

Our Ref: S:/DCU/Administration &
Management Support

Highland and Island Division Headquarters
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Dear Community Councils

REVIEW OF TRAFFIC WARDEN PROVISION AND PUBLIC SERVICE AND OPENING HOURS AT POLICE OFFICES

A single policing service for Scotland has delivered new opportunities for improving access to specialist policing resources across the country and supporting local policing in our communities. To ensure the new service is designed to meet our priorities and in light of the challenging budget set, Chief Constable, Sir Stephen House, is working to ensure that Police Scotland remains structured as efficiently as possible to meet the needs of communities and deliver the best possible quality of service.

With the transition to Police Scotland, it is imperative that we critically examine all our processes to ensure that we are making the best use of our resources to focus on keeping people safe.

With this in mind, the Chief Constable has commissioned a review of the Traffic Warden service provision throughout Scotland.

Enforcement of parking in Scotland has historically been delivered by traffic wardens employed by local forces across Scotland. The Road Traffic Act 1991 introduced provisions enabling the decriminalisation of most non-endorsable parking and the relevant provisions of the 1991 Act were commenced in Scotland in June 1997. This allowed for significant change to be made to parking enforcement in a number of council areas, and a change to the service provision by, the then, local forces.

This service has been carried out differently by the legacy police forces and local authorities and we are taking this opportunity to review, in partnership with local authorities, how this service is best delivered in the future.

The Chief Constable has also commissioned a review of the level of public service that occurs at police offices and to determine the most efficient opening times to the public and the services provided.

This will ensure that we provide a service to match the demand from the public and may give opportunities to work more often in partnership to achieve

a suitable public contact point. Please be reassured that this will not impact on the current operational police resources deployed.

Recent experience has shown that there is a decrease in the volume of visitors who actually attend at the public counters at police offices throughout Scotland. Taken in the context of an increasingly challenging financial climate and the need to make best use of all our staff, it is now prudent to examine this aspect of service delivery to the public and I am keen to work with you and your colleagues to best understand the demands within your community and to design the best fit for your area.

Policing continues to face unprecedented financial challenges over the coming months and years with a requirement to find savings and provide best value for public services. I will, of course, keep you updated as the review progresses and as part of this we will fully engage with our key partners and Elected Members.

In the interim, should you require any further information, please contact the Divisional Headquarters at the address or E Mail on this letter.

Yours sincerely



Julian Innes
Divisional Commander