

civil parking enforcement

The principle aim of Civil Parking Enforcement is to maintain the safe, expeditious movement of traffic. It too also looks to safeguard the interests of road users, residents and Blue Badge holders. A regular turnover of parking spaces will attract an increased number of visitors to an area. This ensures that stakeholders can go about their business conveniently and without delays caused by vehicles parking in contravention.



Capita Symonds launched Decriminalised Parking Enforcement in Blackburn and Darwen in partnership with the local Borough Council on the 4th October 2004. We have also more recently handled the transition to Civil Parking Enforcement from 31st March 2008.

The Parking Services team provide full back office administration of Civil Parking Enforcement from the Penalty Charge Notice being issued to the case being referred to the Bailiffs for debt recovery. The team has extensive knowledge of The Road Traffic Act 1991 and the Traffic Management Act 2004 as well as other relevant legislation needed to implement and manage Parking Enforcement.

Services we provide:

- Civil Parking Enforcement Consultancy
- Off Street Car Park Management
- Systems review and configuration
- Enforcement administration
- Permit scheme administration
- Disabled Parking Bay administration
- Effective enforcement of Traffic Regulation Orders

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Permit Schemes

Capita Symonds currently manages a number of bespoke residential permit schemes within Blackburn, which are renewed annually. These are in place to try and alleviate residents and commuter parking problems within the town centre and the Premiership football ground of Blackburn Rovers. We also administer the local staff permit scheme for Blackburn with Darwen Borough Council allowing different levels of car user access to various car parks. The use of permits to restrict certain parking practices helps the Council work towards its greener travel objectives.



Disabled Parking Bays

Capita Symonds updated and implemented a robust application process for Disabled Parking Bay applications for Blackburn with Darwen Borough Council. For many people a disabled parking bay is a necessary tool to help maintain a good quality of life. The desire for a bay has to be balanced with the actual need for one. With road side space becoming a premium in many streets Capita Symonds has to ensure that all users are considered. The process that has been put in place has been deemed both fair and consistent. This is a recognised service which aids Blue Badge holders to create trouble free parking for those with mobility problems.



Car Park Management

Capita Symonds currently manages 36 car parks including 14 off-street pay and display car parks within Blackburn with Darwen Borough Council. Whilst managing the councils annual revenue budget for car parking the department is responsible for maintenance of the car parks to meet the needs of the area it is located in. Recommendations and implementation of restrictions are managed by the department to balance the needs of commuters against shoppers and other users.



Software

Capita Symonds uses Si-Dem, supplied by Spur Software Solutions to manage both the penalty charge notices issued and permit schemes. A close working relationship with this software provider allows us to maximise the efficiency of the service we provide. Capita Symonds is also experienced within the configuration of the system which allows us to tailor the debt recovery process or permit scheme to meet the needs of the client.



Bespoke Enforcement Signage

Following the award winning multi-million pound regeneration of the Church Street area within Blackburn Town Centre, Capita Symonds was commissioned to ensure that the traffic regulation orders applied within this conservation area were enforceable. The Council however stipulated that no road markings were to be used. The result was a bespoke 'restricted zone' approved by the Secretary of State which distinguished multiple restrictions clearly for the public whilst not impacting on the visual impact of the area.

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