

# PATROL

## Annual Report Checklist

PATROL has produced a toolkit to assist local authorities to complete and submit a comprehensive annual report. Please read the toolkit before completing this template. This electronic template is to assist local authorities particularly with the statistical and financial information that will help create a comprehensive, consistent and quantified picture of civil enforcement at a national level. The table below provides hints and tips and a checklist for your annual report. Information specified by the Transparency Code and Statutory Guidance is highlighted in red.

### Your details

Please complete the box below:

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Date of submission:	12/01/2016

### Report sections to be completed

1. Local context
2. Innovation and new initiatives
3. Customer service
4. Service statistics
5. Enforcement statistics
6. Financial information

### Submission details and dates

**15<sup>th</sup> January 2016**

Deadline for 2014/15 report submissions

**31<sup>st</sup> March 2016**

Announcement of 2014/15 winners

**31<sup>st</sup> October 2016**

Deadline for 2015/2016 report submissions



AN OPPORTUNITY TO EXPLAIN	EXAMPLE FEATURES	MESSAGES
<b>LOCAL CONTEXT</b>		
<ul style="list-style-type: none"> <li>• Where parking fits within transport and economic policy</li> <li>• Local Aims and Objectives and performance indicators where identified</li> <li>• Who is involved: in-house teams, contractors, partnerships and agencies</li> <li>• Myth buster or frequently asked questions tailored to the local area</li> <li>• Details of any changes to parking policy</li> <li>• Achievements in the current year</li> <li>• Areas for future development/improvement</li> <li>• Responding to local events whether these be regular sporting fixtures or one off Christmas/festival events</li> <li>• Summarise innovations, customer feedback, key performance statistics</li> </ul>	<ul style="list-style-type: none"> <li>• An introduction from the Portfolio holder Parking plus – putting parking in the context of wider transport objectives: councils plans and the Local Transport Plan (LTP)</li> <li>• Examples of partnerships e.g. with Chambers of Commerce, community groups, other councils etc</li> <li>• Where Parking Services has supported residents and businesses in adversity – e.g. extreme weather conditions Provide the local context for civil bus lane enforcement, where undertaken</li> </ul>	<p>A clear narrative that parking provision and control is an essential element of local transport strategy, that civil enforcement is not intended to be punitive, and that the local authority is genuinely committed to trying to educate motorists to achieve a safe and efficient network without the need for continual enforcement</p>
<p><i>Using examples, please describe how your council has been addressing any/ all of the points above. Please also include any other relevant information you think is necessary.</i></p>		
<p>N/A</p>		



AN OPPORTUNITY TO EXPLAIN	EXAMPLE FEATURES	MESSAGES
<b>INNOVATION AND NEW INITIATIVES</b>		
<ul style="list-style-type: none"> <li>• Showcase new initiatives particularly where these respond to identified need/problems through surveys, consultations and community engagement</li> <li>• How technology has been used to make parking simpler</li> <li>• Improvements to car parks, making them safer, more attractive, additional services such as charging points</li> <li>• New ways of engaging with the public</li> <li>• Targeted activities responding to particular concerns</li> <li>• Introducing new flexibilities e.g. in relation to parking tariffs</li> </ul>	<ul style="list-style-type: none"> <li>• Identify the problem, describe the consultation/feedback and the solution</li> <li>• Take the opportunity to educate with explanation of contravention codes, signs and lines</li> <li>• School enforcement activities</li> <li>• “You asked, we delivered” – an overview of consultation results and actions taken</li> <li>• New ways you are keeping in contact with your customers e.g. social media, on-line services</li> <li>• Parking offers</li> </ul>	<ul style="list-style-type: none"> <li>• Putting customers at the heart of service improvements</li> <li>• Demonstrating that services are reviewed and reflect the outcome of local consultations</li> </ul>
<p><i>Using examples, please describe how your council has been addressing any/all of the points above. Please also include any other relevant information you think is necessary.</i></p> <p>N/A</p>		



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<b>CUSTOMER SERVICE</b>		
<ul style="list-style-type: none"> <li>• Summarise parking services</li> <li>• Signposts for readers to the various services: the different types of permits, blue badges, reporting abandoned vehicles</li> <li>• Ways in which your service raises awareness of relevant issues</li> <li>• How you measure customer services, feedback from service users, mystery shoppers</li> <li>• Commitments to respond to enquiries within a set timescale and performance in meeting these targets</li> </ul>	<ul style="list-style-type: none"> <li>• “Go-to” information for permits, blue badges, concessionary bus passes etc</li> <li>• Public awareness campaigns</li> <li>• Glossary of terms</li> <li>• Explanation of contravention codes</li> <li>• Customer service performance information</li> <li>• Explanation of the challenge procedure, how to challenge and how to appeal to the Traffic Penalty Tribunal</li> <li>• Details any awards received by the team</li> </ul>	<ul style="list-style-type: none"> <li>• Explaining that enforcement is only one aspect of the work</li> <li>• The three “e”s Engineering, Education, Enforcement</li> <li>• Include a jargon buster or FAQ</li> </ul>
<p><i>Using examples, please describe how your council has been addressing any/all of the points above. Please also include any other relevant information you think is necessary.</i></p> <p>N/A</p>		



AN OPPORTUNITY TO EXPLAIN	EXAMPLE FEATURES	MESSAGES
<b>SERVICE STATISTICS</b>		
<p>The number of marked out controlled on and off-street parking spaces within their area, or an estimate of the number of spaces where controlled parking space is not marked out in individual parking bays or spaces (Transparency Code)</p> <p>Performance against any parking or civil parking targets having regard to the Statutory Guidance recommendations on where targets are appropriate.</p>	<ul style="list-style-type: none"> <li>• Develop this by summarising off-street parking provision e.g. number of spaces, whether charges apply and when, availability for blue badge holders, motorcycles, lorries, coaches, motor homes etc</li> <li>• Include availability of any free off-street car parks</li> <li>• Include information about controlled parking zones, on-street parking provision, charges etc</li> <li>• Areas where resident and other types of permit parking applies, numbers and costs of permits and how visitor permits operate</li> </ul>	<p>A clear narrative that parking provision and control is an essential element of local transport strategy, that civil enforcement is not intended to be punitive, and that the local authority is genuinely committed to trying to educate motorists to achieve a safe and efficient network without the need for continual enforcement</p>
<p><i>Using examples, please describe how your council has been addressing any/all of the points above. Please also include any other relevant information you think is necessary.</i></p> <p>N/A</p>		

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<b>ENFORCEMENT STATISTICS</b>		
The PCN system, charges, discounts, representation and appeal process, leading to numbers in the following sections	<ul style="list-style-type: none"> <li>• Set out year on year comparisons</li> <li>• Benchmark with other authorities</li> <li>• Include percentages as well as numbers where possible</li> <li>• Use graphs, tables and illustrations where possible</li> </ul>	<ul style="list-style-type: none"> <li>• Explaining that enforcement is only one aspect of the work</li> <li>• The three “e”s Engineering, Education, Enforcement</li> <li>• Include a jargon buster or FAQ</li> </ul>
<b>Penalties issued</b>		
Total number of PCNs issued	<ul style="list-style-type: none"> <li>• Locational variations</li> <li>• Comparison by contravention</li> <li>• Report separately for parking and bus lane enforcement and appeals</li> </ul>	34,054
Number of high level PCNs issued <b>Statutory guidance</b>		N/A
Number of lower level PCNs issued <b>Statutory guidance</b>		N/A
Number of Regulation 9 PCNs issued		N/A
Number of Regulation 10 PCNs issued		N/A
Number of PCNs issued on-street/ off-street		N/A
Number of warning notices issued on-street/off-street		N/A
<b>Penalties paid</b>		
Number of PCNs paid <b>Statutory guidance</b>		21,394
Number of PCNs paid at the discounted rate <b>Statutory guidance</b>		19,743
Number of PCNs paid before Charge Certificate (within 56 days)		788
Number of PCNs paid after the Charge Certificate served		863
Number of Charge Certificates registered		4758
Number of Warrants of Execution issued		0
Number of PCNs cancelled		2,837
Number of PCNs written off		547
<p><i>Using examples, please describe how your council has been addressing any/all of the points above. Please also include any other relevant information you think is necessary.</i></p>		

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AN OPPORTUNITY TO EXPLAIN	EXAMPLE FEATURES	MESSAGES
<b>Penalties challenged</b>		
Number of PCNs resulting in informal challenge <b>Statutory guidance</b>		N/A
Number of informal challenges which resulted in cancellation of the PCN <b>Statutory guidance</b>		N/A
Number of informal challenges which resulted in rejection of the challenge		N/A
Number of PCNs resulting in a formal representation <b>Statutory guidance</b>		6,922
Number of formal representations which resulted in cancellation of the PCN <b>Statutory guidance</b>		1,454
Number of formal representations which result in a Notice of Rejection		1,355
Issues/grounds of appeal at informal and formal representation stage		N/A
Number of penalty charge notices written off for other reasons (e.g. an error by the civil enforcement officer or driver untraceable) <b>Statutory guidance</b>		N/A
Number of vehicles immobilised <b>Statutory guidance</b>		N/A
Number of vehicles removed <b>Statutory guidance</b>		N/A
<b>Appeals</b>		
Number of appeals at the Traffic Penalty Tribunal		37
Number of appeals allowed		11
Number of appeals dismissed		23
Number of appeals not contested and reasons for this		3 Usually an appeal that was sent to the TPT rather than making a representation which we would have cancelled the PCN.
<p><i>Using examples, please describe how your council has been addressing any/all of the points above. Please also include any other relevant information you think is necessary.</i></p>		

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<b>FINANCIAL INFORMATION</b>		
Total income and expenditure on the parking account	<ul style="list-style-type: none"> <li>• Separate out Section 55 from non-Section 55 income and expenditure</li> <li>• Provide a year on year summary</li> <li>• Set out finances relating to civil bus lane enforcement separately</li> </ul>	The more detailed the information provided, the clearer the picture of what it costs to provide the service, income arising and any surplus, or indeed deficit
Income collected from on-street parking <b>Transparency Code Requirement</b>		N/A
Income collected from off-street parking (separate out off-street and on-street) <b>Transparency Code Requirement</b>	Other income can be usefully detailed e.g. from the range of permits	N/A
Income from penalty charge notices <b>Transparency Code Requirement</b>		£717,240
Income from Permits, scratch cards, season tickets		N/A
Expenditure including: employees, premises, transport, supplies and services, other (detail)		Approx. £150,000
Total surplus or deficit on the parking account <b>Transparency Code Requirement</b>	<ul style="list-style-type: none"> <li>• Include a brief paragraph to explain the financial position</li> <li>• How the financial aspects of any Agency arrangements operate</li> </ul>	The financial position relating to parking and, where there is a surplus, what specific projects/services this has supported
Breakdown of how any surplus has been spent <b>Transparency Code Requirement</b>	<ul style="list-style-type: none"> <li>• Case studies of the services funded by any surplus revenue and which are important to the area</li> <li>• Explain how deficits are handled</li> </ul>	Surplus from the account is used for specific transport related services
<p><i>Using examples, please describe how your council has been addressing any/all of the points above. Please also include any other relevant information you think is necessary.</i></p> <p><i>All the above figures are for Bus Lane / Gate enforcement by 4 unattended cameras across Essex. Income is ring-fenced and spent according to legislation, running the service, improving public transport and improving the highway is general.</i></p>		