

**Milly Southworth**

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**From:** Torpoint Town Council <admin@torpointtowncouncil.gov.uk>  
**Sent:** 28 February 2025 11:28  
**To:** Milly Southworth  
**Subject:** FW: Complaint - CAS-16060-P5T5G8 - Car parking enforcement,  
**Attachments:** image001.jpeg; Untitled attachment 00118.htm; step-1-response-letter-Mr Bowles.docx; Untitled attachment 00121.htm

**Harriet Bastin**

Torpoint Town Council Support Officer

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**a.** 1-3 Buller Road Torpoint Cornwall PL11 2LD

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**From:** Stan Bowles <stanbowles@tiscali.co.uk>

**Sent:** 28 February 2025 10:41

**To:** Parking Enforcement <parkingenforcement@cornwall.gov.uk>; sarah-jane.brown@cornwall.gov.uk

**Cc:** debbie.brock@cornwall.gov.uk; zoe.hall@cornwall.gov.uk; admin@torpointtowncouncil.gov.uk; Cllr John Tivnan <cllr.john.tivnan@cornwall.gov.uk>

**Subject:** Re: Complaint - CAS-16060-P5T5G8 - Car parking enforcement,

To Whom it may concern,

We, myself and Cornwall parking enforcement keep going around in circles because the interpretation of the rules for this area are not agreed upon.

The area that I a reporting is the end of Clarence Road and Albion Road, Clarence road is the only road that drivers can get down to the school and private nursery.

There is a TRO in force with states no parking on the yellow lines between 08:00 - 18:00 (7 days a week) supported by signs.

The associated Traffic Regulation Order includes standard exemptions for Emergency Services (and others) in pursuance of statutory duties.

Torpoint Town Council also agreed these restrictions see :**The County of Cornwall (Torpoint) (Various Streets) (On-Street Parking Places and Restrictions on Waiting) (Consolidating) Order 2010**

### **Section 3 Third Schedule No waiting 8am-6pm**

3. Clarence Road (a) both sides (Unclassified) from its junction with Albion Road for a distance of 10 metres in a westerly direction.

When no CEO is present it becomes a free for all to park anywhere they want even on the single yellow lines which are there to enable the safety of pedestrians, vehicles visibility if they are turning.

Space needs to be available for emergency vehicles especially fire engines who currently don't bother trying to turn into Clarence Road at the top due to illegal parking in that area, they have no choice but to drive up Albion Road "No Entry" road off the main road (Antony Road) to be able to get to any emergency.

The majority of drivers observe the TRO order, but persistent inconsiderate drivers totally ignore the yellow lines 5 days a week at the start and end of school, hundreds of pedestrians traverse this area during these times.

After your CEO's have advised them in the past the very same cars only carry on so do education does not work for these people, they don't care.

Nothing extra you have tried works, the zig zag lines are totally ignored even with the extra banners the school put up.

Daily several cars totally ignore the rules putting pedestrians lives at risk. When they say I was only a few minutes that's pathetic, how long does it take for a child to be hit, injured or god forbid worst.

I fully understand you have limited resources and a large area to patrol but when I see a CEO standing observing clearly on the road for all to see they still pull up and take their children to school ?

I would expect a CEO who comes across empty vehicles to give the observation time of 5 minutes you keep referring to in past emails to see if loading or unloading is taking place.

But when the CEO's are stood there at 08:00 until 09:00 carrying out a period of continuous observation of any vehicle stopping and the CEO sees they have just parked in contravention of the TRO to take their child to or from school, do you insist that they must observe a 5 minute observation period or grace time just in case they might be loaded something from the school?

In the past you (Cornwall Parking Enforcement) have stated that and I quote

“ it is **generally** illegal to park within 10 meters (approximately 32 feet) of a junction, even with a Blue Badge, unless specific signs indicate otherwise.

Sorry but that's your interpretation of a blue badge holder which is wrong there is no **generally** in the rules drivers should follow.

According to Rule 243 of the Highway Code

**“You must not park or stop your vehicle opposite or within 10 metres (32 feet) of a junction, except in an authorised parking space.”**

This is also repeated in the Governments Blue badge rules and responsibilities.

Examples of dangerous or obstructive parking include the following, although there are others:

**Do not park where it would endanger, inconvenience or obstruct pedestrians or other road users.**

**Parking opposite or within 10 metres (32 feet) of a junction, except in an authorised parking space**

The above I feel is quite clear and totally covers the TRO laid down for the area I am writing about.

One of your CEO's hit the nail on the head in the saying on a BBC Newquay article about his job:

"Everybody has a job to do and there needs to be a bit of law and order otherwise it would be absolute chaos."

Well I think it's total chaos when people don't give a fig if they can get away with parking how they want ! .



This they can do if no CEO is approaching and offering education advice to the offenders.

I have cctv footage showing many clips of your CEO's on various dates standing clearly in full view of everyone, I have spoken with ICO legal team who have stated I could legally send cctv to you but I feel no actual crime has been committed or captured so will not be sharing these with you at this time.

Just a few of the clips I have:

131124 08:04 women pulls up onto the yellow line left corner (Clarence and Albion rd) and speaks from a distance to CEO then moves her car away. The same car parks there daily when CEO is not seen.

150125 07:53 CEO present. 08:02 CEO takes picture of a white panel van parked on the yellow line on the corner of Clarence Road and Albion Road.

08:03 CEO takes picture of the white vans back.

08:03 CEO goes to the front of the van (out of view).

Owner arrives at 08:04 to white van drives off at 08:07.

If you are going to say he must observe for 5 minutes i.a.w your procedures then surely this observation must not start until 08:00 when the parking restriction starts?

150125 07:59 Whilst CEO in the exact spot photoing the white panel van (above) a small white car drives into the Albion Road one way area. 08:00 the same white car drives back up the one way road the wrong way past the CEO looking at the white ?

150125 08:24 Ford car stops on yellow line driver stays in the car women takes child to school 08:39 returns - no movement from CEO ?

150125 08:29 Grey van parks 08:32 older male takes child to school walking just past the CEO, 08:33 CEO takes picture of vehicle, women driver inside runs after the CEO and speaks with him. Man returns at 08:36 the van moves.

150125 08:37 Gold car blue badge holder parks on yellow line of junction speaks with CEO then carries on takes child to school. This person constantly does this he walks over to CEO and speaks to CEO (does he think its ok to park there no idea what says to him or if the CEO thinks its allowed? Car leaves at 08:44.

150125 08:43 Another gold car parks on yellow line takes child to school returns at 0847 and sits in her car at 0839 the CEO approaches and at 0850 the car leaves.

There are many more clips for dates when similar actions are witnessed with a CEO in clear view.

The whole point of listing these clips is to demonstrate no education was freely offered, it looks like the CEO is giving vehicles a observation or grace period but clearly they are never just stopping to off load or load?

I have seen footage of some CEO's actually engaging and educating people, moving them on in the past (did July 2024) but for some reason this no longer occurs?

People who are not approached when its perfectly obvious what their intentions are get the wrong message that they can park any where because the CEO is stood right in front of them and he seems ok with me taking my child to or from the school or private nursery.

When no CEO is present we expect people to play cat and mouse with the CEO's, but enforcing the TRO and Highway Code and blue badge rules should be carried out.

Educate, educate, educate is what you have stated in the past is your first choice but you're enforcement officer is not approaching vehicle drivers?.

Your work is extremely hard when having to approach the public who contravene road parking, I have read the last two local articles when a CEO was assaulted and totally agree with your procedure to prosecute those people, but surely instant education is an important part of the job?

Either you will continue to interpret the rules differently or you are not correct with your procedure stating giving 5 minutes observation or grace time to see vehicles not loading or off loading goods.

After education proves it does not work I feel PCN's and or Police attendance are the only real way to educate the constant offenders.

i.a.w Cornwall parking enforcement procedures:

An 'instant' P.C.N. may always be issued in circumstances where the C.E.O concerned has evidence, other than the period of observation, which supports the action of issuing the P.C.N. without observing the vehicle for the minimum periods indicated.

I aim looking forward to your precisely explanative reply, no in general etc and I would like a responsible persons name I can reference who makes the decision on this complaint.

A reply from Parking enforcement would not be acceptable, I would respectfully request someone in authority to put their name on the outcome reply please for future events.

Sincerely

Mr S Bowles

P.S I know it's impossible to be everywhere at once but when you are patrolling please follow the rules laid out by many agencies regarding parking near schools.

On 6 Feb 2025, at 22:13, Parking Enforcement <[parkingenforcement@cornwall.gov.uk](mailto:parkingenforcement@cornwall.gov.uk)> wrote:

Information Classification: CONFIDENTIAL

Dear Mr Bowles,

Please find attached a copy of the Step 1 response to your complaint.

Kind regards

**Sarah-Jane Brown | Group Leader – Community Protection & Parking Enforcement  
Waste & Community Protection | Cornwall Council**  
[sarah-jane.brown@cornwall.gov.uk](mailto:sarah-jane.brown@cornwall.gov.uk) | Tel: 01872 322222 and say my name  
[www.cornwall.gov.uk](http://www.cornwall.gov.uk) | 'Onen hag oll'  
New County Hall, Treyew Road, Truro, TR1 3AY

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**From:** Cornwall Council - Do Not Reply <[donotreply@cornwall.gov.uk](mailto:donotreply@cornwall.gov.uk)>

**Sent:** Thursday, January 23, 2025 8:15 PM

**To:** Parking Enforcement <[parkingenforcement@cornwall.gov.uk](mailto:parkingenforcement@cornwall.gov.uk)>

**Subject:** Feedback Enquiry - Complaint - CAS-16060-P5T5G8 - Car parking enforcement, car parks enforcement

You have been assigned a new Complaint with topic **Car parking enforcement, car parks enforcement**.

Details of the enquiry are listed below including the contact information for all parties involved and a link to the case in the corporate feedback system for handling the work item.

**Logged By:**

Name: **Corporate Feedback Webform**

**Customer Details:**

Name: Mr stuart Martin Bowles



Email: [stanbowles@tiscali.co.uk](mailto:stanbowles@tiscali.co.uk)

Telephone Number:

Address: , , , ,

**On behalf of:** - to view full details for this person/organisation please view through the form

Does your customer want a reply: Yes

Preferred Method of contact: Email

Has the customer contact us before regarding this issue: Yes

**Details:**

I have raised on numerous occasions that parking at the area of Antony infant school (junction of Clarence road and Albion. road) is not educating any drivers of the illegal activirty of parking to take or collecting children by parking on the junctions yellow lines, half way across the road, blocking drop kerbs etc.

After emailing cornwall parking department I tried emailing Debbie Brock with my issues and various observations. but to date nothing has changed. Every week day morning and afternoon parking rules don't exist for many. Even blue badge holders parking illegally are ignored by CEO's stood watching but not taking any actions. A CEO should educate and enforce all illegal parking where there are set restrictions but it seems they are asigned to patrol car parks ?.The sainsburys car park 19th of Jan 25 a CEO was sent out to see if anyone has not displayed a ticket, I cannot see any other parking rules he could be checking? He did issue one ticket on Albion road for parking on zig zag yellow lines, he. did comment on the fact that he drove down Clarence Road and. Albion road seeing the illegal parking on yellow lines but on that ocassion took no action. Was it because he was directed to visit car parks?

I have challenged my issues backed up by RTA , the highway code and the. parking enforcement procedures for parking on the single yellow lines but at school start and end times when the issue is most dangerous nothing. Somone will get hurt. I do intend contacting my MP who stated I should get back in toach if nothing improves.

Date Logged: **23/01/2025 20:12**

Due Date: **06/02/2025 17:00**

Are there any Uploaded attachment/file(s)? - **No**

Please [click here](#) to access this case.

Kind Regards,

Customer Standards Team

[customerstandards@cornwall.gov.uk](mailto:customerstandards@cornwall.gov.uk)



Virus-free [www.avg.com](http://www.avg.com)

