
Newsletter

Autumn 2017

PATROL



**Traffic Penalty
Tribunal**

England and
Wales

PATROL Executive Sub Committee* 2018/19

PATROL is made up of 309 local authority members across England (outside London) and Wales hence the name PATROL (Parking and Traffic Regulations Outside London). PATROL holds an annual meeting and appoints an executive sub committee to act between meetings, members of which are set out below:

Council

Adur District Council
Bath & North East Somerset Council
Bedford Borough Council
Bolton Council
Bracknell Forest Council
Brighton & Hove City Council
Bristol City Council
Carmarthenshire County Council
Cheshire East Council
Chichester District Council
City and County of Swansea
City of York Council
Coventry City Council
Dacorum District Council
Dartford Borough Council
Devon County Council
East Herts Council
Eden District Council
Epping Forest District Council
Gedling Borough Council
Hambleton District Council
Hampshire County Council
Hertfordshire County Council
Isle of Wight Council
Lincolnshire County Council
Liverpool City Council
Maidstone Council
New Forest District Council
Newark and Sherwood District Council
Nottingham City Council
Reading Borough Council
Rushmoor Borough Council
Scarborough Borough Council
Sevenoaks District Council
Somerset County Council
South Hams District Council
South Tyneside Council
Stockton Council
Sunderland City Council
Tameside Metropolitan Borough Council
Trafford Council
Wigan Council
Wirrall Council
Worcester City Council
Worthing Borough Council
Wychavon District Council

Councillor

Clive Roberts
Mark Shelford
Jonathan Gambold
Derek Burrows
Chris Turrell
Saoirse Horan
Steve Pearce
John James
Jamie Macrae
Eileen Lintill
Joe Hale
Ian Gillies
Jayne Innes
Terry Douris
Marilyn Peters
Stuart Hughes
Gary Jones
Deb Holden
Gary Waller
Marje Paling
Nigel Knapton
Graham Burgess
Ralph Sangster
Ian Ward/Vanessa Churchman
Mike Brookes
Steve Mumby
Clive English
Edward Heron/Steve Clarke
David Payne
Sally Longford/Corall Jenkins
Tony Page
Martin Tennant
John Nock
Mathew Dickins
John Woodman
Keith Baldry
Alan Kerr
Michael Smith
Michael Mordey/Richard Bell
Peter Robinson
John Reilly/Brian Shaw
Kevin Anderson
Stuart Whittingham
Simon Cronin
Emma Evans
Martin King

Introduction to PATROL

PATROL fulfils a statutory duty to make provision for independent adjudication for appeals against civil parking and traffic penalties. This is delivered through the Traffic Penalty Tribunal.

PATROL also undertakes initiatives to support its member authorities and raise awareness of the objectives of civil enforcement through the promotion of local parking annual reports through the PARC (PATROL Annual Reports by Councils) Awards scheme; the provision of information on civil enforcement through the PATROL website and taking forward traffic management issues of mutual interest for member authorities whilst also taking into account the motorist's perspective as seen through appeals to the Traffic Penalty Tribunal.

PATROL Adjudication Joint Committee

Chair

Councillor Jamie Macrae - Cheshire East Council

Vice Chair

Councillor Stuart Hughes - Devon County Council

Assistant Chair

Councillor Terry Douris - Dacorum District Council

Assistant Chair (Wales)

to be confirmed at October 2018 meeting

Bus Lane Adjudication Service Joint Committee

Chair

Councillor Tony Page - Reading Borough Council

Vice-Chair

Councillor Graham Burgess - Hampshire County Council

* Where councils also undertake civil bus lane enforcement, members are represented on the Executive Sub Committee of the Bus Lane Adjudication Service Joint Committee. The Bus Lane Adjudication Services comprises 54 member authorities in England. Bus lane and moving traffic enforcement in Wales is conducted under the Traffic Management Act 2004 and therefore Welsh councils are a member of PATROL for this purpose.



> **Louise Ellman MP and Jamie Macrae** at the PATROL PARC (Parking Annual Reports by Councils) Reception at the House of Commons



> **David Rutley MP** welcomes guests to the House of Commons

Foreword

Welcome to the autumn edition of the PATROL newsletter. I am pleased to report further recognition of our digital achievements continues with the online appeal system, FOAM (Fast Online Appeals Management), being shortlisted for the National Transport Awards in the Excellence in Technology category. The winners will be announced in October. Looking to the autumn, new appeals will be handled through FOAM in respect of road user charging at the Mersey Gateway.

I am also delighted to congratulate Caroline Sheppard on her OBE, awarded in the recent Queen’s Birthday Honours List for Services to Motorists. Caroline has devoted her career to improving access to justice. Her vision for FOAM is the most recent demonstration of this.

Councils shortlisted for the PATROL PARC (Parking Annual Reports by Councils) awards enjoyed a reception kindly sponsored by David Rutley MP at the House of Commons on the afternoon of 11th July. Brighton & Hove City Council and South Lakeland District Council won the full and concise report categories respectively (see feature on page 4). Well done to all those winning and shortlisted for awards. We look forward to receiving entries for the new digital reporting award next year.

Councillor Jamie Macrae

Chairman
The Joint Committee of England and Wales for the Civil Enforcement
of Parking and Traffic Regulations Outside London (PATROL)

A message from the Chief Adjudicator



> **Caroline Sheppard OBE**
Traffic Penalty Tribunal Chief Adjudicator

309 local authorities have had access to the Traffic Penalty Tribunal's online appeal system FOAM (Fast Online Appeal Management) since April 2017, and so we can now report that 90% of appeals are created online. The Traffic Penalty Tribunal's customer service team are able to provide an "assisted digital" service to advise people who need help to use the FOAM system as well as assisting where people are unable to go online.

We are starting to understand the real beneficial impact of the system both in terms of the resource savings that it can contribute and in the way that it can speed up time from appeal through to decisions. Just this morning I looked at an appeal that progressed from being logged by the appellant to not contested by the local authority in the space of just two hours! After the authority understood the circumstances in which the appellant had parked which involved a disabled family member, they were swift to accept her reasons for appeal.

The digital journey continues with the introduction of the FOAM Witness Statement process, starting with a pilot involving ten local authorities. Witness Statements are cases that must be referred by the authority after the debt registration has been set aside.

The move offers parties the opportunity to join their cases online using the Fast Online Appeals Management system and is designed to speed up the time to a decision which has historically tended to be protracted.

FOAM continues to attract interest and attention from other areas of the judiciary and the tribunal has been delighted to host recent demonstrations and discussions at our office in Wilmslow.

At the time of writing, FOAM has just been shortlisted for another award, this time for the hotly contested National Transport Awards in the Excellence in Technology category. Results will be announced in October.

Excellence in technology is, of course, vital as it underpins any digital service. However, as we explain carefully to our visitors and underline in our award submissions, just as important as technology in this context is the willingness to reengineer processes and to place an essential focus on communication in order to deliver an intuitive and customer-friendly offering. Our customer service team are still there to talk people through and assist people in joining the online process, even if the appeals process is now predominantly online and there is also transparent messaging and notification capability built into the process.

Looking ahead to the autumn, a new appeal stream will be introduced, related to the enforcement of road user charging for the soon-to-be opened Mersey Gateway (see separate update on page 4). Further ahead will be the potential implementation of Clean Air and Low Emission Zones in line with the government's UK Plan for Tackling Roadside Nitrogen Dioxide Concentrations. Another area of current focus is littering and government proposals to allow English councils to fine the keeper of a vehicle from which litter is thrown.

FOAM roll out achieved

- > All 309 local authorities have had access to FOAM from 1st April 2017.
- > Ten authorities are now using FOAM for witness statements with positive results in improving decision times. This will be rolled out to other authorities over the coming months.
- > More than 37,000 PCNs were appealed in 2016/17 compared to 25,000 in 2015/16 – an increase of almost 50%.
- > 76% of decisions were made online without a formal hearing during 2016/17. Telephone hearings accounted for 16% of decisions with face to face hearings making up the remainder. The messaging allows adjudicators and the parties to ask questions and comment in the same way that they would at a hearing. Online decisions have increased by over 22% in three years.
- > Since 2013, case closure time has reduced significantly. Some 87% of cases are now concluded within 28 days, with 45% closed within 14 days.
- > Requests for hearings have reduced by 15% with the appellant reviewing the evidence and responding before they request a hearing.



New appeal stream to launch with Mersey Gateway toll bridge opening

A new appeal stream will be introduced in autumn 2017 in relation to the enforcement of road user charging at the Mersey Gateway between Runcorn and Widnes.

On track to open in autumn 2017, Mersey Gateway is a new six-lane cable-stayed toll bridge over the River Mersey and a 9.2 km road network connecting the new bridge to the main motorway network in the North West of England. The project has been delivered by the Mersey Gateway Crossings Board, (on behalf of Halton Borough Council) working closely with the Merseylink Consortium which is responsible for the design, build, finance and operation of the bridge for the next 30 years. Construction started in Spring 2014.

Designed to relieve the majority of traffic from the Silver Jubilee Bridge (built in 1961) which is currently the

only route for cars to cross the Mersey through Halton, Mersey Gateway will be tolled from the autumn of 2017 and registration is open now for bridge users. The Silver Jubilee Bridge will close to vehicles for refurbishment but will remain open to pedestrians and cyclists.

The toll operation has been designated Merseyflow and tolling information is now available on the website www.merseyflow.co.uk. Eligible Halton residents will be able to cross for free following the payment of an annual administration fee. Discounted rates are available for regular users as well as free crossings for pre-registered blue badge holders.

The Traffic Penalty Tribunal's Fast Online Appeals Management system will be easily adapted to facilitate the handling of new appeals relating to the tolling scheme.

Zooming in on the evidence

With widespread use of video conferencing bringing friends and families together across the world, it was only a matter of time before an appellant asked the Traffic Penalty Tribunal whether this facility was available instead of a face to face or telephone hearing. The first Zoom (video conferencing) hearing took place on 3rd August with the Chief Adjudicator hearing the case and the appellant and his friend visible via a web cam. Tribunal staff talked the appellant through the process in advance to ensure it went smoothly at the time of the hearing. The respondent authority, Cardiff Council, took part by telephone on this occasion.

Caroline Sheppard "Zoom enables the adjudicator to manage the hearing and bring up the item of evidence (for instance, a video clip) to be discussed on the parties' screens"

The tribunal will be trialing Zoom hearings over the coming months and it is hoped that authorities will embrace the opportunity to join by video link.

TRO self-serve roll out continues

Councils create Traffic Regulation Orders (TROs) to apply traffic management controls to their roads and car parks. TROs specify parking restrictions and the conditions under which vehicles may park. Bus lanes are also created by TROs.

The Traffic Penalty Tribunal currently hosts 19,000 TROs in its TRO library

on behalf of local authorities. These are also available to the public on the TPT website [here](#).

Local authorities are now able to add to this library or revoke their orders directly with a new self-serve facility enabling them to upload their Traffic Orders to the Tribunal website for access via the FOAM online portal. This

speeds up access during appeals to the TROs and removes duplication of effort.

To date, there are 113 councils able to use this facility. User guidance is available which has been developed following feedback from the pilot group. The service is being rolled out to all councils by the end of 2017.



➤ **The PARC review group:** Peter Bayless (Chair), Kelvin Reynolds, David Leibling, Jo Abbott, Natasha Monroe.

PATROL PARC Awards

There were some impressive entries for the 2015/16 Parking Annual Report by Councils Awards (PARC), judged by a review group with longstanding credentials.

The review group was looking for a report that was accessible, easy to read and that demonstrated engagement with residents, visitors and businesses, tackling issues and informing. As well as the Best Overall Report and the Best Concise Report, awards were made for councils that demonstrated best practice reporting on:

- Innovation and new services
- Customer service
- Presentation of finance and statistics

Shortlisted Councils

Ashford Borough Council

Brighton & Hove City Council - Best overall report

Chichester District Council - Best practice reporting: innovation and new services

Devon County Council - Best practice reporting: customer service

Durham County Council - Best practice reporting: finance and statistics

Mid Sussex District Council

South Lakeland District Council - Best concise report

South Tyneside Council

Worcester City Council

Congratulations go to all the shortlisted councils and the award-winning teams.

Engaging stakeholders – Brighton & Hove City Council

Brighton & Hove City Council retained their lead position from the previous year with another well-presented, comprehensive and informative report.

A notable feature of the report was the linkages between developments in parking controls and benefits to the wider community. Brighton & Hove's concerted efforts to engage its stakeholders and respond to their views and feedback were apparent in the chapters.

Councillor Gill Mitchell, Deputy Leader of the Council and Chair of the Environment, Transport & Sustainability Committee, Brighton & Hove City Council said: "We are very proud that our work to engage with residents and visitors has been recognised in this way. We are grateful to everyone who contributed to the Parking Annual Report which supports our aim of providing an open and transparent service."

Flexible and transparent – South Lakeland District Council

Concise report category winner South Lakeland District Council submitted an engaging report in a concise format. The report reads as an interesting account of a council that views parking controls as a way of helping communities and as part of the economic development of the area. The context is a district authority dealing with off-street parking, balancing the needs of a small permanent

population, local business and the millions of tourists drawn to this area of outstanding natural beauty.

Councillor Graham Vincent, South Lakeland District Council, Economy Portfolio Holder said "The Council has sought to improve its parking offer over recent years and to be much more flexible and transparent when dealing with users and also in the information it publicises. This award is recognition of the hard work from the whole parking services team at South Lakeland District Council."

Modernising facilities – Chichester District Council

Chichester District Council received the award for best practice reporting of innovation and new services.

Tania Murphy, Parking Services Manager for the council, said: "We are delighted to receive this award. Over the past few years we have worked incredibly hard to improve our services for our customers and to modernise our facilities. Key to this has been listening to our customers and responding to their suggestions on how we can make our services easier to use. We've made significant changes within a short period of time and this is due to the hard work of the whole team."

Fostering trust – Durham County Council

Durham County Council's award was for the best practice reporting of finance and statistics.

Parking and Transport Infrastructure Team Leader Danny Harland said: "At Durham County Council we believe our Parking Annual Report reflects our commitment to transparency and our determination to foster a culture of trust between ourselves and our customers".

Customer service highlighted by Devon County Council

Christopher Rook, Traffic Management Team Manager for Devon County Council said: "We are honoured to receive an award for best practice reporting of customer service. As an authority we're incredibly proud to have our report, and service, recognised at a national level."

2017 workshops to share ideas and best practice

The categories for the 2016/17 submissions were announced including a new award recognising local authorities who harness the power of digital formats in annual reporting to improve their reporting and engage with their communities. The deadline for submissions is 31st January 2018 with the shortlist to be announced in May 2018.

During 2016, PATROL organised six regional workshops to share ideas and experience in relation to preparing parking annual reports as well as other common topics of shared interest. Over 100 local authority officers from more than 60 councils attended these events which were delivered by Local Authority Engagement Manager Iain Worrall.

Ian comments: "It really helps to bring together parking managers to share ideas and best practice. Feedback from the events has been positive and I look forward to the 2017 and 2018 workshops which start in September and which will cover annual reporting and other themes. There will be two rounds of workshops, in the autumn of 2017 and spring of 2018. The autumn dates have now been scheduled with details of the 2018 events to follow."

Workshop agenda autumn 2017

- Annual reports – digitising the approach
- New PATROL web site members' area
- Standardising the Notice of Rejection
- FOAM feedback and best practice evidence

Key dates and locations

Monday 18th September	Llandrindod Wells
Tuesday 19th September	Newcastle upon Tyne
Wednesday 20th September	Manchester FULL
Thursday 21st September	Birmingham FULL
Friday 22nd September	Nottingham FULL
Monday 25th September	Bath FULL
Tuesday 26th September	London FULL

STOP PRESS Due to high levels of interest in the workshops, new dates to be announced for November 2017



The Brighton & Hove City Council team - winners of the PARC full report category. Pictured left to right, Mark Prior; Councillor Gill Mitchell, Paul Nicholls, Jenny Mitchell, Charles Field and Yvonne Harvey.



The South Lakeland District Council Parking team – winners of the PARC concise report category. Left to right: Jim Maguire, Pat Knowles, Kenny, Jackie Ireland with Councillor Graham Vincent.



Durham County Council – award winner for best practice reporting of finance and statistics. Pictured: Julie Britton, Scott Wallace, Danny Harland and Jo Brown.



Keith Hardacre and Christopher Rook of Devon County Council, receiving their award for best practice reporting of customer service



Chichester District Council won the award for best practice reporting of innovation and new services. Pictured: Councillor Eileen Lintill, Caroline Jardine, Tania Murphy, Nick Simpson and Gillian Keegan MP.

Queen's Birthday Honours Recognition



It is with great pleasure that we report two well-deserved awards in the recent Queen's Birthday Honours List.

Caroline Sheppard OBE:
Services to motorists

Traffic Penalty Tribunal Chief Adjudicator Caroline Sheppard received an OBE for services to motorists in her 25th year as Chief Parking Adjudicator.

Beginning her legal career as a Barrister, Caroline worked for some years in the London Magistrates' Courts, in particular overseeing London's

Fixed Penalty Office, an experience that underpinned her considerable understanding of the issues faced by motorists and parking enforcement teams alike. Caroline set up a new parking appeals tribunal for motorists in London in 1992 becoming the first Parking Adjudicator and in 1999 she was appointed the Chief Adjudicator of the Traffic Penalty Tribunal (TPT).

Caroline's honour is a fitting achievement for a remarkable woman with a significant career. The OBE crowns other recent awards marking significant achievement in her field. In December 2016, TPT and the PATROL Joint Committee won the Excellence in Technology Award at the 2016 North of England Transport for FOAM. In March 2017 Caroline was awarded the Lifetime Achievement Award at the British Parking Awards, while TPT won the 2017 Intelligent Parking Award for FOAM and was shortlisted for the Exceptional Customer Service Award.

Commenting on the award, Caroline said: "I have devoted much of my judicial career to promoting access to

civil justice for motorists and to working within an adjudication system that is fair, proportionate and transparent. It is marvellous to see this being recognised with this honour."

Anjna Patel MBE: Passionate about road safety

Caroline was also delighted to hear that Anjna Patel, principal officer for regeneration and planning at Sandwell Council was awarded an MBE.

Anjna joined Sandwell Council in 1986 as a Road Safety Officer and came to prominence in parking through her work to improve road safety around schools through parental education.

Commenting on the award to Parking Review Magazine, she said: "I am so humbled to receive this award, but an award like this is not just for one person, it is for all my colleagues and peers working together to deliver an excellent service. Parking seldom receives a positive press, so for the sector to be recognised in this way is gratifying."

DEFRA publishes UK plan for tackling roadside NO₂ concentrations



Councils with major roads mentioned in the Department for Environment, Food and Rural Affairs Air Quality Plan, will need to have final plans prepared by the end of 2018 for reducing NO₂ levels in the fastest possible time, reports PATROL Director Louise Hutchinson.

"A total of 33 major roads outside London are due to breach legal pollution limits for NO₂. Twenty-three outside London authorities beyond the original Clear Air Zones authorities (Leeds, Derby, Nottingham, Birmingham and Southampton) are required to

draft local action plans for government review by March 2018 with final plans due by the end of 2018."

Some £255 million in support is being made available to support local authorities to prepare their local air quality plans and deliver targeted action to improve air quality. This funding will support the immediate work to conduct feasibility studies and develop and deliver local plans. £40 million of the total will be made available immediately.

The government will assess draft plans to ensure they are effective, fair, good value and will deliver the necessary air quality compliance.

Local authorities are expected to consider a wide range of measures such as changes to road layouts, encouraging

public and private uptake of Ultra Low Emission Vehicles, adoption of new technologies and fuels, retrofitting of vehicles and promoting public transport. If these measures are not sufficient, local plans could include access restrictions, charging zones and penalties on vehicles. The report advises local authorities that these should be viewed as temporary measures to be applied to help targeted reduction levels to be reached within the desired timeframes. The report points to a consultation on the detail for a Clean Air Zone Framework for Wales in the next 12 months.

If local plans do include charging schemes, independent adjudication will be provided by the Traffic Penalty Tribunal. PATROL will assist the exchange of experience, ideas and best practice to inform planning for such schemes.

PATROL

Annual reports are an opportunity to raise positive awareness of parking and to strengthen the relationship between local authorities and the public.



Looking forward to your 2016/17 reports, PATROL is introducing a new category of PARC award, the Outstanding Digital Format Award which will recognise the local authority that harnesses the power of digital formats to improve the availability and accessibility of parking information.

Building on the success of workshops in 2016, a new series of workshops will explore this and other themes later in 2017:

September 2017

Monday 18th
Llandrindod Wells

Tuesday 19th
Newcastle upon Tyne

Wednesday 20th
Manchester

Thursday 21st
Birmingham

Friday 22nd
Nottingham

Monday 25th
Bath

Tuesday 26th
London

Submission timeline

31st January 2018

Deadline for 2016/17
submissions

May 2018

Announcement of
2016/17 winners

31st January 2019

Deadline for 2017/18
report submissions

PATROL

Springfield House, Water Lane,
Wilmslow, Cheshire SK9 5BG

www.patrol-uk.info
info@patrol-uk.info
01625 445 565

The PATROL website, in addition to information about the Joint Committee, provides public information about parking and bus lane regulations and the enforcement process
