



## Corporate Directorate of Place Parking Services

### Car Pound Management Policy

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## **1. Introduction**

This policy provides information on the management and operation of parking services' vehicle car pound.

## **2. Version Control**

<b>Version</b>	<b>Date Created</b>	<b>Amendment</b>
V1	21/02/2023	Document Creation
V2	07/03/2023	Document reviewed and finalised.

## **3. Pound Management**

The car pound will be owned by the London Borough of Hillingdon (LBH) with policies on operational management, removal criteria and pound management created and set by LBH.

The day to day running of the car pound will be carried out by the Councils enforcement contractor, APCOA Parking (UK) Ltd who will appoint staff to operate and run the car pound ensuring the Council's policies are adhered to.

## **4. Operating Hours**

In line with planning conditions, the car pound will be operational Monday to Sunday between 08:00 – 20:00. Staff are expected to arrive on site before 08:00 and leave after 20:00 however this is only to incorporate the arrival and ending of their shifts and to ensure staff are available to start and finish in line with the operational hours detailed above. No removal vehicle activity will be carried out outside of the stated operational days/hours.

## **5. Pound Security**

Vehicle and pedestrian access to the car pound will be controlled through double gates (known as an air lock gate). The first gate will be opened and closed with the vehicle/pedestrian held in the middle. The second gate will then be released to allow entrance/exit to the car pound. The air lock gating system is to ensure no persons or vehicles can gain direct access to the pound and to ensure the safety of staff and vehicle movement.

The car pound air lock gates will be kept locked at all times and only opened when access in and out of the pound is required. Keys to these gates will be held by the car pound operatives and the removal vehicle.

At the beginning and end of each shift, pound operatives are required to carry out a perimeter check ensuring fences haven't been damaged and the site remains secure. Once the pound has closed, pound operatives will exit the car pound and lock the air lock gates.

## 6. Vehicle Movement

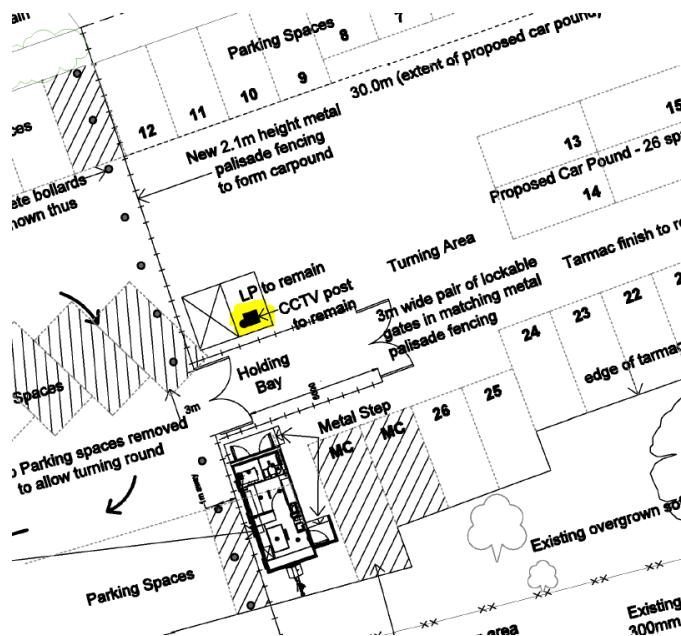
To ensure vehicle movement between customers using the car park and those using the car pound are not affected, the car park will operate a one-way system. Drivers entering the car park are required to follow the vehicle movement to the left, once they reach the boundary of the car pound there is a gap on the right allowing vehicles to carry out a U-turn and proceed back down the car park towards the main entrance/exit.

The removal vehicles accessing the pound will also be required to follow this same flow of traffic to ensure vehicle movement in the car park is managed in accordance with the directional arrows. In the event larger vehicles are required to access the car pound and cannot follow the flow of movement in the car park, pound operatives will manage traffic flow to ensure the movement of vehicles working in the pound do not affect customers using the car park.

In addition, to ensure vehicles do not idle within the car park for long periods of time, communication with the car pound operatives and removal team will take place to ensure the entrance and exit routes for the removal vehicle is accessible before the removal vehicle attends the pound.

## 7. CCTV

The CCTV column already in situ will be upgraded to incorporate additional cameras for monitoring of the car pound operation. The location of the CCTV cameras has been highlighted on the car pound plan below.



The column already has five overview cameras which cover the car park, an additional two overview cameras will be installed solely for monitoring the car pound. These overview cameras are static and fixed in position with the view being directed at the car park/car pound.

Recordings from these cameras are stored on site and held for 31 days, if an incident occurred and CCTV was required to be downloaded an instruction to the CCTV supplier, DSSL would be issued who will attend site to download the required footage.

