



# **Civil Parking Enforcement**

**Report by Consultation & Engagement Team**

**March 2023**

## **1. Background**

Bolton Council is responsible for parking services and parking regulations on public land within the borough. Whilst some services are run directly by Bolton Council staff, others are contracted out and run by organisations which have successfully bid and won a tender to operate these services on the council's behalf.

The council's Civil Enforcement Parking contract is due to be renewed on 1st January 2024 and the organisation are taking the opportunity to review the whole service to see what works well and where improvements and efficiencies could be made. To support this process, a public consultation has been coordinated to gather the feedback of key stakeholders, including residents and visitors to the borough.

## **2. Methodology**

Between 9<sup>th</sup> February and 9<sup>th</sup> March 2023, the council ran a public consultation, seeking to engage key stakeholders, residents and visitors that use parking services, in sharing their reflections on Civil Carparking Enforcement. During that period a comprehensive communication plan was implemented to raise awareness of the proposal across the borough, with a strong emphasis on engaging residents, including Blue Badge permit holders. Electronic communication was distributed to all stakeholders, including the Vision Partnership and Elected Members. Supporting documentation was made accessible on the Council's consultation webpages and on the Blue Badge holder information webpage. Social media was heavily utilised throughout the period to share key messages about the consultation and a press release was distributed to local press outlets, including Bolton News and Bolton FM.

Further to this, face to face engagement was undertaken with residents and visitors of the town centre, where the service team engaged stakeholders on Victoria Square and Le Mans Crescent on Thursday 23<sup>rd</sup> February.

Participants were surveyed using a questionnaire tool made up of open and closed questions, over a period of 4 weeks, providing respondents the opportunity to reflect and share their thoughts on the proposal. The questionnaire was made available both digitally and offline, with the questionnaire being accessible on the council's consultation web page, as well as in hard copy format, on request.

\*A copy of the questionnaire is included at the end of this document, located in Appendix A.

## **3. Consultation responses**

A number of open-ended questions were included in the questionnaire to give respondents the opportunity to comment on their experience of the service, reflect on areas of the service that are working well and make suggestions as to where improvements could be made, as well as outline their preferred options for the service, beyond January 2024.

## Analysis notes

- Results are presented in the questionnaire format with 'Don't know' type responses removed unless stated.
- Comments have been categorised where feasible. Unless otherwise stated, categories with 3 or more responses are shown. Categories may overlap and a comment from one respondent included in multiple categories. A sample of comments [verbatim] are included in the report. Comments may be abbreviated so that only the relevant extract is included. One comment may be coded into multiple categories, and each category may only cover a certain aspect of the comment, for example a respondent may have made both positive and negative comments about the same aspect.
- Due to the number of respondents, the report details the responses numerically, with percentages shown in the charts. Base: unless otherwise stated the base is the number of respondents to a particular question.
- Data has been cleansed where appropriate, e.g., comments moved into existing responses.

## Digital and paper-based survey responses

A total of 123 residents and stakeholders took part in the survey, outlining their reflections on the Civil Carparking Enforcement service and their aspirations for future delivery.

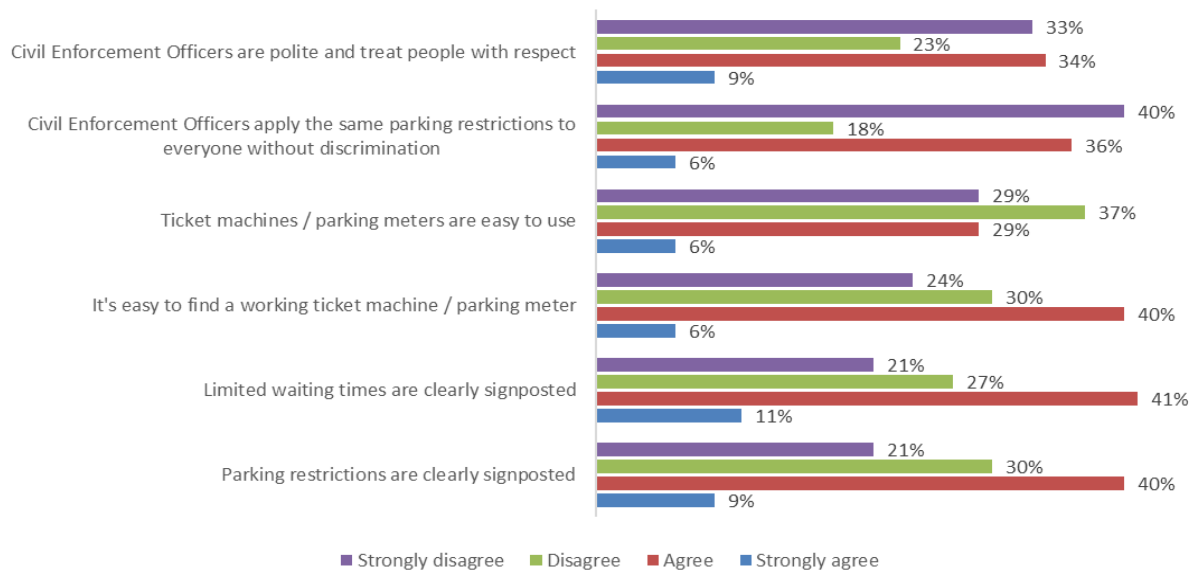
### 4. Stakeholder experience of parking and parking restrictions within the Bolton borough

Residents and stakeholders were asked to reflect on 6 key areas of the service, stating how far they agreed or disagreed with each option. In all areas stakeholders tended to disagree with the statements, with the exception of '*limited waiting times are clearly signposted*' (57 residents agree / 52%). The three areas where stakeholders had a higher degree of disagreement are, '*ticket machines / parking meters are easy to use*' (75 respondents disagree / 66%); '*Civil Enforcement Officers apply the same parking restrictions to everyone without discrimination*' (57 respondents disagree / 58%); and '*Civil Enforcement Officers are polite and treat people with respect*' (54 respondents disagree / 56%).

On the theme of 'parking restrictions being clearly signposted', stakeholders were generally split with their responses, with 57 respondents (49%) agreeing and 60 respondents (51%) disagreeing.

\*Please refer to the chart below for a full breakdown.

**How far do you agree / disagree with the following statements regarding parking / parking restrictions on public roads in Bolton borough / on Bolton Council owned car parks?**



**Base average: 108**

**5a. Blue Badge holders**

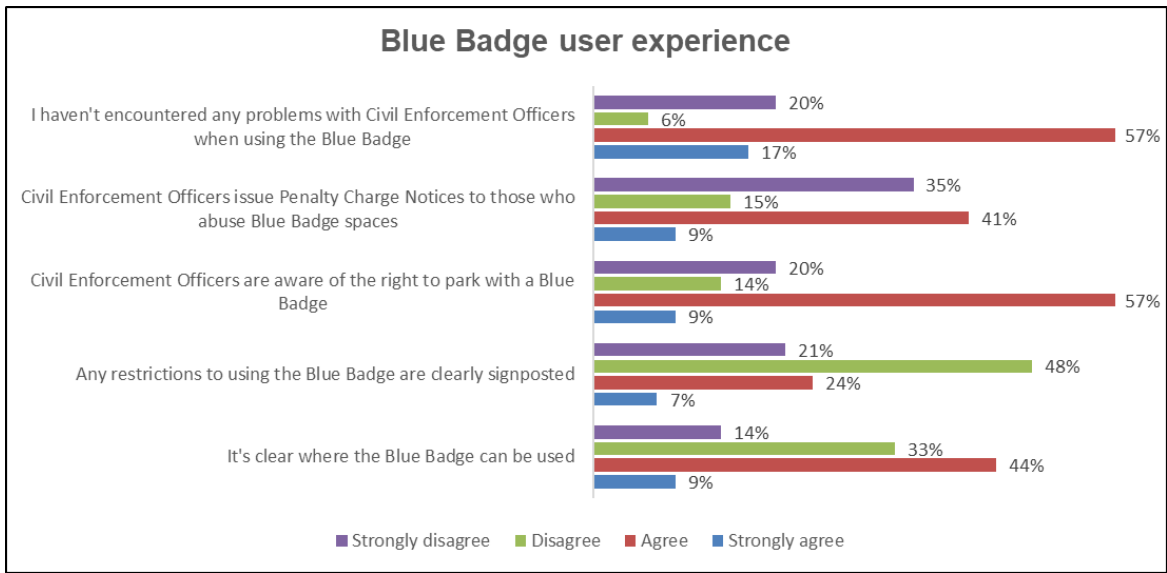
44 stakeholders (36%) completing this survey stated they, or someone they support, is a Blue Badge permit holder. Residents and stakeholders were then asked to reflect on the civil enforcement user experience for Blue Badge holders. 36 respondents provided feedback.

Greatest agreement was around experiences with Civil Enforcement Officers. 26 respondents (74%) *'haven't encountered any problems with Civil Enforcement Officers when using the Blue Badge service'*. 23 respondents (66%) agreed that *'Civil Enforcement Officers are aware of the right to park with a Blue Badge'*.

A balanced experience was demonstrated on the theme of *'issue Penalty Charge Notices to those who abuse Blue Badge spaces'*, with 50% both agreeing and disagreeing with this statement (17 respondents each).

Greatest disagreement was expressed when asked whether *'restrictions to using the Blue Badge are clearly signposted'*. 29 Blue Badge stakeholders disagreed with this statement (69%). However, 53% agreed that *'it's clear where the Blue Badge can be used'*.

\*Please refer to the chart below for a full breakdown.

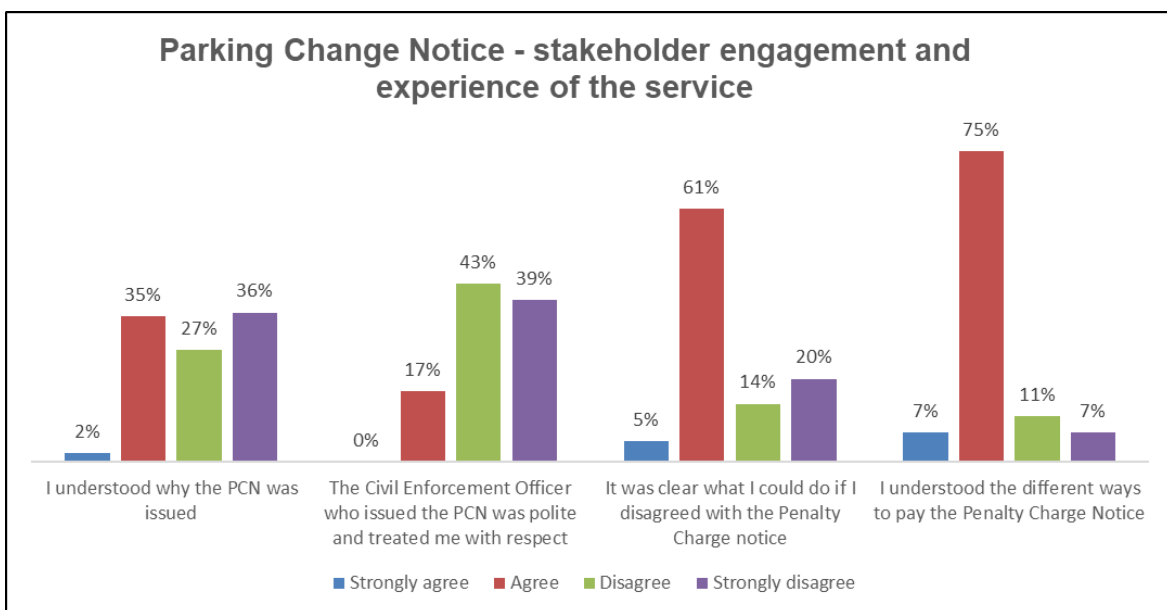


**Base average: 36**

### 6a. Parking Charge Notices

Of the 116 stakeholders answering this question, 47 (41%) had received a Parking Charge Notice within the last 2 years. 39 respondents went on to share their experience of the service.

36 respondents (82%) agreed that they 'understood the different ways to pay the Penalty Charge Notice'. 29 respondents (66%) also agreed that the process was clear if they 'disagreed with the Penalty Charge notice'. Greatest disagreement was highlighted on the theme of customer service, with 19 respondents (82%) disagreeing that 'Civil Enforcement Officer who issued the PCN were polite and treated individuals with respect.' 29 stakeholders (63%) were also unclear why the Penalty Charge Notice was issued.

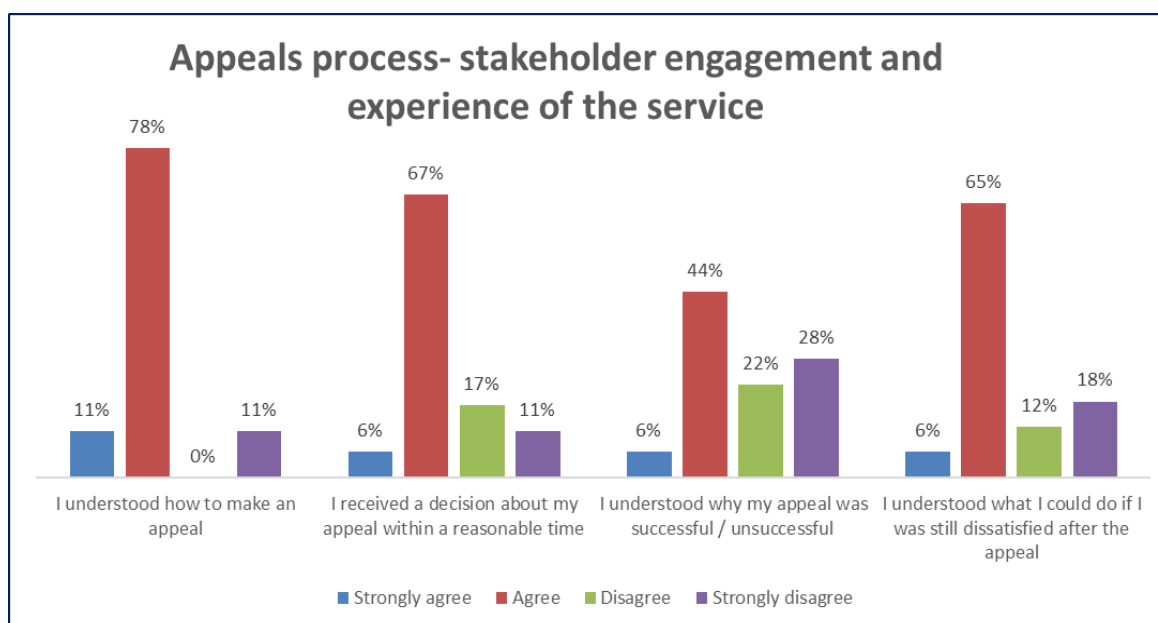


**Base average: 39**

## 6b. Appeals process

Of the 45 stakeholders responding to this question, 20 (44%) had taken action to appeal against the Parking Change Notice. 18 individuals went on to outline their experience of the appeals service.

Overall, stakeholders generally agreed with the statements. 16 (89%) of stakeholders that had appealed against their Penalty Charge Notice agreed that they '*knew how to make an appeal*'. 13 respondents (73%) agreed that '*a decision was made within a reasonable timeframe*'; and 12 respondents (71%) understood what to do if '*they were still dissatisfied after the appeal*'. However, there was an equal split amongst stakeholders who both agreed and disagreed with the statement outlining '*why an appeal was successful / unsuccessful*'.



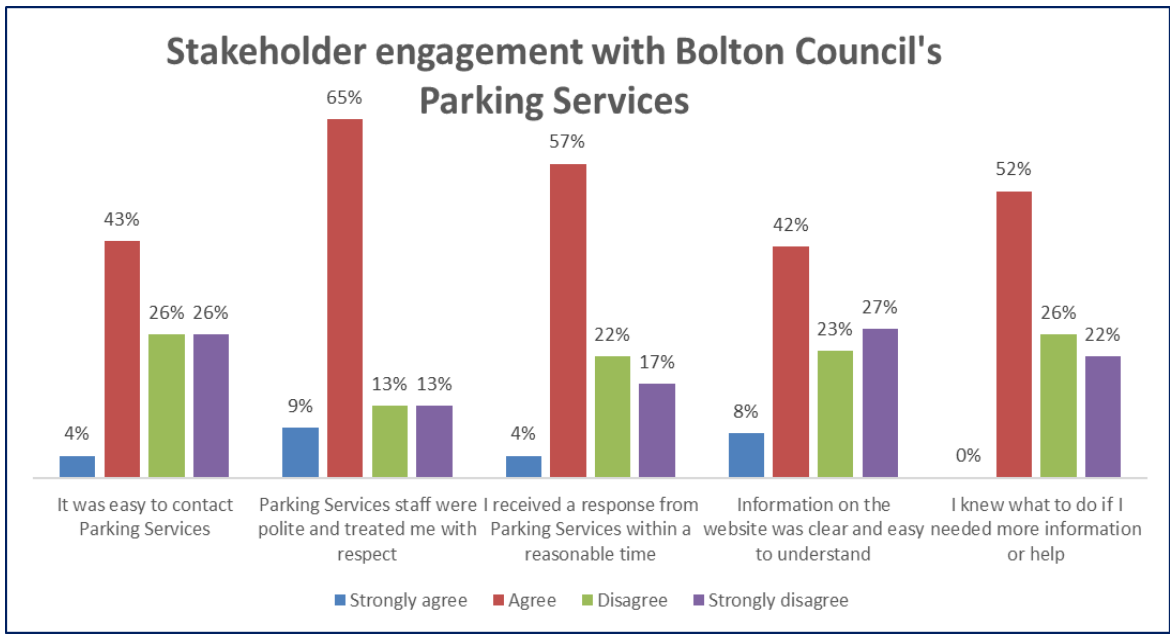
Base average: 18

## 7. Bolton Council's Parking Services Team

Between 2021 – 2023, 31 (26%) stakeholders have engaged with the Parking Services Team. 86 (74%) stakeholders have had no engagement with the service team. Of the respondents that had experience with this service area, 24 individuals went on to share their experience of the service.

17 individuals (74%) reflected positively of the customer service received by the Parking Services Team. 14 individuals (61%) also stated that the response time from the team was reasonable. There was a general split in the level of agreement on the themes of '*knowing what to do if needing further information*' (13 respondents / 52%) and the '*website providing clear information*' (13 respondents / 50%).

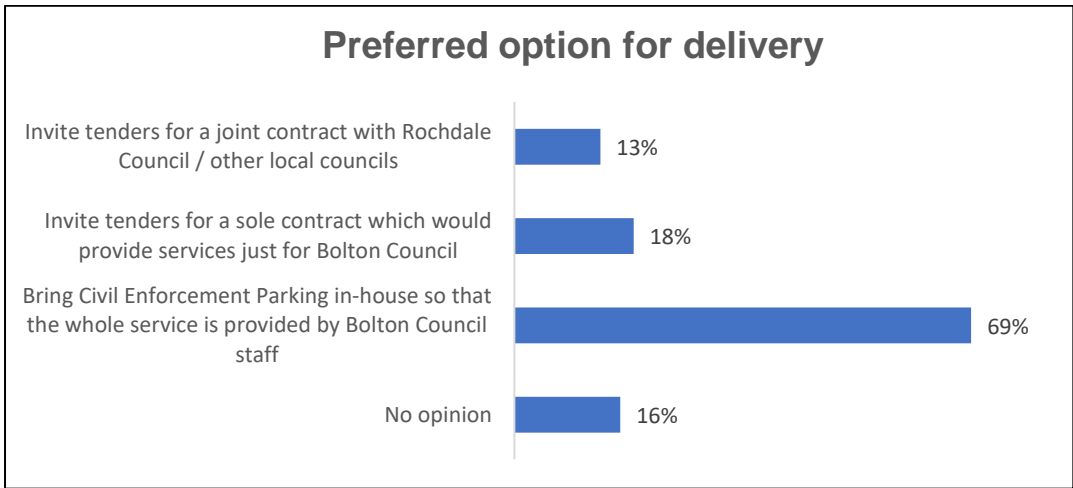
\*Please refer to the chart below for a full breakdown.



### 8. Preferred delivery option

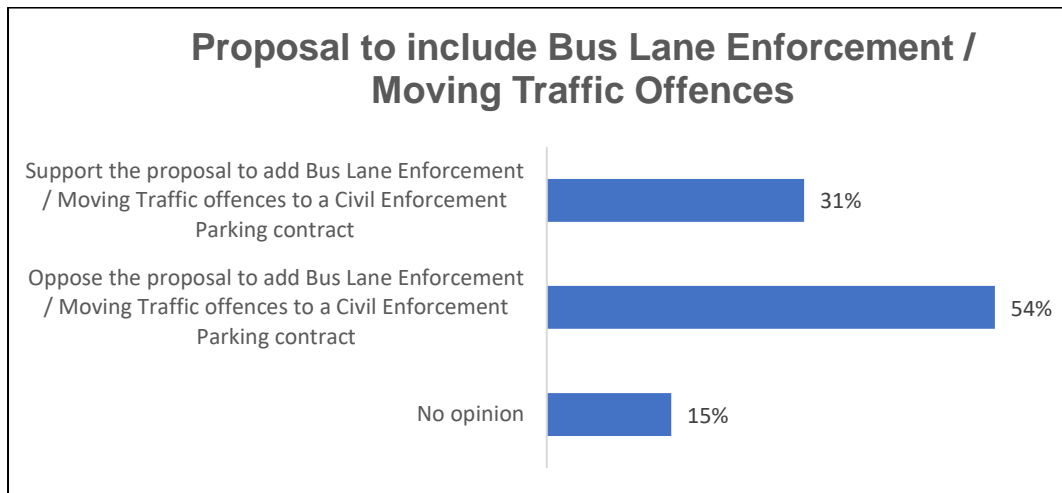
As part of the consultation process, Stakeholders were informed that the current Civil Enforcement Parking delivery model is carried out by NSL, a provider of Civil Enforcement Officers, under a joint contract with both Bolton and Rochdale Councils. The contract with NSL ends on 1st January 2024, with the costs of the contract being fully covered by the amount raised from Penalty Charge Notices.

Respondents were asked to reflect on their preferred delivery model before going out to tender. Of the 121 responses received 84 (69%) preferred to bring Civil Enforcement to an in-house service, provided by Bolton Council staff.



## 9. Proposal to include Bus Lane Enforcement / Moving Traffic Offences

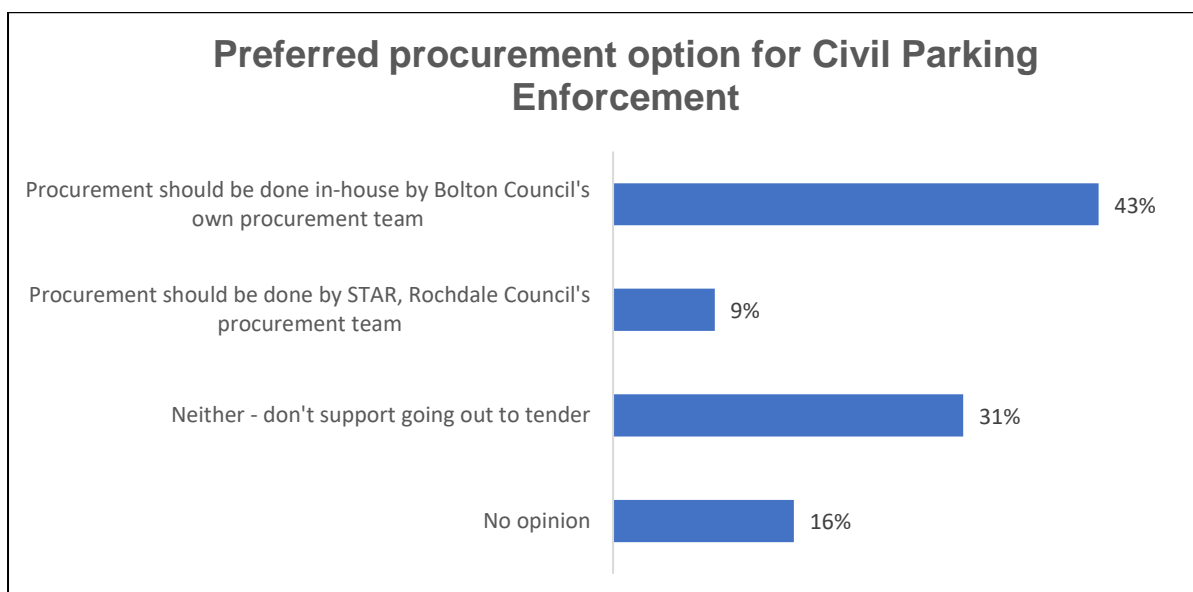
Residents and stakeholders were asked to consider the proposal to include Bus Lane Enforcement and Moving Traffic Offences as part of the Civil Enforcement Parking contract. Of the 122 responses received 66 stakeholders (54%) oppose the proposal. 38 (31%) agree to the proposal and 18 (15%) have no opinion.



Base: 122

## 10. Preferred procurement options

Respondents to the survey were asked to reflect on the tender process, which would be managed by a procurement team. If the Civil Parking Enforcement contract was to be retendered, respondents were asked which method they would prefer. 122 respondents answered this question, with 53 (43%) stating the procurement process should be managed by an in-house procurement team at Bolton Council. 38 respondents (31%) don't support the proposal to go out to tender.



Base: 122



## 11. Comments

Residents and stakeholders were encouraged to contribute further comments about their experience of the Civil Enforcement Parking service and their considerations for the future of the service. 61 comments were received, which were themed into 8 key areas.

| Code | Theme                               | Total number of comments |
|------|-------------------------------------|--------------------------|
| a)   | Town Centre decline / reducing fees | 17                       |
| b)   | Customer service                    | 14                       |
| c)   | Expense and payment methods         | 10                       |
| d)   | Tender process                      | 9                        |
| e)   | Blue Badge permit holders           | 7                        |
| f)   | Poor road markings                  | 4                        |
| g)   | Other                               | 10                       |

### 11a. Town Centre decline / reducing fees

17 comments were received under this theme, which highlighted concerns around the decline in the Town Centre and correlation with parking fees. Stakeholders particularly commented on whether a reduced fee, or making parking free across the borough, would attract visitors to the town and support the local economy.

*"The parking situation has caused massive loss to businesses and shoppers in the town centre".*

*"Open up some free parking, town centre is being destroyed because of parking charges, people avoid parking and paying in town centre and instead visit retail parks where parking is free".*

*"Bolton council should support the parking in Bolton to encourage more footfall in the existing shops".*

*"The town centre should have some free 2 hours slots for people to utilise the town centre".*

*"Bolton Council is the sole responsible for making town Center a ghost town".*

*"Find it hard to understand why there is a parking charge on land owned by Bolton Council, with the decline of the town centre becoming a place of empty shops and dereliction surely free parking would only benefit and encourage people back".*

### 11b. Customer service

14 comments were received which remarked upon the customer service of professionals within the Civil Enforcement Parking service, particularly traffic wardens.

*"Traffic wardens should allow at least 5 minutes for pickup and drop off but they don't. Where can we as taxi trade pickup and drop off? Traffic wardens are too bossy and they think they are above the law".*

*"Enforcement officer should approach with politeness and professionalism. I have experienced some officers with bad attitude and I felt that they are abusing their status as enforcement officers".*

*"On receipt of initial fine, the system does not recognise PCN No. After many attempts, I called customer services, and calls went unanswered".*

*"The current enforcement officers have always been helpful in outlining where I can park/unload and how long for. Customer service is really good".*

*"You don't need two parking enforcement officers walking about together cut down on them. As a taxi driver I was waiting for a customer on side on double yellow an they both told me to move when my customer was just walking up to my car".*

### 11c. Expense and payment methods

Concern was raised by some stakeholders about the cost of parking in the borough and the barriers around payment methods.

*"Due to the cost of parking in Bolton Town centre, I have not been there in the last 2 years. The cost of parking and the restrictions have meant that I go to Chorley or Preston rather than spend my money in Bolton".*

*"Machines that don't take cards and insist on cash or downloading an app aren't great for disabled drivers".*

*"Parking in Bolton Town Centre is prohibitively expensive. I would appreciate cheaper parking, not just at supermarkets."*

*"Please stop the apps for parking. They are a nightmare to use for most people. Elderly people and those with learning needs often cannot navigate them and they do not always work efficiently".*

*"Whilst enforcement is needed, overall parking charges need to be reviewed as high prices force/tempt more people to violate".*

### 11d. Tender process

9 comments were received outlining additional reflections to the tendering process. These ranged from different perspectives around bringing the service in-house, to reflections about having a more efficient and structured service.

*"Bolton council have made enough money from parking and should invest in the best possible future of parking by not allowing bolton council to take in house".*

*"Keep PCNs and Bus lane fines in house. Companies will go through hoops to get more money from people. I have been wrongly charged in the past by private companies around Manchester and their support is useless".*

*"As much as possible should be kept in house to keep costs low".*

*"The use of private companies, operating for profit, should be avoided to prevent conflict of interests".*

*"Process seems long winded and complicated".*

*"System needs to be improve".*

### 11e. Blue Badge permit holders

A number of comments were received that reflected the impact on Blue Badge permit holders.

*"Although there is misuse of blue badge system ie. People using a family members blue badge or blue badge holder waiting in car whilst another person goes shopping etc which definately needs clamping down on. It also feels as though there are parts of town where genuine blue badge holders are targeted as easy pickings for enforcement officers".*

*"I have had parking tickets twice for parking in a disabled bay without displaying the blue badge simply because I have forgotten to put my young daughters badge in the window. I don't think it's fair that if after providing proof of having a blue badge during appeal that you still have to pay the penalty notice. You should be given a number of allowances for forgetting to display the badge if you are a genuinely are a blue badge holder".*

*"I use a blue badge I have mobility issues I was 5 mins over to find I had been ticketed as well as another car".*

*"Making blue badge holders more aware of were they can or can not park".*

### 11f. Poor road markings

Several comments were raised about the poor visibility of road markings, which leads to challenges with illegal parking.

*"I committed my offence on a dimly lit street in the evening with pouring rain and the the double yellow lines were obscured by leaves. If the roads were cleared of leaves and debris this would not have happened".*

*"Lines and signs within the borough are often worn and a programme of works needs to be introduced. It feels as if sometimes you are tricking us into parking illegally".*

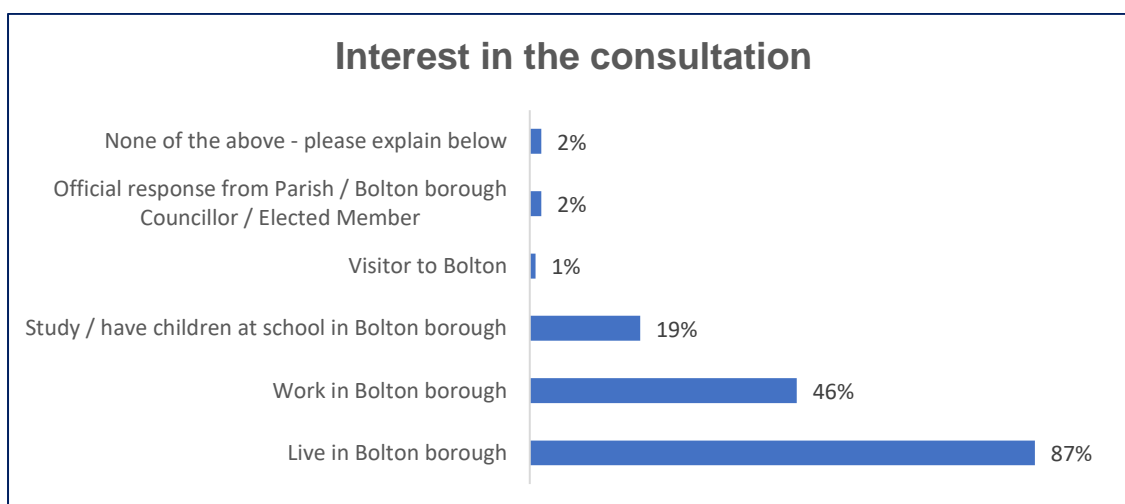
### 11g. Other

A number of comments were received spanning multiple areas including illegal parking (including traffic offences), reducing the number of parking attendants in the borough, concerns around the sizes of parking bays, and increasing the time limit on short stay parking:

- "The parking situation esp double yellow lines is ignored and abused. No excuses - if u park illegally you get booked . Get mobile speed cameras out on roads too and clamp and remove old vehicles that aren't taxed!"*
- "There are many places in Bolton that have double yellow lines but shouldn't have, and these have been opposed by residents but to no avail by the council".*
- "Instead of concentrating on easy targets in the town centres, there is a need to go around the suburbs more as there is a lot of double parking and misuse of bus lanes".*
- "Parking bays do not have lines at the back, if the nose of the vehicle is at the kerb tickets should not be given when in between all other lines".*
- "Going to the multi-storey car parks is not an option for many people, and if your only nipping in it takes to long and the car parks do not feel safe. Increase the short time parking in centre to 2 hours".*

## 12. Stakeholder interest in the proposal

Of the 122 respondents interested in the Civil Carparking Enforcement consultation, 106 (87%) live in the borough and 56 (46%) work in the Bolton borough.



Base: 122

### 13a. Demographics: Geographical location

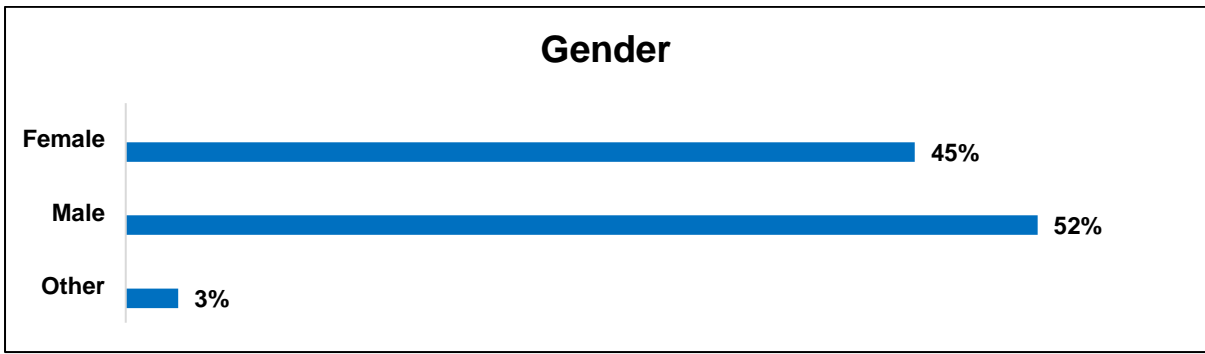
A total of 110 respondents provided their full postcode. The greatest engagement in the consultation is from stakeholders residing in Central South, where just under one-quarter of respondents replied (24% / 26 residents). This was followed by over one-fifth of residents in the West of the borough (22% / 24 residents). Lowest engagement was seen in the South of the borough, where only 4% of residents engaged in the survey. 7% of responses were from stakeholders from outside of the borough, mainly other Greater Manchester authorities.

**Note:** The table below outlines the demographics of respondents by 6 geographical neighbourhoods. Neighbourhoods are a local geography for integrated health and social care; all have a population of around 50,000 residents.

|   |  |   |
|---|--|---|
| <p><b><u>Neighbourhood 1:</u></b><br/><b><u>South – 4 residents</u></b><br/>Harper Green - 2<br/>Kearsley - 2</p>   | <p><b><u>Neighbourhood 2:</u></b><br/><b><u>West – 24 residents</u></b><br/>Westhoughton South - 2<br/>Westhoughton North &amp; Chew Moor - 3<br/>Horwich North East - 10<br/>Horwich &amp; Blackrod - 9</p> | <p><b><u>Neighbourhood 3:</u></b><br/><b><u>North – 14 residents</u></b><br/>Astley Bridge - 4<br/>Crompton - 2<br/>Bradshaw - 2<br/>Horwich North East - 2<br/>Bromley Cross - 4</p> |
| <p><b><u>Neighbourhood 4:</u></b><br/><b><u>East – 18 residents</u></b><br/>Tonge with the Haulgh - 5<br/>Bradshaw - 3<br/>Brightmet - 5<br/>Little Lever &amp; Darcy Lever - 5</p> | <p><b><u>Neighbourhood</u></b><br/><b><u>5: Central South – 26 residents</u></b><br/>Great Lever - 9<br/>Hulton - 2<br/>Rumworth - 12<br/>Heaton &amp; Lostock - 1<br/>Harper Green - 2</p>                  | <p><b><u>Neighbourhood 6:</u></b><br/><b><u>Central North – 16 residents</u></b><br/>Halliwell - 4<br/>Crompton - 5<br/>Heaton &amp; Lostock - 2<br/>Smithills - 5</p>                |
| <p><b><u>Outside of area: 8 residents</u></b></p>   |  |   |

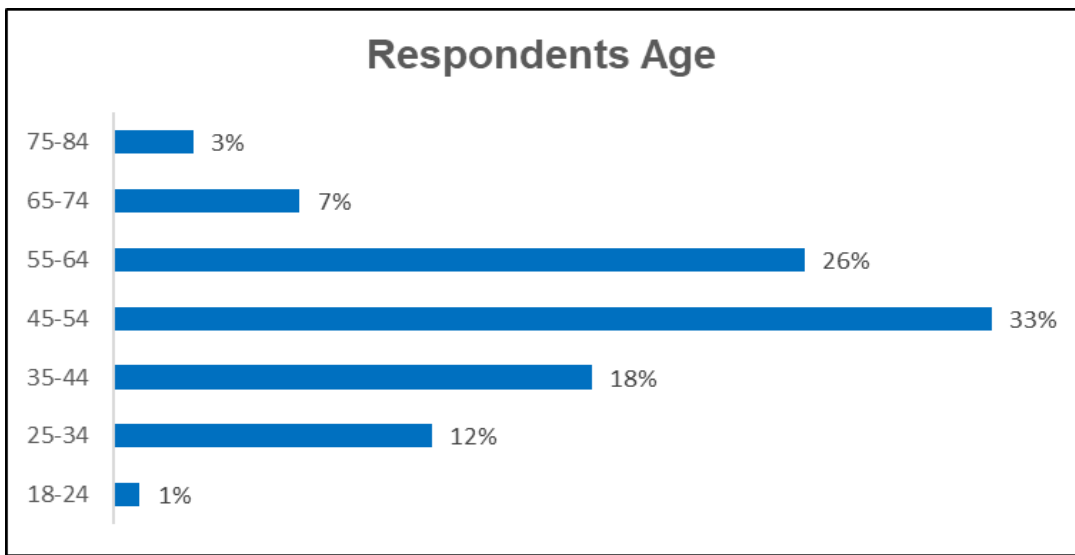
### 13b. Sex

116 responses were received providing the respondent's sex. 52 (45%) respondents identify as being female, 60 (52%) as male and 4 (3%) respondents identify as 'other'.



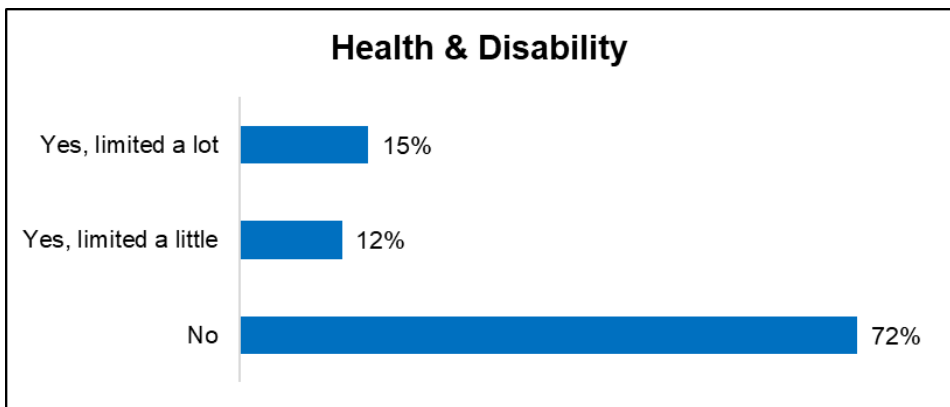
**13c Age**

Responses were received from individuals in all age categories. 15 (13%) respondents are under the age of 34 years. 89 (77%) respondents are aged between 35 – 64 years. 11 (10%) responses were received from individuals above the age of 65 years.



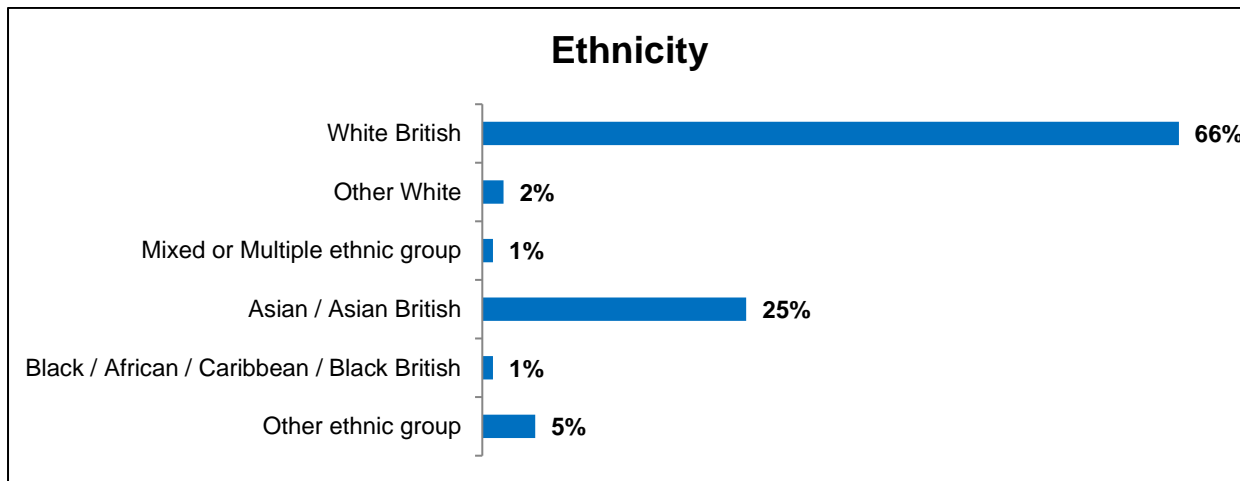
**13d. Health status**

Of the 97 respondents answering this question 27 (27%) had some form of long-term health condition.



### 13e. Ethnicity

75 (66%) of the 113 responses received, are from residents and stakeholders who identify as being 'white British'. 38 (34%) responses are representative of communities other than 'white-British', with 28 (one-quarter) of those being from the Asian/Asian British community.



Base: 113

End

## Parking services review

### Consultation closes on 9th March 2023

The Council is responsible for parking services and parking regulations on public land within the borough. Whilst some services are run directly by Bolton Council staff, others are contracted out and run by organisations which have successfully bid and won a tender to operate these services on our behalf. One of these contracts - Civil Enforcement Parking - is up for renewal on 1st January 2024 and we are taking the opportunity to look at the whole service to see what works well and where improvements could be made.

We invite you to give your views on the current service and the main proposals in the review, which are outlined within the questionnaire.

Your views will be considered alongside other information to help Bolton Council review the way that parking services are offered in the future.

Please remember that Civil Parking Enforcement is a statutory and necessary duty and that we are asking for your views on the way the service is provided. We will not respond directly to any comments through this consultation. Please contact Parking Services on 01204 336352 for any queries or disputes.

### Your response - keeping your data safe

Most questions are optional so you can miss out any questions that you prefer not to answer.

Reports may be made public. If you're responding as an individual you won't be identified in any report; your responses will be anonymised and grouped with responses from other people.

If you're responding in an official capacity your response may be published but no personal details will be included.

Any personal data you provide will be held securely, in line with our retention schedule and privacy policy, which can be found online at [www.bolton.gov.uk/data-protection-freedom-information/privacy-notices](http://www.bolton.gov.uk/data-protection-freedom-information/privacy-notices)

We use Snap Surveys professional software to collect and process your data. Their privacy policy can be found online at [www.snapsurveys.com/survey-software/privacy-policy-uk/](http://www.snapsurveys.com/survey-software/privacy-policy-uk/) Snap Surveys Ltd. follow the UK General Data Protection Regulation.

### Parking restrictions and parking services

Civil Enforcement Officers - often referred to as traffic wardens - perform a vital role in keeping traffic moving and keeping our roads safe. They help to deter parking in restricted areas and make sure that parking bays are used correctly. This includes keeping disabled bays free for Blue Badge holders and checking that people don't go over the time limits for pay and display / limited waiting bays.

Penalty Charge Notices are issued to vehicles which contravene parking restrictions, such as parking on double yellow lines. Any offences are picked up in person by a Civil Enforcement Officer on patrol, or via a camera.

#### Q1. How far do you agree / disagree with the following statements regarding parking / parking restrictions on public roads in Bolton borough / on Bolton Council owned car parks?

|   | Strongly agree        | Agree                 | Disagree              | Strongly disagree     | No opinion / Not applicable |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------------|
| Parking restrictions are clearly signposted | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>       |

|   |                       |                       |                       |                       |                       |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Limited waiting times are clearly signposted  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| It's easy to find a working ticket machine / parking meter  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Ticket machines / parking meters are easy to use  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Civil Enforcement Officers apply the same parking restrictions to everyone without discrimination | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Civil Enforcement Officers are polite and treat people with respect                               | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

## Blue Badges

Blue Badges allow people to park near to their destination, often in places where non-badge holders cannot park. Blue Badge holders may have a range of disabilities or health conditions, and not all of these are visible.

**Q2. Have you used a Blue Badge in the last two years?**  
This could be for yourself, or a family member or friend.

- Yes
  No - go to Q4
  Prefer not to say - go to Q4

**Q3. Thinking about using the Blue Badge on Bolton Council car parks / roads, how far do you agree / disagree with the following statements?**

|  | Strongly agree        | Agree                 | Disagree              | Strongly disagree     | No opinion / Not applicable |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------------|
| It's clear where the Blue Badge can be used  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>       |
| Any restrictions to using the Blue Badge are clearly signposted                              | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>       |
| Civil Enforcement Officers are aware of the right to park with a Blue Badge                  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>       |
| Civil Enforcement Officers issue Penalty Charge Notices to those who abuse Blue Badge spaces | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>       |
| I haven't encountered any problems with Civil Enforcement Officers when using the Blue Badge | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>       |

## Parking Charge Notice

**Q4. Have you received a Parking Charge Notice [PCN] in the last two years within Bolton borough?**

- Yes
  No - go to Q6
  Can't remember / Prefer not to say - go to Q6



**Q5. Thinking about the Parking Charge Notice [PCN], how far do you agree / disagree with the following statements?**

|   | Strongly agree        | Agree                 | Disagree              | Strongly disagree     | No opinion / Not applicable |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------------|
| I understood why the PCN was issued   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>       |
| The Civil Enforcement Officer who issued the PCN was polite and treated me with respect               | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>       |
| It was clear what I could do if I disagreed with the Penalty Charge notice                            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>       |
| I understood the different ways to pay the Penalty Charge Notice [online, telephone, post or Easypay] | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>       |

### Appealing against a Parking Charge Notice

**Q6. Did you appeal against the Parking Charge Notice [PCN]?**

- Yes
  No - go to Q8
  Can't remember / Prefer not to say - go to Q8

**Q7. Thinking about the appeal process, how far do you agree / disagree with the following statements?**

|   | Strongly agree        | Agree                 | Disagree              | Strongly disagree     | No opinion / Not applicable |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------------|
| I understood how to make an appeal  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>       |
| I received a decision about my appeal within a reasonable time            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>       |
| I understood why my appeal was successful / unsuccessful                  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>       |
| I understood what I could do if I was still dissatisfied after the appeal | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>       |

### Bolton Council's Parking Services team

**Q8. In the last two years, have you contacted Bolton Council's Parking Services team or looked at Parking Services on our website?**

- Yes
  No - go to Q10
  Can't remember / Don't know - go to Q10

**Q9. Please say how far you agree / disagree with the following statements about contacting Bolton Council's Parking Services or looking at the Parking Service information on our website**

|  | Strongly agree        | Agree                 | Disagree              | Strongly disagree     | No opinion / Not applicable |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------------|
| It was easy to contact Parking Services                              | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>       |
| Parking Services staff were polite and treated me with respect       | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>       |
| I received a response from Parking Services within a reasonable time | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>       |
| Information on the website was clear and easy to understand          | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>       |
| I knew what to do if I needed more information or help               | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>       |

**Civil Parking Enforcement**

Civil Enforcement Parking is currently carried out by NSL who provide Civil Enforcement Officers under a joint contract with both Bolton and Rochdale Councils. NSL won the contract after a tendering process, which is where we invite organisations to bid to provide services. The contract with NSL ends on 1st January 2024. The costs of the contract are fully covered by the amount raised from Penalty Charge Notices.

Before going out to tender again, we want to review the new contract, looking at costs and service provided. We feel that a joint contract with Rochdale Council has worked well and meant that we share management and other costs, so we would be keen to extend this to include other local councils. However, we would like your views on the different options.

We could continue to work with Rochdale Council and invite tenders for another joint contract, we could invite tenders for a company to provide services just for Bolton Council, or we could bring the whole service in-house and employ our own Civil Enforcement Officers.

**Q10. Which of the following options would you support?  
Select all that apply**

- Invite tenders for a joint contract with Rochdale Council / other local councils
- Invite tenders for a sole contract which would provide services just for Bolton Council
- Bring Civil Enforcement Parking in-house so that the whole service is provided by Bolton Council staff
- No opinion

**Bus Lane Enforcement**

As well as inviting tenders for Civil Parking Enforcement, we are considering inviting companies to also cover Bus Lane Enforcement and Moving Traffic offences.

The successful supplier would provide and maintain cameras to help enforce Bus Lanes, issuing Penalty Charge Notices for any breaches and deal with any appeals. We would also include an option to add further enforcement, such as Moving Traffic offences which local councils will take responsibility for in the future. Moving Traffic offences include things like ignoring no entry signs, driving in a pedestrian zone and ignoring no left / right turn signs.

If we don't go out to tender for Bus Lane Enforcement / Moving Traffic offences, this enforcement work would have to be carried out by Bolton Council staff.

**Q11. Do you support / oppose the proposal to add Bus Lane Enforcement / Moving Traffic offences to a Civil Enforcement Parking contract?**

- Support the proposal to add Bus Lane Enforcement / Moving Traffic offences to a Civil Enforcement Parking contract
- Oppose the proposal to add Bus Lane Enforcement / Moving Traffic offences to a Civil Enforcement Parking contract
- No opinion

## The tender process

The tender process is managed by a procurement team. They invite organisations to submit a bid to supply services, look at all the bids that come in and decide which company to appoint.

There are two options if we go out to tender:

- Use Bolton Council's in-house procurement team
- Use Rochdale Council's procurement team [STAR] to procure a new Civil Parking Enforcement contract.

We could only use STAR if we had a joint contract with Rochdale Council.

If we used STAR we could still have a contract with other local councils as well as Rochdale Council.

If we used STAR, Bolton Council would still draft our specification to ensure that our needs would be met.

There would be no costs from STAR to facilitate the procurement of the Civil Parking Contract, so using STAR would save Bolton Council money and staff time, so would be our preferred option.

**Q12. Which of the following options would you support around seeking tenders for Civil Parking Enforcement?**

**Please select one.**

- Procurement should be done in-house by Bolton Council's own procurement team
- Procurement should be done by STAR, Rochdale Council's procurement team
- Neither - don't support going out to tender
- No opinion

## Comments

**Q13. Please use this space for any comments or suggestions around any of the issues raised in this consultation.**

**Please remember that we cannot respond directly to any comments you make.**

## Your interest

**Q14. Which of the following describes you / your family's interest in this consultation?**

- Live in Bolton borough
- Work in Bolton borough
- Study / have children at school in Bolton borough
- Visitor to Bolton
- Official response from Parish / Bolton borough Councillor / Elected Member - please go to Q14b and Q14c
- Official response from a business / organisation / community group. You must have their permission to submit an official response -please go to Q14b and Q14c
- None of the above - please explain at Q14a

**Q14a Please say what your interest is**

**Q14b Please say which ward, business organisation or community group you represent**

**Q14c Please say what your role is - in what official capacity do you represent the business, organisation or community group? If you are responding in an official capacity this is your last question, please do not answer Q15 onwards**

**About you**

Your answers in this section help us to make sure we are getting views from different types of people. They won't be used to contact or identify you.

**Q15. Please give your full postcode**

**Q16. Are you...?**

- Female                       Male                       Identify in another way

**Q17. Which age group are you in?**

- Under18                       35 - 44                       65 - 74  
 18 - 24                       45 - 54                       75 - 84  
 25 - 34                       55 - 64                       85 or over

**Q18. Are your day-to-day activities limited because of a long-term physical or mental health condition / illness?**

- Yes, limited a lot                       Yes, limited a little                       No

**Q19. What is your ethnic group?**

- White British                       Asian or Asian British  
 White other                       Black, Black British, Caribbean or African  
 Mixed or Multiple ethnic group                       Other ethnic group

**Thanks! Please send to: Freepost RTTT-YTEL-YSXS, Consultation & Engagement Team, 2nd Floor, Town Hall, Victoria Square, Bolton, BL1 1RU**