



**Glasgow City Council**

**Environment and Liveable Neighbourhoods  
City Policy Committee**

**Report by George Gillespie, Executive Director of  
Neighbourhoods, Regeneration and Sustainability**

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**Item 1**

**14th March 2023**

**PARKING SERVICES – OVERVIEW OF SERVICE AND UPDATE OF WORK  
PROGRAMMES**

**Purpose of Report:**

The purpose of this report is to update Committee on the services delivered by the Parking Services team and update on the programme of major parking schemes in the city.

**Recommendations:**

The Committee is asked to note the contents of the report.

Ward No(s):

Citywide: ✓

Local member(s) advised: Yes ☐ No ☐    consulted: Yes ☐ No ☐

## **1 Introduction**

- 1.1 The purpose of this report is to update Committee on the services delivered by the new Parking Services team following the return of City Parking to the Council, and update on the programme of major parking schemes in the city.

## **2 Background**

- 2.1 The Council, under the terms of the Roads (Scotland) Act 1984 has a statutory duty to manage and maintain the road network. To ensure that the city's road network is optimised there is a continuing need to actively manage it to ensure that it can meet the wide-ranging needs of all road users to operate safely and efficiently.
- 2.2 This includes the management and regulation of parking to deliver the Council's transport strategy in terms of reducing congestion and emissions and encouraging the use of more sustainable modes.
- 2.3 The Road Traffic Act 1991 introduced provisions enabling the decriminalisation of most non-endorsable parking offences in London and permitted similar arrangements to be introduced elsewhere in the UK by secondary legislation. Currently 21 local authorities in Scotland operate Decriminalised Parking Enforcement (DPE) regimes in their areas.
- 2.4 DPE is a regime that enables a local authority to enforce its own parking policies, including the issuing of Penalty Charge Notices (PCNs) to motorists breaching parking controls in specified areas. DPE seeks to ensure that parking policies are implemented effectively and the underlying objective of DPE operation should be to achieve 100% compliance with parking controls and therefore no penalty charges.
- 2.5 In areas with DPE, stationary traffic offences cease to be criminal offences enforced by the police and instead become civil penalties imposed by local authorities. Enforcement of certain parking offences such as obstructive or dangerous parking remains the responsibility of Police Scotland.
- 2.6 The Scottish Government's position is that decriminalised parking enforcement powers should contribute to a local authority's overall transport objectives and thereby contribute to National and Regional Transport Strategies.
- 2.7 There are 21 local authorities in Scotland that have acquired DPE powers with Glasgow City Council acquiring their powers in 1999.

## **3 GCC Parking Services**

- 3.1 In August 2021, City Parking, which was previously an Arm's Length External Organisation (ALEO) of the Council, returned to be fully operated by the Council in the Operations team of NRS. In July 2022, the Parking Regulatory team and

the Enforcement and Car Park management teams were amalgamated into one team under the City Operations umbrella and became part of the Roads remit.

- 3.2 Following the creation of the new Parking Services team in a review of the full-service function is currently being undertaken to ascertain how the team will function going forward, especially in terms of the increase of parking zones across the city and to align it to the Council's Transport Strategy.
- 3.3 The Parking Services team deal with parking applications (disabled parking bays, access protection markings and dispensations), the introduction of large-scale and localised parking projects, asset management (permits, bus lane cameras, parking machines, RingGo, taxi ranks, bus shelters/stops), temporary parking management for events at stadia, the enforcement of all on-street parking restrictions (including the vehicle uplift and removal service), multi-storey and surface car park management, the management and interpretation of parking legislation and dealing with a significant amount of political/non-political correspondence.

#### **4 Frontline Service Delivery**

- 4.1 Car park management and Parking Enforcement operates Monday to Sunday utilising various shift patterns covering the hours of 0730 to 2200.
- 4.2 Any external events in the city which requires parking enforcement such as Football matches at Hampden, Ibrox or Celtic Park are covered utilising existing staff on the above shift rotas.
- 4.3 In terms of the above sporting events, the Parking Enforcement team will liaise with Police Scotland and Rangers FC/Celtic FC/Hampden Park with regards to priorities for any fixture being held and any required targeted enforcement of areas due to parking or access issues.
- 4.4 The team will identify between 8 – 11 PAs to be on site to undertake parking enforcement to cover the area covered by a permanent Traffic Regulation Order or Temporary Traffic Regulation Order for restricted parking on an event day. Throughout any event day enforcement period, Parking Enforcement officers will be in constant liaison with Police Scotland which could result in the PAs being withdrawn from their patrols to address an ad-hoc issue.
- 4.5 Where coning has been implemented to enforce temporary parking restrictions, a list of vehicle registrations is noted and passed to PAs which detail vehicles that were already parked on site before coning. This results in these vehicles not being Issued with a PCN.
- 4.6 For the majority of events, enforcement will commence 2 hours before the event start and 1 hour after the event ends. For Health & Safety reasons, PAs will leave the Celtic/Rangers areas before the end of the match.

- 4.7 The Parking Attendants (PAs) cover 55 Patrol Routes around the city which are known as 'Beats'. These patrols are updated when new parking restrictions have been implemented across the city. The PAs will also undertake ad-hoc patrols upon receipt of complaints or enquiries as part of these patrols.
- 4.8 In terms of car park management, NRS operate a total of 16 car parks across Glasgow which includes 7 multi-storey/barrier-controlled car parks and 9 surface pay and display car parks. Many of our car parks have been issued with the 'Park Mark' award. This is the national safe parking standard award administered by the British Parking Association and the Association of Chief Police Officers.
- 4.9 The car park attendants manage these car parks and undertake duties of minor maintenance and cleaning, customer service, control the flow of traffic through the integrated pay and access equipment and daily inspections of surface and multi-storey car parks.

## **5 Parking Zones**

- 5.1 22 parking zones within Glasgow have been introduced to assist with issues of resident parking caused by an influx of commuter parking or residents from other areas seeking free parking.
- 5.2 Appendix 1 shows 17 schemes which are in the process of being implemented or have a start date in 2023 for initial design. NRS Parking Services will monitor the performance of recently introduced parking schemes and will also continue with its remit to roll out further parking restriction zones in the future across the city. NRS Parking Services will commit to providing Environment and Liveable Neighbourhoods City Policy Committee an updated forward plan of future schemes in early 2024.
- 5.3 To deliver these types of schemes, the Council must first promote traffic regulation orders by following a statutory process which is prescribed in The Local Authorities' Traffic Orders (Procedure) (Scotland) Regulations 1999. The process allows a universal right of objection and can take between 9 and 12 months to complete.
- 5.4 However, the contentious nature of the issue has meant that recent schemes have taken considerably longer to progress. The process can also be challenged in the Court of Session.

## **6 Observation Periods**

- 6.1 As part of the work of a Parking Attendant in performing their duties, there is on occasion whereby a PA has to observe if a vehicle is undertaking any form of loading or unloading. This has generated much negativity in recent years with the public reporting that PAs are 'standing about doing nothing'.

6.2 NRS Parking Services has recently reviewed its observation periods including referencing other local authorities observation periods and will introduce more firmer periods for observation and enforcement. This is detailed in the table below.

6.3 The table below shows the current observation periods and the new observation periods for the types of enforcement permitted: -

<b>Contravention</b>	<b>GCC – Current Observation Period</b>	<b>GCC – 1<sup>st</sup> April 2023 Observation Period</b>
Single and Double Yellow Lines - where loading is allowed but no loading is taking place	10 minutes for all.	5 minutes for all.
Parking on restrictions within a School Streets Zone (Please note accessing a School Streets Zone without a permit is enforceable only by Police Scotland)	10 minutes for all.	No grace period.
Public and Shared Use parking places – without payment of the parking charge	No grace period.  We allow 20 minutes for vehicles parking at the Riverside car park in Pollok Country Park to allow National Trust members to get a day pass from Pollok House.  For P&D bays the PA will need to obtain a test ticket from the machine and will observe any driver buying a P&D ticket.	No grace period.  We allow 20 minutes for vehicles parking at the Riverside car park in Pollok Country Park to allow National Trust members to get a day pass from Pollok House.  For P&D bays the PA will need to obtain a test ticket from the machine and will observe any driver buying a P&D ticket.
Expiry of parking time	No grace period.	No grace period.
Loading bays	Some loading bays are for commercial vehicles only - otherwise 10 minutes for all.	5 minutes for all.

6.4 The above table shows that there are some areas where we are much tighter with enforcement but in other areas, we provide further time to enable the person parking to buy the ticket required.

- 6.5 The observation periods for all the above contraventions are currently being reviewed and checked against what regulations state, as PAs are frequently reporting that some users of parking infrastructure are abusing the right to park.
- 6.6 Examples of this are drivers parked on double yellow lines are aware that we provide 10 minutes grace and therefore will park on these markings to quickly go into a shop. Further examples are people parked in loading bays will be observed by PAs as not doing any loading or unloading but as the 10 minutes is approaching the vehicle owner will start to load or unload the vehicle.

## **7 Penalty Charges**

- 7.1 At the time of writing this report, the current penalty charge for any of the above contraventions is £60. This is reduced to £30 if paid within 14 days.
- 7.2 Due to this relatively small penalty charge, it has been observed that some motorists within the city are quite happy to accept a penalty charge as they feel it is more cost effective to pay £30 to park rather than having to move a vehicle from a parking bay that has a limited time within it to park.
- 7.3 In October 2021, the Council participated in a consultation from Scottish Government about increasing the penalty charge for contravening parking restrictions. The Council as part of its submission stated that the penalty charge should be increased considerably to address the issue in section 7.2 above.
- 7.4 Relevant City Conveners and NRS officers have in recent months continued to robustly lobby Government to review these penalty levels, which have remained static for 22 years, in order to assist all Local Authorities to address illegal parking and to support the Council's Transport Strategy aims and objectives. Following this advocacy, Transport Scotland have now issued updated guidance increasing the maximum levels that a local authority can charge for a higher level Penalty Charge Notice to £100 (reducing to £50 if paid within 14 days), with this change being approved in the Glasgow City Council Budget last month.

## **8 Future Programmes of Work**

- 8.1 At the Environment, Sustainability and Carbon Reduction City Policy Committee on 8<sup>th</sup> June 2021, a [report](#) was submitted to committee providing an update on the current workplan and the steps being taken to develop a methodology for the future roll-out of parking schemes across the city.
- 8.2 The impact of the Covid-19 pandemic has severely and negatively impacted this programme. Appendix 1 of this report provides an updated position for the current workplan. This current programme is expected to take up to March 2026 to be fully completed.

- 8.3 The current programme of works for the next 12 – 24 months is being managed by NRS Parking Services, but the team is being assisted by consultants from the Council's framework of external consultants.
- 8.4 It is expected that with this additional resource, the list of works in Appendix 1 could be delivered sooner than the anticipated March 2026 end date provided in 8.2. Initial work that the consultants are assisting NRS Parking Services with are the EDPZ at Celtic Park, Ibrox and the Emirates and the QEUH. A review of performance will be undertaken following completion of these schemes to determine if it has improved delivery performance in relation to delivery budget.
- 8.5 A further significant piece of work which will be undertaken during 2023 will be to undertake assessments of all roads in Glasgow to determine which locations should be made exempt from the Pavement Parking Ban, for which regulations came into force in December 2022.
- 8.6 It should be noted that the Regulations are of a technical nature to lay down the procedure that should be followed if a roads authority decides that they wish to exempt an area of pavement from the pavement parking prohibitions. In addition to the Regulations, Transport Scotland have been continuing to work on and develop the Ministerial Directions and pre-enforcement chapters of the Parking Standards Guidance. This will lay out in more detail what should happen during the assessment process and also highlights that an Equality Impact Assessment should be undertaken when considering allowing vehicles to park on an area of pavement.
- 8.7 Transport Scotland have now switched their focus to the next set of Regulations which will deal with the enforcement aspects and will undertake a series of meetings on that starting within the next few months to help guide the Regulations in the right direction. Transport Scotland are continuing to work towards the timetable of December 2023 for the beginning of enforcement of the national pavement parking prohibitions contained within the Transport (Scotland) Act 2019.
- 8.8 NRS Transport Strategy team are currently working with NRS Parking Services in undertaking a Stakeholder Consultation for the Council's Strategic Parking Plan.
- 8.9 The Glasgow Transport Strategy, City Centre Transport Plan, Active Travel Strategy & Liveable Neighbourhoods workstreams are creating a new strategic approach to transport in the city to prioritise sustainable travel and help achieve the Council's climate goals whilst ensuring the needs of residents and businesses are met.
- 8.10 A Strategic Parking Plan (SPP) is now being developed to complement the strategy work above. This will provide a strategic approach to the management and control of parking in the city moving forward to help achieve the outcomes and objectives of the Glasgow Transport Strategy.

- 8.11 The outcome of this consultation will provide further context in relation to parking, clearly identifying the areas the Council should consider for future parking controls schemes. However, any future changes to parking controls within the city will continue to be subject to their own evidence gathering and consultation exercise as they come forward.

## 9. Policy and Resource Implications

### Resource Implications:

*Financial:* The staff design costs would be met from the current revenue budget.  
The Capital costs for each scheme will not be known until the designs are completed.

*Legal:* Roads (Scotland) Act 1984

*Personnel:* Will be delivered by existing Council staff and an external consultant

*Procurement:* Procured using existing Council contracts.

**Council Strategic Plan:**

- Reduce poverty and inequality in our communities
- Increase opportunity and prosperity for all our citizens
- Fight the climate emergency in a just transition to a net zero Glasgow

### Equality and Socio-Economic Impacts:

*Does the proposal support the Council's Equality Outcomes 2021-25? Please specify.* Yes, the proposal supports the Council's Equality Outcomes 2021-25.

*What are the potential equality impacts as a result of this report?* The implementation of restricted parking zones has significant potential to deliver positive equality impacts.

*Please highlight if the policy/proposal will help address socio-economic disadvantage.* This project will help address socio-economic disadvantage

**Climate Impacts:**

*Does the proposal support any Climate Plan actions? Please specify:*

The proposal supports the Climate Plan

*What are the potential climate impacts as a result of this proposal?*

There are a number of potential climate impacts as a result of this proposal including a reduction in road safety casualties, a reduction in carbon emissions, an increase in cycling and walking and contributing to a healthy and more active City.

*Will the proposal contribute to Glasgow's net zero carbon target?*

Yes

**Privacy and Data Protection Impacts:**

N/A

Are there any potential data protection impacts as a result of this report  
Y/N

**10 Recommendations**

The Committee is asked to note the contents of the report.