Policy on HGV Traffic Incidents and LGV and Van Monitoring in the Village of Alconbury

October 2025

1. Purpose

This policy sets out the procedure for managing incidents involving Heavy Goods Vehicles (HGVs) occurring in Alconbury village. The policy ensures:

1.1 Residents know how to report incidents;

1.2 The Parish Clerk can take prompt and consistent action;

1.3 Haulage operators are held accountable;

1.4 A record is maintained for oversight and reporting to:

- Cambridgeshire Constabulary;
- DVSA (Driver & Vehicle Standards Agency);
- Office of the Traffic Commissioner;
- Highways Department, Cambridgeshire County Council;
- National Highways.

2. Scope

This policy applies to all goods delivery vehicles incidents in the village where vehicles exceed the 3-tonne weight restriction on the Heritage Bridge, or otherwise contravene traffic regulations relating to 7.5-tonne weight restricted roads.

3. Grounds for Complaint

3.1 Vehicles being driven through Alconbury (not for access) of a greater weight than the weight limited in the village e.g. a 12-tonne truck driving through which has a 7.5 weight limit. This contravenes the **Road Traffic Regulation Act 1984**.

3.2 For HGVs regularly using Alconbury as a shortcut, there will be restrictions on local operators' licence preventing this. Complaints will be made to the operator directly and records kept of each complaint. If this is ignored, a complaint letter will be submitted to the Office of the Traffic Commissioner (see Section 7 below).

3.3 HGVs parking overnight should be reported to licence operator. It should be noted that LGVs must use their own operator centres or designed truck parking areas. Complaints will be directed to the senior person at the operator's company e.g. CEO or MD. If this is ignored, a complaint letter will be submitted to the Office of the Traffic Commissioner (see Section 7 below).

3.4 Vehicles should not be parked for long periods with engines or refrigeration equipment running continuously, causing excessive noise. Complaints will be directed to the senior person at the operator's company e.g. CEO or MD. If this is

ignored, a complaint letter will be submitted to the Office of the Traffic Commissioner (see Section 7 below).

3.5 Vehicles that are parked poorly or inappropriately, causing obstruction, should be reported to the National Highways website under Report a Problem or call 0300 123 5000.

3.6 Vehicles driving at excessive speed or driving dangerously should be reported directly to the Police.

4. Resident Reporting Procedure

Residents witnessing an incident are requested to report it promptly to the Parish Clerk by email or letter using the document at Appendix B. Reports should, where possible, include:

4.1 **Date and time** of the incident;

4.2 **Exact location** - record the weight or other restriction that has been contravened. Photograph the vehicle and signs if possible;

4.3 **Details of the offence or complaint**;

4.4 **Vehicle details** – registration number, fleet numbers, vehicle make/model/colour, vehicle size and weight (articulated or rigid);

4.5 **Company name** – if possible, check the vehicle cab for the operator's name (*this is a legal requirement for operator licencing of HGVs*). This might not be the same as the company branding on the vehicle; for example, M&S trucks are operated by several operators. Complaints should be made to the operator, not the customer for whom they are delivering, who would have no information on the vehicles;

4.6 **Operator licence number** – the operator must display a valid operator licence disc in the windscreen. This will be a blue, orange or green disc, usually on the nearside of the windscreen that clearly names the operator and the relevant licence number.

5. Clerk's Responsibilities

Upon receipt of a valid report, the Clerk will:

5.1 Log the incident in the HGV Incident Database.

5.2 Identify the operator or haulage company from the information provided. Guidance Notes to support the Clerk are set out at Appendix A.

5.3 Check the DVSA website to find the operator licence details if it has not been supplied by the resident.

5.4 Issue a formal letter (see Appendix C) to the operator, outlining the traffic offence and their responsibilities as licence holders.

5.5 Where repeated offences are logged against the same operator, prepare a report for submission to the Traffic Commissioner for consideration when the operator's licence is reviewed or renewed.

6. Data Recording and Monitoring

6.1 The Parish Council will maintain a secure database of all reported incidents, including date, time, vehicle details, operator, and action taken.

6.2 The database will be reviewed quarterly by the Parish Council and summary data will be included in the Minutes.

6.3 Patterns of repeated incidents by the same operator will trigger escalation to the Traffic Commissioner or other appropriate authority.

7. Escalation to the Traffic Commissioner

7.1 Where three or more incidents are recorded against the same operator within a rolling 12-month period, the Clerk will prepare a dossier of evidence.

7.2 This dossier will be submitted to the Office of the Traffic Commissioner for review in relation to the operator's compliance with licensing obligations.

8. LGVs and Delivery Vans (Supermarket and Courier Vehicles)

8.1 The Parish Council recognises that Light Goods Vehicles (LGVs) and smaller delivery vans—such as those operated by supermarkets, Amazon, and other couriers—can also exceed safe load limits when fully laden. While these vehicles are often rated below the formal Heavy Goods Vehicle threshold, their gross weight when fully loaded with goods or parcels can exceed the 3-tonne restriction applicable to the Alconbury Heritage Bridge.

8.2 The Parish Council will therefore write to local supermarkets, distribution centres, and delivery depots that regularly operate in or around Alconbury. These letters will remind operators and local managers of the 3-tonne bridge restriction, requesting that route planning systems, navigation devices, and driver training materials make explicit reference to the need to avoid the Heritage Bridge when vehicles may exceed the permitted limit once fully loaded.

8.3 The correspondence will also ask that operators confirm the unladen and fully laden weights of their delivery vehicles and ensure that the total vehicle and load weight does not breach the restriction when entering the village.

8.4 Residents are encouraged to use the existing reporting procedure (Appendix B) to record any LGVs or delivery vans seen crossing the Heritage Bridge or travelling through the village in contravention of posted restrictions. These reports will be handled in the same way as HGV complaints, with incidents logged in the Parish Council's database and follow-up letters issued where necessary.

8.5 Repeated breaches by the same operator or brand will result in escalation to the relevant local distribution management and, where appropriate, referral to the Office of the Traffic Commissioner or Cambridgeshire County Council Highways Department.

9. Policy Review

This policy will be reviewed annually by the Parish Council to ensure it remains fit for purpose and reflects current best practice and statutory guidance.

Appendix A

Guidance Notes

Weight Limit signage for Commercial Vehicles

Vehicle Size and Weight Identification

3.5T van example – note: these vehicles could be 500kg over the bridge limit when fully loaded.

12T example below – similar look to a 7.5T truck but usually a larger body with two axles

18T example below – larger cab and body with two axles

26T example below – identifiable by three axles

Articulated vehicle below with a minimum weight of 28T

Where to find information on vehicle operators and Useful Contacts

DVSA - Driver and Vehicle Standards Agency - GOV.UK – Goods Vehicle Operator Licencing Guide

Office of the Traffic Commissioner [*for operators in the Alconbury area*]
(East of England)
Eastbrook
Shaftesbury Road
Cambridge
CB2 8DR

National Highways Report a Problem Service – info@nationalhighways.co.uk
Tel 0300 123 5000

Appendix B

HGV and LGV Incident Reporting Form

Instructions for Residents:
Please complete as much detail as possible about the incident. Return the form to the Parish Clerk via email to parishclerk@alconburyparishcouncil.gov.uk
Photographic evidence is helpful if it can be taken safely.

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1. **Reporter Details**
   (Your details are confidential and will only be used by the Clerk if clarification is needed)

   Name: _____

   Address (optional): _____

   _____

   Telephone / Email (optional): _____

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2. **Incident Details**

   Date of incident: _____

   Time of incident: _____

   Location: _____
   (*e.g. "Heritage Bridge, Street/Road Name")*

   _____

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3. **Vehicle Details**

   Registration number: _____

   Company/operator name: _____

   Description of vehicle: _____
   (e.g. articulated lorry, tipper truck, colour, markings)

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4. **Description of Incident**

   Please describe what occurred: _____

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5. Supporting Evidence

Photographs taken? ☐ Yes ☐ No

Witnesses (if any): _____

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_____

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6. Declaration

I confirm that the above information is accurate to the best of my knowledge.

Signed: _____

Date: _____

✅ **Clerk's Use Only**

- Incident logged in database: ☐ Yes / ☐ No
- Reference number: _____
- DVSA website checked for operator licence details: ☐ Yes / ☐ No
- Letter sent to operator: ☐ Yes / ☐ No
- Escalated to Traffic Commissioner: ☐ Yes / ☐ No

Appendix C

Pro Forma Letter to Haulage Company

[Parish Council Letterhead]

Date: [Insert date]

To: [Operator / Company Name]
Address: [Company address]

Dear Sirs

Subject: Reported Traffic Offence – HGV Weight Restriction Breach at Alconbury Heritage Bridge

The Parish Council has received a report that a vehicle operated by your company was involved in a breach of the 3-tonne weight restriction at Alconbury Heritage Bridge on [insert date and time]. The details provided are as follows:

- Vehicle registration: [Insert registration]
- Description of incident: [Insert summary]

This constitutes a traffic offence under the Road Traffic Regulation Act 1984 and represents a risk to public safety and heritage infrastructure. There are 7.5-tonne weight limit signs at every entrance to the village and further 3-tonne weight limit for the weak bridge, plus another one next to the bridge itself. It is inconceivable that your driver did not see at least one of those signs.

As the holder of an operator licence, you are legally required to ensure that your drivers are adequately trained and provided with accurate route information that accounts for weight restrictions and road limitations. Your drivers should also be supplied with appropriate equipment to enable them to follow your route information. By your driver coming through the village, they have not complied with the undertakings of your operator licence.

The Parish Council has recorded this incident in its HGV Incident Database. Please note that repeated breaches will be reported to the Office of the Traffic Commissioner, who will take such matters into consideration when assessing the renewal or continuation of your operator licence. You risk having your licence revoked or a reduction in the number of vehicles you can operate. You may also risk significant fines and loss of reputation.

We should be grateful if you could acknowledge receipt of this complaint by return and confirm you will investigate this as a matter of urgency.

In the meantime, we look forward to hearing the outcome of your investigation and what steps you have taken to prevent recurrence.

Yours faithfully,
[Name]
Parish Clerk
[Parish Council Contact Details]