



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

## Contents

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

Who is York & North Yorkshire Road Safety Partnership?

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 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 County Council
- City of York Council
- North Yorkshire Police
- North Yorkshire Fire and Rescue Service
- Highways England
- 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 weeklong 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 on how to proceed.

## **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. Whilst many others are part of the process which helps resolve your speeding complaint, the Traffic Bureau 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 York & North Yorkshire Road Safety Partnership '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.police.uk](mailto: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*

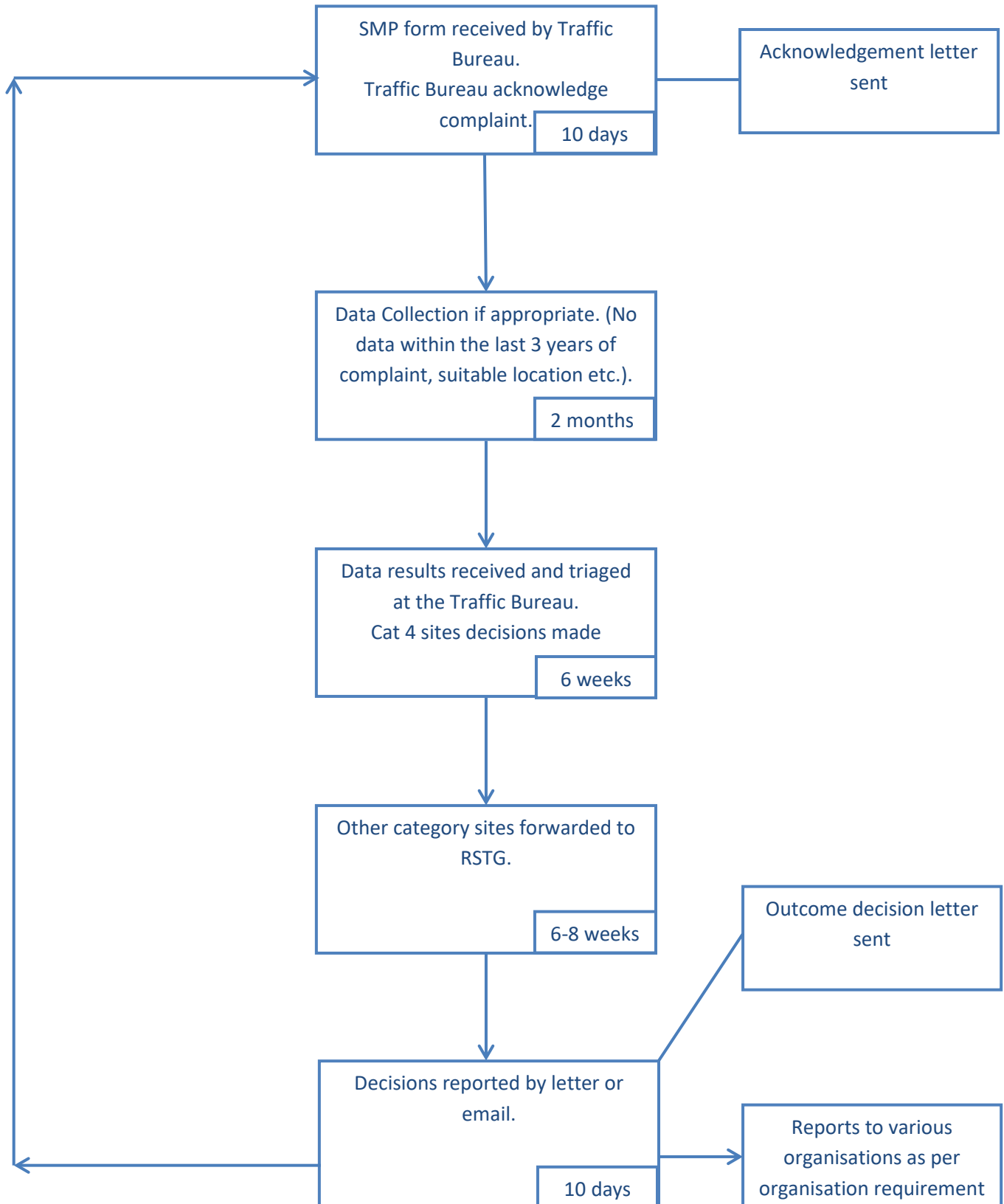
*It also has trained traffic management staff who provide intelligence and legal support to operational activity*

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 generally takes between two and six months. As explained though, we will try to keep you informed at every step.

Complaint flowchart

# 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](mailto: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 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 behavior 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 the data has been collected, it will be sent back to the Traffic Bureau team for review.

5. The results of the above review are triaged by Traffic Bureau. Where the results confirm 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.

6. Where results require further analysis, these sites will be referred 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
- District Councils (where applicable)

7. 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 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** – 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, 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:

<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 will 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.



### 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 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. 1<sup>st</sup> and 2<sup>nd</sup> time offenders will receive advisory letters asking them to address their driving behavior and remain within the speed limit at all times. On the 3<sup>rd</sup> offence, details are passed to our Road Policing Group who will attend the offender's address.



## 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 offender's 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 England - 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
- Review of actions taken



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: <b>YES / NO</b>	<b>Signature:</b>
---	-------------------

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

Email: [speedconcerns@northyorkshire.police.uk](mailto:speedconcerns@northyorkshire.police.uk) Tel: 01904 618968

Facebook: [www.facebook.com/NYPTrafficBureau](http://www.facebook.com/NYPTrafficBureau)

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](mailto:ycc@york.gov.uk) or tel: 01904 551550. North Yorkshire County Council can be contacted via [road.safety@northyorks.gov.uk](mailto: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](mailto:opsnap@northyorkshire.police.uk)

This form should be returned to –

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

Email: [speedconcerns@northyorkshire.police.uk](mailto:speedconcerns@northyorkshire.police.uk) Tel: 01904 618968

Facebook: [www.facebook.com/NYPTrafficBureau](http://www.facebook.com/NYPTrafficBureau)