



## **How to report a speeding concern**

**The '95 Alive' Partnership  
Speed Management Protocol  
York and North Yorkshire**



## **Contents**

### **p. 3 Introduction – How we want to help you**

Who is 95 Alive?

Objectives

### **p. 4 The process – what happens to your complaint?**

Complaint Flowchart

Flowchart in more detail

What information do we look at?

What do we do with information?

What next for my community?

### **p. 10 Options for action**

Education and Publicity

Alternatives to prosecution

Mobile Speed Matrix signs

Highways engineering

Police enforcement

### **p. 13 Responsibilities of each agency**

## **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 95 Alive?**

The 95 Alive partnership is made up of the organisations below, all of whom have some responsibility for road safety. The lead members of the group [email from Honor to confirm]:

- North Yorkshire County Council
- City of York Council
- North Yorkshire Police
- North Yorkshire Fire and Rescue Service
- Highways Agency
- District Councils and their local Road Safety Task Groups

### **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, as well as providing you with updates throughout the complaint process.

We always use evidence to make decisions, which is why sometimes this process can take several weeks to complete. This normally includes monitoring the speed of vehicles over a week long period (24 hours a day for seven days), as well as looking 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 how to proceed, unless the data shows there isn't a speeding problem.

## **The process – what happens to your complaint?**

To make this process as simple as possible there is one point of contact for the public – the North Yorkshire Police Traffic Bureau (TB). Whilst many others are part of the process which helps resolve your speeding complaint, the TB is the team who can update you at any time. The assessment and subsequent decision about how best to resolve your speeding problem will be made by the local Road Safety Group. The role of each organisation is explained at the end of this document if you would like to know more.

Before a complaint can be taken forward, a 95 Alive 'speed complaint form' needs to be sent to us.

A copy of that form is at the end of this document if you need one, or you can find it online at:-

**[www.roadwise.co.uk/using-the-road/speed-concerns](http://www.roadwise.co.uk/using-the-road/speed-concerns)**

Once completed, please send it to us by email at

**[speedconcerns@northyorkshire.pnn.police.uk](mailto:speedconcerns@northyorkshire.pnn.police.uk)**,

or by post to

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

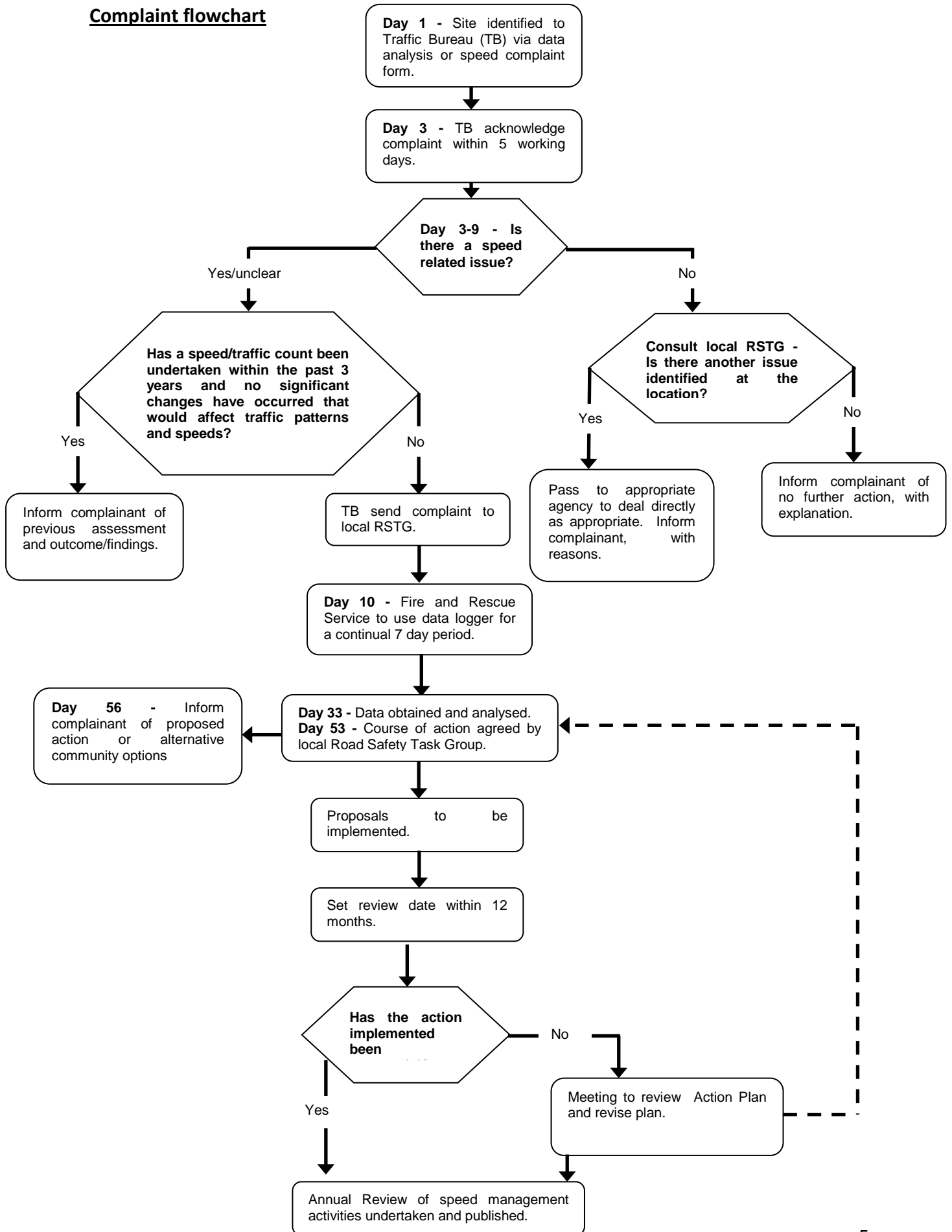
*The Traffic Bureau is an integral part of the North Yorkshire Police Criminal Justice Department.*

*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 and a dedicated analyst 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 take up to two months. As explained though, we will try to keep you informed at every step.

# 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
  - o Either by a Speed Concern report form being sent to the Traffic Bureau, or
  - o From data identified by the 95 Alive partnership looking at, for instance, recent collisions.

Each complaint is subjected 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, 95 Alive 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.pnn.police.uk](mailto:speedconcerns@northyorkshire.pnn.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 speed was last monitored in your community. If speed has been monitored within the last three years then we will let you know the outcome of that investigation. This is because unless something significant has changed at that location, government guidance states that driver behaviour changes very little over three years. However, if something substantial has happened at the locations that we will look at the possibility of monitoring the speed again.

Other information will also be taken into account at this stage, such as changes to the road layout e.g. installation of traffic lights

4. Once your complaint has been assessed and it has been agreed there is a need to monitor the speed of vehicles, equipment will be installed which monitors speed over a seven day period (for 24 hours a day).

After seven days the data will be sent back to the Traffic Bureau team for review. This is all part of gathering evidence and information on which decisions on resolving your concerns can be made.

5. The results of the above review will be forwarded to the local Road Safety Task Group (RSTG). The RSTG meets regularly to assess different road safety issues brought to their attention. All the information gathered relating to your complaint will be discussed by the RSTG who will decide the appropriate course of action.

The Road Safety Task Group is usually made up of:

- North Yorkshire County Council or City of York Council or Highways England
- North Yorkshire Police
- North Yorkshire Fire and Rescue Service
- Highways Agency
- District Councils

6. If there is a speeding issue, an appropriate course of action will be agreed i.e. education, engineering or enforcement, a combination of these or community based action, or no further action, according to the findings.

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

### **What information do we look at?**

So we can provide a proportionate response, we have developed an objective means of assessment for locations of concern and complaints. That means we gather evidence and information so we can get as full a picture of the location as possible. More information on how and why we look at these particular issues is explained below.

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 categorise 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** – Equipment is installed on the roadside which collects speed data over a period of at least 7 days (24 hours a day). This is then analysed. We look at all the data to see what speeds vehicles are driven at and the times of day and days of the week when they do so. It tells us when the road is busiest and when it is quiet. Our analysis looks further into the data, which 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 85<sup>th</sup> 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.

- c. We also look at the highest speeds reached by the other 15% of drivers and when this happens (time and day of the week). If there is a regular pattern, this can help to target police enforcement.

### 3. How fast is too fast?

When assessing the speeding data, 95 Alive 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 - <b>meaning a prosecution level starting at 35 mph</b>

The calculation for all speeds is below:

<b>Speed Limit</b>	<b>Action considered at:</b>
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 (by the local Road Safety Task Group) and implemented, or if no further action is to be taken, a letter will be sent to the complainant, Parish Council and City/County Councillor will be informed.

As part of any action taken to address a location of concern, a review date will be set within 12 months at which time the effectiveness of the action will be assessed. 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.



### Alternatives to prosecution



If a driver/rider is identified as having exceeded the speed limit, but at a speed that falls within certain threshold, (see page 8 for details of thresholds), he/she may be offered the opportunity to attend an educational training course at their own expense as an alternative to a fixed penalty fine and points on their driving licence. This offer can be made only once in a three year period – any subsequent repeat offence may be dealt with either by fixed penalty or through the courts as appropriate. The most common of these is a Speed Awareness Course.

### Community Speed Indicator Device (SID)

Community SID is an educational tool that is available within the City of York. It provides the opportunity for community engagement where investigation has shown that SID could be the most appropriate tool. SID works to give constructive messages, both to drivers and residents, reminding drivers of the speed limit.





### Mobile Speed Matrix Signs

In some situations, the use of a vehicle speed activated matrix sign will be considered appropriate. This involves the use of an electronic sign that illuminates only when a vehicle approaches at above the speed limit at the entry to a village. Research has shown these signs to be very effective in making drivers slow down. They are most effective when used for a short period of time as their effectiveness reduces with familiarity. However, they can be brought back for another short period if driver compliance with the speed limit starts to reduce again. These signs may be mounted on a suitable existing post e.g. telegraph pole (with permission) or may be a trailer mounted unit. They are usually made available to a community for a period of one or two weeks and may be brought back once or twice over a period of months. They are operated and installed by the Fire & Rescue Service as part of the local RSTG and are intended to be a means of addressing an intermittent issue.

### Temporary Vehicle Activated Signs

In North Yorkshire there is a programme for the use of temporary Vehicle Activated Signs (VAS) at some suitable locations. The VAS only activates when a vehicle approaches at a speed above the posted limit. On sites where few vehicles exceed the speed limit, the sign would rarely be seen to activate and is unlikely to be an appropriate measure. However, on busier Category 4 sites, that do not meet the ACPO enforcement levels, a VAS may be more appropriate and effective. The programme provides for a VAS to be installed on a temporary basis for a number of 6 week periods in a year. **This option is co-funded by NYCC and the local Parish or Town Council.**





### 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 local RSTG identify an evidenced community concern location which they consider 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.



## **Individual responsibilities of each agency**

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

- Deployment and operation of Speed Data collection equipment
- Deployment and operation of Mobile Speed Matrix signs
- Collection and distribution of speed and traffic data
- Involvement in educational programmes through partnerships

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

- Local management 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 County Council (NYCC) - Education, Training, Publicity and Engineering**

- Local management 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, Educational alternatives to prosecution for lower level offenders e.g. Speed Awareness Course
- Organisation, training and administrative support for the Community Speed Watch programme, including back office and subsequent actions e.g. letters to identified drivers, organisation of volunteers

### **Highways Agency - Education, Training, Publicity and Engineering**

- Local management of the Speed Management Process and all complaints for roads under their jurisdiction.
- Highways engineering
- Road safety education, training and publicity programmes

### **Local Road Safety Task Groups (RSTG)**

- Collection and assessment of speed data
- Determination of appropriate action
- Annual review of actions taken





# Speed Management Technical Manual

## Contents

### Introduction

Strategic aims

Key objectives

How complaints will be processed

### Methodology

Overview of the Speed Management Protocol

### Appendices

Appendix A	Complainant Process Flow Chart
Appendix B	Technical Process Flow Chart
Appendix C	Speed Complaint Form

## **Strategic Aims**

The purpose of this Speed Management Protocol is to provide a consistent, graduated method of managing inappropriate and excessive speed and of addressing complaints and concerns about speeding vehicles on the roads of North Yorkshire. Its aims are to reduce casualties and to improve the safety and quality of life both for people who live in the area and for those who travel through it in an appropriate and effective way.

## **Key Objectives**

- To reduce collisions and casualties, in terms of both numbers and severity.
- To reduce the risk to vulnerable road users.
- To create a safer and calmer traffic environment.
- To improve driver behaviour and compliance with speed limits.
- To create a positive attitude to the effects of speed by all road users.
- To reduce the demand upon the Health Service and other public services resulting from people having been injured on the roads.
- To improve the quality of life in local communities by addressing their concerns.
- To provide a consistent response to complaints about speeding throughout North Yorkshire and York
- To make best use of limited city and county wide resources by directing them to best effect.
- To involve the community in speeding issues and the implementation of the solutions

## **How complaints will be processed**

Complaints about speeding vehicles will be directed to the NYP Traffic Bureau, regardless of which agency they were initially reported to. The TB will be responsible for the management of each complaint and will act as the single point of contact throughout the process.

Each complaint will be assessed and progressed in line with the flow chart at Appendix A. The TB is responsible for managing each complaint and for maintaining records of all complaints received and final outcomes using the sample documents and records in the Appendices. By using the same single format, the management of complaints throughout the city and the county will follow a consistent process of assessment and response that will be graduated and appropriate according to the level of problem identified.

The data and site assessment and decision making process itself is carried out by members of the local RSTG which will usually consist of:

- Local Police representative
- NYCC or CYC Road Safety Officer
- NYCC or CYC Highways Engineer
- Fire & Rescue representative

These are the local practitioners who have the expertise and responsibility for assessing complaints, analysing data and implementing solutions. They are able to bring in other people as and when required through the RSTG or their own organisations.



## **Methodology**

### **Overview of the Speed Management Protocol - see flow chart in Appendix A**

1. Site of concern is identified from data analysis or a complaint from an individual resident or parish or district council. In every case a speed concern report form must be completed. One single form is sufficient for the site to be assessed. Multiple complaints will not enhance or accelerate the process and indeed may well delay any action being taken. Any complaint will be registered and managed by the TB.

#### **ACTIONS**

- register complaint and allocate a unique reference number
- send acknowledgement of receipt (as per flow chart in Appendix A)
- initial assessment of complaint
- obtain collision and casualty data for previous three years

2.

#### **ACTIONS**

- Circulate to local RSTG and agree that it may be speed related  
or
- If it is agreed that it is clearly not speed related, notify appropriate agency to deal and inform complainant and their local member of who this will be. That officer then assumes responsibility for action and response.

3. Has a speed/traffic count been undertaken during the past three years? Where a complaint is received for a site that has been assessed within the past three years, the outcomes of that assessment will be sent to the complainant. Additional assessments will not be undertaken within three years unless a significant change has taken place that will materially affect the traffic patterns, speeds e.g. a change in road layout, significant local development, or change of use.

#### **ACTIONS**

- If a count has been undertaken, respond to complainant (Letter sent as per flow chart) with outcomes of previous assessment, copy to Parish Council (PC) and City/County Councillor
- If the site has already been identified as a high risk site and investigation or work is planned, respond to the complainant, their PC and City/County councillor with that information. (Letter sent as per flow chart)

4. If a speed/traffic count is required, send the complaint and associated information to the local RSTG, who will be responsible for making arrangements for the local Fire & Rescue Service to place vehicle data recorder equipment at identified site(s).

#### **ACTIONS**

- RSTG to consider if there is an identifiable problem? Is it speed related or is there another issue e.g. noise or type of traffic, proximity to vehicles, particular types of vehicles? If not speed related, the issue will be passed to highways engineers NYP or other agency as appropriate, for their consideration and response.

- Fire & Rescue to undertake traffic and speed data collection for 7 day period
  - Resulting data to be uploaded.
5. The data will be collated and checked with information package forwarded to the local RSTG by the TB. The results will be assessed by the local RSTG.

#### ACTIONS

- Partners to consider speed and casualty data together with any other relevant local factors, grade the site according to the criteria (see flow chart Appendix B) and whether any intervention is required
  - Agree appropriate intervention(s) and who will undertake them and report back to the TB
  - If a joint approach is agreed, decide who will take lead and report back to the TB
  - Letter sent as per flow chart in Appendix A
6. If the site is assessed as a grade 4, low priority, no further action will be taken i.e. the process will be stopped at this stage.

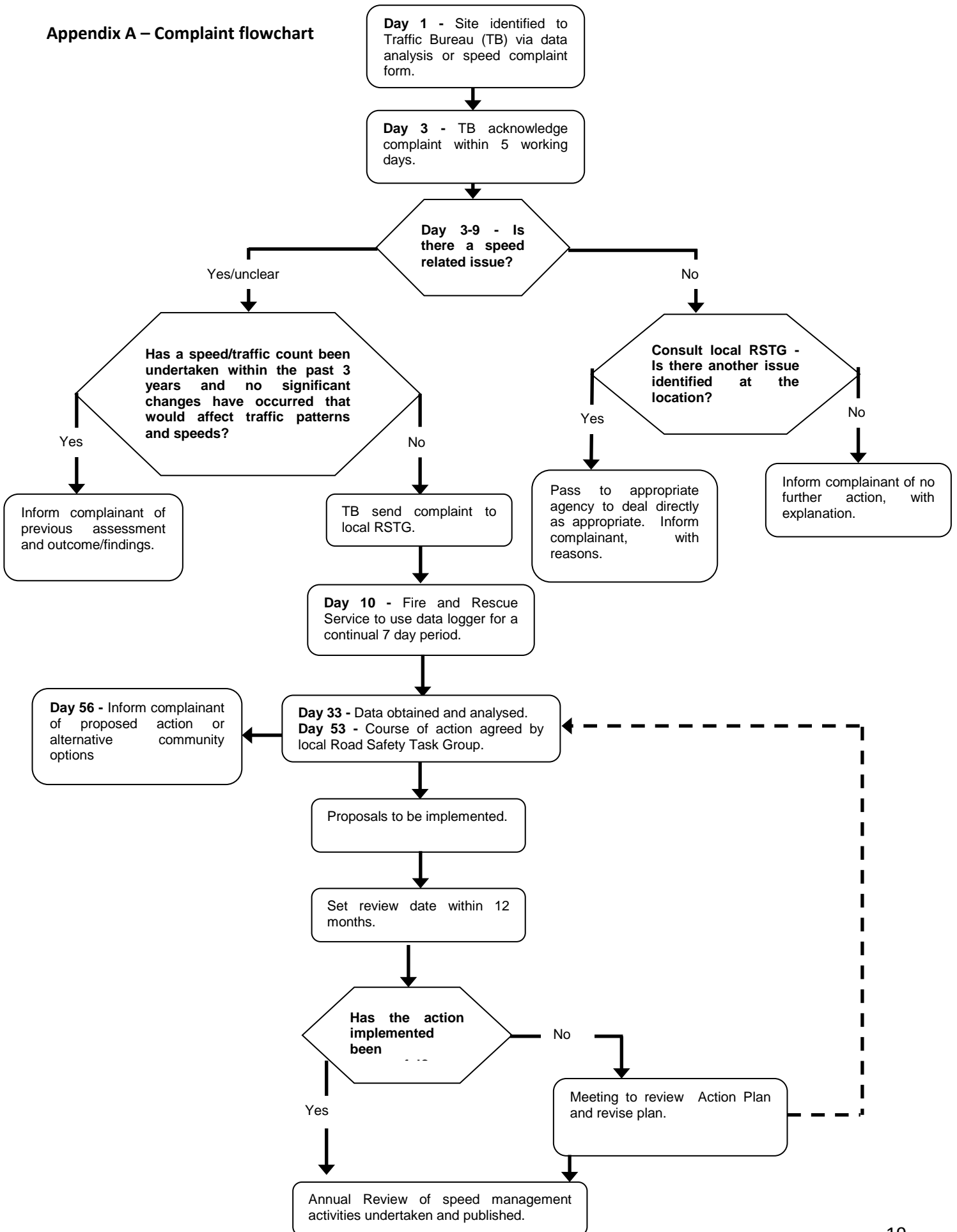
#### ACTIONS

- Notify the TB of the assessment findings and decisions taken.
  - TB will write to complainant with outcome and reasoning for no further action, copy to PC and City/County councillor (Letter sent as per flow chart Appendix A)
  - Complete file and close complaint
7. Review process. As part of any action plan to address a site of concern, a review date must also be set by the local RSTG for within 12 months, at which the effectiveness of the action taken will be assessed. This review will consider:
- whether the action has been effective
  - whether it needs to be repeated
  - If so, when/how frequently
  - If it was not effective, any other possible measures that may be applied
8. In addition to the case review, there will be an annual review of all speed management activities and a summary report compiled by each local RSTG to be sent to the 95 Alive Partnership via the TB. This report should be submitted by mid-January so that it can be used in detailed planning for the following years work and in conjunction with the annual collision and casualty data assessments

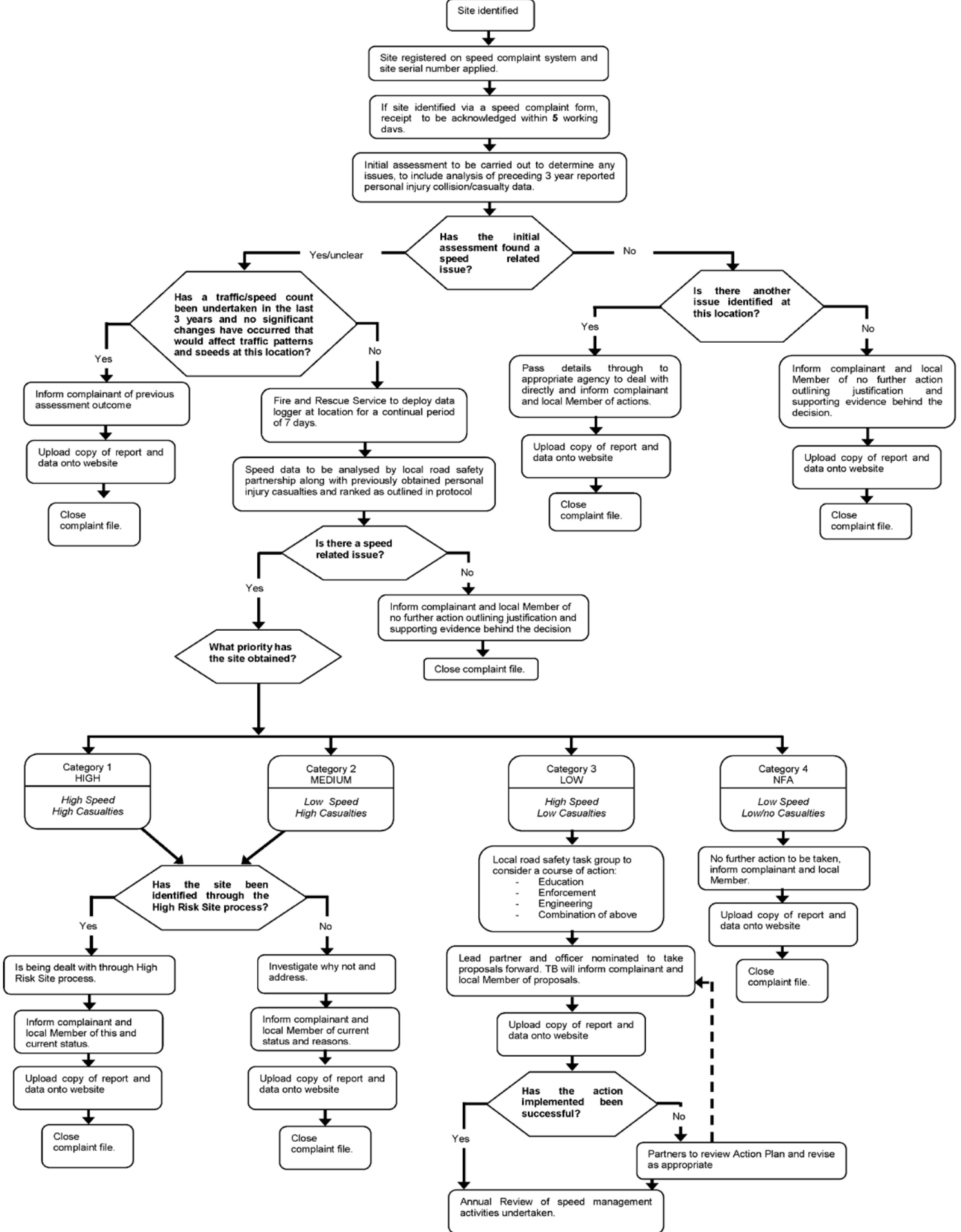
#### ACTIONS

- The local RSTG will compile and agree an annual report using a standard format together with a narrative summary report to elaborate on the data and any particular local issues that are noteworthy, explain how it is working in their area and to share best practice with other areas and through the 95 Alive Partnership

**Appendix A – Complaint flowchart**



**Appendix B – Technical Flowchart**





**Speed Concern Report**

Please note – **ALL** details are required please.

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

Address:

Postcode:

Tel Number (s):

E mail:

Vehicles exceeding ... mph speed limit along: *(Road name):*

at/ near to: *(house number / junction with)*

**MON / TUE / WED / THUR / FRI / SAT / SUN / ALL DAYS**

Time(s):  
*(if all day is there any time that you feel is worse)?*

Type of vehicle:  
*(Car / Motorcycle / Lorry / Bus / All Vehicles)*

Driven by: Local Residents / General Traffic / Employees of;- *(delete as appropriate)*  
 1.  
 2.  
 3.

Additional Information:

**Signature**

I would be willing to participate in any Community Action initiatives regarding the issue I have raised.	YES / NO
--	----------

This form should be returned to –  
**North Yorkshire Police, Traffic Bureau, PO Box 809 York YO31 6DG**  
 email: [speedconcerns@northyorkshire.pnn.police.uk](mailto:speedconcerns@northyorkshire.pnn.police.uk)  
 You will receive an acknowledgement