

Simon Rook

Communities Directorate
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Sent by Email

Please ask for Mustufa Khalifa

Our ref: 6891072

Your ref:

Date: 01 July 2021

Dear Simon Rook

**Freedom of Information Act 2000 and Environmental Information Regulations
2004**

I can confirm that the information requested is held by Warwickshire County Council. I have detailed below the information that is being released to you.

1. For a vehicle parked in a loading bay, what is the policy on observation time before a PCN should be issued?

A vehicle is observed for a minimum of 5 minutes to see if loading/unloading is taking place.

2. Is this time regulated by the device used by the CEO to issue PCNs, or does it depend on the CEO reading his watch?

This is regulated by the CEO's handheld device.

3. What is the guidance given to CEO's with respect to enquiring of vehicle occupants if their use of a loading bay is legitimate (if they are there obviously) before issuing a PCN? Given that legitimate use may not always be visually obvious (such as unloading and only seeing a driver return later) to the CEO?

Once the issuing of a PCN has started, it would be necessary to follow the appeals process if it was believed that legitimate loading/unloading was taking place that had not been seen by the CEO.

4. Is there any other guidance to your CEOs with respect to establishing if there is a legitimate usage of such a bay before issuing a PCN or is it just based on vehicle presence and obs time?

A PCN will be issued if no sign of loading/unloading is observed by the CEO.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within 40 days of the date of receipt of the response to your original letter and should be addressed to:

Information Management
Shire Hall
Warwick
CV34 4RL
inforights@warwickshire.gov.uk

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF.

Tel: 0303 123 1113
Website: www.ico.org.uk

I will now close your request as of this date.

Yours faithfully

Mustufa Khalifa
Freedom of Information Team
Customers & Information Service
