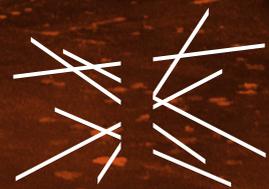

Newsletter

Winter 2017/2018



PATROL



Traffic Penalty Tribunal England and Wales

PATROL Executive Sub Committee* 2018/19

PATROL is made up of 311 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

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
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

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
Marje Paling
Nigel Knapton
Graham Burgess
Ralph Sangster
Ian Ward/Vanessa Churchman
Mike Brookes
Steve Munby
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.



➤ MP for Tatton Esther McVey recently visited the Traffic Penalty Tribunal offices in Wilmslow. Pictured are: Stephen Knapp TPT Deputy Chief Adjudicator; Esther McVey; PATROL chairman Cllr Jamie Macrae; TPT Chief Adjudicator Caroline Shepherd and PATROL director Louise Hutchinson.

Foreword

Welcome to the winter edition of the PATROL newsletter. It has been an eventful autumn, not least in the North West where in October, the opening of the Mersey Gateway Bridge Crossings and related road user charging scheme marked the start of a new appeal stream for the Traffic Penalty Tribunal.

In November the tribunal and PATROL was delighted to be conference partners for the Parking World 2017 event. I was pleased also to be able to chair a session that took the spotlight to the future of parking from the perspective of local government. The event highlighted the very real role that local government has and will continue to have in shaping transport and planning policy with these influencing the very fabric of our towns and cities and countryside. As you will already be keenly aware, local authority parking and transport strategies have to balance the needs of residents, businesses, services and visitors. Decisions are taken to promote accessibility and connectivity, at the same time as supporting population and economic growth.

Transport decisions are also taken in the knowledge that they can impact on local health and quality of life, road safety and the environment. The planned introduction of Clean Air Zones and potential for enforcement of littering from vehicles are just two examples that show that local transport planning is not simply about assisting people to effectively move from A to B.

Parking teams' annual reports highlight the many positive examples of parking services provision that balance the needs of the various stakeholders in our communities. There is an undoubted benefit in producing these reports and making them as accessible as possible to the general public so that they can understand the factors influencing strategy and see where community views have been represented. The next round of PATROL PARC (Parking Annual Reports by Councils) awards is underway and there is still time to submit your entries with submissions due by 31 January. It's a great opportunity to showcase the many ways in which your teams strive to consult and demonstrate transparency in your parking

services management as previous years' entries have so ably demonstrated. If you wish to remind yourselves of the various categories, please find fuller details on page 5.

This issue also highlights the perennial problem of enforcing pavement parking outside London. PATROL welcomes the Government's Draft Accessibility Plan which included questions concerning unauthorised pavement parking. PATROL responded to the consultation on the matter which affects many of our member authorities and their communities. TPT Chief Adjudicator Caroline Sheppard sees a solution to the need to introduce a host of individual TROs. Let's hope that enforcing pavement parking bans becomes an easier route to follow going forward so that we can meet the needs of all our community stakeholders.

Finally, following a the Joint Committee's meeting in October 2017, PATROL's economies of scale and increasing efficiencies arising from online appeals has meant that it has further reduced its charges to member authorities from 40 to 35 pence per PCN backdated to 1st April 2017. There is no annual or per case charge. Since 2011, savings totalling over £1 million have been shared. Local authorities have also witnessed increased efficiencies in their own costs responding to appeals with the introduction of FOAM (Fast Online Appeal Management).

Councillor Jamie Macrae

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



> Chief Adjudicator, Caroline Sheppard – awarded an OBE for services to motorists

A message from the Chief Adjudicator

The principle of Digital by Default is advocated by the Government Digital Service and is being adopted government departments, local authorities and the public sector in general. However, there are always people who may need a little extra help in using digital services and a few who may not be able to use them. It is very clear to me that any public service body has a duty to ensure that it offers the public an accessible and intuitive online service supported by other mechanisms for making sure that people can make their case.

This is indeed recognised in the Government Digital Strategy (GDS) which stipulates that whilst everyone who can use digital services independently will be encouraged to do so, the 18% of people who are offline will need to use assisted digital support. In fact for appellants to the Traffic Penalty Tribunal the percentage of offline or proxy appellants has been steadily decreasing to below this national average – and currently stands at under 15% .

The Traffic Penalty Tribunal has long recognised the importance of complementing the online system FOAM (Fast Online Appeal Management) with an experienced customer service team to provide support to appellants in making an appeal. For most appellants it will be their first and perhaps their only experience of engaging with a judicial process.

Furthermore, while mobile applications (FOAM is mobile friendly) and the internet are part of daily life for millions, for others it is an unfamiliar and perhaps alien world compounded by the unknown nature of a judicial process.

For the Tribunal, the provision of Assisted Digital Support is a very active form of customer engagement by our customer service team with appellants, promoting, explaining and supporting the online appeal process, both with appellants who wish to go online but need assistance and those who require an alternative way of appealing. Tribunal staff provide digital support in a number of ways:

- A helpline number means staff can talk people through the process
- Staff stay on the line and help people to upload their appeal
- The team contacts people who have started compiling their appeal online but not completed it to help them do so.
- Posting an appeal form and uploading the case as a proxy so that the authority may engage online while the appellant receives letters and phone calls.
- Taking appeal details over the phone where people cannot submit online or complete a form.

Retaining the essential human touch, building it into your customer service approach, is the key to providing a people-centric digital offering. Technology must be designed to serve people and not vice versa. Receiving positive feedback from people who have been given a degree of help onto the digital approach is always tremendously rewarding. I am actively involved in a judicial working party on Assisted Digital Support and am determined that our digital journey and the lessons that we have learned along the way can be shared to make public experiences of engaging with government and the judiciary a more positive experience.

Pavement Parking – Time for a Change

Greater London has had a ban on footway parking since 1974, operating on the assumption that pavement parking is banned everywhere and that exceptions, where pavement parking is permitted, are signed.

Outside London pavement parking causes significant problems for local authorities and their communities in terms of accessibility and additional maintenance costs. Here, banning pavement parking entails the introduction of Traffic Regulation Orders with related consultation – often an expensive and involved process. Implementing a ban will entail signing the boundaries and include repeater signs.

The Transport Select Committee in 2006 said “The Government must grip the problem of pavement parking once and for all and ensure that it is outlawed throughout the country... rather than relying on the use of individual Traffic Regulation Orders on specific streets and local Acts to impose a ban.”

Transport Accessibility Action

In August 2017 a draft [Transport Accessibility Action plan](#) was issued for public consultation by the Department of Transport and the Disabled Persons Transport Advisory Committee.

The action plan includes a section on unauthorised pavement parking highlighting the issue of vehicles parked on pavements and citing the Department for Transport’s commitment to assisting local authorities in introducing pavement parking restrictions. The report refers to a government convened a roundtable meeting in 2016, which included representation from the Traffic Penalty Tribunal and PATROL, that identified the major concerns affecting the ability to introduce and enforce pavement parking prohibitions (outside London) were issues relating to the processing of Traffic Regulation Orders. The next step was a survey in Autumn 2017 to gather evidence about the current situation, costs and timescales for processing TROs and information about options for change.

PATROL welcomes the government’s intention to review the Traffic Regulation Order-making process. It is the overwhelming view of the PATROL member authorities that the current regulatory process for changing traffic orders, set out in the Local Authority Traffic Orders (Procedure)(England and Wales) Regulations 1996, is subject to a prescribed, long drawn-out and expensive process. This in itself is a barrier to an authority being responsive to the expressed needs of the community.

PATROL is willing to assist in any review of the Traffic Regulation Order making process. The Traffic Penalty Tribunal hosts an online resource of 19,000 local authority Traffic Regulation Orders.

Adding obstruction as a contravention

In addition to reviewing the Traffic Regulation Order procedure, an immediate solution has been highlighted by Caroline Sheppard OBE, Chief Adjudicator for England and Wales:

“Vehicles parked on pavements cause significant problems and potential danger to people who are blind or partially sighted, and to wheelchair users, children in prams and pushchairs among others. Pavement parking is a shared issue for the public and many of our local authority members in England and Wales alike. It is no surprise that authorities receive frequent representations from disabled groups and others asking them to tackle pavement parking in their area. Members of the public often incorrectly assume that councils already have powers to issue Penalty Charge Notices to any vehicle parked on the pavement.

In addition to reviewing the Traffic Regulation Order procedure, an immediate solution is to add ‘obstruction’ as a contravention subject to civil enforcement.”

Devon County Council introduced a reporting facility to identify where communities are affected by pavement parking. Since its launch in August 2015, over 2000 reports have been received identifying issues in over 120 communities in Devon. The council also introduced leaflets to educate the public about the impact of pavement parking.



Parking Annual Report 2015/16




Brighton & Hove
City Council

Could yours be the best annual report?

With the 31 January deadline looming, there is just enough time for parking teams looking to submit entries for

The Parking Annual Report by Councils (PARC) Awards.

These annual awards recognise best practice by local authority parking teams in communicating with the public and other key stakeholders.

Reports will be judged by an independent jury and the best submissions will be revealed at an event held in the summer.

Local authorities can enter by emailing their entries to info@patrol-uk.info

Any queries related to completing a report or the awards can be directed to info@patrol-uk.info

Parking and Traffic Regulation Outside London (PATROL), is a joint committee that represents 310 local authorities. In

parallel to running the awards, PATROL produces a regularly updated Annual Report Toolkit, which provides advice on how to write, design and distribute reports.

PATROL's Annual Report Toolkit 2017-2018 for local authorities can be downloaded by clicking [here](#).

"The PARC Awards are an opportunity for local authorities to be recognised for expressing how they are delivering an outstanding service in their area, which will set an example around the country," says Louise Hutchinson, director of PATROL.

"We recognise that throughout England and Wales authorities differ in size and scale. Many councils have embraced collaborative working and there are often differences between unitary and two tier authorities. The awards look to embrace these differences and welcome entries from across the spectrum of local authorities.

"The Independent Review Group is not looking for the glossiest report – though a report that is accessible and easy to read is important – but a report that engages with residents, visitors and businesses, tackles issues and informs."

The PARC Awards

PATROL will be giving awards for the Outstanding Overall Report as well as the Outstanding Shorter Report. In addition to this, PATROL will issue a small number of certificates to councils where they have demonstrated areas of best practice reporting including:

- Innovation and new services

Give one or more examples of innovations or new schemes delivered by the council to improve civil enforcement. What improvements have come about as a result?

- Customer service

How does your council demonstrate best practice customer service? What performance indicators demonstrate that the council provides exemplary customer service to the community?

- Presentation of finance and statistics

How has the council presented its financial and statistical information? And, where there is a surplus, has the council given specific examples of how any surplus has been used?

Winning entries will be featured in press and communications as examples of good practice as we collectively work towards improving public information, promoting transparency and changing negative perceptions around parking in England and Wales. Shortlisted councils will also receive a certificate in recognition of best practice.

New category for 2016/17 awards

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 to their community.

PARC Winners 2015/16

All the annual reports mentioned are available on the Local Authority section of the PATROL website [here](#).

Full Report Award winner
Brighton & Hove City Council

Shortlisted
Ashford Borough Council
Durham County Council
Worcester City Council

Concise Report Award winner
South Lakeland District Council

Shortlisted
Devon County Council
Mid Sussex District Council
South Tyneside Council

Recognised for best practice reporting
Devon County Council – Customer Service
Durham County Council – Presentation of Finance and Statistics
Chichester District Council – Innovation and New Services

Parking annual reports - providing trustworthy information to our stakeholders

Paul Nicholls, Brighton & Hove City Council

"Annual reports are an excellent way to communicate key facts about your parking team's performance. They also let you explain how parking services fit into wider traffic management, transport, social, economic and environmental policies.

The parking annual report is an ideal opportunity to showcase local initiatives and share best practice. And in an age of fake news, annual reports help us provide trustworthy information to our stakeholders. This includes other parking managers when benchmarking our services as we tackle the new challenges ahead such as catering for electric or autonomous vehicles or making the most of technology."

Brighton's top tips for parking annual reports:

- R**eveal the meaning behind the data/trends relevant to the reader
- E**mpathise with your audience, enrich their experience with bite-sized headlines and links to more in depth info
- P**ictures and local photos provide context, a sense of place and add interest
- O**ne consistent style throughout, especially if there's more than one author
- R**eality check, ideally by a "non-native parking speaker" so that "CEOs patrolling the SPA" isn't lost in translation
- T**ell it as it is... tackle the tricky topics too
- S**implify and keep it short but showcase the successes of the service

Prepare for a new world of parking

The Parking World conference in November last year brought together parking professionals from across the UK to discuss the future of parking. The programme was devised by Parking Review in partnership with PATROL and the Traffic Penalty Tribunal.

The one-day event was packed full of thought-provoking contributions from expert speakers representing both private and public sector organisations with an interest in and stake in the sector.

The first session, introduced by Cllr Jamie Macrae (Chair PATROL joint committee), entitled "The road ahead: Parking 2020, Parking 2040", looked at the planning, regulatory and demand impacts of connected, electric and autonomous vehicles. Speakers included Dr Graham Cookson, Chief Economist INRIX; Caroline Sheppard OBE, Chief Adjudicator of the Traffic Penalty Tribunal.

Next came "Managing the street: Tackling congestion, ensuring accessibility and improving air quality" provided insights into current trends and emerging areas of interest. Contributions from PATROL Director Louise Hutchinson (who introduced the session), DEFRA's Andreas Hansen, Neil Herron of Grid Smarter Cities and representatives from the London Borough of Hackney and from Nottingham City Council gave delegates plenty of food for thought.

Iain Worrall, Stakeholder Manager of the Traffic Penalty Tribunal and Paul Nicholls of Brighton & Hove City Council led an engaging session on "Engaging with the public: Parking appeals and annual reports" (see some insights below).

Looking at the data and information aspects of an increasingly digital parking experience were presenters from leading parking providers.

The closing session which focused on "The future economics of parking" brought everyone back into plenary to look at what are often the most controversial aspects of parking and road user charging – the real costs related to these and the various factors having a bearing on who should pay and why. Nick Lester-Davis (Nick Lester-Davis Consulting), John Siraut of Jacobs, Andrew Potter (Parking Perspectives and Kelvin Reynolds of the British Parking Association.

On the role of local government in shaping parking policy - Councillor Jamie Macrae, PATROL Joint Committee Chair:

"Local government has a real role in shaping parking policy. Decisions are taken to promote accessibility and connectivity, at the same time as supporting population and economic growth. Transport decisions are also taken in the knowledge that they can impact on local health and quality of life, road safety and the environment. The planned introduction of Clean Air Zones and potential for enforcement of littering from vehicles are just two examples that show that local transport planning is not simply about assisting people to effectively move from A to B."

On the emergence of Technology as a Service and the potential demise of the parking penalty – Caroline Sheppard OBE, Chief Adjudicator Traffic Penalty Tribunal:

"When it comes to the new world of motoring, like Janus, we look in different directions. For me, Janus represents looking one way at the benefits technology can deliver, while seeing the other way the public's mistrust that it results in disproportionate enforcement. Looking forwards, by developing 'Technology as a Service', appropriate charging mechanism can be embedded in connected vehicles removing the need for a penalty regime. This requires a different approach to parking regulations.

It is important that everyone involved in parking – local authorities and the

private sector alike – stand shoulder-to-shoulder to ensure the public recognise that parking is a service and a benefit, not a hazard and a financial risk. Let us also recognise that democracy is still fundamental in determining the rules and regulations governing the operation of public parking. At a national level and a local level, consultations and engagement will help us face in the right direction and devise regulations that benefit and services to all who use our streets and roads, and that means considering the needs of pedestrians, cyclists, pedestrians and people who breathe the air. "

On Partnership in Public authorities to manage the evolution of motoring and parking – Louise Hutchinson, Director PATROL:

"Planning for the future is not just about parking and transport, it is a whole range of professionals, whether they be the environmental and health teams. A connected rather than a fragmented approach, and sharing best practice."

On the need for the human touch in dealing with representations from the public – Iain Worrall (speaking about the successful delivery of Fast Online Appeals Management across 310 local authorities):

"Technology can help local authorities drive responses through their back office systems...but it is also important to maintain a human touch to make sure the responses are answering all the questions."



➤ Caroline Sheppard OBE, Paul Nicholls (Brighton & Hove City Council), Michael Greenslade (London Tribunals), Jo Abbott (RAC Foundation)

Sir Greg Knight's Private Member's Bill gets second reading in the house



Sir Greg Knight (Conservative Member of Parliament for East Yorkshire) is sponsoring a Private Member's Bill – Parking (Code of Practice) Bill - which aims to

make provision to set up an independently chaired committee to create a single code of practice containing guidance about the operation and management of private parking facilities.

In The Times on 28th August 2017, Sir Greg explained his reasoning for his sponsorship of the Bill:

"Self-regulation hasn't worked and we need to put this on a statutory footing to stop motorists being ripped off. We need to have a fairer, more transparent and consistent enforcement system."

The Bill is also supported by MPs Jacob Rees-Mogg and Daniel Zeichner and the RAC.

Presented to Parliament through the ballot procedure on 19th July 2017, the Bill is expected to have its second reading on Friday 2 February 2018.

Why PATROL supports this Bill

Motorists do not readily recognise who is providing a car park and it is not always clear whether it is provided by a council or privately. The confusion is exacerbated by some private operators replicating the "look and feel" of notices and using the language of public civil enforcement. It is inevitable that some of the practices of the public sector are mistakenly associated with local authorities.

In the past year over four million enquiries have been made to DVLA by private parking operators for details to send parking charges.

There has been coverage in the media of issues relating to parking on private land and on land owned by public authorities (e.g. NHS hospital parking), including:

- Practices which could be in breach

of consumer protection laws, such as companies setting excessive parking charges, or levying excessive penalties for overstaying which are dressed up as official "parking fines".

- Practices that undermine the principle underlying the formation of a contract, including unclear or missing signage, or a lack of transparency on charges and/or fines.

- Failure to treat drivers fairly when they have incurred a penalty, including the failure to provide information, consider appeals fairly and the aggressive use of bailiffs.

Some have called for specific action, including the introduction of a binding code of practice; for mandatory membership of an accredited trade association; or a rethink of whether the rules about access to the DVLA database are robust enough.

Raising standards across the private parking sector will contribute to an enhanced user experience of car parks generally.

Mersey Gateway Bridge Crossing opens

Road user charging commenced at the Mersey Gateway Bridge Crossing in October 2017 resulting in a new appeal stream for the Traffic Penalty Tribunal.

The bridge which joins Widnes and Runcorn has been in operation since mid-October under the branding of Merseyflow, with Halton Borough Council the respective enforcement authority. A steady stream of appeals has been registered with TPT from early November onwards with appellants being drawn from the local area as well as the North West Region and further afield.

The Traffic Penalty Tribunal's Fast Online Appeals Management system has been adapted to facilitate the handling of new appeals relating to the scheme. A small percentage of appellants use the Tribunal's Assisted Digital offering.



New environmental measures in 2018

New fines for littering from moving vehicles

In October, DEFRA announced that maximum on the spot litter fines will almost double to £150 with effect from April 2018, with new fines to be introduced for vehicle owners from which litter is thrown.

The cost of cleaning up our streets and countryside stands at almost £800 million annually said DEFRA, hence the increase of the maximum on-the-spot fines for dropping litter from £80 to £150 as a deterrent. The minimum fine will increase from £50 to £65 with the default fine increasing from £75 to £100.

Councils are also being given additional powers to impose fines on the owners of vehicles from which litter is thrown, even if the litter was discarded by someone else. Proof must be furnished that litter was thrown from the vehicle.

The government confirmed in October that it will proceed with these measures in 2018 subject to parliamentary approval.

Environment minister Theresa Coffey said that the steps were being taken to deal with litter louts and those who mindlessly throw rubbish from their vehicles: "Throwing rubbish from a vehicle is just as unacceptable as dropping it in the street... These new fines will make sure the perpetrators, not the local community, bear the cost of keeping our streets and roads clean."

Ms Coffey added: "The government is clear these fines should not be abused



simply as a means of raising money, so guidance on how fines should be applied will be issued to councils."

Councils will be expected to take into account local circumstances, like local ability to pay, when setting the level for these fines. Guidance will be issued to ensure the new powers are used in a fair and proportionate way.

Appeals arising from penalties issued for vehicle littering will be heard by the Traffic Penalty Tribunal.

Leeds City Council starts consultation on Clean Air Zone proposal

In the May 2017 joint publication by DEFRA and the Department for Transport "Clean Air Zone Framework", a clean air zone is said to "define an area where targeted action is taken to improve air quality and resources are prioritised and coordinated in order to shape the urban environment in a way that delivers improved health benefits and support economic growth". Read more [here](#).

One of the original five authorities named by the government in 2015 as being required to introduce a Clean Air Zone (CAZ) by 2019, Leeds City Council (others included Birmingham, Derby, Nottingham and Southampton), is going out to consultation on its [proposals](#) between 2nd January and 2nd March 2018. The council is seeking views on its proposal to introduce a charging clean air zone in Leeds and what else the council and others could do to improve air quality. The council's proposals include a

"category B" charging clean air zone (see below) starting at the outer city ring road within which there will be a charge for buses, HGVs, taxis and private hire vehicles that fail to meet the Euro VI emissions standard.

Charging CAZ

These are zones where designated vehicles are required to pay a charge to enter or to move within the zone, if they are driving a vehicle that does not meet the particular standard for their type in that zone. Charging CAZ are sub-divided into classes A-D on the basis of the types of vehicles to which the charging scheme may apply:

- **Class A** - Buses, coaches, taxis and private hire vehicles
- **Class B** - Buses, coaches, heavy goods vehicles (HGVs) taxis and private hire vehicles
- **Class C** - Buses, coaches, HGVs,

large vans, minibuses, small vans/light commercials, taxis and private hire vehicles

- **Class D** - Buses, coaches, HGVs, large vans, minibuses, small vans/light commercials, taxis and private hire vehicles, cars, motorcycles and mopeds

A further 22 local authorities outside London were identified as having roadside NO2 exceedances (in some cases relating to a single stretch of road) in the government's UK [plan](#) for tackling roadside nitrogen dioxide published in July. These councils are expected to submit action plans, not necessarily involving clean air zones, by March 2018. Amongst these, Sheffield City Council's new clean air strategy has ruled out charges for cars, taxis and private hire vehicles.

Should finalised proposals include charging schemes, independent adjudication will be provided by the Traffic Penalty Tribunal.

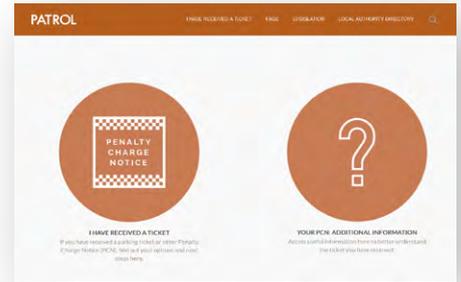
Our new website

In November PATROL relaunched its website following a pilot with both authority and consumer representatives. The redesigned site has been given a more contemporary look and feel and has had a thorough structural overhaul to improve its accessibility to the public.

PATROL Director Louise Hutchinson explains: "The old site carried a lot of information but a review identified improvements that would make it more intuitive for non-specialists. We took a fresh look at how we were communicating the process steps in the enforcement process to see if they could be made clearer from the point of view of someone approaching it for the first time. Accessibility is a vital component of any public-facing body and we wanted to ensure that the online experience is as straightforward as possible – that people can find what they need and that the information is clear and user-friendly. The new site has been tested by non-specialists and we have had positive feedback on the improvements made."

As part of the redesign the PATROL team also set out to make the site work more effectively as a repository for local authority information about civil enforcement including parking annual reports. Local authorities can update their details and upload documents making it easier to keep the information on the site current with some authority input and support. Useful features include the pay/challenge/ignore process information tailored to the type of PCN and an interactive map which allows members of the public to click on an area of the country, see a list of local authorities in that area and then click through a web link to the information they need.

www.patrol-uk.info



PATROL
I HAVE RECEIVED A TICKET FAQs LEGISLATION LOCAL AUTHORITY DIRECTORY

South Lakeland

Balancing the parking needs of the local population and workers travelling to the area with the demands of a large number of visitors

Local authorities are responsible for traffic management in their locality. This may include parking, bus lanes, road user charging and, in Wales, moving traffic enforcement.

Nobody wants to receive a ticket; but if you have, PATROL provides you with information on the next steps you can take and the correct place to make contact.

The PATROL (Parking and Traffic Regulations Outside London) Joint Committee represents over 300 local authorities in England (outside London) and Wales. PATROL also provides information in relation to road user penalties issued by the Secretary of State for Transport for failing to pay a charge at the **Dartford-Thurrock River Crossing ('Dart Charge')** and by Halton Borough Council at the **Mersey Gateway Bridge Crossings ('Merseyflow')**.

PATROL

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

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.

Submission timeline



Local Authority Workshops

Following the popularity of the September workshops, Iain Worrall will be holding a number of repeat workshops are planned in January. There are limited spaces available:

January 2018



To reserve a place, please contact Jane Condren on jcondren@trafficpenaltytribunal.gov.uk

A fresh round of workshops will be announced in the Spring.
PATROL meets reasonable travel costs for up to two representatives per authority.

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
