

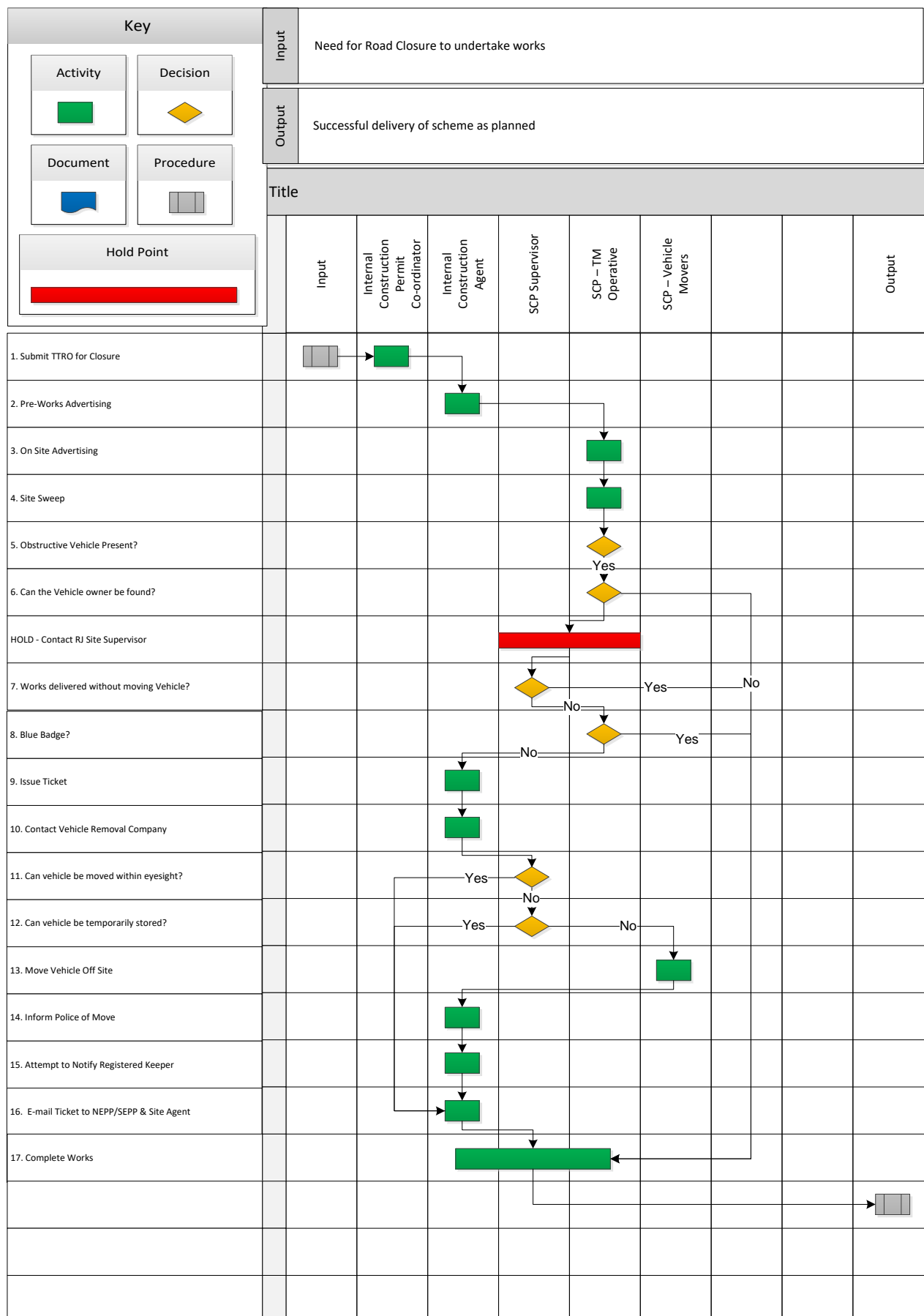
## Procedure: Removal of Obstructive Vehicles

Company

Review Due

Contract - EH

03/02/2018



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<b>Objective</b>	Reduce disruption to programme caused by parked vehicles
<b>Input</b>	Need for Road Closure to undertake works
<b>Output</b>	Successful delivery of scheme as planned
<b>Procedure Owner</b>	Contract Director - Highways

<b>1. Activity</b>	<b>Submit TTRO for Closure</b>
<p>The need to close a carriageway for maintenance or renewal works delivery is identified. A temporary TRO closure submitted and processed as normal with the addition of a Clearway restriction by default. See example order and notice:</p> <div style="display: flex; justify-content: space-around; align-items: flex-start;"> <div style="text-align: center;">   2017 COL (No.4) Has Made - TRAF641 </div> <div style="text-align: center;">   2017 COL (No.4) Order - TRAF6413.dc </div> </div> <p>This additional restriction along with signing on site allows for the implementation of the Parking Partnership's Vehicle Removal Policy.</p> <div style="text-align: center;">   Vehicle removal policy.docx </div> <p>The vehicle removal contractors should be provided with the weekly location of planned schemes to enable them to plan resources.</p>	
<b>2. Activity</b>	<b>Pre-Works Advertising</b>
<p>The pre-works leaflets should warn that vehicles will be ticketed and towed away if left in the works area. These should be delivered at least 2 weeks prior to the planned start date.</p>	
<b>3. Activity</b>	<b>On Site Advertising</b>
<p>When the date boards are displayed on site, 'Tow Away Zone' signs should be displayed at the beginning and end of restriction as well as throughout as densely as needed.</p> <p>On the day of the works, Clearway sign (Diag. 636.2) with the enforcement time added should be added adjacent to the tow away zone signs before any other activities take place. Without this sign, the Clearway order is not valid.</p> <p>It is key that these signs are used only when the actual works are going to happen to avoid them being ignored. If delivery programme dates change, these need to be updated on site as soon as possible and advisably at least 24 hours prior to works start.</p>	
<b>4. Activity</b>	<b>Site Sweep</b>
<p>Once on site, the first delivery operational staff should sweep the full site extents for the presence of obstructive vehicles before any works commence.</p>	
<b>5. Decision</b>	<b>Obstructive Vehicle Present?</b>
<p>Is an obstructive vehicle present?</p>	
<b>6. Decision</b>	<b>Can vehicle owner be found?</b>
<p>Can the owner of an obstructive vehicle on site be found by door knocking in the vicinity and will they voluntarily move it?</p> <p>If the vehicle is in a permitted residents parking area, contact NEPP on 01206 507860 or SEPP on 01245 606710 to attempt to identify the registered keeper's address.</p>	
<b>Hold Point</b>	<b>Contact RJ Site Supervisor/Agent</b>
<p>Contact RJ Site Supervisor/Agent</p>	

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<b>7. Decision</b>	<b>Works delivered without moving vehicle?</b>
Can the works be delivered with the obstruction in situ?	
<b>8. Decision</b>	<b>Blue Badge?</b>
Is the vehicle displaying a blue badge? Note: Vehicles with blue badges should not be moved unless they can be immediately returned to their original location.	
<b>9. Activity</b>	<b>Issue PCN Ticket</b>
Authorised Agent or Supervisor to issue a PCN ticket the offending vehicle and contact vehicle removal contractors by phone. <b>PCNs can only be issued by a trained and identified person.</b>	
<b>10. Activity</b>	<b>Contact Vehicle Removal Company</b>
RJ Site Supervisor to contact vehicle removal contractor, D&G Assist on 0870 122 4000 and arrange removal. SLA is arrival to site in 45-60mins. A call out commits to a 4 hour gate to gate service at a cost of £560 plus 95 per hour thereafter.	
<b>11. Decision</b>	<b>Can Vehicle be moved within Eyesight?</b>
Can the vehicle be stored in a suitable location within eyesight of the original position?	
<b>12. Decision</b>	<b>Can Vehicle be Temporarily Stored?</b>
Can the vehicle be temporarily stored on the vehicle lifter? If there is no such location and the way of working allows, the vehicle will be temporarily left loaded and then returned to the original location.	
<b>13. Activity</b>	<b>Move Vehicle Off-Site</b>
Vehicle is moved off-site to location agreed with RJ Supervisor/Agent. D&G Operator and Site Agent will find and agree a suitable safe location for the vehicle to be offloaded. Removal Operator checks PCN has been issued prior to lift and takes photographs of the following (before, during and after lift); <ul style="list-style-type: none"> <li>• Street Name</li> <li>• House Number (if applicable)</li> <li>• Location</li> <li>• Vehicle ID (VIN) and Registration Plate</li> <li>• Wide angle photo of vehicle in situ</li> <li>• Photo from both sides and rear of vehicle</li> <li>• Close photos of any damage on the vehicle</li> </ul> If the owner appears during this time, the lift will be cancelled, subject to them voluntarily moving it out of the way	

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**14. Activity****Inform Customer Services and Police of Move**

Notify customer services and police of vehicle move, specifically include; road name/number of original location, vehicle registration, make, model, colour and moved to location, plus supervisor's contact details.

Customer Services –

- [member.enquiries@essex.gov.uk](mailto:member.enquiries@essex.gov.uk)
- [workforce.planning&performance@essex.gov.uk](mailto:workforce.planning&performance@essex.gov.uk)
- [infobase.amends@essex.gov.uk](mailto:infobase.amends@essex.gov.uk)
- [ecc.customerservices@essex.gov.uk](mailto:ecc.customerservices@essex.gov.uk)
- [jane.berry@essex.gov.uk](mailto:jane.berry@essex.gov.uk)

Out of Hours Contact – [info@islandroads.com](mailto:info@islandroads.com)

Essex Police – [PNCemail@essex.pnn.police.uk](mailto:PNCemail@essex.pnn.police.uk)

Complete the following template



**Highways Vehicle  
Removal Notification**

**15. Activity****Notify Registered Keeper**

Drop note through registered keeper's door (if known) providing details of moved location.

**16. Activity****E-mail Ticket to NEPP/SEPP**

Supervisor to e-mail copy of PCN ticket to NEPP or SEPP who will register it onto their system using a unique set of ID's.

[parking@colchester.gov.uk](mailto:parking@colchester.gov.uk) (for NEPP) or [parking@chelmsford.gov.uk](mailto:parking@chelmsford.gov.uk) (for SEPP).

This can then be easily cancelled when the vehicle owner attempts to pay.

**17. Activity****Complete Works**

Complete works

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Allocation of Roles and Responsibilities by Activity			Responsibilities						
			Permit Co-ordinator	Agent	Supervisor	Delivery Operative	Vehicle Removal Company		
1	Activity	Submit TTRO for Closure	R						
2	Activity	Pre-Works Advertising		R					
3	Activity	On Site Advertising			A	R			
4	Activity	Site Sweep			I	R			
5	Decision	Obstructive Vehicle Present?			A	R			
6	Decision	Can vehicle owner be found?			A	R			
	Hold Point	Contact RJ Site Supervisor							
7	Decision	Works delivered without moving vehicle?			R	I			
8	Decision	Blue Badge			R	I			
9	Activity	Issue Ticket		R	I	I			
10	Activity	Contact Vehicle Removal Company		R	I		I		
11	Decision	Can Vehicle be moved within Eyesight?			R	I	C		
12	Decision	Can Vehicle be Temporarily Stored?			R	I	C		
13	Activity	Move Vehicle Off-Site			A	I	R		
14	Activity	Inform Police of Move		R					
15	Activity	Notify Registered Keeper		R					
16	Activity	E-mail Ticket to NEPP/SEPP		R	A				
17	Activity	Complete Works			A				

**Key:****R** = Responsible (person who owns the task and does the activity)**A** = Accountable (person who is accountable for making sure the activity is done, often the person R reports to)**C** = Consulted (person who should be consulted and/or has information or capability required for the completion of the task)**I** = Informed (person should be informed / notified of results but does not need to be consulted)