinion.	1	
11	Parking Tickets	Resident received parking ticket when couldn't park in own street due to commuters.	3	Parking Attendants issue parking tickets to incorrectly parked vehicles to maintain traffic flow, ensure road safety and to prevent commuter parking. Without parking enforcement of the yellow lines, commuter parking would likely spread to occupy all the available kerbside space in the area. Parking Attendants do not have access to vehicle ownership records to identify which vehicles belong to residents or not. Nevertheless, such an approach would not assist carers to park who may not live within the area.
		I have been towed away and fined once because of no space for parking (after looking for parking spot for an hour) as a resident.	1	
		It's a nightmare to find a parking space and get parking tickets for nothing.	1	
		Why can't Parking Attendants look at who is and isn't a resident - they are visiting the street anyway. Residents/owners and their visitors are getting tickets for parking on yellow lines (sometimes after very short times) when the problem is builders and commuters taking up spaces.	1	
12	Disabled People	Disabled Persons' parking spaces used by non-Disabled people	2	Disabled persons' parking places were also previously enforced by the private contractor, with the removal of this service these spaces are also being subjected to use by commuters and motorists who are not a blue badge holder. Furthermore, the lack of available space also reduces opportunities for blue badge holders to park near their homes or for residents to receive visitors who may need to use a blue badge.
		I have difficulty walking and being treated by the physio. I do not have a blue badge but my physio has told me not to walk.	1	
		My daughter and I whom both have a disability get parking tickets and can't get a parking space except on the yellow lines.	1	
		As a disabled driver I attend doctors/hospital appointments at different times and need to get home as soon as possible for toilet and have to wait sometimes an hour to get parked. When I need to unload shopping, I cannot do it if I am parked a distance from my home	1	

13	Parking Permits	A resident runs a scrap yard business from the car park and uses several residents' bays for his vehicles. This forces residents like myself to park on a single yellow line with a risk of getting a ticket after 8:30am. The old system should have prevented him acquiring more than one permit. The new system will allow him and all residents to purchase as many temporary permits as he needs to park any number of vehicles.	1	Parking permits in Edinburgh are limited to one per person or two per household. This is to manage demand and reduce instances where one household dominates the available parking space. Visitors' permits will be introduced in the city centre, at the same time as shared use parking places. There are limits on the number of visitors' permits each household may purchase and residents' permits are not transferable to prevent such permits being used by commuters.
		There is no way to determine if residents are selling on temporary permits to commuters for a profit.	1	
		I do not own a vehicle but have access to one, is there a means of getting a permit for vehicle not registered at my address.	1	
14	Previous Schemes	Parking on Viewcraig Street/Gardens and Dumbiedykes Road should be for residents only with free parking for visitors - basically the same as it was before.	1	The current problems indicate that free parking spaces would likely encourage commuters into the area and leave no spaces for visitors, trades people or those making deliveries in the area. The previous system cannot be operated legally on public roads and Council enforcement will offer better protection from non-residential parking pressures. The Council has no powers to limit household vehicle ownership, but restricts permits to two per household to manage parking demand.
		Why can't we have the old system back?	1	
		Dumbiedykes was designed with one parking space for each house, any parking strategy must take this into account.	1	
15	Traffic Management	Cars are often speeding up and down the street when looking for spaces.	1	The removal of commuter and non-residential parking opportunities is expected to reduce vehicle movements in the street and improve road safety.
		The speed commuters drive at exceeds the speed limit causing a danger to kids going to and from School.	1	
16	Parking Conditions	More residents have cars than used to be the case.	1	The results of the consultation indicate that some households have more than one vehicle. However, it is considered that the increase in commuter and non-residential parking resulting from the absence of parking enforcement has had more of an impact on residents not being able to park near their homes.
		Before when you needed a permit I never had a problem with parking even though I used to be a household with 2 cars (I have lived here for 8 years). Now it is very difficult with only 1 car.	1	
		No parking problems since I moved here in 2006 and it has cost me nothing. This plan does not guarantee me a space close to my house and I will have to pay for my visitors.	1	
17	RPZ Proposals	A RPZ isn't specific enough, we need something similar to what we had before i.e. a parking zone specifically for Dumbiedykes only, like the zone 5a in Stockbridge and similar scheme in Glasgow.	1	Controlled parking zones work better when applied over larger areas to tackle specific problems. Zone 5A is much larger than the area concerned and schemes in Glasgow are on the fringes of the city and not comparable to the location of Dumbiedykes.

18	Visitors' Parking	I feel the area should be free parking for visitors and residents as this is a low income area for households. I could not afford to buy permits or a visitor pass as I am on very low income.	1	The current problems indicate that free parking would encourage commuters into the area leaving few, if any, spaces for residents and their visitors. It is the responsibility of the driver to ensure that they park their vehicle in accordance with the parking regulations and where applicable pay any necessary charges for parking. The number of spaces has yet to be determined, but shared use spaces will ensure the greatest flexibility for residents and their visitors.
		How many visitors spaces would there be compared to permit holder spaces. From reading info permit holders can park in both permit and visitors spaces but this could disadvantage those without a car. Previous system worked well for residents where car owners and visitors could park in any available space.	1	
19	Public Parking	There was a proposal to add paid parking bays for commuters in Dumbiedykes - this will result in less spaces for residents. There is ample public parking at St John's Road and Dynamic Earth for commuters and local businesses.	1	There are no proposals to introduce all-day commuter parking places in this area. Some public parking is required to accommodate residents' visitors or trades people working in the area. Parking data indicates that there is a demand for pay and display parking in this area and shared use spaces can accommodate this whilst offering the greatest flexibility for residents and their visitors.
		The council have created pay and display parking spaces at the beginning of Viewcraig Gardens - these have pushed cars that used to park here to my end of the street making it more difficult to find a space. There is no need for any pay and display spaces on this residential street. There is a NCP car park at the beginning of the street for any commuters or visitors to businesses nearby or the new university buildings that has plenty of spaces.	1	
20	Public Safety	There is a security risk to the residents because we don't know who the people are who are coming into the community to park. This is of particular concern following the recent break-in at an elderly resident's home in Oakfield Place.	1	Noted. The Council does not hold any information on a possible link between the presence or not of parking controls and reported crime.
21	Residents' Issue	Last night there were no spaces outside the flat so parked on a single yellow line with the intention of moving the car in the morning into a bay. Got my bike ready as I cycle to work. Got in the car, no bays in front of the flats or in Viewcraig Gardens. I saw a guy take a space just before I could, he seemed to have been waiting there for a few minutes - it appeared he was parking for the uni. As a result I had to drive to work or I would've got a fine for the car still being on the yellow lines.	1	Noted. The removal of commuter and non-residential parking during the day will enhance parking opportunities for residents and reduce the likelihood of such instances occurring in the future.

22	Residents' Issue	After having a C-section last year, I found it extremely difficult walking around the estate and my dad who was driving me could not park in the spaces closest to us. I am consistently not able to park and often have to park in the pay bays until I can move into a space when someone leaves.	1	Noted. The removal of commuter and non-residential parking during the day will enhance parking opportunities for residents and reduce the likelihood of such instances occurring in the future.
23	Other Issues	Some residents did not receive the parking survey.	3	The delivery company reported the survey was delivered to all but two addresses in the area.
24	Other Issues	Parking problems during the August Festivals.	2	Noted. The introduction of parking controls will help to tackle parking problems throughout the year.
25	Other Issues	Weekends are not a problem there is always a space within the estate to park.	2	Noted. During the week has been identified by most residents as the time when it is most difficult to park.
26	Other Issues	As this street is a cul-de-sac kids play outside.	1	Addressing commuter parking will reduce parking demand and vehicle movements thus improving road safety.
27	Other Issues	I own five flats in Dumbiedykes and make numerous visits to deal with repairs and consultations with my tenants. Finding parking is difficult due largely to use of parking by outsiders.	1	Parking controls will help to improve parking opportunities throughout the day for visitors.
28	Other Issues	Why give someone a flat if they can't park their cars and talk of paying what a scam! How can you have to pay to park outside your own flat!	1	Noted. Many houses in this area do not have access to a private off-street parking place. Many residents in the rest of the city already pay to park outside their homes.
29	Other Issues	We were promised environmental wardens this has not happened yet.	1	Noted. This will be reported to Housing.
30	Other Issues	I would like the council to provide public charging points for electric vehicles. The growth of electric vehicles is getting quicker and you should really be thinking about supporting this green infrastructure.	1	Noted. The Council is developing a strategy for on-street Electric Vehicle charging.
31	Other Issues	There is a car which has been parked since before Christmas with a flat tyre.	1	Noted.

## Appendix 4: Map of the Controlled Parking Zone



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## Appendix 5 – Residents' Parking Permit Prices

### Central Area Prices – Zones 1 to 4

Bands		1	2	3	4	5
Engine Size (cc)		0 to 1000	1001 to 1800	1801 to 2500	2501 to 3000	3001+
CO <sub>2</sub> (g/km)		0 to 100	101 to 150	151 to 185	186 to 225	226+
Permit 1	3 months	Not applicable	£65	£72	£90	£140
	6 months	Not applicable	£120	£134	£170	£270
	12 months	£72	£205	£235	£295	£475
Permit 2	3 months	Not applicable	£83	£92	£115	£175
	6 months	Not applicable	£155	£175	£220	£340
	12 months	£92	£256	£300	£368	£600

### Peripheral and Extended Prices – Zones 5 to 8, N1 to N5 and S1 to S4

Bands		1	2	3	4	5
Engine Size (cc)		0 to 1000	1001 to 1800	1801 to 2500	2501 to 3000	3001+
CO <sub>2</sub> (g/km)		0 to 100	101 to 150	151 to 185	186 to 225	226+
Permit 1	3 months	Not applicable	£35	£40	£50	£75
	6 months	Not applicable	£65	£70	£90	£140
	12 months	£35.50	£102	£118	£150	£240
Permit 2	3 months	Not applicable	£45	£53	£65	£95
	6 months	Not applicable	£80	£95	£118	£180
	12 months	£45	£130	£150	£185	£300



# Transport and Environment Committee

10.00am, Thursday, 10 August 2017

## **Petitions for Consideration: Lothianburn Park and Ride & Redesign the traffic light priorities at Junction of Slateford Road and Shandon Place**

<b>Item number</b>	7.4
<b>Report number</b>	
<b>Executive/routine</b>	
<b>Wards</b>	Colinton/Fairmilehead and Fountainbridge/ Craiglockhart

### **Executive Summary**

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The City of Edinburgh Council at its meeting on 22 June 2017 agreed the Petitions Committee be discontinued and that petitions would be sent to the responsible executive committees or in future locality committees for consideration.

The Transport and Environment Committee is asked to consider two petitions at this meeting.

## **Lothianburn Park and Ride & Redesign the traffic light priorities at Junction of Slateford Road and Shandon Place**

### **1. Summary**

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- 1.1 The Committee is asked to consider two petitions.
- 1.2 A valid petition entitled 'Lothianburn Park and Ride' has been received. The petition received 315 signatures.
- 1.3 A valid petition entitled 'Redesign the traffic light priorities at Junction of Slateford Road and Shandon Place' has been received. The petition received 150 signatures.

### **2. Recommendations**

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To consider the terms of the petitions 'Lothianburn Park and Ride' as set in Appendix one and 'Redesign the traffic light priorities at Junction of Slateford Road and Shandon Place' as set in Appendix two.

### **3. Measures of success**

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There are no immediate measures of success applicable to this report.

### **4. Financial impact**

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There are no financial impacts arising from the consideration of either petitions.

### **5. Risk, policy, compliance and governance impact**

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There are no risk, policy, compliance and governance impacts arising from the consideration of either petition.

### **6. Equalities impact**

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There are no equalities impacts arising from the consideration of either petition.

### **7. Sustainability impact**

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There are no sustainability impacts arising from the consideration of either petition.

## 8. Consultation and engagement

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There are no consultation or engagement requirements at this part of the process.

## 9. Background reading/external references

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Minute of the City of Edinburgh Council 22 June 2017

**Andrew Kerr**

Chief Executive

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## 10. Links

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**Council Priorities**

**Single Outcome Agreement**

**Appendices**

Appendix 1 – Petition - Lothianburn Park and Ride

Appendix 2 – Petition - Redesign the traffic light priorities at Junction of Slateford Road and Shandon Place

# Appendix 1 - Lothianburn Park and Ride

Date made available for signatures	Date closed for signatures	Petitions Title and Petitions Statement	Wards affected
27 April 2017	3 August 2017	<b>Lothianburn Park and Ride</b> In order to reduce traffic congestion and air pollution on the A702 and reduce commuter parking in Morningside, we, the residents of Morningside and surrounding areas, petition the Council to work with the Scottish Government and Midlothian Council to build a Park and Ride facility at Lothianburn.	Colinton/ Fairmilehead

# Appendix 2 – Redesign the traffic light priorities at Junction of Slateford Road and Shandon Place

Date made available for signatures	Date closed for signatures	Petitions Title and Petitions Statement	Wards affected
1 May 2017	3 August 2017	<p><b>Redesign the traffic light priorities at Junction of Slateford Road and Shandon Place</b></p> <p>The current traffic light set up at the junction prioritises cars along Slateford Road in a way that is dangerous for pedestrians and confusing for car drivers.</p> <p>The junction is a route to Craiglockhart School for children in the catchment area, for nursery children to Tynecastle Nursery and secondary students to Tynecastle High School. It is a route for pedestrians from Shandon to the shops along Gorgie Road and to the bus stop into town on Slateford Road.</p> <p>Local residents who use the junction daily see near misses of pedestrians caused by drivers going through red lights on a regular basis. The design of the lights means car drivers can easily misunderstand the priorities and go through a red light without realising it.</p>	Fountainbridge/ Craiglockhart

# Transport and Environment Committee

10.00am, Thursday 10 August 2017

## Appointments to Working Groups – 2017/18

Item number	7.5
Report number	
Executive/routine	
Wards	

### Executive Summary

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The Transport and Environment Committee is required to annually re-appoint the membership of its Working Groups for 2017/18.

## Appointments to Working Groups – 2017-18

### 1. Recommendations

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- 1.1 To defer the reappoint of the Future Transport Working Group until the next meeting of the Transport and Environment Committee meeting in October 2017 to allow reforms to the remit of the Working Group based on changes to policy.
- 1.2 To agree to replace the Transport Projects Working Group with the Central Edinburgh Development Working Group and approve the revised remit and membership of the Working Group as described in the report.
- 1.3 To appoint the membership of the Working Groups for 2017/18 as detailed in Appendix 1 to the report, apart from the Future Transport Working Group.

### 2. Background

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- 2.1 The Transport and Environment Committee on 7 June 2016 had appointed membership to its Working Groups for 2016/17.
- 2.2 Policy related to the Future Transport Working Group may require some reform in the future and it is recommended that the reappointment of this working group is deferred until the next Transport and Environment Committee meeting in October 2017.
- 2.3 It is proposed that the Transport Projects Working Group is replaced with a Central Edinburgh Development Working Group. The remit of the Working Group would be to review and consult with lead elected members from the Transport and Environment Committee, Housing and Economy Committee and the Planning Committee on major projects in and around the centre of Edinburgh and to discuss matters relating to city centre development. It is therefore proposed that the elected member representation on the Working Group would comprise the Convener and Vice Convener of the Transport and Environment Committee and Housing and Economy Committee, the Convener of the Planning Committee, and representation from opposition political groups.
- 2.4 The Committee is requested to appoint the membership of its Working Groups for 2017/18, apart from the Future Transport Working Group.

### 3. Main report

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- 3.1 Not applicable.

#### **4. Measures of success**

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4.1 Not applicable.

#### **5. Financial impact**

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5.1 Not applicable.

#### **6. Risk, policy, compliance and governance impact**

---

6.1 Not applicable.

#### **7. Equalities impact**

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7.1 Not applicable.

#### **8. Sustainability impact**

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8.1 Not applicable.

#### **9. Consultation and engagement**

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9.1 Not applicable.

#### **10. Background reading/external references**

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10.1 None.

### **Andrew Kerr**

Chief Executive

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<b>Active Travel Forum (Incorporates the Active Travel Forum, the Active Travel forum for Cycling and the Active Travel Forum for Walking) – 1 Member (Convener of the Transport and Environment Committee)</b>	
Councillor Macinnes (Convener)	
<b>Carbon, Climate and Sustainability Working Group – 5 members – Convener and Vice-Convener of the Transport and Environment Committee, 1 Conservative, 1 Green and 1 SLD.</b>	
Councillor Macinnes (Convener) Councillor Doran (Vice– Convener) Councillor	Councillor Councillor
<b>Future Transport Working Group – to defer appointing the Working Group until the next meeting of the Transport and Environment Committee in October 2017 – 5 members – 1 SNP, 1 Conservative, 1 Labour, 1 Green and 1 SLD.</b>	
Councillor Councillor Councillor	Councillor Councillor
<b>Local Access Forum – 1 member – Convener of the Transport and Environment Committee.</b>	
Councillor Macinnes (Convener)	
<b>Central Edinburgh Development Working Group – 9 members – Convener and Vice Convener of the Transport and Environment Committee, Housing and Economy Committee , Convener of the Planning Committee, 2 Conservative, 1 Green and 1 SLD.</b>	
Councillor Macinnes Councillor Barrie Councillor Ritchie Councillor Councillor	Councillor Doran Councillor Lezley Marion Cameron Councillor Councillor Councillor

<b>Tram All Party Oversight Group</b> – 10 members – Leader and Deputy Leader of the Council, Convener and Vice-Convener of the Transport and Environment Committee, Opposition Group Leaders, Opposition Transport Spokespersons.	
Councillor McVey Councillor Day Councillor Macinnes Councillor Doran Councillor Whyte	Councillor Burgess Councillor Aldridge Councillor Councillor Councillor
<b>Transport Forum</b> – 5 members – 1 SNP, 1 Conservative, 1 Labour, 1 Green, 1 SLD	
Councillor Councillor Councillor	Councillor Councillor
<b>Zero Waste Cross Party Cross Council Group</b> – 5 members – 1 SNP, 1 Conservatives, 1 Labour, 1 Green, 1 SLD	
Councillor Councillor Councillor	Councillor Councillor

# Transport and Environment Committee

10.00am, Thursday, 10 August 2017

## Re-appointment of Non-Executive Director to the Board of Lothian Buses Limited

Item number	7.6
Report number	
Executive/routine	
Wards	

### Executive summary

---

Mr Donald Andrew MacLeod was appointed to the Board of Lothian Buses Ltd (“LB”) as a Non-Executive Director on 1 September 2009. He was most recently re-appointed to the Board in July 2015. This appointment was for a further two years and is due to lapse on 31 July 2017.

This report requests committee approval for Mr MacLeod to be re-appointed to the Board for a further year, until 31 July 2018.

### Links

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Coalition pledges
Council outcomes
Single Outcome Agreement

## Re-appointment of Non-Executive Director to the Board of Lothian Buses Limited

### 1. Recommendations

---

- 1.1 It is recommended that the committee approve the re-appointment of Mr Macleod to the Board of Lothian Buses (LB) for a further year, ending on 31 July 2018.

### 2. Background

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- 2.1 LB is an arms length external organisation (ALEO) which is 91% owned by the Council. This arrangement is governed by a shareholder agreement between the Council and LB.
- 2.2 Under the terms of the shareholder agreement, appointment of directors to the Board of LB requires the consent of the Council.

### 3. Main report

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- 3.1 LB advise that Mr MacLeod is an active and highly valued member of the Board. He was appointed by the Board to the position of Senior Independent Director in June 2016. Prior to this he was a long-serving Chair of the company's Audit and Risk Committee and remains a member of this committee. Mr MacLeod is a fellow of the Chartered Institute of Bankers and has a professional financial background.
- 3.2 LB wish to re-appoint Mr MacLeod for a further year and during this period the company shall seek to recruit a similarly qualified successor who can replace Mr MacLeod at the expiry of his term (on 1 August 2018).
- 3.3 Council officers agree that Mr MacLeod should be re-appointed to the Board of LB as requested.
- 3.4 If committee agrees to the recommendation of this report, it shall have retrospective effect, such that Mr MacLeod shall be considered to have been re-appointed from 1 August 2017.

## **4. Measures of success**

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- 4.1 Delivery of a safe, efficient and cost effective integrated transport operation for the city.

## **5. Financial impact**

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- 5.1 There are no financial impacts arising from this report.

## **6. Risk, policy, compliance and governance impact**

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- 6.1 The appointment of appropriately qualified and skilled directors to the Board of LB helps to ensure that there is good governance of the company and robust management of operational and financial risk.

## **7. Equalities impact**

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- 7.1 There are no equalities impacts arising from the recommendations in this report.

## **8. Sustainability impact**

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- 8.1 There are no sustainability impacts arising from the recommendations in this report.

## **9. Consultation and engagement**

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- 9.1 The Board of LB has approved this appointment.

## **10. Background reading/external references**

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None.

### **Paul Lawrence**

Executive Director of Place

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## 11. Links

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**Coalition pledges**

**Council outcomes**

**Single Outcome  
Agreement**

**Appendices**                      None

# Transport and Environment Committee

10.00am, Thursday, 10 August 2017

## Updated Pedestrian Crossing Prioritisation 2017/18

Item number	8.1
Report number	
Executive/routine	
Wards	All

### Executive Summary

---

This report provides an updated pedestrian crossing priority list and reports back on consultations undertaken for locations approved in the previous report to the Transport and Environment Committee meeting on [7 June 2016](#).

### Links

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[Coalition Pledges](#)  
[Council Priorities](#)  
[Single Outcome Agreement](#)

## Updated Pedestrian Crossing Prioritisation 2017/18

### 1. Recommendations

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- 1.1 It is recommended that the Committee:
  - 1.1.1 approves the updated pedestrian crossing priority list for 2017/18 as per Appendix 1;
  - 1.1.2 notes the locations that did not meet the priority list criteria in Appendix 2; and
  - 1.1.3 notes the results of the public consultations and sets aside any representations to allow construction to progress (Appendix 3).

### 2. Background

---

- 2.1 In accordance with the decision made by the former Transport, Infrastructure and Environment Committee on [28 July 2009](#), on the report titled "Pedestrian Crossing Prioritisation Process"; this report provides an update on the pedestrian crossing priority list.

### 3. Main report

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#### **Pedestrian crossing priority list**

- 3.1 The previous pedestrian crossing priority list (approved by Transport and Environment Committee on 7 June 2016) consisted of 28 locations. Two of these crossings have since been constructed and 26 remain on the priority list for construction, as listed in Appendix 1.
- 3.2 The base data which is used to assess if a location is suitable for a crossing is known as the PV2 value. This is a nationally recognised value that indicates the number of passing vehicles and crossing pedestrians. Pedestrian and vehicle counts are taken over the peak hours of a week day, from 7am to 10am and 3pm to 6pm, and avoiding any school holidays or other factors which may skew results. This base PV2 value is then adjusted to take account of local factors such as the age of those crossing, the composition of passing traffic, the number of personal injury collisions involving pedestrians and the number of trip-attractors such as schools, doctors' surgeries, shops etc.



- 3.3 A location with an adjusted PV2 value of 1 or higher (2 or higher on a dual carriageway) would be considered for a puffin crossing, locations with a value of 0.3 or higher would be considered for a suite of measures that includes a zebra crossing, a refuge island or pavement build-outs. If a very low PV2 value is achieved no additional crossing facilities may be recommended. Appendix 4 is a flow diagram which details the steps carried out in a pedestrian crossing assessment. This process is only used for the provision of stand alone pedestrian facilities, such as puffin crossings and pedestrian islands; it does not include the provision of pedestrian phases at existing traffic signal controlled junctions.
- 3.4 Since May 2016 a total of 62 locations have been assessed. Sixteen of these met the criteria for additional pedestrian facilities and have been added to the priority list for construction. The updated priority list therefore now contains 42 locations.
- 3.5 Forty six of the locations assessed did not meet the criteria or are otherwise deemed unsuitable for crossing improvements. These locations are listed in Appendix 2.
- 3.6 Estimated timescales for the provision of each crossing are provided in the crossing priority list. It should be noted that issues may arise from consultation or as part of the Traffic Regulation Order process that mean the proposed designs have to be altered and that this can alter construction timescales. Should any location fall back into the following year's construction programme, replacement locations will be brought forward.
- 3.7 Pedestrian crossing facilities have been introduced at two locations from the construction list which was reported to Committee in June 2016, at Telford Road and Ferry Road. In addition, the existing zebra crossing on Marchmont Road was upgraded to a puffin crossing, as approved by Committee on 12 January 2016.
- 3.8 A design and consultation has also been carried out for a new puffin crossing on Buckstone Terrace. This is being funded by a developer contribution arising from the Waterfield development. The outcome of this consultation can be found in Appendix 3.
- 3.9 As previously reported to Committee in June 2016, there had been difficulties in identifying a design for crossing improvements in Pilrig Street that met the aspirations of the local community. Further consultations on various options have now taken place and a preferred solution has been identified. The comments raised in this consultation can also be found in Appendix 3. As there is no legal obligation to consult on schemes that do not require a TRO, where comments have been made against the proposals, these have been recorded as representations.
- 3.10 It should be noted that the proposed pedestrian crossing facilities on Ocean Drive are currently on hold, pending a decision on the tram extension.

- 3.11 The developer funding for the Corstorphine Road at Kaimes Road crossing has now been released and design work for this will commence in the current financial year.

#### **4. Measures of success**

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- 4.1 Pedestrian crossing facilities are provided at locations across the city which have been assessed as having the greatest demand and difficulty experienced by pedestrians. Local consultation ensures the facilities provided meet the requirements of the local community and stakeholders.

#### **5. Financial impact**

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- 5.1 Funding of up to £200,000 has been made available from the 2017/18 capital road safety budget of £850,000 to introduce crossing facilities at locations from the priority list.

#### **6. Risk, policy, compliance and governance impact**

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- 6.1 The Edinburgh Road Safety Plan puts forward the vision that the Council and its partners will work towards Vision Zero and provide a modern road network where all users are safe from the risk of being killed or seriously injured. In the Plan, a number of interventions have been developed for pedestrians, including the provision of new crossings, to enable more people to walk greater distances safely and reduce conflict at key points.

#### **7. Equalities impact**

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- 7.1 The new pedestrian crossing priority list will take into account the road safety needs of all users. Due regard will be given to the protected characteristics (Age, Disability and Religion and Belief) through the consultation and design process.

#### **8. Sustainability impact**

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- 8.1 Potential for positive impact on the environment by providing improved pedestrian facilities. This should encourage walking, reduce vehicle use and lower carbon emissions.

## 9. Consultation and engagement

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- 9.1 Consultation will be carried out at the proposed locations on the pedestrian crossing construction list once approval has been granted and a design has been produced. The results of the consultations on the proposed facilities on Pilrig Street and Buckstone Terrace are included in Appendix 3.

## 10. Background reading/external references

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- 10.1 Background Paper - Report to the Transport, Infrastructure and Environment Committee 28 July 2009 titled "[Pedestrian Crossing Prioritisation Process](#)"

### Paul Lawrence

Executive Director of Place

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## 11. Links

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### Coalition Pledges

### Council Priorities

### Single Outcome Agreement

### Appendices

Appendix 1 - Updated Pedestrian Crossing Priority List

Appendix 2 - List of locations which failed to meet priority list criteria

Appendix 3 – Results of Consultations

Appendix 4 - Pedestrian Crossing Assessment Process

**Appendix 1**  
**Updated Priority List**

Rank	LOCATION	Date of Assessment	Adjusted PV2	Crossing Type and Current Status	Estimated Construction Cost	Construction Year
<b>Previously Approved Sites from June 2016 Committee</b>						
1	London Street at Drummond Place	Dec-12	1.48	Various crossing options to be designed and consulted on. Construction dependant on implementation of TRO.	£40,000.00	2017/18
2	Myreside Road at Footbridge	Jan-13	0.33	Pedestrian island designed and audited. Still to be consulted on. Construction dependant on implementation of TRO.	£15,000.00	2017/18
3	East Fettes Avenue at Broughton High School opposite entrance to Inverleith Park	Apr-14	0.504	Pedestrian island designed. Still to be audited and consulted on. Construction dependant on implementation of TRO.	£15,000.00	2017/18
4	Pilrig Street at Cambridge Avenue	Apr-14	0.32	Pedestrian refuge island designed and consultation complete. Still to be audited. Construction dependant on implmentation of TRO.	£15,000.00	2017/18
5	South Gyle Crescent, 150m south of junction with Redheughs Avenue	Oct-14	0.3433	Vaiious crossing options being designed. Still to be audited and consulted on. Construction dependant on implmentation of TRO.	£15,000.00	2017/18
6	Ocean Drive - Between exit from BHS and Roundabout	Oct-14	1.3698	Signallised crossing. On hold depending on tram extension.	£40,000.00	Unknown
7	Costorphine Road (A8) at Kaimes Road	Oct-09	2.81	Signalised crossing to be designed and consulted on.	£40,000.00	To be programmed
8	St Johns Place at Elbe Street	May-15	0.4392	Pedestrian island to be designed and consulted on. Construction dependant on implmentation of TRO.	£15,000.00	2017/18
9	South Gyle Broadway at Roundabout	May-15	1.1495	Signalised crossing to be designed and consulted on.	£40,000.00	2017/18
10	Crewe Road South at Comely Bank Roundabout	May-15	0.7891	Upgrade pedestrian refuge island. This is now being delivered as part of a larger capital scheme.	£10,000.00	2017/18
11	Marionville Road at Wishaw Terrace	May-15	0.568	Various crossing options to be designed and consulted on.	£15,000.00	2017/18

Rank	LOCATION	Date of Assessment	Adjusted PV2	Crossing Type and Current Status	Estimated Construction Cost	Construction Year
12	South Gyle Crescent south of roundabout with South Gyle Access at entry to Tesco bank	May-15	0.5657	Pedestrian refuge island to be designed and consulted on.	£15,000.00	2018/19
13	Ratcliffe Terrace @ South island at BP garage	May-15	0.4023	Upgrade pedestrian refuge island	£10,000.00	2018/19
14	West Granton Road to the east of Granton Mains East	May-15	3.6662	Signalised crossing to be designed and consulted on.	£40,000.00	2018/19
15	Gilmerton Dykes Street at Bus Terminus	May-15	0.4895	Pedestrian refuge island to be designed and consulted on.	£15,000.00	2018/19
16	Lanark Road West at Stewart Road	May-15	0.8922	Various crossing options to be designed and consulted on.	£30,000.00	2018/19
17	Fettes Avenue at Comley Bank Road at existing D island	Nov-15	1.7454	Controlled crossing to be designed and consulted on. - Include as part of AIP scheme	£40,000.00	2018/19
18	North West Circus Place at junction with Royal Circus	Nov-15	0.5446	Various crossing options to be designed and consulted on.	£30,000.00	2018/19
19	Gilmerton Dykes Street at Gilmerton Dykes Crescent for access to shops	Nov-15	0.3876	Pedestrian refuge island to be designed and consulted on.	£15,000.00	2018/19
20	Great King Street (west end towards St Vincent St)	Nov-15	0.4055	Various crossing options to be designed and consulted on.	£30,000.00	2018/19
21	Restalrig Road at Ryehill Terrace	Nov-15	0.3518	Various crossing options to be designed and consulted on.	£30,000.00	2019/20
22	Lasswade Road at Little Learners Nursery (Existing Double D)	Nov-15	0.6633	Pedestrian refuge island upgrade to be designed and consulted on.	£10,000.00	2019/20
23	Corbiehill Road at Junction with Main Street	Nov-15	0.3031	Pedestrian refuge island to be designed and consulted on.	£15,000.00	2019/20
24	Milton Road East at Brunstane Road (existing D)	Nov-15	0.4292	Pedestrian refuge island upgrade to be designed and consulted on. Part of improvements by Children and Families	£10,000.00	Unknown
25	Torphichen Street - centred on existing drop crossing near corner.	Nov-15	0.4021	Various crossing options to be designed and consulted on.	£30,000.00	2019/20
26	South Bridge at Drummond Street	Nov-15	19.142	Controlled crossing to be designed and consulted on.	£40,000.00	2019/20

Rank	LOCATION	Date of Assessment	Adjusted PV2	Crossing Type and Current Status	Estimated Construction Cost	Construction Year
<b>New Sites Added from Assessments</b>						
27	Yeaman Place at its junction with Dundee Street	May-16	1.869	Various crossing options to be designed and consulted on.	£15,000.00	2019/20
28	Craiglockhart Avenue at existing traffic island north of Craiglockhart Drive North.	May-16	0.425	Pedestrian refuge island upgrade to be designed and consulted on.	£15,000.00	2019/20
29	Albion Road at Albion Place	May-16	0.46	Pedestrian refuge island to be designed and consulted on.	£15,000.00	2019/20
30	Ashley Terrace at Shaftesbury Park	Sep-16	0.85	Pedestrian refuge island upgrade and improvements to be designed and consulted on.	£15,000.00	2019/20
31	Colinton Road at Craiglockhart Park	Sep-16	0.606	Pedestrian refuge island upgrade to be designed and consulted on.	£10,000.00	2019/20
32	Lanark Road opp South end of Kingsknowe Playing Fields	Oct-16	0.37	Pedestrian refuge island upgrade to be designed and consulted on.	£10,000.00	2019/20
33	Telford Road at Forthview Terrace (both sides of the junction)	Apr-17	0.553	Pedestrian refuge island upgrade to be designed and consulted on.	£10,000.00	2019/20
34	Whitehouse Road east of Lawhouse Toll	Apr-17	0.319	Various crossing improvements to be designed and consulted on.	£15,000.00	2020/21
35	Chesser Avenue at Chesser Grove	May-17	0.752	Pedestrian refuge island designed. To be built as part of larger capital improvements scheme	£15,000.00	2017/18
36	Grosvenor Crescent at junction with Palmerston Place	Apr-17	0.503	Various crossing improvements to be designed and consulted on.	£15,000.00	2020/21

Rank	LOCATION	Date of Assessment	Adjusted PV2	Crossing Type and Current Status	Estimated Construction Cost	Construction Year
37	Clermiston Road at Clerwood Park	Apr-17	0.329	Various crossing options to be designed and consulted on.	£15,000.00	2020/21
38	Grassmarket Zebra	Apr-17	4.708	Controlled crossing to be designed and consulted on.	£40,000.00	2020/21
39	Telford Road at Telford Place	Apr-17	0.505	Pedestrian refuge island upgrade to be designed and consulted on.	£10,000.00	2020/21
40	Queensferry Road East of Buckingham Terrace	May-17	1.469	Controlled crossing to be designed and consulted on.	£40,000.00	2020/21
41	The Loan, South Queensferry (North of Loch Road)	Apr-17	0.313	Various crossing options to be designed and consulted on.	£15,000.00	2020/21
42	Gorgie Road East of Number 511	Apr-17	2.855	Controlled crossing to be designed and consulted on.	£40,000.00	2020/21

**Appendix 2**

**Locations Which Failed to Meet the Priority List Criteria**

LOCATION	Base PV <sup>2</sup>	Date of PV <sup>2</sup>	Vulnerable Users		Vehicle Composition		Ped. Accident Factor	Road Width Factor	85th Percentile Speed Factor (mph)					Trip Ends	Adjusted PV <sup>2</sup>	Current Status	
			Children >15% (% plus 100)/(115)	Elderly & Disabled >15% (% plus 100)/(115)	Buses & coaches > 10% (2)	HGVs > 10% (2.3)			1 + (N/10)	Actual width/7.3	<30 (1)	30-35 (1.1)	36-40 (1.2)				41-45 (1.3)
<b>Locations Which Failed to Meet the Priority List Criteria</b>																	
Myreside Road at Meadowspot	0.149824	May-16	1	1	1	1	1	1.37	1	1	1	1	1	1	1	0.205	Low score, failed to meet criteria (>1) to upgrade existing islands to a puffin crossing.
Sleigh Drive close to roundabout at Restalrig Road South	0.2555	May-16	1.052	1	1	1	1	1.00	1	1	1	1	1	1	1	0.258	Low score, failed to meet criteria (>0.3)
Braid Hills Drive at Lang Linn Path	0.0046	Jun-16	1.000	1	1	1	1	1.16	1	1	1	1.3	1	1	1	0.007	Low score, failed to meet criteria (>0.3)
Drumsheugh Gardens west of junction with Lynedoch Place Lane	0.0209	Jun-16	1.000	1	1	1	1.1	1.58	1	1.1	1	1	1	1	1	0.04	Low score, failed to meet criteria (>0.3)
Claremont Park to the east of Claremont Road	0.0851	May-16	1.009	1	1	1	1	1.51	1	1	1	1	1	1.25	1	0.162	Low score, failed to meet criteria (>0.3)
New Swanston - between Howe Park and Tryst Park	0.0456	May-16	1.000	1	1	1	1	1.10	1	1	1	1	1	1.25	1	0.062	Low score, failed to meet criteria (>0.3)
Polwarth Gardens - midway or at the Scotmid end of the street	0.121834	May-16	1.000	1	1	1	1.1	1.60	1	1	1	1	1	1	1	0.215	Low score, failed to meet criteria (>0.3)
Old Dalkeith Road at Bridgend/Inch Park	0.1499	May-16	1.000	1	1	1	1	1.44	1	1	1	1	1	1.25	1	0.269	Low score, failed to meet criteria (>0.3)
Restalrig Road to the north of Blackie Road/East Restalrig Terrace	0.0706	May-16	1.061	1	1	1	1	1.30	1	1	1	1	1	1.25	1	0.122	Low score, failed to meet criteria (>0.3)
Lanark Road West A70 at Newmills Road	0.0568	May-16	1.000	1	1	1	1	1.00	1	1	1	1	1	1	1	0.057	Low score, failed to meet criteria (>0.3)
Groathill Road North at Zebra Crossing to north of Easter Drylaw Avenue	0.0619	Oct-16	1.174	1	1	1	1	1.29	1	1	1	1	1	1	1	0.094	Low score, failed to meet criteria (>1) to upgrade existing zebra to a puffin crossing.
Groathill Road North at Zebra Crossing to the south of Easter Drylaw Avenue	0.0909	Oct-16	1.261	1	1	1	1	1.29	1	1	1	1	1	1	1	0.148	Low score, failed to meet criteria (>1) to upgrade existing zebra to a puffin crossing.
Maybury Road at Craigs Road	0.5264	Oct-16	1.000	1	1	1	1	1.84	1	1.1	1	1	1	1	1	1.063	Low score, failed to meet criteria (>2) as on a dual carriageway



LOCATION			Children >15% (% plus 100)/115)	Elderly & Disabled >15% (% plus 100)/115)	Buses & coaches > 10% (2)	HGVs > 10% (2:3)	1 + (N/10)	Actual width/7.3	<30 (1)	30-35 (1.1)	36-40 (1.2)	41-45 (1.3)	>46 (1.4)	Serves 2 trip-ends i.e. school, shops, leisure, community (1.25)	Serves 3 trip-ends i.e. school, shops, leisure, community (1.4)		Current Status
Silverknowes Road at the Shops	0.004	Sep-16	0.004	1	1	1	1	1.18	1	1	1	1	1	1	1	0.007	Low score, failed to meet criteria (>1) to upgrade existing islands to a puffin crossing.
Builyeon Road (at west bus stop)	0.0142	Sep-16	1.000	1	1	1	1	1.00	1	1	1	1	1	1	1	0.014	Low score, failed to meet criteria (>0.3)
Builyeon Road (at east bus stop)	0.0182	Sep-16	1.000	1	1	1	1	1.00	1	1	1	1	1	1	1	0.018	Low score, failed to meet criteria (>0.3)
Niddrie Mains Road at Craigmillar Castle Avenue	0.1223	Sep-16	1.000	1	1	1	1	1.00	1	1	1	1	1	1	1	0.122	Low score, failed to meet criteria (>0.3)
Craigentiny Road at Craigentiny Ave (N arm)	0.0104	Sep-16	1.000	1	1	1	1	1.75	1	1	1	1	1	1.25	1	0.023	Low score, failed to meet criteria (>1) to upgrade existing islands to a puffin crossing.
Craigentiny Road at Craigentiny Ave (E arm)	0.0466	Sep-16	1.043	1	1	1	1	1.70	1	1	1	1	1	1	1.4	0.116	Low score, failed to meet criteria (>1) to upgrade existing islands to a puffin crossing.
Craigentiny Road at Craigentiny Ave (S arm)	0.0115	Sep-16	1.130	1	1	1	1	1.70	1	1	1	1	1	1.25	1	0.018	Low score, failed to meet criteria (>1) to upgrade existing islands to a puffin crossing.
Craigentiny Road at Craigentiny Ave (W arm)	0.1154	Sep-16	1.000	1	1	1	1	1.71	1	1	1	1	1	1.25	1	0.247	Low score, failed to meet criteria (>1) to upgrade existing islands to a puffin crossing.
Craigmillar Castle Road at Craigmillar Castle Avenue	0.0609	Sep-16	1.191	1	1	1	1	1.07	1	1	1	1	1	1	1	0.077	Low score, failed to meet criteria (>0.3)
A8 Ratho Station	0.0765	Oct-16	1.000	1	1	1	1	3.45	1	1	1	1	1	1.25	1	0.462	Low score, failed to meet criteria (>2) as on a dual carriageway
Braid Road at Braid Hills Road (N arm)	0.0677	Sep-16	1.113	1	1	1	1	1.58	1	1	1	1	1	1	1	0.119	Low score, failed to meet criteria (>1) to upgrade existing islands to a puffin crossing.
Braid Road at Braid Hills Road (E arm)	0.0302	Sep-16	1.000	1	1	1	1	1.85	1	1	1	1	1	1	1	0.056	Low score, failed to meet criteria (>1) to upgrade existing islands to a puffin crossing.
Braid Road at Braid Hills Road (S arm)	0.038	Sep-16	1.209	1	1	1	1	1.62	1	1	1	1	1	1	1	0.074	Low score, failed to meet criteria (>1) to upgrade existing islands to a puffin crossing.
Braid Road at Braid Hills Road (W arm)	0.0237	Sep-16	1.183	1	1	1	1	1.45	1	1	1	1	1	1	1	0.041	Low score, failed to meet criteria (>0.3)



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Resident				x
Resident				x
Resident				x
Resident				x
Living Streets	x	x	x	
Resident		x	x	
Total	9	28	49	5

The outcome of the public consultation was that Option Three (Pedestrian Refuge Island) was the preferred option and is now being progressed.

### Response to comments raised during the consultation period – Pilrig Street at Dryden Street

Can parking be enforced in the area as it causes problems for buses and large vehicles and makes crossing very difficult?

Concerns with regard to parking were raised in several responses to this consultation. These have been passed to the Council's parking enforcement team and a street visit will be undertaken when resources allow. Any vehicle observed parked incorrectly will be subject to enforcement action.

The current layout at this location makes exiting Dryden Street dangerous.

It is anticipated that with the introduction of the pedestrian refuge island, exiting from Dryden Street will be made easier due to increased visibility following the extension of double yellow lines to the north of Dryden Street and the introduction of double yellow lines opposite Dryden Street. The detailed design will be subject to a Road User Safety Audit.

Can traffic calming be implemented to reduce the speed of vehicles travelling along Pilrig Street?

The speed limit on Pilrig Street was reduced to 20mph, as part of Phase 2 of the city wide roll out, and the new speed limit became enforceable on 28 February 2017. The new 20mph speed limits will rely on a shift in driver behaviour which will take time to embed. We will be working to achieve this with the Police through road safety education, awareness raising and prevention activities. Post-implementation surveys will provide robust, citywide data to measure changes in relation to the 20mph after a longer period. In light of the 20mph roll out, the Road Safety team will not consider traffic calming in a residential area unless there is a significant collision history. In the most recent 3 years, up to the end of August 2016, there have been 6 personal injury collisions at various locations on Pilrig Street. Of these, 4 resulted in a slight injury and 2 in serious. Analysis was carried out on these collisions and no pattern was identified. As a result of this, no additional traffic calming is recommended.

Can speed cameras be installed on Pilrig Street?

Speed cameras in Edinburgh are provided by the Scottish Safety Camera Programme – East Unit. There are nationally set criteria which require to be satisfied before safety cameras can be considered for installation; the numbers and severity of personal injury collisions and excessive speed are two such criteria which require to be met. These criteria are essential to avoid a plethora of cameras that could be placed at numerous sites of concern and consequently reduce their effectiveness; the Council liaises closely with the East Safety Camera Unit Manager to assess the entire Council area for potential sites for the installation of safety cameras on an annual basis. This year's review period has concluded and Pilrig Street did not feature as a location where the requisite criteria have been triggered. Therefore, a safety camera would not be considered for installation.

The push button on the pedestrian crossing on Pilrig Street does not work properly.

The Council's Traffic Signals team were notified of this and repairs were carried out.





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Resident	x		
Totals	106	168	5

The outcome of the public consultation was that Option Two - Signalised Crossing south of Waterfield Road was the preferred option and is now being progressed.

**Response to comments raised during the consultation period – Buckstone Terrace Pedestrian Crossing**

Why was more than one entrance not considered into the estate?

A single access is acceptable for developments of up to 200 residential units. Between 200 and 250 units a second access should be considered and above 250 it should be provided. However, this is in relation to emergency service access. In this instance, a second emergency access has been provided (near the Oxfords Road lights). A second general access was not practical given the site constraints. The site did not allow for connections to the east or a second access on Buckstone Terrace as the land that would have been required for this was not within the application boundary. There were other concerns with the potential for creating undesirable through routes for traffic.

#### What will be done to prevent vehicle accidents happening at this junction in peak times?

In the latest available 3-year period (to the end of October 2016) there were two personal injury collisions reported to the Police at this location. Only one of these collisions involved two vehicles and this resulted in slight injury. Road Safety works are targeted at priority locations and the current collision rate means that works on this road could not be recommended at this time. Spending from the road safety budget is to be targeted towards areas which will have the greatest potential collision reduction benefits.

#### Can the junction be signalised?

Consideration would have been given to a signalised junction at the planning stages of this development. In this case, a signalised junction was not justifiable. This was raised at Development Management Sub -Committee of the Planning Committee during the planning process and the conclusion of the debate was that a crossing should be provided.

#### Can a Yellow box be provided at the junction?

The implementation of a yellow box at the junction will be investigated during the detailed design.

#### Can double yellow lines be introduced to reduce parking on Buckstone Terrace?

With the crossing being implemented south of the junction, this will clear parking on both sides of the road as parking is prohibited on zig zag markings. There are no plans to extend the restrictions on Buckstone Terrace outside the Charwood Grill.

#### The current traffic signals impact the flow of vehicles in and out of the city, can they be linked?

The signals on this part of Comiston Road are not linked, at present, the Traffic Signals team have no plans to link them.

#### Can the speed on Buckstone Terrace be reduced to 20mph or 30mph?

The final 20mph network was approved by the Transport and Environment Committee on 13 January 2015. In developing the network, a consistent approach was applied across the city using a set of criteria to establish a network of 20mph streets in the city centre, main shopping and residential streets while retaining a strategic network of roads at 30 and 40 mph on key arterial routes, such as Comiston Road. The introduction of the citywide 20mph network is a major project for the Council, taking in a high percentage of streets. It is likely that as a result of surveys, monitoring and public feedback, there will be some post implementation adjustments. This may involve further changes to speed limits, both within 20mph zones and possibly on some strategic routes which have retained higher speed limits. Comments raised through this consultation in relation to a reduction to 20mph will be recorded as part of this review. In the Local Transport Strategy 2014 – 2019, Policy Safe5 states 'The Council will proceed with a programme of reducing speed limits on the urban road network that are currently 40mph to 30mph, combined with road markings and physical measures (e.g. pedestrian islands, cycle lanes) aimed at encouraging motorists to drive more slowly (see policy Safe7 below).' It is expected that a plan to implement this work will be developed later this year.

#### Can the right turn from the Waterfield development be banned?

No as there is no alternative, such as a roundabout, to allow vehicles to head north.

#### Can a zebra crossing be implemented at the Charwood Grill?

No, national design standards state that zebra crossings should not be located on roads with speeds of 35mph or above.

#### Why was a mini roundabout not considered at this junction?



Mini-roundabouts must only be used on roads with a speed limit of 30mph or less, this is detailed in national design standards. Due to the layout of Comiston Road, a multi lane roundabout would have had to be designed. In the Local Transport Strategy 2014 – 2019 it states in Policy PCycle 4 *'There will be a presumption against constructing any new roundabouts with more than one entry, exit or circulating lane within the builtup area.'*

**Can the bus stops be removed as there are bus stops further down the road?**

We would not be supportive of the removal of bus stops at this location as they are ideally located for nearby residential properties. Due to the layout of adjacent streets a large number of bus passengers would be disadvantaged by their removal.

**Can the crossing be set so that the green man is instant, not after 20 seconds?**

The crossing will not be set so that there is an instant change. The standard operation for a 40-mph road will be used. This will be vehicle actuated. This means that the timer starts when the push button is pressed, if there is no traffic it will change after 7 seconds. If there is a flow of traffic the traffic will not be signalled to stop for a maximum of 20 seconds depending on traffic flow before changing to the green man.

**Care must be taken to maintain access to driveways if Option 2 is implemented.**

The crossing will be positioned to ensure that it has no effect on access to nearby properties.

**Can the hedge at the Northbound bus stop be cut back as it is growing over the footpath?**

The Council's South West Locality team are responsible for enforcing hedges that encroach on to the public footway. I have forwarded this comment on to the Locality Team who will issue an order to the home owner to cut back the hedge within 28 days, if this is not carried out within this timeframe the Locality Team will arrange for the work to be carried out and bill the homeowner.

**Can it be a Toucan for cyclists from Waterfield?**

As there are no imminent plans for cycle facilities on Comiston Road, a toucan crossing will not be provided. However, the site suitability will be investigated during the detailed design to ensure that in future, if required, it can easily be converted to a Toucan.

**Can tactile cones be fitted on the crossing?**

Tactile cones to assist blind or partially sighted pedestrians will be fitted as standard to this crossing.

**Can the noise from the crossing be controlled?**

The audio will be time switched (off between 23:00 & 06:00).

**Can the existing island be retained?**

Retaining the existing pedestrian island will be investigated as part of the detailed design.

**Air Quality is being affected by idling cars on Buckstone Terrace. Can something be done to combat this?**

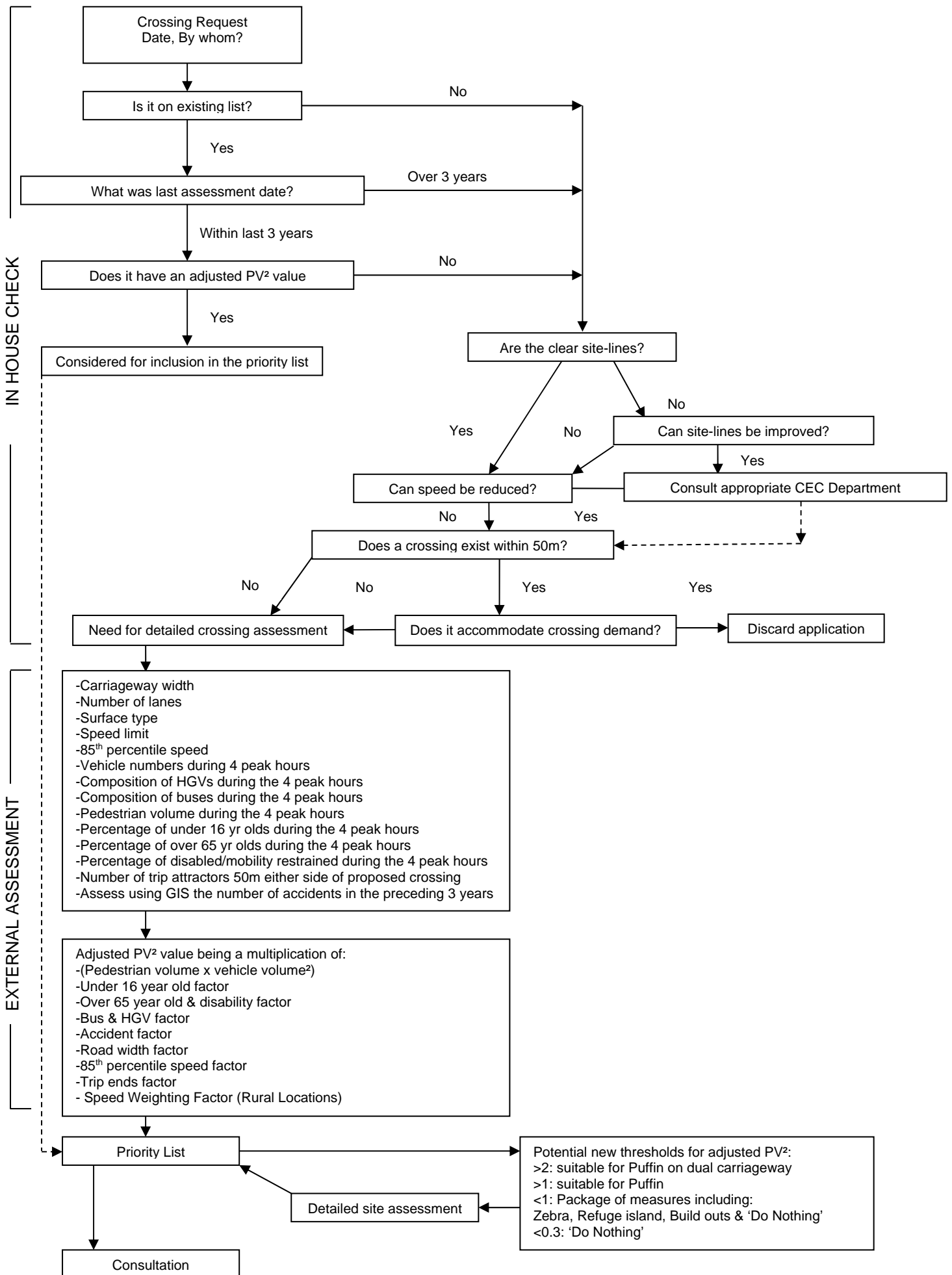
Air quality in the City of Edinburgh is assessed on an annual basis to fulfil the requirements of Local Air Quality Management (LAQM) as set out in Part IV of the Environment Act (1995) and the relevant Policy and Technical Guidance documents. The LAQM process places an obligation on all local authorities to regularly review and assess air quality in their areas, and to determine whether or not legal air quality objectives are likely to be achieved. Where an exceedance is considered likely the local authority must declare an Air Quality Management Area (AQMA) and prepare an Air Quality Action Plan (AQAP) setting out the measures it intends to put in place in pursuit of the objectives. The Council produces an Annual Progress Report summarising this work, which can be found on the website at the following address; [www.edinburgh.gov.uk/airquality](http://www.edinburgh.gov.uk/airquality) The Buckstone Terrace/Comiston Road junction is not located within an Air Quality Management Area and not an area of concern in terms of traffic related pollution.

**Can Buckstone Terrace be reduced to one lane and cycle facilities introduced?**

At present, there are no plans to introduce cycle lanes on Comiston Road/ Buckstone Terrace.

# Pedestrian Crossing Prioritisation Process

## Appendix 4 – Pedestrian Crossing Assessment Process



# Transport and Environment Committee

10.00am, Thursday, 10 August 2017

## Waste and Cleansing Service - Performance Update

<b>Item number</b>	8.2
<b>Report number</b>	
<b>Executive/routine</b>	Routine
<b>Wards</b>	All wards

### Executive Summary

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This report updates the Committee on the performance of the Waste and Cleansing service.

The update includes progress in reducing the amount of waste sent to landfill and increasing the amount of waste recycled in 2016/17. It also outlines proposed actions to further reduce the amount of waste landfilled and increase the amount recycled throughout the 2017/18 period.

In relation to cleanliness the report provides the results from the cleanliness of city surveys and a summary of the work and initiatives being carried out to improve cleanliness.

### Links

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[Coalition Pledges](#)  
[Council Priorities](#)  
[Single Outcome Agreement](#)

## Waste and Cleansing - Performance Update

### 1. Recommendations

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- 1.1 It is recommended that the Transport and Environment Committee:
  - 1.1.1 Notes the contents of this report in respect to landfill, recycling and cleansing performance; and
  - 1.1.2 notes the proposed actions to reduce the amount of waste sent to landfill, increase the amount of waste recycled and the initiatives being undertaken to improve cleanliness.

### 2. Background

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#### Landfill and recycling

- 2.1 The previous Capital Coalition Pledge 49 outlined the Council's commitment towards increasing recycling levels across the city and reducing the proportion of waste going to landfill. This includes targets to reduce the annual landfill tonnage to 118,000 tonnes and to increase the percentage of waste that is recycled to 50%.
- 2.2 Significant progress in implementing the changes required to deliver service improvements and landfill savings have been made since the initial introduction of managed weekly collections in September 2012, the implementation of an enhanced kerbside recycling service (completed in November 2015), and the gradual increase of communal recycling facilities in high density and tenemental housing areas.

#### Cleanliness

- 2.3 A range of Performance Indicators (PI's) is used throughout the year to monitor the standard of cleanliness across Edinburgh's streets and open spaces. These PI's are addressed at alternating times throughout the calendar year, and consist of Local Environmental Audit Management System (LEAMS) surveys (three per year), Cleanliness Index Monitoring System (CIMS) assessments (quarterly), Confirm on Demand performance reports (monthly)
- 2.4 The Council has two principal targets in relation to cleanliness - a Cleanliness Index target of 72 and a target of 95% of streets achieving an acceptable level of cleanliness. However, the statutory performance indicator for cleanliness is LEAMS.

### 3. Main report

#### Waste arisings

- 3.1 The city generated less waste in 2016/17, with waste arisings reducing by 1.6% compared to 2015/16. Overall, 214,399 tonnes of waste were produced (Figure 1).
- 3.2 The total waste arisings were 1.1% higher than forecast at the beginning of 2016/17.

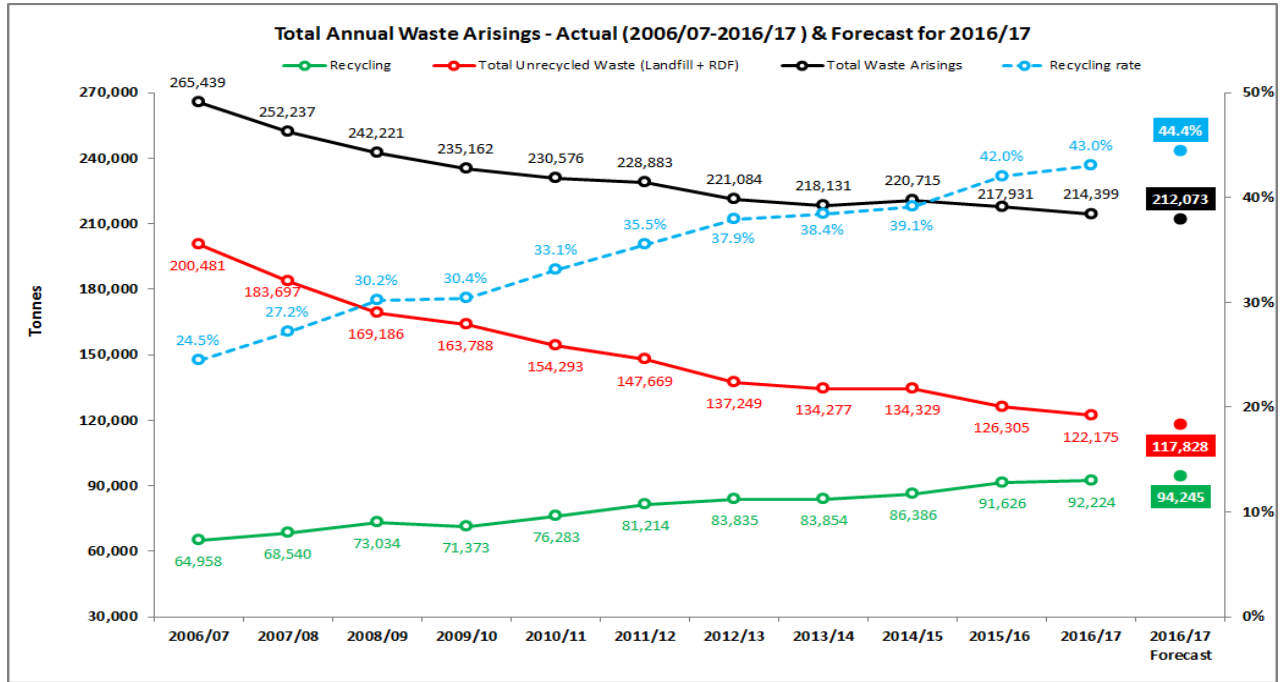


Figure 1: Actual and forecast annual waste arising by year, and by outlet

#### Unrecycled waste

- 3.3 Waste which cannot be recycled is disposed of as landfill waste or diverted as refuse derived fuel (RDF). Any waste treated as RDF will be included in waste arisings data, and is counted as having been disposed rather than recycled.
- 3.4 In total 122,175 of unrecycled waste was collected in 2016/17 of which 117,843 was disposed of via landfill and 4,322 diverted via RDF. This is 3.3% less than 2015/16 and 3.7% higher than forecast.

Unrecycled Waste: Landfill and RDF													
Year	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Total
Unrecycled 2014/15	11,365	11,453	11,303	12,173	11,185	11,684	11,347	10,032	11,069	11,687	9,817	11,212	134,329
Unrecycled 2015/16	10,956	10,293	11,116	10,211	11,863	10,514	10,870	8,907	10,368	10,435	10,338	10,435	126,305
Unrecycled 2016/17	9,728	11,429	10,075	9,565	10,690	10,479	10,173	10,039	10,839	10,766	8,967	9,425	122,175
% Difference previous year	-11.2%	11.0%	-9.4%	-6.3%	-9.9%	-0.3%	-6.4%	12.7%	4.5%	3.2%	-13.3%	-9.7%	-3.3%
Forecast	10,114	10,115	10,142	10,170	10,616	9,531	9,923	9,084	9,214	10,508	8,808	9,603	117,828
Diff btwn actual and forecast (tonnes)	-386	1,314	-68	-605	74	947	250	955	1,624	259	159	-177	4,347
% diff btwn actual & forecast	-3.8%	13.0%	-0.7%	-5.9%	0.7%	9.9%	2.5%	10.5%	17.6%	2.5%	1.8%	-1.8%	3.7%

Table 1: Unrecycled waste: actual, forecast, % difference.

- 3.5 The City of Edinburgh and Midlothian Council are working together to deliver a sustainable solution for the disposal of non-recycled waste which aims to cease the disposal of waste via landfill by 2018. More information can be found at [www.zerowastefuture.com](http://www.zerowastefuture.com)

### Recyclable Waste

- 3.6 The 2016/17 citywide recycling rate for 2016/17 was 43%, against the previous Capital Coalition Pledge 49 target of 50%. This will represent a 1% improvement on the 42% achieved in 2015/16.

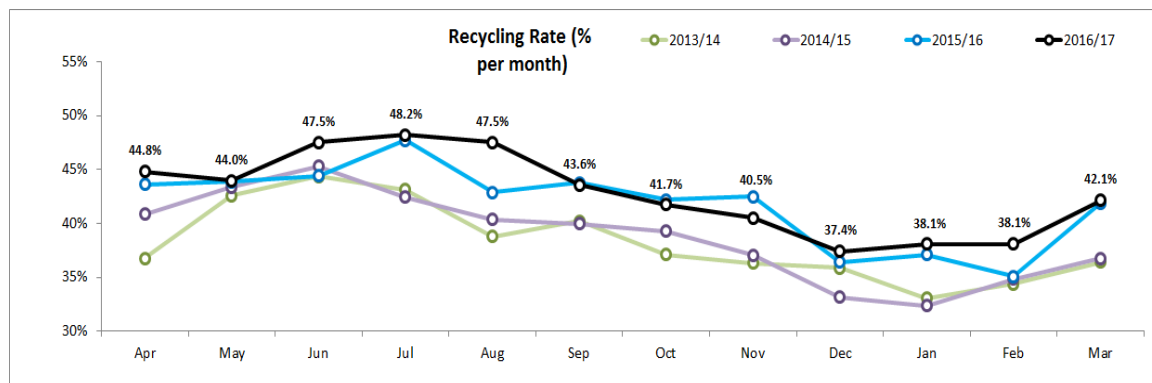


Figure 2: Monthly recycling rates by year

- 3.7 Multiple recycling collections are provided in the city to cater for differing needs of households and housing types. A breakdown of recycling tonnages by collection scheme is provided in Table 2 below:

Recycling - Collection Stream Summary				
Recycling Stream	2015/16	2016/17	15/16-16/17 Change	
	Tonnes	Tonnes	Tonnes	% change
Garden Waste - kerbside	22,664	23,200	536	2%
Kerbside Recycling - green bin & blue box	20,095	21,459	1,365	7%
Community Recycling Centres	20,310	18,667	-1,643	-8%
Food Waste	8,769	9,364	595	7%
Recycling Banks (glass,paper,textiles,books)	5,902	5,265	-637	-11%
Packaging bins - on street communal	4,112	5,434	1,323	32%
Other streams (Bethany, Bike Station, Fresh Start, Remade & Collected Trade)	4,089	4,830	741	18%
Mechanised Street sweepings	3,131	2,685	-445	-14%
Paper - wheeled bins	1,475	647	-828	-56%
Manual Street sweeping	1,079	671	-408	-38%
<b>Total Recycling</b>	<b>91,626</b>	<b>92,224</b>	<b>598</b>	<b>0.7%</b>
<b>Recycling rate</b>	<b>42.0%</b>	<b>43.0%</b>	<b>1.0%</b>	<b>2.3%</b>

Table 2: Recycling by stream - 2015/16 & 2016/17

- 3.8 Table 2 shows that improvements in recycling performance have been seen in both the kerbside recycling service, and food waste recycling service with year to date increases on the same period last year of 7% and 8% respectively. Other services with significant year to date increase include on street communal packaging bins (32%) and 'other streams' (18%).
- 3.9 Manual Street Sweepings are down by 38% due to much of the city's Street Cleansing arisings being sent directly to landfill earlier in the year whilst arrangements were made for the reconfiguration of an outlet in the East of the city. This was completed in March 2017. This means that waste collected on street and from litter bins is now once again being sorted prior to disposal to allow for around 30% these materials to be recovered and recycled.
- 3.10 The amount of waste recycled at Community Recycling Centres (CRC's) is down by 8%. This can in some part be attributed to the reduction in total city wide waste arisings of 1.6%.
- 3.11 Further initiatives to improve the recycling performance at CRC's are planned for 2017/18. The new CRC improvement plan is aimed at identifying the operations or employee skills that could be improved to encourage smoother procedures, more efficient workflow and to enhance the customer experience at each CRC site. In addition, it will aim to ensure that visitors are provided with adequate information and instruction to ensure they dispose of their waste materials appropriately.

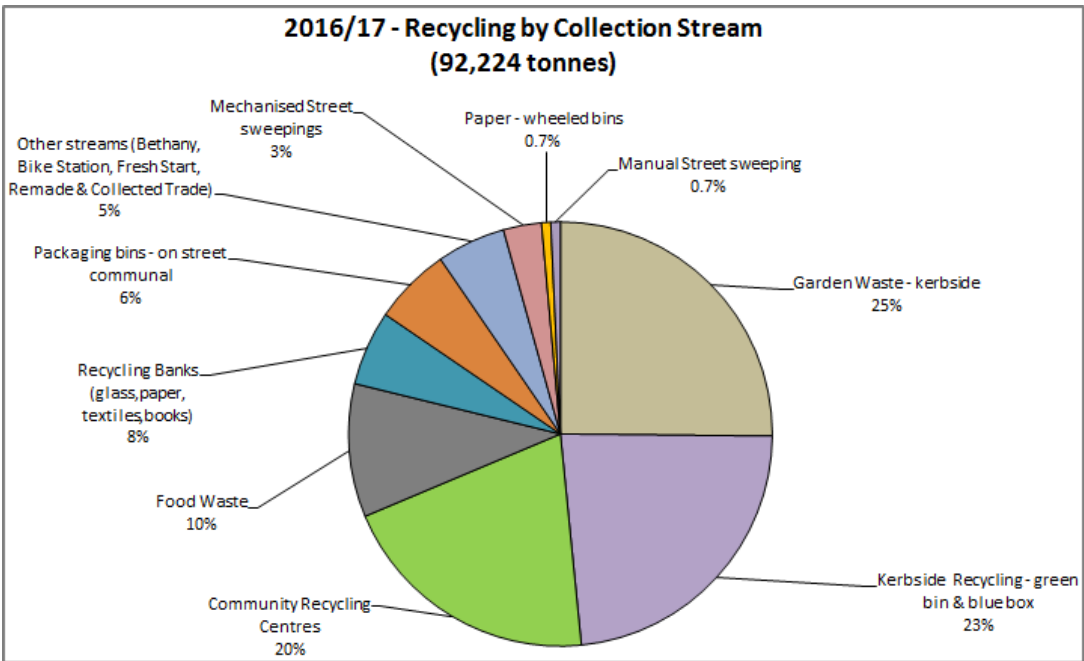


Figure 3: Recycling by stream/service

**Recycling: Food Waste**

- 3.12 Increases continue in the tonnage of food waste collected for recycling, with an increase of 7% collected in 2016/17 compared to the previous year.

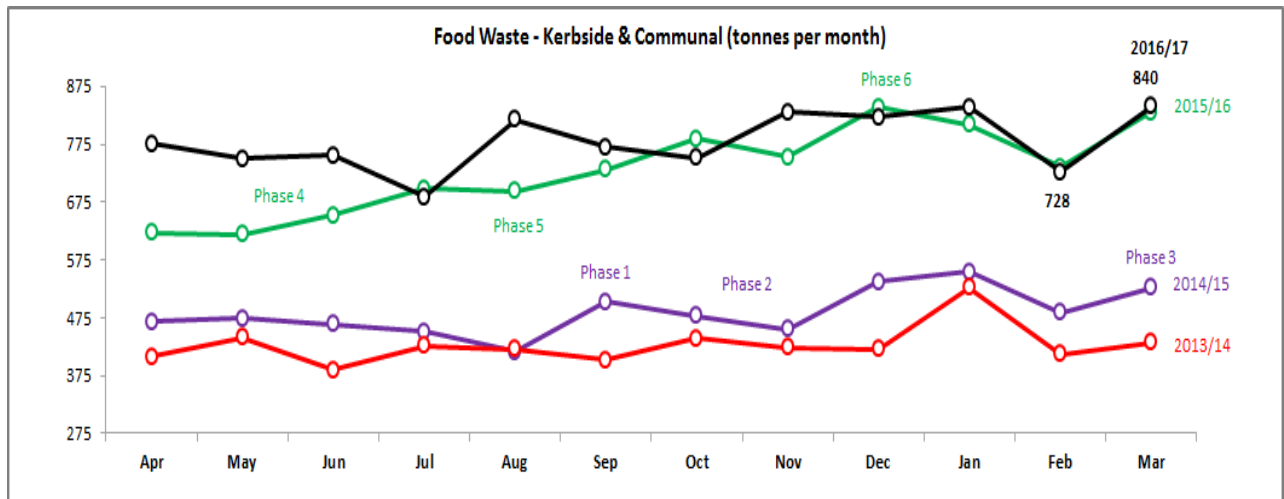


Figure 4: Combined food recycling tonnages by month

### Kerbside Recycling

3.13 Similarly, the kerbside recycling service continues to demonstrate an upward trend. In 2016/17, 21,459 tonnes of waste were recycled using the green bin and blue box service. This was 7% (1,365 tonnes) more than the previous year.

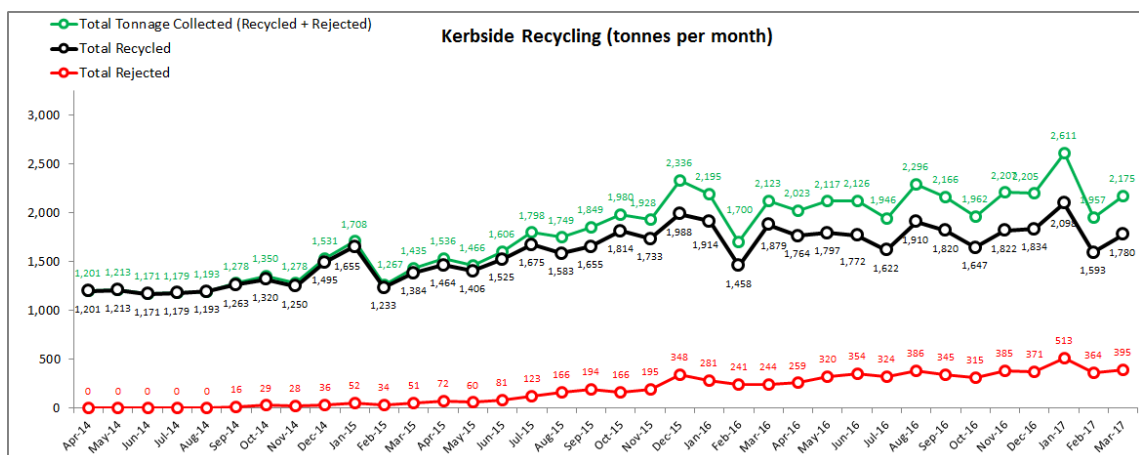


Figure 5: Kerbside green bin and blue box recycling tonnages by month

3.14 Following the roll out of this service to mainly low density households (i.e. mainly to detached and semi-detached housing stock) a priority for the year ahead will be enhancements to the communal bin services provided for blocks of flats, and in particular on street recycling points in high density areas.

### Cleanliness

3.15 This report details the full year LEAMS result (The statutory performance indicator). The National Statutory Performance Indicator (SPI) result comes out at 93.9% (% sites at an acceptable standard), for our benchmarking group, the SPI result is 92.0%. For Edinburgh, our full year score was 92.4%. The citywide CIMS score



assessed by Keep Scotland Beautiful in March and June 2017 were both 68 with 93.4% and 94% of streets respectively surveyed assessed as clean.

- 3.16 At 87%, June city-wide performance for street cleansing enquiries resolved within timescale meets the minimum 85% target. 87% is notably improved on last year's June performance (77%), but slightly lower than the previous month's performance (94%).
- 3.17 There was a significant decrease (-28%, -451 enquiries) in the number of enquiries received in June (1,157 enquiries) compared to the previous month (1,608). This was mainly owing to a drop in enquiries for: dumping and fly-tipping (-304 enquiries) and dog fouling (-41).
- 3.18 In addition, there were 40% fewer enquiries (-762) in June 2017 compared to June 2016 (1,919). This follows a fall in enquiries for: dumping and fly-tipping (-314), litter (-115), street cleaning (-95) and bin full (-70).

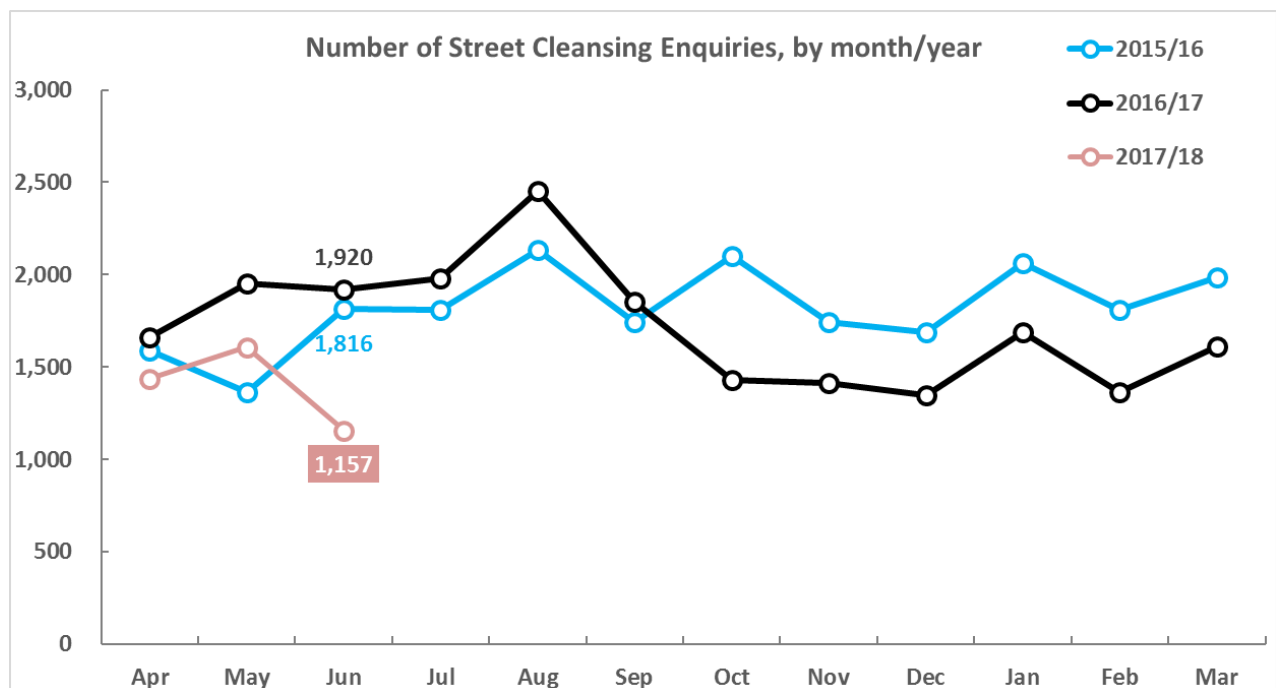


Figure 6: Number of Street Cleansing enquiries, by month/year

**The year ahead**

- 3.19 Key activities in the coming year remain focussed on our key objectives of minimising landfill, maximising recycling and enhancing the cleanliness of the city and a number of examples are given below.
- 3.20 The use of technology (in particular Routesmart) will deliver enhanced service reliability and efficiency across all services, waste collections, mechanical sweeping and the servicing of litter bins.

- 3.21 The proposed programme of enhancements to waste collection systems in communal bin areas will seek to enhance the streets (in terms of siting) while minimising bin overflows and further enhancing recycling in those areas.
- 3.22 This year will see the first anniversary of the opening of our food reprocessing facility at Millerhill while work is ongoing to deliver the second phase of the facility which will receive residual waste from both The City of Edinburgh and Midlothian Councils and use it as a fuel, replacing our current use of landfill.
- 3.23 As part of the Waste and Cleansing Improvement Plan there is an ongoing review of the delivery of Street Cleansing in the city and how the service is delivered. This will involve reviewing the current fleet and equipment and the balance between mechanical cleaning mobile squads and the potential introduction of further barrow beats.
- 3.24 The Trade Waste Compliance team will continue to tackle abuse of household waste collections by businesses, with focussed engagement of those businesses who previously used the Council's trade waste service to ensure that they have correct arrangements in place, management of the exemption scheme for commercial glass and food recycling bins, and engagement of businesses to ensure that their waste collection services remain adequate during the period of the festivals.
- 3.25 Waste and Cleansing Services will work with Localities to support the delivery of their Community Litter Action Plans.

#### 4. Measures of success

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- 4.1 Achievement of the Council's targets for increasing recycling and reducing landfill, and minimising service complaints.

#### 5. Financial impact

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- 5.1 Unrecycled material is currently disposed of landfill or as RDF. In addition, there are charges associated with transporting landfill waste by rail from the transfer station at Powderhall to the landfill site at Dunbar, or to other disposal points.

	2015/16	2016/17
<b>Landfill</b>	£12,594,622	£13,771,162
<b>RDF</b>	£1,233,165	£346,847
<b>Freight and Haulage</b>	£1,124,123	£1,720,084
<b>Total</b>	<b>£14,951,910</b>	<b>£15,838,093</b>

Table 3: Disposal Expenditure 2015/16, 2016/17

- 5.2 A reduction in the use of RDF in 2016/17 related to market conditions, which meant an increase overall in the cost of landfill.

## **6. Risk, policy, compliance and governance impact**

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- 6.1 The information contained in this report is a review of the current performance of landfill and recycling. This report does not impact on any existing policies and no risks have been identified pertaining to health and safety, governance or compliance. Further there are no regulatory requirements that require to be taken into account.

## **7. Equalities impact**

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- 7.1 There are no direct equalities impacts resulting from this report.
- 7.2 The Waste Management service meets the public sector duty to advance equal opportunity by taking account of protected characteristics in designing services, and by seeking to make recycling services more accessible to all citizens.

## **8. Sustainability impact**

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- 8.1 Increased recycling will help to divert waste from landfill and support the achievement of greenhouse gas reduction targets, and reductions in local environmental impact.

## **9. Consultation and engagement**

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- 9.1 Consultation and engagement is carried out as new services are rolled out and this work continues to respond to customer enquiries around service changes, to both support and encourage residents to maximise the use of recycling services.

## **10. Background reading/external references**

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Not applicable

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## 11. Links

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**Coalition Pledges**

**Council Priorities**

**Single Outcome  
Agreement**

**Appendices**            None

# Transport and Environment Committee

10.00am, Thursday, 10 August 2017

## Waste and Cleansing Improvement Plan – Progress Update

<b>Item number</b>	8.3
<b>Report number</b>	
<b>Executive/routine</b>	
<b>Wards</b>	All wards

### Executive Summary

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Overall there continues to be good progress made in delivering the actions contained within the Waste and Cleansing Improvement Plan.

There continue to be positive signs of improvement across most areas of the service, with indications that the actions taken towards delivering the plan are having an impact on the overall performance across the service.

However, due to a number of factors the individual missed bins performance in July has reached an unacceptable level. Officers are working to address this as a priority, and the introduction of the Routesmart Routing Software will see complaints continue to drop as crews are provided with higher quality information.

Positive progress is expected to continue whilst Officers remain focused on delivering the remaining actions and achieving the changes required to improve overall service performance and customer satisfaction.

Of the 65 actions outlined in the Improvement Plan, 53 have been delivered to date. The remaining 12 actions are being taken forward as detailed in the appendix.

### Links

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**Coalition Pledges**

**Council Priorities**

**Single Outcome Agreement**

## Waste and Cleansing Improvement Plan – Progress Update

### 1. Recommendations

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- 1.1 That the Committee note the progress made on implementing the actions within the Improvement Plan to date, with majority of actions being on track or completed.

### 2. Background

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- 2.1 The Waste and Cleansing Improvement Plan was developed in response to concerns from Elected Members and members of the public over the poor quality of waste collection and street cleansing services.
- 2.2 The [Improvement Plan](#) was approved at Transport and Environment Committee 1 November 2016 and progress updates have been provided to Committee on 17 January 2017 and 21 March 2017.
- 2.3 As part of the approval of this plan, Elected Members requested that regular progress updates are provided to the Committee to provide assurance that actions are being completed or on target.

### 3. Main report

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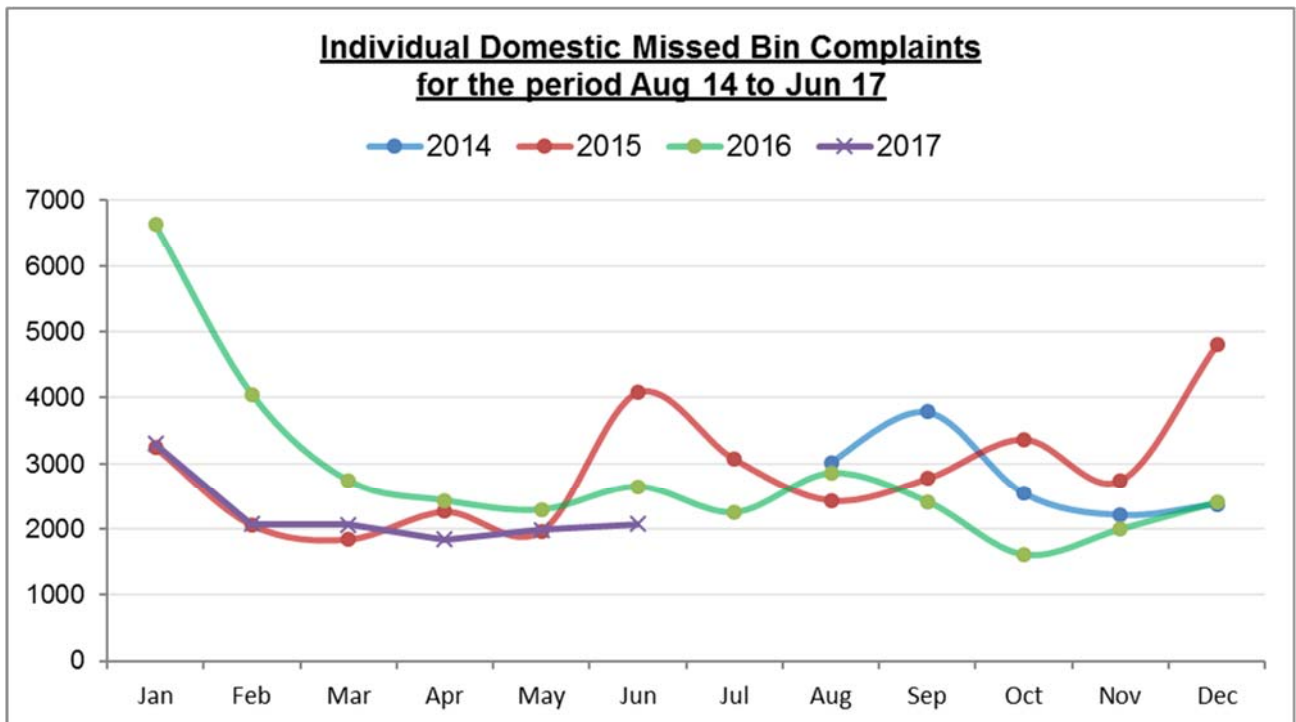
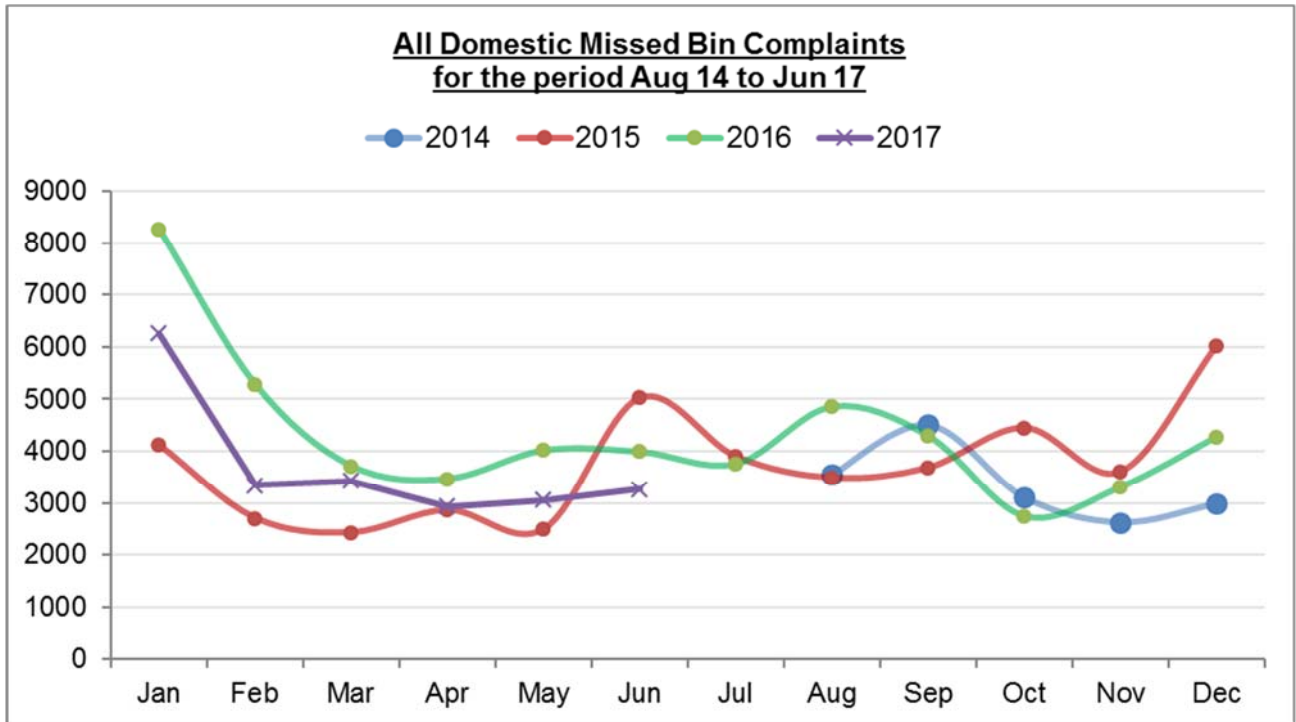
- 3.1 The Waste and Cleansing Improvement Plan sets out 65 key actions that officers feel are required to help move forward the service and to deliver an improved local environment in Edinburgh.
- 3.2 Updates on all actions are attached at Appendix 1.
- 3.3 The Improvement Plan continues to progress with 53 of the 65 actions delivered. The remaining 12 actions are being taken forward as detailed in the appendix.

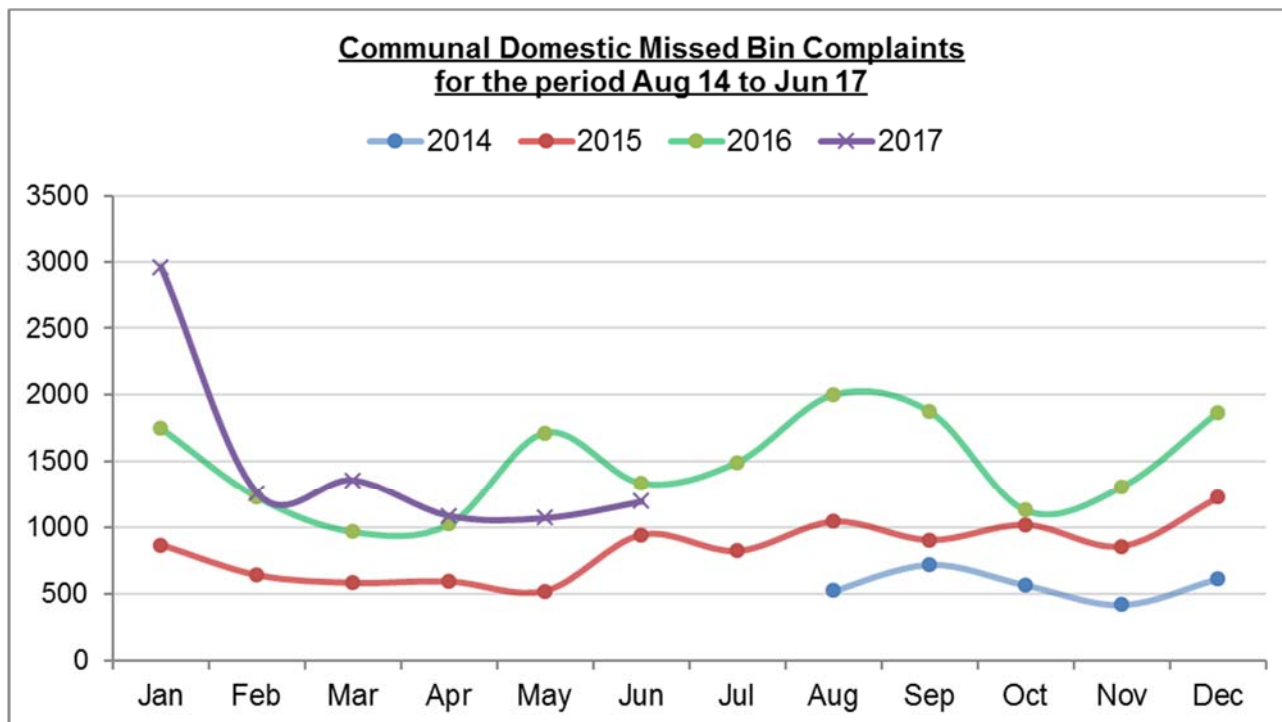
#### **Impact to date**

- 3.4 There continue to be positive signs of improvement across most areas of the service, with indications that the actions taken towards delivering the plan are having an impact on the overall performance across the service.
- 3.5 However, due to a number of factors the individual missed bins performance in July has returned to unacceptable levels and Officers are working to address this as a priority. The introduction of Routesmart will see crews provided with higher quality

route information, such as the location of the bin (for example if it is an assisted collection or the bin is presented around the corner from the property). This will ensure not only permanent drivers, but also agency and temporary drivers, have all the relevant information required to enable route completion; thus further reducing the number of bins missed.

3.6 The following graphs show the number of missed bin complaints between August 2014 and June 2017. These have been shown as total missed bins complaints, and further split between individual bins and communal bins.





*It should be noted that the graphs in the March 2017 Progress Update Committee Report had errors in the data giving incorrect spikes in missed bin complaints. This has been rectified in the graphs above.*

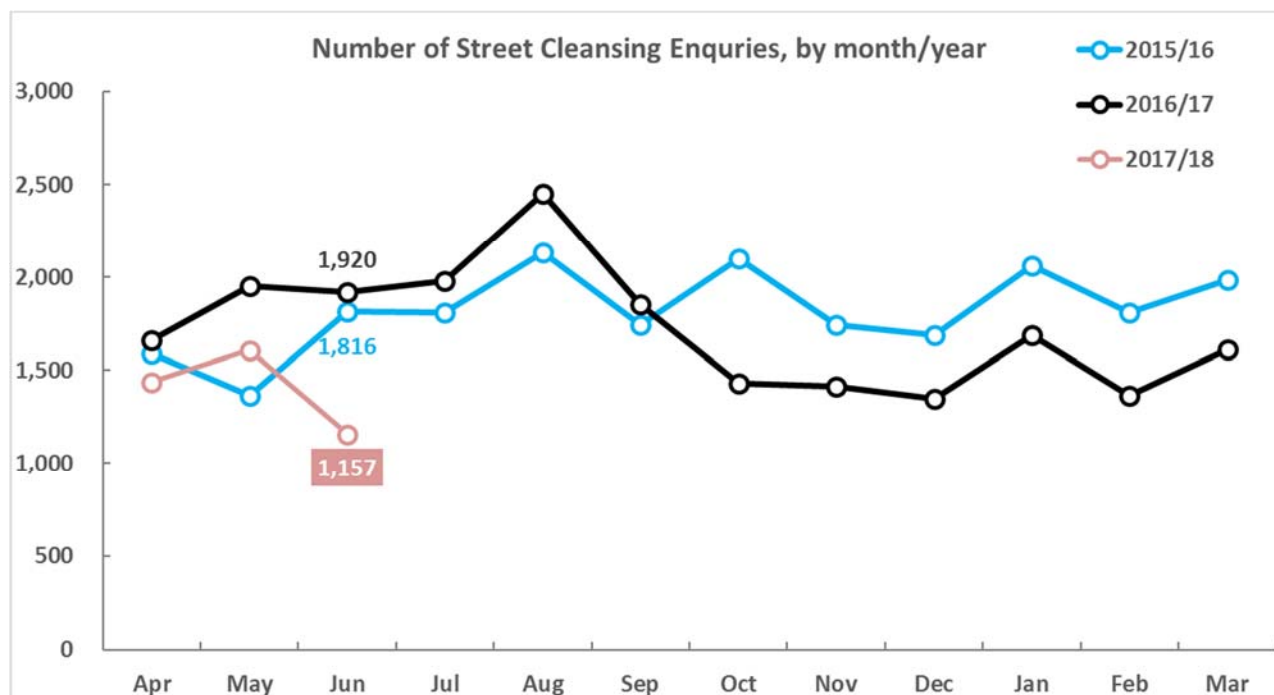
### 3.7 An analysis of the data shows that:

- Individual missed bin complaints have remained static at around 2,000 reports a month between February and June 2017. This is broadly in line with those seen in 2015, except for June where there has been a reduction of 2,009 (or 49%). Compared to the same periods in 2016 there has been a reduction of 683 (or 25%) in March, 595 (or 24%) in April, 311 (or 14%) in May and 578 (or 22%) in June.
- Communal missed bin complaints in 2017 have dropped below 2016 figures for May and June (37% and 10% lower respectively). Whilst complaints remain higher than those experienced in 2015 the gap is reducing with June's figures showing a difference of 254 complaints.
- Year to date, missed bin complaints have been lower than those experienced in 2016 however remain higher than those experienced in 2015, with the exception of June where there has been a reduction of 1,755 (or 35%).

3.8 July's figures have not been included in the graphs above due to this report being written part-way through the month. However, as at 15 July 2017 there has been 3,910 missed bin reports compared to 2,059 received during the same period in 2016. Whilst communal bins are comparable, individual missed bins have more than doubled rising from 1,257 to 3,079. This rise has been caused by delays in collections due to a difficulty sourcing HGV drivers; this issue is being actively addressed by management in conjunction with Human Resources and the Council's agency provider.



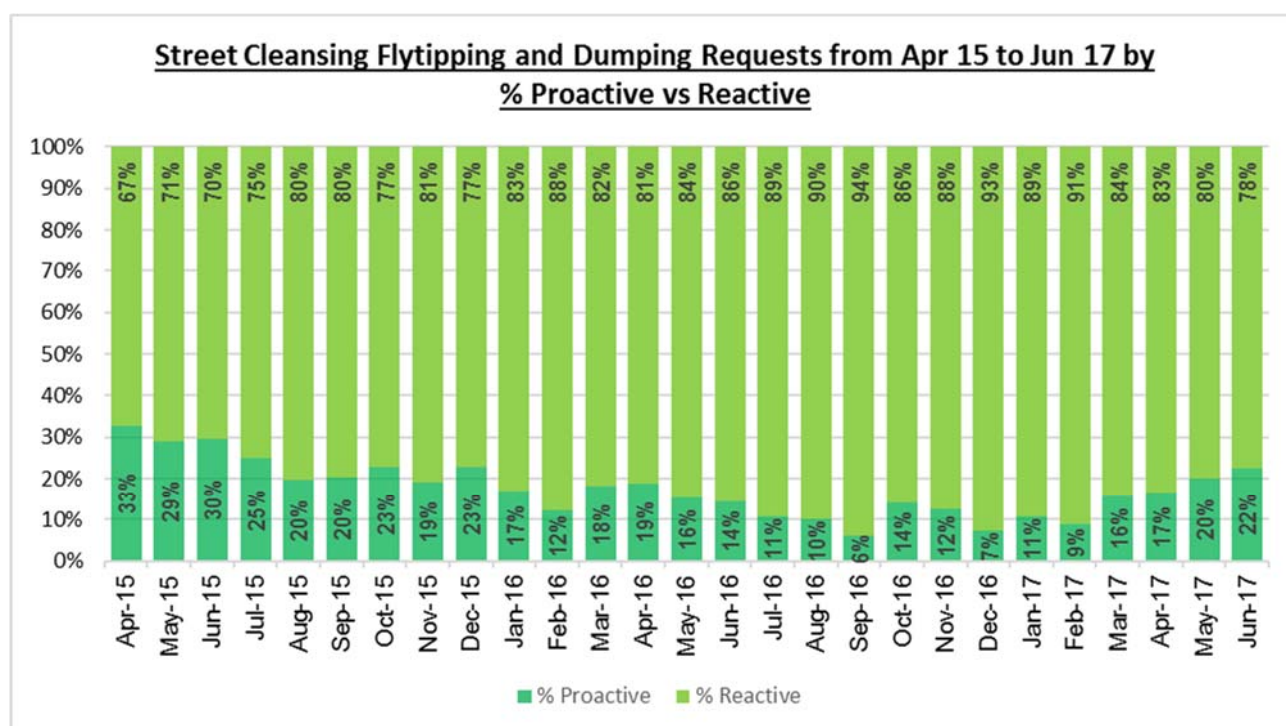
- 3.9 At 87%, June's city-wide performance for street cleansing enquiries resolved within timescale meets the minimum 85% target. 87% is notably improved on last year's June performance (77%), but lower than the previous month's performance (94%).
- 3.10 There was a significant decrease (-28%, -451 enquiries) in the number of enquiries received in June (1,157 enquiries) compared to the previous month (1,608). This was mainly owing to a drop in enquiries for: dumping and fly-tipping (-304 enquiries) and dog fouling (-41).
- 3.11 In addition, there were 40% fewer enquiries (-762) in June 2017 compared to June 2016 (1,919). This follows a fall in enquiries for: dumping and fly-tipping (-314), litter (-115), street cleaning (-95) and bin full (-70).



- 3.12 On Tuesday [17 January 2017](#), Committee approved the introduction of a new charging structure for Special Uplifts. The revised charges were implemented on Monday 23 January. The impacts of the new charges will continue to be monitored over the course of the 2017/18 financial year.
- 3.13 The table below compares the number of bookings and items in February 2016 and 2017 against the number of dumping and fly-tipping reports:

	Special Uplifts		Dumping and fly-tipping
	Uplifts	Items	
<b>June 2016</b>	701	3,004	595
<b>June 2017</b>	1,610	3,869	281
<b>Difference</b>	+909 (+130%)	+865 (+29%)	-314 (-53%)

- 3.14 The current waiting time for a special uplift is three to four days on average.
- 3.15 Whilst the change to the Special Uplifts will be a factor in this, a number of the other actions outlined in the plan will also contribute towards the reduction in dumping and fly-tipping such as the increase in resources to deal with fly-tipping; staff proactively dealing with any dumping and fly-tipping they find; and the communication campaign to raise residents' awareness on disposing of their waste correctly.
- 3.16 Action 52 within the Improvement Plan seeks to increase the number of incidents of fly-tipping that are proactively reported. Due to changes within the Council's Corporate ICT contract it is no longer possible to use the 'Love Clean Streets' app. However, as illustrated in the graph below proactive reporting has been increasing and an alternative reporting method(s) is being investigated.



**Progress against key actions**

- 3.17 At the outset of the Improvement Plan a number of households were identified as having repeat issues with missed collections. The root cause of the issues was investigated and resolutions identified for all locations. Where a resolution has been implemented the issues have been resolved. Some resolutions, particularly in communal areas, are longer term and will continue to be progressed as a priority.
- 3.18 Work continues to regularly identify households with repeat missed collections. The reporting process is also being reviewed under Action 59 with consideration made as to how regularly missed properties can be escalated for investigation quicker, improving the chances of identifying the root cause and putting the appropriate solution in place.

- 3.19 The IVR (interactive voice response) on the Environmental phone line is being amended to reflect customer feedback on their experience and ease of use on the current set up.
- 3.20 The Spend-to-save proposal for Routesmart Routing Software was approved by Finance and Resources Committee on [19 January](#) and Full Council on 9 February.
- 3.21 Routesmart will be implemented in a phased approach. Project team with representatives from the Council (including the service, ICT, Business Support and HR), CGI (Council ICT provider) and ISL (Routesmart supplier) are progressing the roll out of Routesmart. Delays due to the final sign off of the Business Case and the manufacturing timescale for devices has meant that final preparation, including device installation and training, will take place in August and the system will begin to be rolled out in a phased approach across the service from September.
- 3.22 The roll out of Routesmart will present operational crews with higher quality information to reduce the number of missed bins, and allow higher quality data to be fed back from crews when issues do occur allowing for more first touch resolution of customer queries.
- 3.23 The ongoing focus on trade waste abuse of communal bins has been very successful, with significant local and national media coverage and positive feedback from residents and businesses. During the festival, the Waste Compliance Team will be working alongside the Environmental Wardens patrolling the Festival footprint and will take enforcement action on any trade waste infringements spotted.
- 3.24 Several actions will be taking place across the festival period, incorporating best practice from previous years. This includes 40 additional Cleansing staff on barrow beats (in addition to the existing 11 barrow beat staff within the city centre); using last year's bin fill rate sensor information to forecast how often to empty litter bins; Waste and Cleansing teams briefed to remove side waste, litter and spillage as soon as it is observed, and that they proactively report any issues (as set out in Action 9); six Environmental Wardens dedicated to the Festival footprint carrying out patrols, and in conjunction with the Waste Compliance Team dealing with any trade waste infringements; promoting the 'Our Edinburgh' campaign; and the introduction of Street Ambassadors and Festival City Volunteers.
- 3.25 The rollout of the 'Our Edinburgh' campaign in the Leith Walk area was well received, with good coverage on social media. The campaign was awarded 'Programme of the Year' at the LEQ Awards (Local Environmental Quality Awards). A toolkit has now been developed to allow Locality teams to identify, and lead, further areas of engagement.
- 3.26 The feasibility study into the opportunities to work with the voluntary sector to undertake collections has been carried out by AEA Ricardo via funding from Zero Waste Scotland. The report suggests that there is interest from the voluntary sector to undertake collections. It should however be noted that not one voluntary sector organisation has the available capacity to deliver the service. It is however felt there is sufficient interest and expertise to warrant a procurement exercise.

- 3.27 The three-weekly garden waste collection service commenced 6 March 2017. An additional uplift was provided the week of 27 February 2017 for residents waiting over four weeks between uplifts during the transition. New routes were created for the change in service frequency and these are being actively monitored to address any issues that may arise. The success of this change has been impacted by the shortage of drivers referenced earlier.
- 3.28 Whilst progress overall has been positive, it is acknowledged that a significant and sustained improvement is still required; particularly in relation to missed bins. This requires a major focus from the Council and the delivery of all the actions within the plan, alongside a high quality day-to-day frontline service. Staff within the service continue to have a good understanding of the need for change and their role in achieving this.

### **Communal Bin Review**

- 3.29 As highlighted in previous update reports to committee the frequency of uplifts was found to be a key contribution to the issue of overflowing communal bins. Because of this a review of the collection service has been proposed and is undergoing a feasibility study.
- 3.30 The proposed project will have implications for the continued expansion of services, particularly within tenemental areas. The scope of feasibility work will consider a number of things: the resource implications of increasing the frequency that communal containers are collected (most are currently collected twice per week); the likely impact on the number of bins therefore required on street, re-route communal services so crews and supervisors own, and are responsible for, a 'patch' of the city and the potential for creation of more formal waste and recycling points on streets rather than some of the current informal or ad hoc configurations. One of the main principles of the latter point is to ensure that from a customer point of view, the accessibility of facilities for recycling is as convenient as facilities for landfill disposal.
- 3.31 Initial results from the feasibility study look promising although the required resource needed to deliver an enhanced service requires refinement. A separate report will be brought forward to Committee on 5 October outlining the full results and detailed proposals to redesign the existing communal service.

## **4. Measures of success**

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- 4.1 The number of complaints about waste and cleansing services will reduce.
- 4.2 Customer satisfaction with waste and cleansing, as measured by the Edinburgh People's Survey, will increase.
- 4.3 The percentage of enquiries relating to Waste and Cleansing Services logged via the Customer Service Centre that are resolved at the point of contact will increase.

## **5. Financial impact**

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- 5.1 Any expenditure associated with the Improvement Plan is anticipated to be contained within existing resources. If a need for additional funding is identified, then this will be progressed through a separate report following the appropriate governance arrangements.

## **6. Risk, policy, compliance and governance impact**

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- 6.1 The information contained in this report is a progress update on an approved plan. There are no perceived governance, policy or risk implications associated with this report. Where policy changes may be required as a result of the actions within the Improvement Plan, these matters will be taken forward by way of a separate report to the relevant committee for approval.

## **7. Equalities impact**

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- 7.1 There are no identified equalities impacts resulting from this report.

## **8. Sustainability impact**

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- 8.1 Improvements in the quality of our Waste and Cleansing Service will contribute towards a reducing the amount of waste to landfill, increasing the amount of recycling and improving the quality of Edinburgh's local environment.

## **9. Consultation and engagement**

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- 9.1 Officers from the Waste and Cleansing Service have been attending local community meetings to give an overview of the plan to residents
- 9.2 A consultative forum with a focus group of residents has been convened and meets on a quarterly basis; the latest meeting taking place on 12 July 2017.

## **10. Background reading/external references**

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- 10.1 [Waste and Cleansing Improvement Plan – Item 7.1](#) Transport and Environment Committee 1 November 2016.
- 10.2 [Waste and Cleansing Improvement Plan - Progress Update - Item 7.7](#) Transport and Environment Committee 17 January 2017.
- 10.3 [Charges for Special Uplifts - Item 7.8](#) Transport and Environment Committee 17 January 2017.

- 10.4 [Waste and Cleansing Improvement Plan - Progress Update - Item 7.4](#) Transport and Environment Committee 21 March 2017.
- 10.5 [Redesign of Recycling Services in Tenements and Flats - Item 7.5](#) Transport and Environment Committee 21 March 2017.

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## 11. Links

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**Coalition Pledges**

**Council Priorities**

**Single Outcome Agreement**

**Appendices**

Appendix 1 – Waste and Cleansing Improvement Plan Action Tracker – August 2017

## Waste and Cleansing Improvement Plan Action Tracker - August's Transport and Environment Committee

Action Point	Action	Target Date	Forecasted Date	Lead Team	Comments	Status
<b>Waste Collection Route Management and Information</b>	Our approach to organising and completing waste collection routes needs to change to provide information in a format that allows crews to complete collections on a 'right first time' basis. We should design the service to avoid repeat complaints. <b>Anticipated Outcome</b> A reduction in the number of reported missed collections and repeat missed collections					
<b>1</b>	Complete the trial of the 'Routesmart' system and in-cab device and evaluate the effectiveness of the system	Oct-16	n/a - complete	CGI	Trial complete. Evaluation completed and shows successful outcome.	Achieved
<b>2</b>	Work with CGI to procure and embed the 'Routesmart' system within all operational routes	Feb-17	Sep-17	Technical Team	Spend-to-save proposal reported to Finance & Resources Committee on 19 January and Full Council on 9 February. Project team with representatives from the Council (including the service, ICT, Business Support and HR), CGI (Council ICT provider) and ISL (Routesmart supplier) are progressing the roll out of Routesmart. Delays due to the final sign off of the Business Case and the manufacturing timescale for devices has meant that final preparation, including device installation and training, will take place in August and the system will be rolled out in a phased approach across the service from September.	Open
<b>3</b>	Undertake a rapid improvement event to identify the most missed properties by stream and resolve the root cause of the misses	Nov-16	n/a - complete	Technical Team	372 most missed properties investigated in November. A number of corrective actions have taken place to date with work ongoing to address the more difficult, lengthy, issues to resolve (such as streets with challenging access issues that would require double yellow lines). The most missed properties are regularly being identified and assessed by the team. The reporting process is being reviewed under Action 59 and consideration will be made as to how regularly missed properties can be escalated for investigation quicker improving the chances of identifying the root cause and putting a solution in place.	Achieved - with additional activities underway
<b>Workforce Management</b>	It is recognised that improvements need to continue to be made to the working practices, management and working culture within Waste and Cleansing services in order to further move the service forward and reduce the number of complaints received. <b>Anticipated Outcome</b> A settled workforce of City of Edinburgh Council employees, at all levels, who are properly trained in the role they perform with that role being performed to a consistently high standard.					
<b>4</b>	Reduce the use of agency staff and recruit a full establishment of permanent staff to improve route knowledge and ownership	Dec-16	Depend on Action 5	Waste Operations	This action links to Action 5 below with agency being reduced as permanent staff are recruited. Controls are in place to manage the use of, and minimise the need for, agency staff. As outlined in the update for Action 5 difficulties filling all vacancies within the service has meant the need for agency staff has not reduced as quickly as expected.	Open
<b>5</b>	Finalise the implementation of the new Waste and Cleansing service structure and recruit to all vacant posts	Nov-16	Ongoing	Waste and Cleansing Manager	Recruitment into the remaining posts continues to progress. In June/July 2 supervisors, 10 driver/crew leaders and 18 operatives were recruited. Filling all driver/crew leader posts continues to be problematic due to the national demand for HGV drivers and the level of candidates applying. As referenced in the main report this has impacted service delivery and is being addressed by management, Human Resources and the Council's agency provider as a priority.	Open
<b>6</b>	Cease the practice of 'Task and Finish' across the Waste Collection Service	Nov-16	n/a - complete	Waste Operations	The 'Task and Finish' practice ended 1 November 2016. The importance of ensuring staff remain until the end of the shift has been, and continues to be, emphasised to Managers.	Achieved - manage transition

Action Point	Action	Target Date	Forecasted Date	Lead Team	Comments	Status
7	Ensure a full and effective training programme is in place for all frontline staff	Dec-16	n/a - complete	Technical Team	A training programme for the service has been developed in conjunction with the central Learning and Development Team; and priority training requirement identified. This programme also incorporates the SWITCH (Scottish Waste Industry Training, Competency, Health & Safety) competency framework developed by Zero Waste Scotland to promote safe working within the industry. A range of key training has taken place to date to provide support and ensure consistency amongst the service supervisors in workforce management, complaints handling and undertaking investigations. Frontline staff have received crucial health and safety training such as on-the-job manual handling training which helps ensure the job is undertaken safely and reduce the risk of injuries. Investment has also continued in HGV driving licence training.	Achieved - with additional activities underway
8	Ensure that Supervisors and Managers are conducting regular team briefings (i.e. at least monthly) with all frontline staff on an ongoing basis	Ongoing	n/a - complete	Waste and Cleansing Operations	Monthly briefings have been scheduled and are taking place.	Achieved - monitor effectiveness
9	Provide refresher briefings to all waste collection staff on the importance of removing side waste, litter and spillage as appropriate	Oct-16	n/a - complete	Waste and Cleansing Operations	Frontline staff have been briefed to report issues they come across if they cannot deal with it immediately. A formal briefing has been given to staff and will be repeated at key points of the year, such as the festival season.	Achieved - monitor effectiveness
<b>Garden Waste Collections</b>	It is recognised that improvements need to continue to be made to the working practices, management and working culture within Waste and Cleansing services in order to further move the service forward. <b>Anticipated Outcome</b> An appropriately resourced garden waste collection service that is reliable and consistent with reduced missed bin complaint levels.					
10	Assess the number of properties with more than one garden waste bin	Nov-16	n/a - complete	Technical Team	A review of information held on the system has taken place to assess the number of properties with more than one garden waste bin. This data has been progressed in Actions 11 and 12. Once Routesmart is in place the system will be configured to allow crews to report additional bins not held on the system.	Achieved
11	Adjust the existing garden waste routes to account for up to date information on bins per property and participation	Dec-16	n/a - complete	Technical Team	This action has been carried out as part of Action 12.	Achieved
12	Implement the new 3 weekly garden waste collection service, to replace the current fortnightly and four weekly service, with new fit for purpose routes	Mar-17	n/a - complete	Waste Operations	The 3-weekly garden waste collection service commenced 6 March 2017. An additional uplift was provided the week of 27 February 2017 for residents waiting over 4 weeks between uplifts during the transition. New routes were created for the change in service frequency and these are being actively monitored to address any issues that may arise. The success of this change has been impacted by the shortage of drivers referenced in the main report and Action 5.	Achieved - monitor effectiveness
<b>Communal Bins</b>	<b>Anticipated Outcome</b> Reduced complaints relating to missed and overflowing communal bin collections. Bins are located in the right areas with reductions in inappropriate use and according reductions in landfill waste.					



Action Point	Action	Target Date	Forecasted Date	Lead Team	Comments	Status
13	Undertake a rapid improvement event to identify the most missed communal bins by stream and resolve the root cause of the misses.	Nov-16	n/a - complete	Technical Team	306 sites were visited with the top three root causes identified as access issues, contamination and resourcing/routes not running. As highlighted in previous update reports to committee the frequency of uplifts was found to contribute to the issue of overflowing communal bins. As a result of this a review of this collection service has been proposed and is undergoing a feasibility study; this will be reported to this committee later in the year. In addition to this a new Stage 2 investigation process has been developed under Action 59 which will see full, detailed, investigations carried out on all Stage 2 complaints.	Achieved - with additional activities underway
14	Increase supervision resource within the communal bin collection services to improve service quality and resolve customer issues more effectively	Nov-16	n/a - complete	Waste Operations	Supervision within the communal bin collection service has increased from one supervisor per shift to two per shift covering the east and west of the city.	Achieved - monitor effectiveness
15	Develop a communications campaign to make residents in communal areas aware of how to manage their waste and recycling effectively	Jan-17	n/a - complete	Communications	Initial campaign phase in the Leith Walk area has showed positive results with increased donations to the Reuse hotline and increased visits to relevant trade waste pages on the Council's website. There has been positive feedback on social media and positive media coverage. The next phase focused on the Gorgie/Dalry area which took place for four weeks over February with a focus on resident behaviour/issues such as dumping and dog fouling (along with trade waste abuse). Following these two campaigns a toolkit has been developed for the Locality Teams to use for any future campaigns within their area. Further targeted communication in communal areas is being developed for the coming financial year, including consultation to better understand areas of the city, the specific issues in that area and identify approaches to take.	Achieved - with additional activities underway
16	Develop a communications campaign to ensure that businesses are aware of their legal responsibilities when disposing of their waste	Nov-16	n/a - complete	Communications	Focused compliance visits took place in the Leith Walk area between 14 and 25 November with further visits in the Gorgie/Dalry area during February as part of the 'Our Edinburgh' campaign. This has had positive results with a number of businesses found to be non-compliant since the campaigns there has been an increase to the relevant trade waste pages on the Council's website. Communal bins reported by the public; Elected Members or operations (as well as those identified through the sensor trial as having unusual fill levels) are also being searched for potential trade waste abuse with appropriate action being taken against identified businesses. Contact has been made with Business Gateway to help raise business awareness of their legal responsibilities as part of the support framework they have in place for businesses. A trade waste leaflet was also included in the annual business rates statement sent to all businesses within the city.	Achieved - with additional activities underway
17	Improve the labelling and information on communal bins to illustrate the types of waste the bin can receive and how and where to dispose of bulky items	Jan-17	n/a - complete	Communications	The boards used on the side loading bins have proved successful and represents a significant, and high visibility improvement, on labelling of these bins before. This approach cannot be replicated on the standard communal bins. The stickers purchased for Phase 1 of the 'Our Edinburgh' campaign were not of a durable standard, these were altered for Phase 2 and feedback has been positive. These will be used as and when stickers are refreshed on bins.	Achieved - with additional activities underway
18	Investigate the use of QR codes to allow residents to easily report missed or overflowing communal bins and locate collection dates	Nov-16	n/a - complete	Technical Team	The practicality of using QR codes has been assessed and found to require a high level of administration to maintain; however the improved web forms and responsive website should make it easier for people to report issues.	Achieved

Action Point	Action	Target Date	Forecasted Date	Lead Team	Comments	Status
19	Assess options for the containerisation of those streets that remain on gull proof sack or sack collections	Jan-17	n/a - complete	Technical Team	All 120 streets included in this action have been assessed for the viability of placing bins through a desktop exercise. Those more challenging streets are receiving a site visit to further assess options. Should containerisation be assessed as a possibility this will be investigated further as part of the review of the wider communal bin collections referenced in Action 13.	Achieved - with additional activities underway
20	Work with Parking Services to implement enforceable TROs to protect communal bins wherever possible	Mar-17	Oct-17	Waste Operations	Discussions are underway with Parking Services to trial TROs which place double yellow lines in front of communal bins at a few selected sites. The Committee Report seeking approval to change the relevant TROs is expected to be presented to October's Transport and Environment Committee. Should this prove successful it will be rolled out wider as part of the communal bin review referenced in Action 13. In addition to this, problematic sites are trialling a reflective 'No Parking' sign to encourage residents to leave access to the bin clear. Other local authorities have also been contacted to identify the approaches taken to protect communal bins and capture best practice and any lessons they have learnt that we can incorporate.	Open
21	Ensure access to communal bins for residents and waste collection staff is accounted for in traffic management arrangements when road works take place	Oct-16	n/a - complete	Transport	Guidance circulated by Network Management to all Locality Teams and the Central Roads Network team to ensure that waste collections are factored into roadworks planning and applications.	Achieved - monitor effectiveness
22	Develop a policy on holiday lets and party flats to identify whether this waste should be treated as commercial waste	Jan-17	Sep-17	Technical Team	A discussions paper with options has been drafted, including approaches taken by other Local Authorities and input from wider Council services to ensure a consistent approach is taken for these types of properties. The proposals have been considered by management and are now being reviewed by Legal Services.	Open
23	Identify those communal bin sites where bins can be moved to improved locations where there is less opportunity for misuse	Jan-17	n/a - complete	Technical Team	Sites identified as being misused/potential misuse are being assessed and Environment Wardens involved. If the relocation of the bin is determined as necessary and simple to carry out these are being progressed. Should the relocation of the bin be more complex to arrange these will be addressed through the review of the wider communal bin collections referenced in Action 13.	Closed - Ongoing
24	Identify costs to fit key containers to all bin stores (where applicable) to ensure that all crews have access to the required key therefore avoiding missed collections due to access issues	Dec-16	n/a - complete	Building Services	Costs have been identified to fit key containers to bin stores. Whilst progressing this action, and Action 25, other potential options have been identified that may address this issue more effectively than key containers. Further consideration is being made into the wider issues with bin stores and the options available before moving to implementation. Future property developments will be encourages to consider bin huts over internal bin stores due to their flexibility to be adjusted should any future legislative changes be made to materials to be separated or the collection/storage methods.	Achieved - with additional activities underway
25	Ensure that a standard lock specification for bin stores is enforced for new developments as part of the planning process	Jan-17	n/a - complete	Planning	Amendments to the Instructions for Architects and Developers is complete. Officers are working closely with developers throughout the design and build process to ensure that the standard lock is incorporated.	Achieved - monitor effectiveness

Action Point	Action	Target Date	Forecasted Date	Lead Team	Comments	Status
26	Identify those communal properties where there are multiple individual bins and provide an alternative communal bin solution where this is required and appropriate	Feb-17	n/a - complete	Technical Team	Due to the quantity of communal properties with individual bins, and the upcoming review of communal bin collections referenced in Action 13, this action will be split into two phases. The first phase has been focusing on problematic sites initially putting a communal bin solution in place to try rectify the issues. The second phase, which covers the remaining communal properties, will be considered as part of the communal bin review due to the scale of properties and the impact the review could have on what is put in place.	Achieved - with additional activities underway
<b>Maintenance of Communal Bins</b>	The appearance and cleanliness of our communal bins is not in line with that which we should expect on Edinburgh's streets. Improving the appearance of our communal waste and recycling bins will contribute to fostering greater care and ownership in our communities. <b>Anticipated Outcome</b> An improvement in the appearance of our communal bin stock with reductions in complaints regarding bin maintenance and cleanliness.					
27	Identify potential solutions to procure a contract for the supply and/or maintenance (repair, cleaning and renewal) of all communal bins and quantify the cost implications of these solutions	Mar-17	n/a - complete	Corporate Procurement	Research has identified that there is market interest and ability to deliver this service on behalf of the Council. The service specification will be developed and progressed through procurement with the aim of having a contract put in place during 2017/18.	Achieved - with additional activities underway
28	Work with Criminal Justice and other partners to build communal bin maintenance and painting into programmes for restorative work	Apr-17	n/a - complete	Criminal Justice	Discussions have taken place with the Criminal Justice team however due to the limitations they are bound by they cannot support the proposed restorative work. However, positive work is being undertaken in partnership with Police Scotland and the North East Locality to remove graffiti tags referred by the police.	Closed
29	Investigate the potential to install bin housings around wheeled communal bins to create more attractive and formal sites	Dec-16	n/a - complete	Technical Team	The Leith Walk Improvement Project is funding the use of bin housings/screens as part of their project. This will act as a trial which, should this prove successful, will be rolled out wider as part of the review of communal bin collections.	Achieved - with additional activities underway
<b>Seasonal Resourcing</b>	We need to deliver a service that is responsive to the changing demands of the city that our student and tourist population bring and ensures that Edinburgh is portrayed in the best possible way. <b>Anticipated Outcome</b> Reduced complaints relating to Waste and Cleansing Services during peak seasons. A reduction in the amount of waste that is sent to landfill in areas containing high levels of student housing.					
30	Work with Universities, landlords and letting agents to ensure students and tenants are aware of how to dispose of waste appropriately	Jan-17	Sep-17	Technical Team /Changeworks	Agreement reached with the Edinburgh University Students' Association to further analyse information, survey students and identify drivers before fully approving proposals and implementing agreed actions (this will take place next year). In the interim, the Rapid Response service incorporated high student-populated areas into its daily work during May reducing the impact on communal bins and the surrounding areas. Discussions underway with the relevant Council services and Changeworks to identify landlords and letting agents, and work in partnership, to engage and inform tenants.	Open
31	Work with the Universities to investigate the potential for mini-CRCs in areas of higher student population around the beginning and end of the academic year	Mar-17	n/a - complete	Technical Team	Links to the action above with the potential for mini-CRCs included in the proposal.	Achieved - with additional activities underway

Action Point	Action	Target Date	Forecasted Date	Lead Team	Comments	Status
32	Conduct a review of Waste and Cleansing resource requirements for the Edinburgh Festival and Fringe and implement the new requirements	Jul-17	n/a - complete	Waste and Cleansing Operations	A number of actions will be taking place across the festival period, incorporating best practice from previous years. This includes 40 additional Cleansing staff on barrow beats (in addition to the existing 11 barrow beat staff within the city centre); using last year's bin fill rate sensor information to forecast how often to empty litter bins; Waste and Cleansing teams briefed to remove side waste, litter and spillage as soon as it is observed, and that they proactively report any issues (as set out in Action 9); 6 Environmental Wardens dedicated to the Festival footprint carrying out patrols, and in conjunction with the Waste Compliance Team dealing with any trade waste infringements; promoting the 'Our Edinburgh' campaign; and the introduction of Street Ambassadors and Festival City Volunteers.	Achieved - monitor effectiveness
33	Work with Parks, Greenspace and Cemeteries colleagues to allocate staff and mechanical sweepers to tackle leaf fall during the autumn/winter months	Nov-16	n/a - complete	Cleansing Operations	Cleansing and Parks, Greenspaces and Cemeteries coordinated resources to concentrate on leaf fall for winter 2016. Leaf routes will be developed in Routesmart ahead of autumn 2017 to ensure leaf fall clearance is effectively managed in future years.	Achieved - monitor effectiveness
34	Work with Parks, Greenspace and Cemeteries to allocate resources to undertake a clearance of street weeds to allow for an effective base level to be treated going forward	Nov-16	n/a - complete	Cleansing Operations	The Waste and Cleansing service removes dead weeds and detritus (the usual growth medium) in streets and other hard-surface locations as part of its cleansing operations. Where time and resources permit, the Waste and Cleansing service will also attempt to remove weeds that have not yet been treated. This is more likely to take place in 'barrow beat' areas. The Parks, Greenspace & Cemeteries service also controls weeds in public parks, cemeteries, and other green spaces, as required.	Achieved - monitor effectiveness
<b>Food Waste</b>	<p>Waste Composition Analyses have shown that there is still a significant amount of food waste that is being sent to landfill. However, our success in recycling around 10,000 tonnes of food waste has placed strain on our current vehicles and meant that we need to equip our workforce to ensure that we can continue provide the best quality service to encourage increased use of this service. The procurement of new larger vehicles will assist with this aim.</p> <p><b>Anticipated Outcome</b> Reduced missed collections and uncompleted food waste routes as a result in increased productive time that has been created by a reduced need to tip midway through the shift.</p>					
35	Replace the existing 7.5 tonne vehicles with the purchase of 12 tonne vehicles to increase collection capacity and reduce the need for trips to tipping facilities	May-17	n/a - complete	Fleet Services	8 new food waste vehicles have been delivered and in service increasing the collection capacity and reducing the need for trips to tipping facilities.	Achieved
36	Replace the existing 7.5 tonne vehicles with hired 10 tonne vehicles as an interim solution pending the arrival of the 12 tonne vehicles	Oct-16	n/a - complete	Fleet Services	Hire vehicles were in place as an interim solution until the new vehicles outlined in Action 35 were delivered and operating.	Achieved
<b>Manual Street Cleansing</b>	<p>Our manual street cleansing resource needs to be visible and effective and focussed on those areas where it is needed most at an appropriate frequency. We need to move to a model where brushes are used as the norm and there is less of a reliance on litter pickers.</p> <p><b>Anticipated Outcome</b> A reduction in litter complaints and an improvement in our LEAMS score as a result of more effective manual sweeping in those areas where it is most required.</p>					
37	Conduct a review of all resources available to undertake manual sweeping and the current areas of deployment. Re-align routes to address hotspot areas where appropriate	Jan-17	n/a - complete	Cleansing Operations	An interim review of the manual sweeping routes has been carried out and routes re-aligned as appropriate. A full routing review will be undertaken as part of the wider roll-out of the revised Code of Practice of Litter and Refuse (COPLAR) and the associated rezoning exercise that will take place across Scotland (which impacts the cleanliness standard and response times for different types of areas). This rezoning exercise will be supported by Zero Waste Scotland.	Achieved - with additional activities underway

Action Point	Action	Target Date	Forecasted Date	Lead Team	Comments	Status
38	Identify options for the deployment of barrow beat staff and suitable accommodation for the employees and barrows in the immediate area	Nov-16	n/a - complete	Cleansing Operations	Routes have been identified for barrow beats, along with potential accommodation options. Additional barrow beats have been implemented as part of the additional funded received by the service for 2017/18.	Achieved - with additional activities underway
39	Procure replacement street cleansing vans that will allow crews to be properly equipped to be able to tackle all issues that they face during the working day	May-17	Dependant on Fleet Replacement Programme	Fleet Services	Work underway with Fleet Services to confirm the replacement requirements of all Cleansing vehicles. This has concentrated on the specialist vehicles first due to the additional lead time required for delivery and the annual financial limitations in place for vehicle procurement Council-wide.	Open
40	Introduce an effective post-work inspection regime to ensure that street cleansing is being delivered to the required standard	Nov-16	n/a - complete	Cleansing Operations	Supervisors are now undertaking daily post-work inspections of street cleansing with up to 25 a day carried out across the city with action taken to address those that do not meet the required standard. These are currently carried out using a paper-based system until the Code of Practice of Litter and Refuse (COPLAR) toolkit (including inspection forms) is put in place as part of the review of the Code of Practice referred to in Action 37.	Achieved - with additional activities underway
<b>Mechanical Street Cleansing</b>	<p>We have a significant amount of funding invested in large mechanical sweepers that can not access the areas where we need them. We need to reconfigure this fleet to provide more small mechanical sweepers that can operate on footpaths and in areas around parked cars.</p> <p><b>Anticipated Outcome</b> An increase in small and medium mechanical sweepers will contribute to an improvement in our LEAMS score as well as improved customer satisfaction in recognition of the increased visibility of service.</p>					
41	Re-design mechanical sweeper routes to ensure that the fleet is being effectively utilised	Mar-17	Aug-17	Technical Team	Data gathered on the routes is complete, such as vehicle size to utilise in different areas and the frequency to sweep. Implementation of routes is dependant on smaller sized sweepers (as outlined in Action 42) and uploading these to Routesmart; as these are new routes (rather than revised routes) the timescales of this are unknown until the task is started.	Open
42	Reduce the fleet of large mechanical sweepers and procure additional small and medium sized sweepers to focus on pavement areas and streets with limited access	Mar-17	Sep-17	Cleansing Operations	Investigating longer-term hires options with Fleet Services which allows the service to retain an element of flexibility to adjust the fleet requirements at the end of the leasing period that purchasing vehicles would not allow.	Open
43	Reconfigure the current fleet to place additional mechanical sweeping resource into the night shift to make a more significant impact on those areas that can not be accessed during the day	Nov-16	n/a - complete	Cleansing Operations	Two nightshift staff members have been trained on the mechanical sweeper and allocated additional mechanical sweeping duties.	Achieved - monitor effectiveness
<b>Litter Bin Emptying</b>	<p>There are around 3000 litter bins in the city. We regularly receive complaints from members of the public regarding overflowing litter bins. We need to employ effective collection schedules that minimise complaints.</p> <p><b>Anticipated Outcome</b> A reduction in the number of complaints regarding overflowing litter bins.</p>					
44	Adopt a standard of providing larger capacity litter bins where locations allow	Oct-16	n/a - complete	Cleansing Operations	A major review of bins in city centre has been carried out and a number of bins changed to larger capacity litter bins with housings. Protocol agreed to assess whether a larger bin would be suitable for the location when placing bins.	Closed - Ongoing
45	Continue with the trial of fill sensors to identify optimal collection schedules and trends relating to overflowing bins	Mar-17	n/a - complete	Technical Team	The trial of fill sensors continues . As outlined in Action 16, communal bins with unusual fill rates are being investigated for potential commercial waste abuse.	Closed - Ongoing
46	Procure replacement mini-RCVs for litter bin emptying to allow for a more reliable collection service	May-17	Sep-17	Fleet Services	Due to problems with the initial tendering exercise this had to be stopped and undertaken again. Due to the timescale required to undertake a tendering exercise and the vehicles are manufactured hired vehicles are being brought in as an interim solution.	Open

Action Point	Action	Target Date	Forecasted Date	Lead Team	Comments	Status
47	Provide a more joined up service in relation to the emptying of bins in parks, open spaces and cemeteries alongside street litter bins where appropriate	Dec-16	n/a - complete	Cleansing Operations	Agreement reached that Cleansing will be notified when events are taking place in cemeteries and parks and will require the emptying of bins at weekends.	Achieved - monitor effectiveness
<b>Fly-tipping and Dumped Bulky Waste</b>	<p>We have problems with many levels of fly-tipping, ranging from serious incidents as a result of organised crime through to dumped items of furniture around communal bins. We need to be better at removing this waste quicker and preventing future recurrences through engagement and enforcement efforts.</p> <p><b>Anticipated Outcome</b>  A reduction in the number of fly-tipping incidents reported by members of the public, and increase in the number of fly-tipping incidents reported by our own staff and an improvement in response times when removing fly-tipping.  An improved special uplift service that encourages compliance with the law and not fly-tipping and an effective enforcement resource that gets positive results where required.</p>					
48	Undertake a review of the special uplift service with particular focus being placed on the charging structure (e.g. moving to a service that charges £5 per item) and opportunities to work with the voluntary sector to undertake collections	Jan-17	Mar-18	Technical Team	<p><u>Charging</u>: Change to £5 per item was implemented 23 January. The waiting time between booking an appointment and the uplift taking place is being regularly monitored and currently sits at 3 to 4 days on average.</p> <p><u>Voluntary sector</u>: A feasibility study has been carried out by AEA Ricardo via funding from Zero Waste Scotland. A findings report from the study has been provided. Of the voluntary organisations engaged with there is interest. This will proceed to a procurement, to be concluded by 31st March 2018</p>	Open
49	Improve information to residents on the disposal of bulky items and the opportunities for reuse and recycling	Dec-16	n/a - complete	Communications	<p>The use of lamp post wraps in areas targeted through the 'Our Edinburgh' campaign and an increase in social media/media engagement continues to provide information to residents on disposing of their bulky items correctly.</p> <p>Results from the 'Our Edinburgh' phase in Leith indicate that although special uplift bookings across the city have decreased by 7% citywide (24% in Leith Walk ward) during the campaign compared to the previous month, contacts to the National Reuse helpline have increased by 16% citywide (39% in Leith Walk ward).</p>	Achieved - with additional activities underway
50	Add additional resources into the existing special uplift service to minimise waiting times for residents	Oct-16	n/a - complete	Waste Operations	A review of current resources, and allocation of available appointments, for special uplifts has identified capacity to increase appointments to 25 per day per crew (resulting in a total of 50 appointments a day across the city). Additional resources were temporary added following the introduction of the £5 per item charge implemented through Action 48 to manage any increases in demand and the service is currently operating at approximately 75 uplifts a day.	Achieved - monitor effectiveness
51	Add additional resources into Street Cleansing teams to focus on responding to fly-tipping complaints and removing waste in a more timely manner	Oct-16	n/a - complete	Cleansing Operations	Additional staff have been added to clearing fly-tipping activities.	Achieved - monitor effectiveness
52	Place a focus on increasing the number of incidents of fly-tipping that are proactively reported by Council employees versus those reported by members of the public	Oct-16	n/a - complete	Cleansing Operations	<p>Frontline staff have been advised to report issues they come across if this cannot be dealt with immediately.</p> <p>Due to changes to the corporate ICT sub-contractor there is no longer the possibility of having the 'Love Clean Streets' app. An alternative is being considered that would allow all employees Council-wide to proactively report fly-tipping.</p>	Achieved - with additional activities underway
53	Focus resources from the Environment Warden and Waste Compliance Teams on regularly investigating those incidents of fly-tipping where there is evidence to pursue and investigate options to use CCTV to enhance evidence gathering	Nov-16	n/a - complete	Environmental Wardens	Local Transport and Environment Managers to focus Environment Wardens on investigating fly-tipping. Refresher training will be arranged once a number of vacancies within the warden service are recruited into.	Achieved - with additional activities underway
<b>Branding and Visibility</b>	<p>Our service needs to be visible and recognisable so that we are noticed for the good work that we do and not for failings in services. It is essential that residents and businesses know how to access our service and what we do.</p> <p><b>Anticipated Outcome</b>  Increased customer satisfaction in reflection of the improved visibility of our staff and vehicles.</p>					

Action Point	Action	Target Date	Forecasted Date	Lead Team	Comments	Status
54	Ensure all staff are consistently wearing the correct PPE/uniform and area easily identifiable as Council employees	Oct-16	n/a - complete	Waste and Cleansing Operations	Specification of PPE has been outlined in the risk assessments. This is being enforced by management with any issues being actively addressed.	Achieved - with additional activities underway
55	Brand all newly purchased Waste and Cleansing vehicles so that members of the public can identify them easily	May-17	n/a - complete	Fleet Services	This is standard practice now when procuring new fleet, however branding requirements will also be built into the specifications for the new fleet.	Closed - Ongoing
56	Ensure that all contact channels that can be used to access the Waste and Cleansing service are well advertised and effectively monitored	Oct-16	n/a - complete	Customer Services	Review of reporting have been options undertaken. Website information revised where appropriate. Members waste account is in place and staffed by Customer Services staff. The IVR (interactive voice response) on the Environmental phone line is being amended to reflect customer feedback.	Achieved - monitor effectiveness
<b>Customer Service</b>	<p>The current customer journey is frustrating for residents and Elected Members. We need to ensure that we minimise failures in service, but when we can't then our customers need to be able to report issues easily and receive timely and relevant feedback.</p> <p><b>Anticipated Outcome</b> Improved response times to enquiries and an increase in the percentage of contacts that are resolved at the point of contact by Customer Services colleagues. Simpler but more effective customer journeys that allow customers to report issues easily and receive timely updates.</p>					
57	Co-locate staff from Customer Services and Waste and Cleansing Services to allow for quicker customer resolutions and reduced duplication	Nov-16	n/a - complete	Waste and Cleansing / Customer Services	Two Waste & Cleansing Officers now co-located, alongside a Support Officer, within the Contact Centre.	Achieved - monitor effectiveness
58	Provide Elected Members with key local contacts from the Waste and Cleansing service to allow to issues to be resolved routinely as required	Oct-16	n/a - complete	Waste and Cleansing Manager	Circulated as part of the wider Locality Directory.	Achieved
59	Carry out a review of the existing reporting processes and make improvements to allow for quick resolutions and accurate customer feedback	Jan-17	Sep-17	Customer Services	Quality Assurance Procedures are being put in place. Call allocations and call flows are being reviewed. New Stage 2 complaint investigation protocol established to ensure root cause is identified. A review of the process for addressing missed bins and complaints have been carried out by the Transformation Team and an action plan is now being put in place by the service. This review will be concluded by the end of September and improved processes put in place immediately thereafter.	Open
<b>Communications and Behaviour Change</b>	<p>Notwithstanding the importance of getting our operational services right, we need to engage the wider population of Edinburgh in playing a role in maintaining the quality of our local environment.</p> <p><b>Anticipated Outcome</b> Increased advertising and media coverage of our campaigns alongside increased resident and business awareness of the importance of maintaining our local environment and how they can assist in doing so.</p>					
60	Continue to develop the 'Our Edinburgh' campaign to focus on social responsibility and community participation	Ongoing	Ongoing	Communications	Initial focus was on litter in the festival, message testing in Leith to tackle trade abuse and latterly focusing on dog fouling and dumping in Gorgie/Dalry. A toolkit has since been developed to allow Locality teams to identify, and lead, further areas of engagement. The campaign was also awarded LEQ Awards (Local Environmental Quality Awards) Programme of the Year.	Closed - Ongoing
61	Develop improved links with key partners such as the Business Improvement Districts, Commerce Groups and Community Groups to share key messages and raise awareness around waste management and street cleanliness	Ongoing	Ongoing	Technical Team /Localities	Waste and Cleansing Officers continue to develop working relationships with key partners including Business Improvement Districts, Commerce Groups, Community Groups, Housing and Environment Wardens to share key messages and raise awareness around waste management and street cleanliness.	Closed - Ongoing
62	Establish a consultative forum with representatives from groups whom have an interest in the local environment to discuss current performance and customer perceptions and frustrations	Oct-16	n/a - complete	Waste and Cleansing Manager	The consultative forum has now been established and is held quarterly, with the latest one being held 12 July 2017.	Closed - Ongoing

Action Point	Action	Target Date	Forecasted Date	Lead Team	Comments	Status
<b>Partnership Working</b>	We need to establish and maximise partnerships where there is the shared aim of improving the quality of Edinburgh's local environment and reducing the amount of waste sent to landfill.					
	<b>Anticipated Outcome</b> We exploit more opportunities for external or joint funding for local environment improvement initiatives. We continue to work at a local level to understand the needs of our communities and accommodate these needs into service delivery schedules.					
<b>63</b>	Clarify roles and remits for environmental issues with Locality Teams. Establish mechanisms for ensuring responsiveness to local priorities and hotspots and accountability for levels of service	Nov-16	n/a - complete	Technical Team	Agreement reached on roles and responsibilities for central and locality services and the two teams are actively working together to resolve issues across the city.	Achieved - monitor effectiveness
<b>64</b>	Initiate dialogue with Registered Social Landlords regarding public realm management partnering arrangements	Feb-17	n/a - complete	Housing Services	Registered Social Landlords contacted to clarify responsibilities in regards to the management and maintenance of the public realm and discuss potential partnering arrangements.	Closed - Ongoing
<b>65</b>	Continue to work with organisations such as Keep Scotland Beautiful, APSE and Zero Waste Scotland to explore opportunities for external funding and keep abreast of best practice within the sector	Ongoing	Ongoing	Technical Team	A bid to access ZWS funding for food waste communications was not progressed. As an alternative discussions are underway with the Council's food waste recycling partner to assist in funding communications activities to build on the positive performance improvements that the food waste service is showing. Continue to review opportunities for funding from Zero Waste Scotland and other bodies. Using Waste Managers network effectively to benchmark new initiatives and existing levels of service.	Closed - Ongoing