

## **FREEDOM OF INFORMATION ACT 2000**

Your request for information has now been considered and the Council's response to your questions is shown below.

**You asked:**

**I would, therefore, the greater clarification on commercial loading and unloading. In particular the statutory provisions as well as rules and local guidance on the following;**

- 1. Guidance on loading and unloading in a commercial zone such as Narborough Road;**

### **ANSWER**

Loading and unloading restrictions in commercial zones such as Narborough Road is dependent on the signs and lines in place. It is the responsibility of the driver of the vehicle to check the signage and lines in place to ascertain the restrictions in place. Attached separately is a list of Traffic Regulation Orders that apply to Narborough Road.

- 2. Rules on time allowed for commercial loading and unloading;**

Where restrictions permit loading and unloading to take place, there is no set time limit as long as it's continuous. Once the process is complete, the vehicle should be moved.

- 3. Places where commercial loading is not allowed;**
- 4. Places where commercial is allowed;**

Signage and lines would indicate where loading and unloading is permitted. There is no separate order for commercial loading and unloading.

- 5. Length of time required by an Enforcement Officer before issuance of a ticket**

A Civil Enforcement Officer will observe a vehicle for 5 minutes to ascertain if continuous loading and unloading is taking place. If no loading or unloading is observed during this period, a Penalty Charge Notice will be issued.

If there is a no loading restriction in place, an instant Penalty Charge Notice will be issued

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If you are dissatisfied with the handling of your request please write to:

**Information Governance Manager**  
**Information and Customer Access**  
**Leicester City Council**  
**FREEPOST (LE985/33)**  
**New Walk Centre**  
**LEICESTER LE1 6ZG**

e-mail: [info.requests@leicester.gov.uk](mailto:info.requests@leicester.gov.uk)

Your request for internal review should be submitted to the above address within 40 (forty) working days of receipt by you of this response. Any such request received after this time will only be considered at the Council's absolute discretion.

You can also complain to the Information Commissioner at:

**Information Commissioner's Office**  
**Wycliffe House**  
**Water Lane**  
**Wilmslow SK9 5AF**  
**Telephone: 01625 545 700**

[www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

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