

London Borough of Hammersmith and Fulham



Annual Parking Report 2016/2017

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Glossary

This glossary explains common acronyms and definitions of technical terms used through the document.

Annual Report	This is the abbreviated name for this document, the <i>Annual Parking and Enforcement Report</i> .
CC	Charge certificate.
CEO	Civil Enforcement Officer. Following the enactment of Part 6 of the <i>Traffic Management Act 2004</i> on 31 March 2008 with respect to civil parking enforcement, 'Parking Attendants' are now referred to as CEOs.
CPZ	Controlled Parking Zone. All public highways in the London Borough of Hammersmith and Fulham are covered by a CPZ.
Contravention	This refers to a breach of parking regulations. This was formerly referred to as an 'offence' when regulations were enforced by the police.
Enforcement	In this document 'enforcement' activity by the Council covers that of parking controls.
KPI	Key performance indicator.
London Councils	This body represents the interests of the 33 London Local Authorities in London. London Councils' Transport and Environment Committee, which is made up of nominated representatives from each London local authority, carries out statutory functions, such as setting the level of Penalty Charge Level for parking contraventions in London. It is responsible for the parking adjudication service and administration of the London Lorry Control Scheme.
London Tribunals	The parking and traffic appeals service (formerly PATAS)
NTO	Notice to owner.
PCN	Penalty charge notice.
Recovery rate	The percentage of PCNs issued that have been paid. Non-payment of PCNs may be due to those receiving the PCN or as a consequence of the Council not being able to obtain the keeper details from the DVLA (Driver and Vehicle Licensing Agency).
RingGo	Pay and Park facility used in Hammersmith and Fulham
TEC	London Councils' Transport and Environment Committee
TfL	Transport for London, one of the bodies the GLA and the Mayor of London is responsible for.
TMA	Traffic Management Act 2004

TMO

Traffic Management Order. TMO is used as a generic term in this report to cover any traffic management or traffic regulation orders that are used to designate parking and traffic controls.

Introduction and Background

Overview

This is the London Borough of Hammersmith and Fulham's Annual Parking and Enforcement Report for 2016/2017.

This report will focus on four key areas:

- Introduction and Background
- Parking in the London Borough of Hammersmith and Fulham
- Reviews and Monitoring
- A Look Ahead

The legislative framework for Local Authorities to carry out parking enforcement changed on 31 March 2008 when Part Six of the Traffic Management Act 2004 (TMA), replaced parts of the Road Traffic Act 1991. The Department for Transport (DfT) introduced the TMA to improve public perceptions of parking enforcement by providing greater consistency of nationwide parking regulations and providing a fairer and more transparent system.

The TMA required a number of changes to parking enforcement practice, which covered the terminology and documentation used, and the processing of Penalty Charge Notices (PCNs). It also placed additional responsibilities on authorities to publish information regarding parking enforcement, including an annual report.

More information on parking in the Hammersmith and Fulham is available on our website at:

<https://www.lbhf.gov.uk/parking>

The need for parking regulations and why they are enforced

This annual report sets out the important facts and figures of the London Borough of Hammersmith and Fulham's parking and enforcement activity. Our parking policy principles are summarised as:

Parking controls play an important part in the Council's transport strategy by regulating the amount of traffic within the Borough and encouraging the use of public transport.

We believe that parking issues affect everyone who uses our streets, not only car users.

We seek to maintain a balance between the different demands – from residents, businesses and visitors, whilst ensuring there is good access for pedestrians, cyclists, buses and other vehicles. Our general policy is to provide the maximum number of car parking spaces while allowing the satisfactory and safe movement of traffic and the maintenance of a good quality residential environment.

We constantly monitor and review our parking policies to ensure that they meet the needs of the local community and reflect our transport policy objectives.

The purpose of this document

This document focuses on parking and enforcement issues and the new schemes and processes that we believe will offer a better service to our customers.

The Council is committed to being open and transparent about its parking operation, with the mind set of keeping the local community and other interested parties abreast of any changes the we have made and any we are considering for the future.

Parking in Hammersmith and Fulham

All roads controlled by the London Borough of Hammersmith and Fulham are part of a Controlled Parking Zone (with a few exceptions of private roads) and all kerbside space is therefore dedicated as a parking space or has a yellow line waiting restriction.

On-street parking bays are reserved for use by certain users. We have the following types and numbers of bays in the Borough: -

Type of Bay	Number
Standard Shared Use Parking Bay	39859
2 Hour Parking Bay	1416
4 Hour Parking Bay	913
1 Hour Parking Bay	601
Disabled Parking Bay	393
Loading Bay	121
Permit Only Parking Bay	105
Pay and Display Only Parking Bay	62
Car Club Bay	47
Electric Parking Bay	41
Motorcycle Parking Bay	40
Doctors Parking Bay	37
Market Trader Bay	34
Taxi Parking Bays	29
Diplomatic Parking Bay	6
Ambulance Parking Bay	1

You can find information concerning parking and examples of road markings and signage in the *Highway Code* and in the Department for Transport's *Know Your Traffic Signs* booklet and in the *Traffic Signs Regulations and General Directions 2016*.

These publications and other useful information related to parking can be found on the Department for Transport's website www.dft.gov.uk.

Resident Parking

Eligibility for a parking permit is based on the resident's ability to clearly demonstrate their ongoing full time/main residency in Hammersmith and Fulham, their entitlement to a full driving licence and the keepership / main use of the vehicle at their address in the Borough.

Each member of a household is entitled to apply for a maximum of 2 permits – a resident first permit for their first vehicle and a resident second permit at the higher price for their second vehicle. Permits can be issued for a period of 6 or 12 months. Temporary 30-day parking permits are available for new residents who can apply using reduced proofs and then upgrade the permit to a full annual version at no further charge when any outstanding documents are submitted. This permit incurs a non-refundable deposit equivalent to a 12 month permit to deter fraud.

Green vehicle discount is available for residents who use a vehicle that emits 100 g/km or less of CO₂. The discounted price is only available for the first permit. Prices as below:

Permit Type	Duration	First Permit	Second Permit
Standard	6 months	£71	£260
Standard	12 months	£119	£497
Temporary	30 days	£119	N/A
Green Vehicle	12 months	£60	N/A

During 2016/17 we issued 58,776 residents permits. As at Sept 2017, the total number of resident permit holders in the Borough were:

Resident First Permit	29,616
Resident Second Permit	432
Total Permit Holders	30,048

Resident Permit Appeals

We operate a one stage appeals process for applicants who have been refused a parking permit, except for non-residents and permit free planning agreements. Applicants can appeal in writing and a decision is made within 30

days of receipt of the appeal. There is no further right of appeal once a decision has been made.

- Total number of appeals in 2016/17 = 13
(Number upheld = 4, Number not upheld = 9)

Disabled Parking

The National Disabled Persons' Parking Badge Scheme (Blue Badge Scheme) is fully operational within the Borough. Some disabled parking bays are reserved for specific Blue Badge holders, and are not available for other Blue Badge holders. These bays are clearly signed and marked.

We take fraudulent use of disabled badges very seriously and employ officers specifically to investigate and prosecute offenders. Between 1 April 2016 and 31 March 2017, 169 blue badges were seized. This is down from 195 (2015/16) and 222 (2014/15) in the previous three years.

Motorcycle Parking

Parking remains free of charge for motorcycles. We have a small number of designated on street solo motorcycle only bays within the Borough. We designate these in spaces where there is high demand, such as commercial Town Centres, and where there is higher proportion of motorcycle theft. We work with the Metropolitan Police to determine these locations.

Historically, neither residents or visitors with motorcycles have been charged to park in the Borough. This was due to difficulties in displaying a resident permit or pay and display ticket on a motorcycle. However, with the introduction of RingGo, pay by phone, parking and new technology allowing us to issue virtual permits, the Council will be reviewing its policy over the coming year.

Car Clubs

We are enthusiastic supporters of car clubs, and believe that they offer great potential to reduce both traffic congestion and on-street parking stress. Car clubs are an alternative to car ownership that gives members of the club access to vehicles when needed. They have been described as a pay-as-

you-go form of car ownership, whereby you pay only when you are using the car.

We currently have 47 on-street car club locations, managed by two operators. Our operators have moved away from diesel vehicles and are actively looking to make all of their fleets fully electric or hybrid.

We also introduced London's first electric vehicle Car Club, in partnership with providers Bluecity. There is a network of on-street electric vehicle charging points, including in residential streets, across the Borough and electric Car club members can use any of these charging points. As the Bluecity scheme now runs London-wide, the amount of vehicles parked and available in the Borough may fluctuate.

Cycle Parking

Demand for both on-street and off-street cycle parking has continued throughout the year, especially at key transport interchanges such as the Hammersmith Broadway and major retail developments such as Westfield. We currently have 2400 cycle stands on streets in the Borough. In addition, we have also seen a rise in the demand for secure on-street parking units

To meet the demand, we have continued to install 'Sheffield style' stands on streets throughout the Borough, installing 210 new cycle parking spaces. We have also worked with our Housing Department to provide secure cycle parking units at a number of Housing Estates. 24 of these units have been installed at these locations.

To meet the increase in cycle parking demand, the Council insists that all new or re-developments provide convenient and secure cycle parking, and where possible, this should be at ground level. The Council's policies have set higher standards than the London Plan of 2011 for Residential Flats and Houses, which set out 1 space for 1 bedroom properties, and a minimum of 2 spaces for two bedrooms

Inter-borough co-operation

In 2013/14 we created a shared Parking Service with the Royal Borough of Kensington and Chelsea. This arrangement is on target to achieve significant savings in officer costs whilst retaining in-house staff. The structure ensures both Boroughs' sovereignty is maintained and the Parking Enforcement

Service in the Borough continues to be delivered in a professional manner that revolves around the needs of our residents.

In March 2017, The Shared Parking Service won the prestigious annual British Parking Association Award for 'Parking Team of the Year'. The jury said this of the Shared Service:

'The jury selected the Shared Parking Service as Parking Team of the Year because the Royal Borough of Kensington and Chelsea and the London Borough of Hammersmith and Fulham have forged a working relationship that goes beyond simply sharing resources and achieving economies of scale. The Shared Parking Service demonstrates how the experience and talents of different parking organisations can be brought together to work in a manner that benefits communities, businesses and visitors across a wide area of London. The jury were also impressed that one team is able to deliver services that respect and deliver the specific ambitions of the two councils when it comes to meeting local parking and traffic management needs.'



Parking Operations

We procured the Parking Enforcement Agent (Bailiff) Contract in January 2017, which was awarded to Marston Group Ltd as a primary supplier. Equita were awarded the secondary contract, who will work on the warrants that are returned from Marston.

Parking Enforcement

The LBHF Enforcement Team is one of the few remaining in-house parking enforcement units in Britain, and has been since its inception in October 1991. Since then, we have contracted our own parking attendants, now known as Civil Enforcement Officers (CEOs), to enforce all parking restrictions including yellow line restrictions.

We expect CEOs to act in a consistent and professional manner and to treat all motorists equally, without showing favour, bias or prejudice.

When finding a vehicle is parked in contravention of a parking restriction, it is the duty of a CEO to issue a PCN to that vehicle and they have no powers to subsequently cancel or withdraw those notices.

In addition to parking enforcement, CEOs provide advice and guidance to the public, inform the police of suspected criminal activity and report suspected abandoned vehicles, faults with parking equipment and missing/faded road markings and missing/damaged signs. They act as the our 'eyes and ears' on the street and their high profile, uniformed patrols help to deter antisocial behaviour.

Hammersmith and Fulham Council is taking a wide range of actions to tackle air pollution through the enforcement of Idling vehicles. At present, Our Civil Enforcement Officers engage with the driver, requesting that the driver switch off their engine, which has proven to be very effective.

Moving Traffic and Bus Lane Enforcement

Since 1999 the London Borough for Hammersmith and Fulham has been using Attended CCTV cameras to enforce Bus lane regulations, using the powers granted by the London Local Authorities Act 1996. In 2003 Parking Regulations, updated later by the Traffic Management Act 2004, also started to be enforced via Attended CCTV, although a partial Ban was introduced by coalition Government in 2015. Finally, since 2006, Moving Traffic contraventions have also been added as an enforcement type.

The introduction of enforcement of traffic regulations by CCTV cameras is one part of a wide-ranging programme of measures to improve the reliability and punctuality of public transport, to reduce congestion, pollution and increase road safety.

The aim of most traffic management measures, such as bus lanes and parking regulations, is to give priority to certain groups of road users by excluding others during prescribed hours to meet the aims of Highways policy. CCTV enforcement activities occurs using the shared Manned CCTV network across the Borough. A camera access priority policy has been agreed with key stakeholders, including the Community Safety Division, the Borough Police and Transport for London.

The Authority is a member of the “London Councils” body and is represented on the Parking Enforcement Forum’s CCTV subgroup. The Authority has also adopted the London Code of practice for CCTV enforcement. LBHF currently uses around 42 cameras, of those 26 are deemed regularly Useful.

The PCN Appeals Process

When a PCN is issued the owner of the vehicle is legally obliged to pay the penalty charge. Vehicle owners may dispute the issuing of a PCN at three stages:

- They can make an informal ‘challenge or representation’ before the Council issues a Notice to Owner (NtO)
- Once a NtO has been served, they can make a formal representation against the NtO (this can still be done if an informal challenge has previously been made and rejected). The legislation sets out specific grounds for formal representation against the NtO. However, whether or not those grounds apply, representations may also be made on the basis that, in the particular circumstances of the case, there are mitigating reasons for the cancellation of the PCN
- We will issue a Notice of Rejection if the formal representation is rejected. The owner then has the right to appeal within 28 days to an adjudicator of the London Tribunals. The adjudicators have a judicial status: they are appointed with the agreement of the Lord Chancellor and they are wholly independent. Their decisions are final and they have the power to award costs against either party

After this, no further challenges can be made, other than on a point of law through an application to the High Court for Judicial Review.

Full details of the adjudication service and of the appeals process can be found on their website www.londontribunals.gov.uk

Parking appeals

The 2016/17 statistics from the London Tribunals show that the Council won 68.6 per cent of appeals. This independent score is a key indicator for the Parking Service.

Suspensions

As parking spaces are at a premium within the London Borough of Hammersmith and Fulham (LBHF), suspensions are considered an inconvenience to residents, but we have to suspend bays for a number of reasons. These reasons include furniture removals, utilities and special events. Consequently, requests for suspensions require reasonable notice to warn other road users, through the use of signs on street, of the intention to suspend parking.

Most applications for parking suspensions and payments must be made no later than the eighth day before the date requested. Unless, the request is for more than 30 metres or, the request is for more than three days, when more notice is required. The notice period for LBHF, range from eight days to four weeks and, the guidelines for notice periods are available on the LBHF website at <https://www.lbhf.gov.uk/parking/suspensions-and-road-closures>.

There is also a graduated charge scheme which has encouraged those requesting longer term suspensions to give greater thought to the amount of time and space they need. Graduated charges are calculated per day, per parking bay space and, a chargeable day, is any day on which parking controls would normally apply in the suspended area.

Ringo Parking

In December 2016, we began the rollout of Ringo – a pay and park facility. Residents and visitors to the Borough are now able to pay for their parking session on their mobile phones by using the Ringo app, or through an automated voice service. The majority of the Borough now has the Ringo facility, with 65% of all pay and park transactions made via the Ringo system in March 2017.

We will continue to introduce Ringo to other parts of the Borough throughout 2017.

Electric vehicles

In partnership with Blue Point London, the operators of the Source London network, the council has installed 108 7kwh charge points at 35 locations across the Borough. Planning applications are currently being considered for a further 22 charge points in 8 locations, should these be successful these points will be implemented by the end of the year, bringing the total to 130. The aspiration is to provide a charge point within 400m of every residential property in the Borough, which in most neighbourhoods will be achieved.

We are also exploring lamp column charging technology with a trial of 6 points currently underway. Should this trial be successful we will be rolling these out at sites across the Borough.

Additionally, TfL are working with us to deliver at least two rapid charge point sites that will provide a 50kwh charging option near major road interchanges in the borough.

Looking Ahead

Pay and Display Machines

The Council is currently working on the replacement of all the pay-and-display machines (PDM) across the Borough. Due to their age, these machines were difficult to retrofit with the necessary equipment to accept the new one-pound coin. The significant work programme will be completed before the end of the year.

This project has also provided an opportunity to rationalise the PDM provision, realising a number of benefits including significant immediate and ongoing cost savings, eliminating problems of theft and vandalism and reducing street clutter both in terms of numbers and the new slimline design.

New PDM locations have been carefully considered to ensure that a borough-wide coverage of no more than approximately 120m walking distance from a parked vehicle is necessary.

Permit Fraud Investigation

In April 2017 we employed a full time Permit Services Support Officer who has a general operational role with added responsibility for eligibility checking, potential fraud cases, over height enquiries and liaison with other teams.

We recognised that the risk of potential fraud was likely to increase as our services moved towards more online methods and we needed to mitigate this.

CPZ Reviews

Each year, the Parking Projects and Policy team commit to a programme of controlled parking zone reviews. This programme is subject to change throughout the year and is influenced by several factors including changes to parking pressures through local developments, section 106 funding allocation for specific areas and local events/traffic management measures which affect parking stress in certain areas.

There are also other influences which arise throughout the course of the financial year which necessitate urgent reviews of parking restrictions. For

minor changes to parking layouts and restrictions, we make changes through a quarterly programme of traffic order advertisements where lots of similar minor requests are addressed in batches.

Statistics, financial information, reviews and monitoring

Financial statistics

Within the Council's budgeting processes and procedures, the parking account is a 'memorandum account', which is set up and collated from the Council's accounts. It is necessary to set up the parking account in this way since any surplus generated can be spent only on certain allowable transport, parking, and highways related activities, as specified by law, and accounted for separately in the Council's accounts to show transparency.

Parking income and expenditure

Income from the on-street operation in 2016/17 totalled £35 million, and the expenditure to provide the on-street service was £12.2 million. The surplus of £22.7 million was transferred to the Council's Car Parking Reserve which we use to fund off-street parking, public transport and other transport and highways related improvements.

Although the Council sets the level of permit and pay and display charges, the level of penalty charge notices, clamping, and removal fees are set by London Councils' TEC. The highest proportion of income is from visitor parking reflecting the demand for these facilities.

Application of surplus

The Council has discretion on how to spend any surplus that may arise, within the allowable uses set by Section 55 of the Road Traffic Regulation Act 1984. Under current legislation, the application of any surplus is limited to meeting the cost of providing and maintaining parking facilities, highways improvement schemes, highway maintenance, public passenger transport services and certain other service categories.

On-street Account			
Income	2016/17	2015/16	2014/15
Pay and Display	12,970,149	11,808,093	11,978,661
Residents Parking Permits	3,760,151	3,660,856	3,747,594
Doctors Parking Permits	0	504	3,150
Business Parking Permits	866,781	834,208	839,775
Parking Suspension Income	3,127,801	3,507,815	3,850,774
Parking Penalty Charge Notices	6,654,325	6,852,033	6,788,960
Bus Lane Penalty Charge Notices	1,492,578	1,578,141	941,846
CCTV Parking Penalty Charge Notices	30,207	47,763	1,321,214
Moving Traffic Penalty Charge Notices	5,846,155	6,678,160	6,386,584
Clamping and Removals Income	255,910	327,989	297,125
Other Income	90,356	0	43,082
Total Income	£35,094,413	£35,295,562	£36,198,764
Expenditure	2016/17	2015/16	2014/15
Parking on Street Enforcement Staffing	2,498,743	2,147,664	2,324,558
Other Staffing	2,932,749	2,882,782	2,872,088
Non-Staffing Costs	6,867,546	8,064,726	7,627,294
Total Expenditure	£12,299,037	£13,095,172	£12,823,940
Surplus	£22,795,376	£22,200,390	£23,374,824

Application of parking surplus			
	2016/17	2015/16	2014/15
Surplus (Deficit)	£22,795,376	£22,200,390	£23,374,824
Brought forward	0	0	0
Contribution to capital schemes (controlled parking zones and lamp columns)	700,000	700,000	700,000
Concessionary Fares	9,597,691	9,693,933	9,669,409
Taxicard	206,800	198,054	206,800
Highways Maintenance	10,958,683	10,437,211	11,292,831
Street Trees	349,212	318,331	333,996
Lighting, traffic signs, pedestrian crossings	982,990	852,861	1,171,788
Carried forward	0	0	0

Penalty charges

The amount a council may charge for a PCN is set by London Councils TEC, agreed by the Mayor of London and ratified by the Secretary of State and this is reviewed every four years.

As the demand for road space and parking is more intense towards the centre of London, PCN charges are generally higher in Central and Inner London. The whole of Hammersmith and Fulham is in the highest parking charge band, Band A.

On 15 April 2011 the Band A penalty charges were set at:

- Higher rate - £130 reduced to £65 if paid within 14 days
- Lower rate - £80 reduced to £40 if paid within 14 days

These charges have not increased since then.

Payment of PCNs

If a vehicle owner pays a PCN within 14 days of the date of issue, a 50 per cent discount applies. Representations that we receive within the initial 14-day period can result in us cancelling a PCN, but if we decide not to cancel the PCN, we allow a further 14 days from the decision date for payment to be made at the reduced rate.

PCN recovery rate

Recovery rate is calculated as the number of PCNs paid (in part or in full) as a percentage of PCNs issued. Hammersmith and Fulham's recovery rates for 2016 – 2017 was 77%.

PCNs Issued 2016 - 2017	HF LLAA CCTV MV	HF RTA BUS	HF TMA CCTV	HF TMA HH	TOTAL
No. Higher level issued	82,946	23,042	278	99,024	205,290
No. Lower level issued	N/A	N/A	N/A	32,589	32,589
				Total	237,879

PCNs Paid 2016 - 2017	HF LLAA CCTV MV	HF RTA BUS	HF TMA CCTV	HF TMA HH	TOTAL
Total number of PCNs paid	73,373	17,799	209	92,095	183,476
No. of PCNs paid at discount	62,704	15,390	165	70,218	148,477
No. of PCNs paid at face value	3,956	1,150	15	14,633	19,754
No. of PCNs paid at Charge Certificate	6,713	1,259	29	7,244	15,245
No. of PCNs where a	13,913	747	33	8,039	22,732

representation was made					
No. of PCNs cancelled as a result of representation (mitigation)	2,248	943	29	18,978	22,198
No. of PCNs cancelled for other reasons	2,511	824	13	5,207	8,555
No. of representations that are rejected	5,351	520	33	3,383	9,287
No. of vehicles removed	N/A	N/A	N/A	992	992

Appeals and Adjudication

Appeals and Adjudication			
	2016/17	2015/16	2014/15
No. of appeals received	1250	1675	2009
Ratio of appeals to PCNs issued	0.47%	0.66%	1.56%
Appeals not contested	124	236	320
Appeals allowed by Adjudicator	354	598	666
Appeals refused by Adjudicator	772	917	1023

Note: figures reflect activity throughout the year

Annual statistics on civil enforcement officers' safety

Unfortunately, CEOs are subject to high levels of abuse and assault, both verbal and physical, whilst carrying out their duties. In order to provide support to CEOs our contractor has implemented an alarm system that can be sent by personal radio to their control room.

- Code Yellow is sent by a CEO when he or she is being subjected to an intense verbal assault that could become physical. CEOs are

encouraged to distance themselves from the person who is abusing them at this point

- Code Red is sent when a CEO has been subjected to a physical assault or feels that it is imminent. If a Code Red is broadcast all CEOs and mobile units in the area will move to provide support to the threatened CEO

	2016/17	2015/16	2014/15
Code red	11	14	26
Code yellow	20	21	39

All of our Civil Enforcement Officers wear a body camera whilst on patrol of the Borough. If a staff member feels that their personal safety is in danger, they will advise the member of the public that they will start recording the interaction. Such efforts can potentially defuse a volatile situation, and in a worst case scenario, provide extensive evidence for the police to use in prosecution proceedings against the aggressor.