



York & North Yorkshire
Road Safety Partnership

How to report a speeding concern

The 'York & North Yorkshire Road Safety Partnership' Partnership Speed Management Protocol York and North Yorkshire



York & North Yorkshire Road Safety Partnership

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Introduction - How we want to help you

The purpose of this document is to provide you with all the information you need before you make a complaint about speeding in your community, or whether your complaint is better addressed somewhere else. It will also help if you have already made a complaint because we detail what updates you should expect when.

Who is York North Yorkshire Road Safety Partnership?

The York & North Yorkshire Road Safety Partnership is made up of the organisations below, all of whom have some responsibility for road safety. The lead members of the group

- North Yorkshire Council
- City of York Council
- North Yorkshire Police
- North Yorkshire Fire and Rescue Service
- National Highways
- Yorkshire Ambulance Service & NHS

Objectives

By working together, our aims are to reduce casualties on our roads and improve the safety and quality of life both for people who live in the area and for those who travel through it. We investigate every single complaint of speed made by residents of and road users in North Yorkshire and the City of York, and we use an evidence led process to deliver an honest and realistic response. Transparency is also key to us, so we do our best to make each decision as straight forward as possible with a clear rationale provided.

We always use evidence to make decisions. In North Yorkshire, the primary method is using a software which provides average speeds on a road and where necessary, we will install covert data collection equipment. In the City of York, the primary method is using covert data collection equipment via an external contractor. In addition to this, we also look into the factors contributing to collisions within the last three years. This, with all other available information, is then analysed and a decision is made on how to proceed.

The process – what happens to your complaint?

Whilst other partners are involved, to make this process as simple as possible there is one point of contact for the public – the North Yorkshire Police Traffic Bureau. Members of the Traffic Bureau will make an initial assessment on the information provided and available and triage the outcome/disposal where appropriate. If further investigation or information is required, other partners in the process will be consulted.

Before a complaint can be taken forward, a York & North Yorkshire Road Safety Partnership ‘Speed complaint form’ needs to be completed. This can be done via the online submission “Tell us about a speed concern” on the North Yorkshire Police Website. Alternatively, a copy of the form is included at the end of this protocol and can be found on each of the partner’s websites.

Once completed, please send it to us by email at

speedconcerns@northyorkshire.police.uk,

or by post to

North Yorkshire Police Traffic Bureau
PO Box 809
York
YO31 6DG

The Traffic Bureau is an integral part of the North Yorkshire Police Criminal Justice Department.

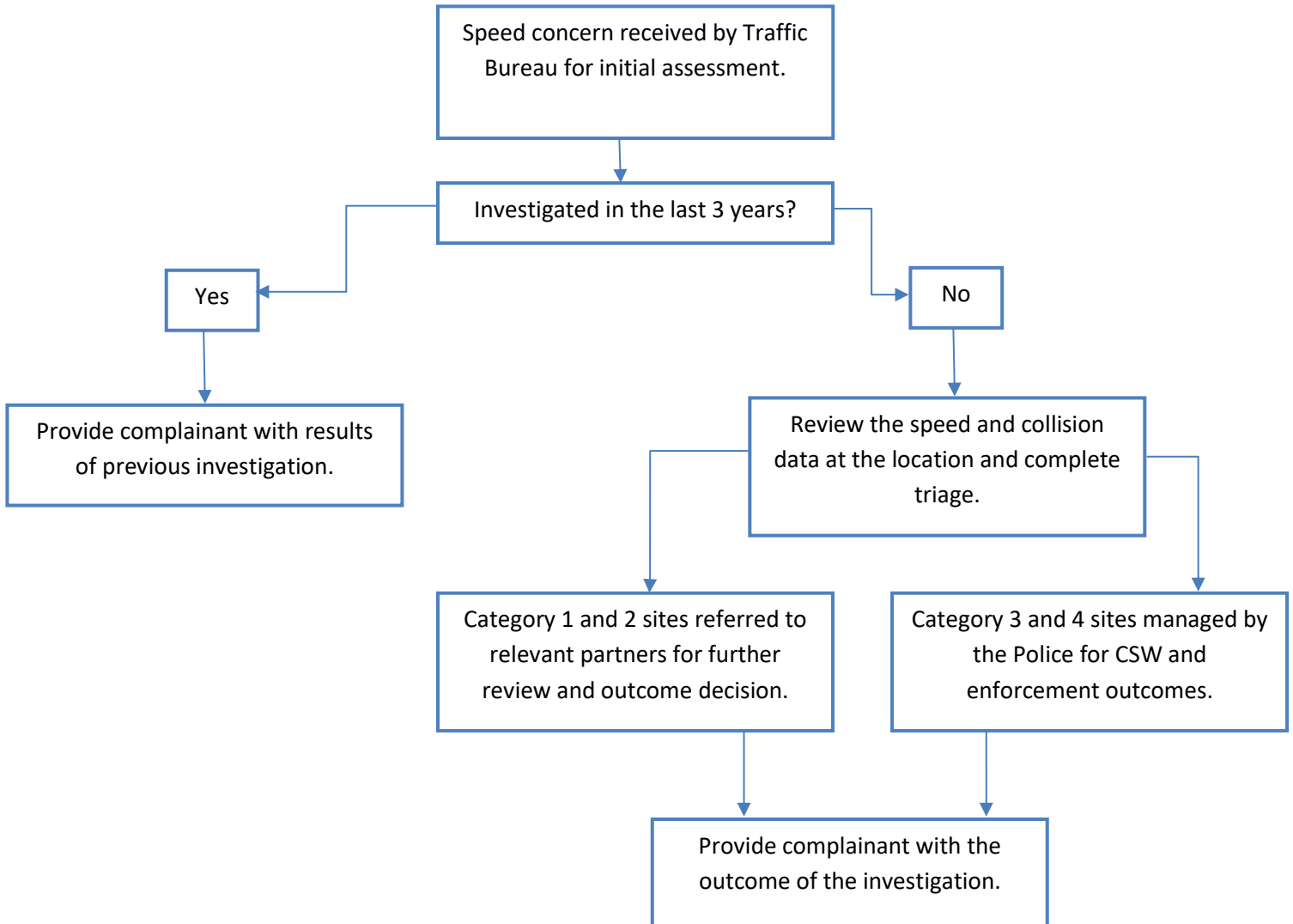
It manages the deployment of safety cameras, supports the processing of offences and provides an administrative function in relation to the recording of road collisions

It also has trained traffic management staff who provide intelligence and legal support to operational activity

The flowchart below explains what happens after that form is received, and when you should expect to see updates throughout the process. Please bear in mind that to gather the evidence we need, this process can on occasion take anywhere between 2-6 months to complete. As explained though, we will endeavor to keep you informed at every step.

Speed Management Protocol

Complaint Flowchart



The flowchart in more detail

Whilst the flowchart explains what happens to your individual complaint, the information below shows you in more detail the process we use to ensure we reach the right resolution:

1. A location of concern can be identified in one of two ways
 - Either by a Speed Concern report form being submitted to the Traffic Bureau, or
 - From data identified by the York & North Yorkshire Road Safety Partnership looking at, for instance, recent collisions.

Each complaint is subject to the same equitable process and no priority is given to multiple submissions or petitions. Speed Concern report forms are available from the City of York Council, North Yorkshire County Council and local Parish Councils, York & North Yorkshire Road Safety Partnership websites and local Police Stations. Alternatively, the form is available in Appendix C of this document and can be sent to speedconcerns@northyorkshire.police.uk

2. Not all problems brought to our attention are speed related. With that in mind, we look at all the information at our disposal to find out whether speed is the main issue or not. For instance, the problem may be the type of vehicles using the road e.g. heavy goods vehicles, or it might be the layout of the road e.g. a very narrow pavement.

When the concern is not specifically speed related then we will let you know and pass your concerns onto the right organisation.

3. Once we have checked the above and found your complaint needs further investigation, we check to see when speeds were last monitored in your community. If a speed concern has been submitted for the same location within the last three years then we will let you know the outcome of that investigation. We will not carry out further investigation unless there has been a significant change to road layout or developments in the area that could potentially affect the traffic volume and speed.
4. The results of the above review are triaged by Traffic Bureau. Where the data confirms that the speeds are within acceptable tolerances for the limit and there are low or no casualties, the site will be directed to Community Speed Watch.

If the data shows speeds are above the acceptable tolerances for the speed limit and there are low or no casualties, the location may be referred for enforcement activity.

5. Where results require further analysis due to the available data, all partners will be consulted to make an agreed collective decision for appropriate action.

More information on education, engineering and enforcement are included on p10.

What information do we look at?

1. **Recent collisions** – This information is based upon data for the preceding three years, where speeding may be a contributory factor, and prioritised on severity by classifying collisions as fatal, serious, or slight. A point scoring system is then used to categories each location. This is based on a slight casualty receiving 1 point, with a fatal or serious casualty being weighted at 4 points. A total point's score of 6 or more is needed for the location to be given a "high" category.
2. **Speed data** – Detailed data is available to us via a 3rd party collection method and software package. This is then analysed and we look at all of the data which shows us the peak times and days for both traffic volume and speed. Further explanation of the data is explained below:-
 - a. **The mean speed** – The mean speed is calculated: 'mean' speed is what most people refer to as the 'average' speed although it is slightly different. More specifically, it is the **total sum** of the numbers **divided** by how many numbers there are. This provides a good overall indication of the speed in any given location.
 - b. **The 85th percentile speed** - To get a more complete picture, we don't just work from the mean speed, which can miss out patterns of driving and specific issues. As well as looking at the mean speed, we also look at what is known as the 85th percentile speed. This shows us that 85% of all vehicles are travelling at less than this speed so it shows us the speed that the majority of drivers feel comfortable to drive at for this location. If 85% of drivers are driving at or very close to the posted speed limit, this shows that the limit is working well with most drivers. If this is not the case, we will look at what we may be able to do about it.

3. How fast is too fast?

When assessing the speeding data, York & North Yorkshire Road Safety Partnership adopts the same guidelines that North Yorkshire Police use for enforcement purposes. These are the National Police Chiefs Council (NPCC, Formally ACPO) guidelines, and are outlined in the national publication 'ACPO Speed Enforcement – Policy Guidelines 2011-2015 Joining Forces for Safer Roads. Therefore, speeds that reach 10% plus 2 mph over the posted speed limit will be eligible for action.

An example in a 30 mph limit would be:

Speed limit	30 mph
10%	33 mph
+2 mph	35 mph - meaning a prosecution level starting at 35 mph

The calculation for all speeds is below:

Speed Limit	Action considered at:
20mph	24mph
30mph	35mph
40mph	46mph
50mph	57mph
60mph	68mph

What do we do with that information?

Based on the available speed data and the collision record, each location is then categorised using a scale of 1 to 4, with 1 being the highest priority.

The table below details each category:

Category	Speeds	Casualties	Priority
1	High (meets or exceeds the threshold for action)	High	Very high
2	Low	High	High
3	High	Low	Medium
4	Low	Low/None	Low

What happens next?

Police enforcement isn't always appropriate, depending on the review of all the information gathered. However, if the location is considered suitable for enforcement then it is passed to the police who will decide independently what the appropriate type of enforcement should be.

If the analysis suggests it is appropriate, locations will be forwarded to the relevant Highways Authority to review the speed limit.

Once a course of action is agreed and implemented, or if no further action is to be taken, contact will be made with the complainant to inform them of the outcome.

As part of any action taken to address a location of concern, a review may be carried out between 12

months and 3 years (depending on the category of site and the recommended action). This review will consider:

- Whether the action has been effective or if not, why not?
- Whether it needs to be repeated
- If so, when/how frequently
- Are there any other possible measures that could be implemented?

Options for action

Education and Publicity

Education programmes consist of information, training or publicity, or a combination. They may be used on their own or in conjunction with engineering and/or enforcement work depending on the issues to be addressed. They may use temporary posters, use of local media and information through local organisations and venues.



**York & North Yorkshire
Road Safety Partnership**

Community Speed Watch

In the case of Category 4 sites, Community Speed Watch may be deemed as the most appropriate outcome. CSW is designed to support local communities to improve road safety by allowing residents to address speed concerns in their community with the support of North Yorkshire Police. Following site risk assessments and training conducted by our Police Support Volunteers, local residents are given speed monitoring equipment and will record the details of vehicles exceeding the signed speed limit. 1st and 2nd time offenders will receive advisory letters asking them to address their driving behavior and remain within the speed limit at all times. On the 3rd offence, details are passed to our Road Policing Group who may attend the offender's address.





Highways engineering

If the data obtained indicates an issue with the road lay-out or low compliance with the posted limit and this has been identified as a sustained rather than a temporary problem, then this will be referred to the relevant Highways Authority to consider through their own protocols.

Police enforcement

Should the investigation deem the location is suitable for enforcement action, this will be passed to NYP with a request for enforcement. The police will then decide on the most appropriate measure of enforcement to take forward.



Vehicle Activated Sign (VAS)

To address local speeding concerns, communities have the opportunity to purchase their own vehicle activated sign (VAS).

This speed limit reminder type VAS would belong to the community, but they cannot be permanently fixed in one location and must be a temporary installation. That means the VAS must be rotated or relocated at set intervals.

A VAS will only activate when a vehicle approaches at a speed above the posted limit.

On sites with low volumes and where vehicles rarely exceed the speed limit, the sign will not activate regularly enough to be an appropriate measure.

On busier Category 4 sites that do not meet enforcement thresholds, a VAS may be more appropriate and an option for local communities to consider.

These signs can be purchased by parish councils, town councils or local road safety groups and deployed with approval of the Council.

The signs can be either be mains, solar or battery powered and are usually installed on a stand-alone post that will also have to be purchased unless a suitable lighting column is available.



Individual responsibilities of each agency

North Yorkshire Fire and Rescue Service (NYF&RS) - Data collection and education

- Collection and distribution of speed and traffic data where further investigation is necessary
- Involvement in educational programmes through partnerships

City of York Council - Education, Training, Publicity and Engineering

- Assist the Traffic Bureau with support on the administration of the Speed Management Process and all complaints within the city of York administrative area.
- Highways engineering.
- Road safety education, training and publicity programmes.

North Yorkshire Council (NYC) - Education, Training, Publicity and Engineering

- Assist the Traffic Bureau with support on the administration of the Speed Management Process and all complaints within the North Yorkshire administrative area.
- Highways engineering.
- Road safety education, training and publicity programmes.

North Yorkshire Police (NYP) - Traffic Bureau Administration and Enforcement

- Administration and management of the SMP process.
- Coordination of enforcement
- Organisation, training and administrative support for the Community Speed Watch programme.

National Highways - Education, Training, Publicity and Engineering

- Assist the Traffic Bureau with support on the administration of the Speed Management Process and all complaints for roads under their jurisdiction.
- Highways engineering
- Road safety education, training and publicity programmes.



Office Use Only

York & North Yorkshire Road Safety Partnership

Speed Concern Form

Please Complete **All** Fields – Only **ONE** form is required to launch a review of a location

Name: (Dr / Mr / Mrs / Ms / Miss / Other)

Address:

Postcode:

Tel:

Email:

Location of concern (road name):

At/ near to (house number / junction with):

Are there any days or times you feel are worse:

MON | TUE | WED | THUR | FRI | SAT | SUN | ALL DAYS

Times of day (please specify):

Types of vehicle: **Car | Motorcycle | Van | Lorry | Bus | All Vehicles**

Driven by: Local Residents / General Traffic / Commuters from / Employees of (delete as appropriate)

1.

2.

3.

Additional Information:

I would be willing to participate in any Community Action initiatives regarding the issue I have raised:

YES / NO

Signature:

This form should be returned to –
North Yorkshire Police Traffic Bureau, PO Box 809, York, YO31 6DG
Email: speedconcerns@northyorkshire.police.uk Tel: 01904 933151

Please see reverse for general information
that may help us, help you with your concern.

Information

The purpose of this form is to allow you to submit a concern about speed in your local community to the **York & North Yorkshire Road Safety Partnership** for review through the **Speed Management Protocol**. Only one form is required to start a review into a location of concern. We treat all concerns equally, in order of receipt, and no priority will be given based on the amount of forms submitted.

The aim of the York & North Yorkshire Road Safety Partnership is to reduce casualties on our roads and improve the safety and quality of life, both for people who live in the area and for those who travel through it. We review every concern we receive. On occasion, your concern will need to be handled by other partners within York & North Yorkshire Road Safety Partnership. Please take the time to read the following examples and who addresses them:

- **Speed limit reductions and road signage:** For the reduction of a speed limit or the installation of new/ more road signs, you will need to contact your local authority, as they manage and monitor these. City of York Council can be contacted via ycc@york.gov.uk or tel: 01904 551550. North Yorkshire Council can be contacted via road.safety@northyorks.gov.uk

- **Narrow pavements or lack of footpaths:** If you feel unsafe from traffic whilst walking on a pavement because you feel it is too narrow, or live in an area where you regularly have to walk in the road due to the lack of a footpath, then you need to contact the Highways Agency at your local authority. They monitor and review locations and make the final decision on any form of engineering work.

- **Concerns with a specific vehicle/ company vehicles:** If you have concerns over a small number of vehicles, and have the details of them, whether it is one vehicle's registration plate or you have concerns with a particular company's vehicle, then this concern is not suitable to go through this process. Please contact '101' who will be able to assist you. You also need to do this if you have concerns over how **cyclists** use the roads.

- **Have you witnessed anti-social use of vehicles/ captured it on camera:**



If you have witnessed or captured instances of anti-social use of vehicles or poor/ dangerous driving on a dashboard camera or other form of camera, then North Yorkshire Police have launched 'Operation Snap' which aims to improve the attitudes of all who use our roads and increase the level of safety for all.

Information on how to register and send these instances can be found here:

<https://www.northyorkshire.police.uk/ro/report/rti/rti-b/report-a-road-traffic-incident/> or by emailing:

opsnap@northyorkshire.police.uk

This form should be returned to –

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Email: speedconcerns@northyorkshire.police.uk Tel: 01904 933151