

PATROL Adjudication Joint Committee Executive Sub Committee

Agenda

Date: Monday, 20th October, 2014
Time: 12.00 pm
Venue: The Local Government Association, Local Government House,
Smith Square, London SW1P 3HZ

1. Appointment of Chairman and Vice Chairman of the Executive Sub Committee

To appoint a Chairman and Vice Chairman until the next meeting of the Joint Committee in June 2015

2. Apologies for Absence

To receive apologies for absence

3. Declaration of Interest

To provide an opportunity for Members and Officers to declare any disclosable pecuniary and non-pecuniary interests and for Members to declare if they have pre-determined any item on the agenda

4. Minutes of the Meeting held on 28 January 2014 (Pages 1 - 8)

To approve the minutes of the PATROL Adjudication Joint Committee Executive Sub Committee held on 28 January 2014

5. Minutes of the Meeting held on 25 June 2014 (Pages 9 - 18)

To note the minutes of the PATROL Adjudication Joint Committee held on 25 June 2014

6. Chair's Update

To provide the Joint Committee with a general update since the last meeting

Contact: Louise Hutchinson, Head of Service
Bus Lane Adjudication Service Joint Committee
Springfield House, Water Lane, Wilmslow, SK9 5BG
Tel: 01625 445565
E-Mail: lhutchinson@patrol-uk.info

7. **Audit Commission Small Bodies Annual Return for the Year Ended 31 March 2014** (Pages 19 - 36)

To note the completion of the audit of accounts 2013/14 and the management response to the Issues Report

8. **Budget Monitoring 2014/15** (Pages 37 - 40)

To note the income, expenditure and reserves position at 31 August 2014

9. **Review of Governance Arrangements**

To note progress with the review of governance arrangements

10. **Risk Register** (Pages 41 - 50)

To note the latest review of the Risk Register

11. **Appointments to the Advisory Board** (Pages 51 - 54)

To approve additional appointments to the Advisory Board for the period until the annual meeting of the Joint Committee in June 2015

12. **HM Government Response to Consultation on Local Authority Parking** (Pages 55 – 112)

To note the response to the consultation on local authority parking and any matters arising.

13. **Wales Update**

To note the progress of civil enforcement regulations in Wales

14. **Dartford River Crossing**

To note the progress of arrangements for enforcement and adjudication in respect of Road User Charging at the Dartford River Crossing

15. **New Appeal Portal** (Pages 113 – 118)

To report progress on the development and implementation of the on-line appeal portal

16. **General Progress and Service Standards** (Pages 119 – 126)

To provide general information in respect of the tribunal's initiatives and service standards

17. **Parking Annual Reports** (Pages 127 - 196)

To approve a research proposal in respect of parking annual reports

18. **Chief Adjudicator's Update**

To provide the Joint Committee with an update since the last meeting

19. **Dates of Next Meetings**

Wednesday 28 January 2015	Church House Conference Centre, Westminster
Tuesday 30 June 2015	Westminster Suite, LGA
Tuesday 27 October 2015	Westminster Suite, LGA

This page is intentionally left blank

PATROL ADJUDICATION JOINT COMMITTEE

Minutes of a meeting of the **PATROL Adjudication Joint Committee**
held on Tuesday, 28th January, 2014 at The Local Government Association,
Local Government House, Smith Square, London, SW1P 3HZ

PRESENT

Councillor Jamie Macrae	Cheshire East Council, in the Chair
Councillor Tony Page	Reading Borough Council
Councillor Mike Carver	East Hertfordshire District Council
Councillor Stuart Hughes	Devon County Council
Councillor David Chadwick	Bolton MBC
Councillor Ian Davey	Brighton & Hove City Council
Councillor Roland Dibbs	Rushmoor Borough Council
Councillor John Baverstock	South Hams District Council
Councillor Peter Cooper	Carmarthenshire County Council
Councillor Andrew Bosmans	Doncaster MBC
Councillor John Leather	Cheshire West and Chester Council

Also Present:

Caroline Sheppard	Chief Adjudicator
Stephen Knapp	Regional Adjudicator
Louise Hutchinson	Head of Service, PATROL
Cllr Ken Gregory	Thanet District Council
Councillor Harvey Siggs	Somerset County Council
Kathryn Eldridge	Bath & North East Somerset Council (Advisory Board Chair)
Graham Addicott OBE	Independent Member (Advisory Board Vice Chair)
Erica Maslen	PATROL
Miles Wallace	PATROL
Andy Diamond	PATROL
Helen Crozier	Oxfordshire County Council
Emma Widdicombe	South Hams District Council
Robin Chantrill-Smith	Thanet District Council
John McEvoy	Carmarthenshire CC
Lorna Day	Kent CC
Julie North	Cheshire East Council

35 APOLOGIES FOR ABSENCE

Apologies for absence were received from :-

Cllr Graham Burgess – Hampshire County Council
Cllr Richard Bell – Sunderland City Council
Cllr Rachel Lancaster – Coventry City Council

Cllr Alan Mitchell – Sunderland City Council
Cllr Jane Urquhart – Nottingham City Council
Cllr Peter Robinson – Tameside MBC

36 DECLARATIONS OF INTEREST

There were no declarations of Interest.

37 MINUTES OF THE MEETING HELD ON 29 OCTOBER 2013

RESOLVED

That the minutes be approved as a correct record, subject to the addition of Helen Crozier and Emma Widdicombe to the list of those present.

38 WALES UPDATE

Cllr Peter Cooper (Camarthenshire County Council) queried whether PATROL was considering introducing statutory guidelines or would be making comments in relation to the new Operational Guidance. It was confirmed that comments would be made on behalf of the Joint Committee and the Tribunal. It was now understood that the introduction date for civil enforcement in Cardiff was to be July and consideration would be given to this issue when PATROL submitted its comments, in due course.

39 GOVERNMENT RESPONSE TO THE TRANSPORT COMMITTEE'S REPORT ON LOCAL AUTHORITY PARKING ENFORCEMENT AND THE CURRENT CONSULTATION ON LOCAL AUTHORITY PARKING

Consideration was given to a report updating the Joint Committee on the Government's response to the Transport Committee report on Local Authority Parking Enforcement and the current consultation on local authority parking.

It was noted that the Joint Committee had championed transparency in local authority reporting on civil parking enforcement since the introduction of the Traffic Management Act 2004 in 2008, which brought the expectation that local authorities would publish annual reports on their enforcement activity. The Government had indicated its intention to make such reports mandatory. To assist their production and building on the work of the PATROL Annual Report Award, it was proposed that an independent report was commissioned drawing on the experiences of the Annual Report Award Review Group.

In considering the report Members requested that consideration be given to carrying out some work in respect of the assessment of costs relating to enforcement and it was noted that this could be done as part of the commissioning work being carried out in order to assess officer time spent on individual appeals.

RESOLVED

1. That the Government's Response to the Transport Committee Report on Local Authority Parking Enforcement be noted.
2. That the current consultation on local authority parking enforcement be noted.
3. That the results of a recent survey on camera enforcement be noted.
4. That the Adjudicators' response to the Transport Committee report (reported elsewhere in their Annual Report) be noted.
5. That the commissioning of an independent report on best practice in local authority parking annual reports be approved.

40 ANNUAL REPORT OF THE ADJUDICATORS

The Chief Adjudicator, Caroline Sheppard, had presented the Annual Report of the Adjudicators in advance of the meeting.

It was noted that the final version of the report would be circulated to Members.

RESOLVED

That the report be noted.

41 GENERAL PROGRESS AND SERVICES STANDARDS

Consideration was given to a report on progress in respect of the take up of civil parking enforcement powers by Councils in England (outside London) and Wales and information in relation to general progress and service standards.

It was reported that all appellants and Councils were given a direct dial number to their Appeal Coordinator. Where these direct dials were not utilised, a telephone system had been introduced which directed other callers according to their enquiry using an automated attendant. To measure responsiveness, the assumption had been made that callers on average would listen to half the automated attendance (15 seconds), followed by up to three rings to be put through to a member of staff (10 seconds). Responsiveness could be measured in calls answered within 25 seconds. The target for the period June-September was 70%, the actual figure achieved being 69%. The Joint Committee was requested to approve this measure for telephone responsiveness.

RESOLVED

1. That the information provided in respect of take up of civil enforcement of parking powers be noted.
2. That the information in relation to service standards be noted.
3. That the measure for telephone responsiveness be approved.

42 PATROL AGREEMENT AND SERVICES LEVEL AGREEMENT WITH CHESHIRE EAST COUNCIL

The Head of Service for PATROL provided an update in respect of the PATROL Agreement and Service Level agreement (SLA) with Cheshire East Council, the host authority.

At the October meeting of the Joint Committee it had been reported that the revised PATROL AJC agreement, including the terms of appointment of the lead authority, had been approved subject to obtaining written consent from 75% of the Participating Authorities and it was noted that written consent had been obtained from 134 of the Participating Authorities, to date and it was anticipated that the new agreement would be signed off at the January meeting of the Executive Sub-Committee. This figure had now increased to 185 of the Participating Authorities.

One of the main issues preventing the other authorities from providing written consent related to indemnities, namely the issue of insuring officers from another Council. Quotes were, therefore, being obtained for the Joint committee itself to take out insurance and it was hoped that this would provide reassurance and encourage the remaining Councils to sign up.

With regard to the SLA, Cheshire East Council had provided a breakdown of the services it provided and work was been carried out to underpin the SLA document. It was suggested that the Appointments Sub-Committee be reconvened to progress this, with a view to submitting the document to the June meeting of the Joint Committee for approval.

43 BUDGET MONITORING 2013-14

Consideration was given to a report presenting the income and expenditure monitoring information for the year 2013/14.

An amendment was made to paragraph 8.1 of the report to state that "At 31st December 2013, expenditure had been *more* than forecast with an *unfavourable* variance of £34,750".

RESOLVED

1. That, subject to the above amendment, the income and expenditure monitoring information presented in the body of the report be noted.

2. That the Lead Officer be authorised to incur expenditure against the revenue budget in excess of the £3,091,564, should the need arise, provided such expenditure is within the total income.

44 REVENUE BUDGET 2014-15

Consideration was given to a report requesting the Committee to adopt the Revenue budget estimates for 2014/15.

A revised appendix detailing the revenue budget for 2014/15 had been circulated.

It was noted that it was proposed to report the three year Audit Plan to the June meeting of the Joint Committee, following a meeting with Cheshire East Council officers, who would be providing the audit service.

RESOLVED

That the Revenue Budget for 2014/15, as detailed in the revised Appendix, as circulated, be agreed and adopted.

45 RESERVES POLICY STATEMENT

Consideration was given to a report requesting the Committee to review the Reserves Policy Statement for the Joint Committee for 2014/15.

It was reported that the Joint Committee has set aside reserves specifically for the development and implementation of a new case management portal and it was recommended that these reserves be drawn down in 2013/14 and 2014/15, in order to commission the specialist services required through the Government's G Cloud Procurement Portal. It was agreed that regular updates would be provided to the Joint Committee in respect of this matter.

RESOLVED

1. That the Reserves Policy Statement for 2014/15 be approved.
2. That approval be given to the balances of any surplus from 2013/14 being carried forward to 2014/15.
3. That the Chair and the Vice Chair be given delegated authority for authorising the withdrawal of funds from reserves to meet budgetary deficits.
4. That the decision to commission specialist services through the GCloud for the purposes of enhancing the existing web services to provide a case management portal for appellants and Councils be noted and the Head of Service be authorised to draw down from these reserves for the development and implementation of this project as required, subject to the Chair and Vice Chair being notified in advance of each draw down.

46 ANNUAL INVESTMENT STRATEGY

Consideration was given to report on investments during 2013/14, requesting the Joint Committee to approve the annual investment strategy for 2014/15

RESOLVED

That the Annual Investment Strategy 2014/15 be approved.

47 DEFRAYING THE EXPENSES OF THE JOINT COMMITTEE 2014-15

Consideration was given to a report establishing the basis for those participating in the Joint Committee's arrangements to contribute to expenses during 2014/15.

It was recommended that the Joint Committee shared its expenses in proportion to the number of PCNs issued on the following basis for 2014/15:-

ELEMENT	CHARGE
Annual Charge	NIL
Charge per PCN issued	£0.56 pence

An amendment was moved and seconded to reduce the charge per PCN issued to 55p, rather than 56p, as recommended in the submitted report. This was duly carried.

In addition the Joint Committee was asked to approve the principle of introducing a cost per case charge in-year for paper evidence files once the portal was available to Councils. This would be preceded by a report to the Joint Committee or its Executive Sub Committee.

RESOLVED

1. That, taking into account the current level of reserves, the income forecasts and the developments within 2014/15, the basis for the contribution for 2014/15 be reduced to 0.55 pence per PCN.
2. That the principle of introducing a cost per case charge in-year for paper evidence files once the portal is available to Councils be approved. (This would be preceded by a report to the Joint Committee or its Executive Sub Committee).
3. That local authorities be invoiced quarterly in advance, based on estimated figures and subsequently adjusted.

48 CHAIR OF ADVISORY BOARD

The Joint Committee noted the retirement of John Satchwell (Bournemouth Council) and that the Advisory Board had appointed

Kathryn Eldridge (Bath and North East Somerset Council) as the new Chair.

49 DATE OF NEXT MEETING

It was noted that the next meeting of the Joint Committee would take place on Wednesday 25 June 2014 at the Smith Square Conference Centre, London.

50 ANY OTHER BUSINESS

The chairman reported that it was proposed to introduce an electronic newsletter to provide updates and information in respect of PATROL. This would be circulated to all the Local authorities involved in PATROL. It was anticipated that the first newsletter would be published in March or April.

He also reported that PATROL would be taking a stand at the LGA conference in Bournemouth on 8, 9 and 10 July, in order to engage with Authorities who were members of PATROL and to highlight what the body did.

The meeting commenced at 12.00 pm and concluded at 12.55 pm

Councillor WJ Macrae

This page is intentionally left blank

PATROL ADJUDICATION JOINT COMMITTEE

Minutes of a meeting of the **PATROL Adjudication Joint Committee**
held on Wednesday, 25th June, 2014 at The Local Government Association,
Local Government House, Smith Square, London SW1P 3HZ

PRESENT

Cllr Jamie Macrae – Cheshire East Council (in the Chair)
Cllr Mike Carver – East Herts District Council
Cllr Stuart Hughes – Devon County Council
Cllr Peter Cooper – Carmarthenshire County Council
Cllr Eileen Lintill – Chichester District Council
Cllr Elsie Martlew – Carlisle City Council
Cllr Gary Waller – Epping Forest District Council
Cllr Nigel Knapton – Hambleton District Council
Cllr Geraint Owens – Swansea Council
Cllr Richard Bell – Sunderland City Council
Cllr Ian Ward – Isle of Wight Council
Cllr John Baverstock – South Hams District Council
Cllr Ken Gregory – Thanet District Council
Cllr Alistair Black – Maidstone Borough Council
Cllr Tony Page – Reading Council
Cllr John Leather – Cheshire West and Chester Council
Cllr Ian Davey – Brighton & Hove City Council
Cllr Rosemary Healy – Nottingham City Council
Cllr Simon Cronin – Worcester City Council
Cllr Duncan Walker – Stoke-on-Trent City Council
Cllr Keith Dollemore – Adur District Council
Cllr Graham Burgess – Hampshire County Council

Also present:

Kathryn Eldridge	BATHNES (Chair of Advisory Board)
Graham Addicott OBE	Advisory Board (Vice Chair)
Caroline Sheppard	Chief Adjudicator
Louise Hutchinson	Head of Service, PATROL
Mark Fletcher	Department for Transport
Paul Boulton	Coventry City Council
Helen Crozier	Oxfordshire County Council
Marc Samways	Hampshire County Council
Caroline Nash	Nottingham City Council
Philip Hammer	Cambridgeshire County Council
Robin Chantrill-Smith	Thanet District Council
Julie North	Cheshire East Council
Miles Wallace	PATROL
Erica Maslen	PATROL
Andy Diamond	PATROL

1 APPOINTMENT OF CHAIRMAN, VICE CHAIRMAN AND ASSISTANT VICE CHAIRMAN

Consideration was given to the appointment of Chairman, Vice Chairman and Assistant Vice Chairman.

RESOLVED

That Cllr WJ Macrae (Cheshire East Council) be appointed as Chairman, Cllr M Carver (East Hertfordshire District Council) be appointed as Vice Chairman and Cllr S Hughes (Devon County Council) be appointed as Assistant Vice Chairman.

2 APOLOGIES FOR ABSENCE

Apologies for absence were reported.

3 DECLARATIONS OF INTEREST

There were no declarations of interest.

4 MINUTES OF THE MEETING HELD ON 25 JUNE 2013

Consideration was given to the minutes of the meeting held on 25 June 2013.

RESOLVED

That the minutes be approved as a correct record.

5 MINUTES OF THE MEETING HELD ON 28 JANUARY 2014

Consideration was given to the minutes of the Meeting Held on 28 January 2014.

RESOLVED

That the minutes be approved as a correct record.

6 CHAIRMAN'S UPDATE

The Chairman :-

1. Reported that it was a year since PATROL had moved into its new premises in Wilmslow, following the opening by George Osborne MP, on April 29 2014 and the team were settling in well. He welcomed new Councils to the Committee as follows:-

Parking

North Yorkshire and the Districts of Hambleton, Craven,
Richmondshire, Ryedale and Selby.
Worcestershire and the Councils of Bromsgrove and Malvern Hills
Flintshire Council

Bus Lanes

Nottinghamshire County Council
Kent County Council
City of York Council
Birmingham City Council

2. Reported that 14 new adjudicators had now been recruited, making a total of 30 Adjudicators.
3. Reported that the Chief Adjudicator and Head of Service had given evidence to the Transport Select Committee on the Government's consultation and response on new signs consultation.
4. Reported that preparations were underway for widening PATROL's jurisdiction to include the Dartford River Crossing and Durham Council's enforcement of road user charging.
5. Reported that work was ongoing on the development of the on line portal, as detailed in the presentation from the Chief Adjudicator and Head of Service in advance of the meeting.
6. That a PATROL newsletter had now been introduced and that the second newsletter had been released in advance of the LGA conference to take place in July 2014, where PATROL would have a stand to raise awareness of its role.
7. Reported that the Annual Award for LA Report was to be announced in July.
8. Noted that the reduction of the standard charge for PCN reduced from 60p to 55p.
9. Reported that a meeting was held with the PATAS Chief Adjudicator, Caroline Hamilton and Nick Lester Director of Services to discuss mutual issues.

10. Thanked all the PATROL officers for the hard work they had carried out in the past year.

7 PATROL ADJUDICATION JOINT COMMITTEE FINANCIAL REGULATIONS

The Joint Committee had last approved its Financial Regulations at its annual meeting in June 2013 and was asked to review these Financial Regulations, in the light of a number of changes. The Joint Committee's attention was drawn to para 7.1, relating to the orders procedure (evaluating quotes and tenders), para 13.1, relating to Internal Audit and para 16.1, relating to expense claims.

RESOLVED

That the Financial Regulations for 2014/15 be approved.

8 DRAFT ANNUAL RETURN 2013/14

Consideration was given to a report relating to the draft annual return 2013/14. At the meeting of Executive Sub-Committee held on 29th January 2013 it had agreed to adopt the revenue budget estimates for 2013/14 and this was set out in Appendix 1 of the report. The Lead Officer had been given authorisation, in consultation with the Chair, Vice-chair and Assistant Vice-chair to incur expenditure against the revenue budget in excess of the £3,091,564 set by the Committee, should the need arise, provided such expenditure was within the total income for the year. The report provided details of the draft 2013/14 Annual Accounts for approval by the Joint Committee and the outturn position was shown at Appendix 1

The draft annual return for 2013/14 was shown at Appendix 2 of the report. The accounting statement for 2013/14 had been prepared in accordance with the requirements of the Audit Commission's Small Bodies Annual Return. It was noted that the completion of the return removed the requirement for a full set of accounts, however a Balance Sheet had been provided for information at Appendix 4.

It was agreed that a breakdown of reserves for the prior January would be included in future reports.

RESOLVED

1. That the outturn position against the 2013/14 budget (Appendix 1) be noted.
2. That the 2013/14 draft Annual Return (Appendix 2), be approved
3. That the Annual Internal Audit Report and the audit plan for 2014/15 (Appendix 3), be noted.

4. That the audit timetable be noted.
5. That the Balance Sheet (Appendix 4), be noted.
6. That approval be granted to the surplus of income over expenditure of £268,740 being added to the Joint Committee's reserves and that it be noted that the level of reserves will be reviewed at the January 2015 meeting.
7. That the Code of Corporate Governance (Appendix 5), be noted.

9 REVIEW OF GOVERNANCE ARRANGEMENTS

In June 2013, the PATROL Adjudication Joint Committee had approved changes to the Joint Committee's agreement, including Schedule 6 (Terms of Appointment of the Lead Authority), dated 1 May 2008, which had been reviewed in the light of the appointment of a new Host/Lead Authority from 1 April 2013. The Joint Committee had been asked to approve the new agreement, subject to obtaining the written consent of 75% of the Participating Authorities. To date 226 Councils had agreed to the new arrangements and a minimum of two more were required to agree. Additional wording had been circulated to address queries concerning the indemnity provisions.

Schedule 6 of the PATROL agreement made reference to the development of a non-binding service level agreement (SLA) between the Joint Committee and the Lead Authority. The SLA set out arrangements for establishing a scheme of delegation to the Head of Service. The SLA for 2014/15 was presented for approval, at appendix 1 of the report.

The Standing Orders of the Joint Committee were reviewed on an annual basis and were presented for approval at Appendix 2 of the report.

It was reported that the Agreement included the Memorandum of Understanding between the Joint Committee and the Adjudicators, which had been approved at the November 2012 meeting. This had been reviewed in the light of changes to the Welsh regulations and the forthcoming new jurisdiction of road user charging and was presented for approval at Appendix 3 of the report.

Information was requested in respect of the comparison of the costs from the current host authority and the previous one.

It was noted that a report would be submitted to the October meeting regarding those functions delegated to the Chief Executive of the host authority (Cheshire East Council) in order to delegate them from him to the Joint Committee.

RESOLVED

1. That the position in relation to the revised PATROL Adjudication Joint Committee Agreement approved at the June 2013 meeting, be noted.
2. That the Service Level Agreement for 2014/15 between the Joint Committee and the Host/Lead Authority, as set out in appendix 1 of the report, be approved and the arrangements for reviewing the Scheme of Delegation to the Head of Service be noted.
3. That the Standing Orders for 2014/15, as set out in appendix 2 of the report be approved.
4. That the updated Memorandum of Understanding between the Joint Committee and the Adjudicators, as set out in appendix 3 of the report be approved.
5. That persons be appointed to fulfil the function of the proper officer under the relevant regulations
6. That the cycle and location of meetings for 2014/15 be noted, as follows :-

Tuesday 21 October 2014
Tuesday 27 January 2015
Tuesday 30 June 2015

All to take place at the LGA, Local Government House, Smith Square, London.

10 ESTABLISHMENT OF EXECUTIVE SUB COMMITTEE

Consideration was given to a report setting out arrangements for establishing an Executive Sub-Committee and its Terms of Reference for the coming year.

RESOLVED

That an Executive Sub-Committee be established by the Joint Committee, to act on behalf of the Committee until the annual meeting in June 2015, in accordance with paragraph 2 and the Appendix to the report and that it appoints members of the Executive Sub-Committee for the forthcoming year, the membership of the Executive sub-committee to reflect last year's membership together with councils represented at the June 2014 meeting, unless any of the existing authorities indicated that it wishes to opt out.

11 APPOINTMENTS TO THE ADVISORY BOARD

Consideration was given to a report setting out the terms of reference for the Advisory Board and recommendations for appointments for 2014/15

RESOLVED

That the Terms of reference and composition of the Advisory Board, as set out in the Appendix to the report be approved, with Marc Samways to be re-appointed for a four year period and Kathryn Eldridge to be re-appointed for a four year period.

The Chair introduced Kathryn Eldridge as the new Chair of the Advisory Board following the retirement of John Satchwell.

12 RISK MANAGEMENT AND BUSINESS CONTINUITY

Consideration was given to a report seeking approval of the Risk Management Strategy and Business Continuity Management Policy and requesting that the Joint Committee review the updated risk register.

It was agreed that information in respect of data protection should be included at the next review.

RESOLVED

1. That the Risk Management Strategy, as set out in appendix 1 of the report be approved.
2. That the updated Risk Register, as set out in appendix 2 of the report, be noted
3. That the Business Continuity Management Policy, as set out in appendix 3 of the report be approved.

13 WALES UPDATE

Clarification was requested in respect of the roll out in Wales from 6 August. It was noted that the process would be the same as currently took place in Cardiff, including the opportunity for telephone appeals, with dedicated Welsh speakers. A number of meetings had taken place between representatives from PATROL and Cardiff City Council and feedback had been given to the Welsh Government in respect of the Draft Operational Guidance.

14 DEREGULATION BILL AND HM GOVERNMENT RESPONSE CONSULTATION ON LOCAL AUTHORITY PARKING

An update was given in respect of the Deregulation Bill. It was noted that there would be a further opportunity to comment on the bill changes and it was suggested that the Joint Committee may wish to submit comments via the Chairman.

It was felt that it was difficult for the Joint Committee to consider the government's response to the consultation on local authority parking as it had just been published. Further clarification was required on the document including details of the proposal to widen the powers of the adjudicators. It was suggested that further information may come forward in the next few months to enable further discussion on a more informed basis.

15 CONSULTATION ON THE DRAFT TRAFFIC SIGNS REGULATIONS & GENERAL DIRECTIONS (TRSGD) 2015

It was reported that representatives for PATROL were due to meet with representatives from the Department for Transport in the following month regarding the consultation on the draft Traffic Signs Regulations & General Directions (TRSGD) 2015. Members of the Joint Committee were requested to submit any comments to the PATROL Lead Officer and these would be collated for submission.

16 CONTRAVENTION CODES OUTSIDE LONDON

The Lead Officer reported that a meeting had taken place with London Councils and one of the issues discussed had been providing greater opportunity for outside London councils to comment on proposed changes to contravention codes. A formal request will be made to London Councils concerning the Joint Committee facilitating comments from outside London Councils on proposed changes to contravention codes.

17 DARTFORD RIVER CROSSING - MEMORANDUM OF UNDERSTANDING

It was reported that from October 2014, the Adjudicators would be deciding road user charging appeals for the Dartford River Crossing. As the responsible body was not a local authority, it could not be a member of the Joint Committee and there would, therefore, need to be one Memorandum of Understanding to cover any scheme and a second specific one to cover the A282 Dartford tunnel crossing.

It was agreed that the Chairman and Vice-chairman of the Committee should be given delegated authority to approve the two Memorandums of Understanding and report back to the Committee.

18 DURHAM COUNCIL - ENFORCEMENT OF ROAD USER CHARGING

Consideration was given to the method by which the adjudication should take place for the Durham Council enforcement of road user charging and it was agreed that the Chairman and Vice-chairman should be given delegated powers to oversee the adjudication.

19 GENERAL PROGRESS AND SERVICE STANDARDS

Consideration was given to a report on tribunal activity and service standards for the period 2013/14.

It was agreed that a report should be submitted to the next meeting relating to the number of appeals outstanding from the previous year

RESOLVED

That the report on tribunal activity and service standards for the period 2013/14 be noted.

20 NEW APPEAL PORTAL

The Chief Adjudicator and Head of Service had given a presentation in advance of the meeting, updating the Committee regarding progress in respect of the new appeal portal. The Joint Committee was requested to approve the drawing down of the remaining funds in the technology reserve and the Establishment of a Working Group to review progress on the development and implementation of the portal and any matters associated with it.

RESOLVED

1. That the Head of Service be authorised to draw down the remaining funds in the technology reserve.
2. That approval is given to the establishment of a Working Group to review progress on the development and implementation of the portal and any matters associated with it, the Working Group to report to the PATROL Executive Sub Committee and Joint Committee, as appropriate.

21 APPOINTMENT OF ADJUDICATOR

Consideration was given to a report seeking the re-appointment of Caroline Sheppard as Adjudicator and Chief Adjudicator for the period 2014 to 2019.

RESOLVED

That the re-appointment of Caroline Sheppard as Adjudicator be approved, subject to the consent of the Lord Chancellor, for the period 2014/2019, by virtue of Regulation 17 of the Civil Enforcement of Parking Contraventions (England) General Regulations 2007 and Regulation 16 of the Civil Enforcement of Road Traffic Contraventions (General Provisions) (Wales) Regulations 2013 and to extend her appointment as Chief Adjudicator for England and Wales for the same period.

The meeting commenced at 1.00 pm and concluded at 1.40 pm

Councillor WJ Macrae

PATROL ADJUDICATION JOINT COMMITTEE
Executive Sub Committee

Date of Meeting: 20th October 2014
Report of: The Lead Officer on behalf of the Advisory Board
Subject/Title: Audit Commission Small Bodies Annual Return for the Year Ended 31 March 2014

1.0 Report Summary

1.1 To report the findings of the external auditors for 2013/14 and seek approval for a 3 year internal audit strategy and bad debt policy.

2.0 Recommendation

2.1 To note the findings of the external audit for 2013/14 in the enclosed annual return (Appendix 1) and the management response to the Issues Report (Appendix 2)

2.2 To approve the 3 year internal audit strategy (Appendix 3) and bad debt policy (Appendix 4).

3.0 Reasons for Recommendations

3.1 Compliance with Financial Regulations

4.0 Financial Implications

4.1 Set out in the report

5.0 Legal Implications

5.1 None at this time

6.0 Risk Management

6.1 Internal and external audit findings provide assurance to the Joint Committee on financial management.

7.0 Background and Options

7.1 Small relevant bodies with an annual turnover of £6.5 million or less must complete annual return in accordance with proper practices summarising their annual activities at the end of each financial year.

7.2 The Joint Committee approved the draft annual return for 2013/14 at its meeting on 25th June 2014.

7.3 The Audit Commission has appointed BDO LLP to audit the annual return of the Joint Committee. The final return (Appendix 1) and Issues Report (Appendix 2) are enclosed.

7.4 The Issues Report refers to one matter and the management response is set out below:

Fidelity Guarantee Cover

Recommendations in respect of insurance cover for 2014/15 will be presented to the January 2015 meeting of the Executive Sub Committee as part of the budget setting process.

8.0 Access to Information

The background papers relating to this report can be inspected by contacting the report writer:

Name: Louise Hutchinson

Designation: Head of Service

Tel No: 01625 445566

Email: lhutchinson@patrol-uk.info

Small Bodies in England

Annual return for the financial year ended 31 March 2014

Small relevant bodies in England with an annual turnover of £6.5 million or less must complete an annual return in accordance with proper practices summarising their annual activities at the end of each financial year.

The annual return on pages 2 to 5 is made up of four sections:

- Sections 1 and 2 are completed by the person nominated by the body.
- Section 3 is completed by the external auditor appointed by the Audit Commission.
- Section 4 is completed by the body's internal audit provider.

Each body must approve this annual return no later than 30 June 2014.

Completing your annual return

Guidance notes, including a completion checklist, are provided on page 6 and at relevant points in the annual return.

Complete all sections highlighted in red. Do not leave any red box blank. Incomplete or incorrect returns require additional external audit work and may incur additional costs.

Send the annual return, together with your bank reconciliation as at 31 March 2014, an explanation of any significant year on year variances in the accounting statements and any additional information requested, to your external auditor by the due date.

Your external auditor will identify and ask for any additional documents needed for audit. Therefore, unless requested, do not send any original financial records to the external auditor.

Audited and certified annual returns will be returned to the body for publication or public display of sections 1, 2 and 3. You must publish or display the audited annual return by 30 September 2014.

It should not be necessary for you to contact the external auditor or the Audit Commission directly for guidance.

More guidance on completing this annual return is available in the Practitioners' Guides for either local councils or internal drainage boards. These publications may be downloaded from the National Association of Local Councils (NALC) or Society of Local Council Clerks (SLCC) websites (www.nalc.gov.uk or www.slcc.co.uk) or from the members area of the Association of Drainage Authorities website (www.ada.org.uk).

Section 1 – Accounting statements 2013/14 for:

Enter name of reporting body here:

**PARKING & TRAFFIC REGULATIONS
OUTSIDE LONDON ADJUDICATION JOINT COMMITTEE**

	Year ending		Notes and guidance
	31 March 2013 £	31 March 2014 £	
1 Balances brought forward	1,867,581	2,183,991	Total balances and reserves at the beginning of the year as recorded in the body's financial records. Value must agree to Box 7 of previous year.
2 (+) Income from local taxation and/or levy	-	-	Total amount of local tax and/or levy received or receivable in the year including funding from a sponsoring body.
3 (+) Total other receipts	2,940,663	3,260,847	Total income or receipts as recorded in the cashbook less the taxation and/or levy (line 2). Include any grants received here.
4 (-) Staff costs	1,575,808	1,703,652	Total expenditure or payments made to and on behalf of all employees. Include salaries and wages, PAYE and NI (employees and employers), pension contributions and employment expenses.
5 (-) Loan interest/capital repayments	-	-	Total expenditure or payments of capital and interest made during the year on the body's borrowings (if any).
6 (-) All other payments	1,048,445	1,288,455	Total expenditure or payments as recorded in the cashbook less staff costs (line 4) and loan interest/capital repayments (line 5).
7 (=) Balances carried forward	2,183,991	2,452,731	Total balances and reserves at the end of the year. Must equal (1+2+3) – (4+5+6)
8 Total cash and short term investments	2,128,790	2,059,769	The sum of all current and deposit bank accounts, cash holdings and short term investments held as at 31 March – to agree with bank reconciliation.
9 Total fixed assets plus other long term investments and assets	-	-	The original Asset and Investment Register value of all fixed assets, plus other long term assets owned by the body as at 31 March
10 Total borrowings	-	-	The outstanding capital balance as at 31 March of all loans from third parties (including PWLB).

I certify that for the year ended 31 March 2014 the accounting statements in this annual return present fairly the financial position of the body and its income and expenditure, or properly present receipts and payments, as the case may be.

Signed by Responsible Financial Officer:



Date 12/06/14

I confirm that these accounting statements were approved by the body on:

25/06/2014

and recorded as minute reference:

8/14

Signed by Chair of meeting approving these accounting statements:



Date 25/06/2014

Section 2 – Annual governance statement 2013/14

We acknowledge as the members of PATROL A-J-C our responsibility for ensuring that there is a sound system of internal control, including the preparation of the accounting statements. We confirm, to the best of our knowledge and belief, with respect to the accounting statements for the year ended 31 March 2014, that:

	Agreed –		'Yes' means that the body:
	Yes	No*	
1 We approved the accounting statements prepared in accordance with the requirements of the Accounts and Audit Regulations and proper practices.	✓		prepared its accounting statements in the way prescribed by law.
2 We maintained an adequate system of internal control, including measures designed to prevent and detect fraud and corruption and reviewed its effectiveness.	✓		made proper arrangements and accepted responsibility for safeguarding the public money and resources in its charge.
3 We took all reasonable steps to assure ourselves that there are no matters of actual or potential non-compliance with laws, regulations and proper practices that could have a significant financial effect on the ability of the body to conduct its business or on its finances.	✓		has only done what it has the legal power to do and has complied with proper practices in doing so.
4 We provided proper opportunity during the year for the exercise of electors' rights in accordance with the requirements of the Accounts and Audit Regulations.	✓		during the year has given all persons interested the opportunity to inspect and ask questions about the body's accounts.
5 We carried out an assessment of the risks facing the body and took appropriate steps to manage those risks, including the introduction of internal controls and/or external insurance cover where required.	✓		considered the financial and other risks it faces and has dealt with them properly.
6 We maintained throughout the year an adequate and effective system of internal audit of the body's accounting records and control systems.	✓		arranged for a competent person, independent of the financial controls and procedures, to give an objective view on whether internal controls meet the needs of the body.
7 We took appropriate action on all matters raised in reports from internal and external audit.	✓		responded to matters brought to its attention by internal and external audit.
8 We considered whether any litigation, liabilities or commitments, events or transactions, occurring either during or after the year-end, have a financial impact on the body and where appropriate have included them in the accounting statements.	✓		disclosed everything it should have about its business activity during the year including events taking place after the year-end if relevant.

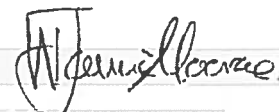
This annual governance statement is approved by the body and recorded as minute reference

8/14

dated 25/06/2014

Signed by:

Chair



dated

25 06 2014

Signed by:

Clerk



dated

25 06 2014

*Note: Please provide explanations to the external auditor on a separate sheet for each 'No' response. Describe how the body will address the weaknesses identified.

Section 3 – External auditor certificate and opinion 2013/14

Certificate

We certify that we have completed the audit of the annual return for the year ended 31 March 2014 of:

PATROL AJL

Respective responsibilities of the body and the auditor

The body is responsible for ensuring that its financial management is adequate and effective and that it has a sound system of internal control. The body prepares an annual return in accordance with proper practices which:

- summarises the accounting records for the year ended 31 March 2014; and
- confirms and provides assurance on those matters that are important to our audit responsibilities.

Our responsibility is to conduct an audit in accordance with guidance issued by the Audit Commission and, on the basis of our review of the annual return and supporting information, to report whether any matters that come to our attention give cause for concern that relevant legislation and regulatory requirements have not been met.

External auditor report

(~~Except for the matters reported below~~)* on the basis of our review, in our opinion the information in the annual return is in accordance with proper practices and no matters have come to our attention giving cause for concern that relevant legislation and regulatory requirements have not been met.
(*~~delete as appropriate~~).

(continue on a separate sheet if required)

Other matters not affecting our opinion which we draw to the attention of the body:

Please see enclosed report

(continue on a separate sheet if required)

External auditor signature

BDO LLP

External auditor name

BDO LLP Southampton
United Kingdom

Date

24/9/14

Note: The auditor signing this page has been appointed by the Audit Commission and is reporting to you that they have carried out and completed all the work that is required of them by law. For further information please refer to the Audit Commission's publication entitled Statement of Responsibilities of Auditors and of Audited Small Bodies.

Section 4 – Annual internal audit report 2013/14 to

PATROL 4JC

The body's internal audit, acting independently and on the basis of an assessment of risk, carried out a selective assessment of compliance with relevant procedures and controls expected to be in operation during the financial year ended 31 March 2014.

Internal audit has been carried out in accordance with the body's needs and planned coverage. On the basis of the findings in the areas examined, the internal audit conclusions are summarised in this table. Set out below are the objectives of internal control and alongside are the internal audit conclusions on whether, in all significant respects, the control objectives were being achieved throughout the financial year to a standard adequate to meet the needs of the body.

Internal control objective	Agreed? Please choose one of the following		
	Yes	No*	Not covered**
A Appropriate accounting records have been kept properly throughout the year.	✓		
B The body's financial regulations have been met, payments were supported by invoices, all expenditure was approved and VAT was appropriately accounted for.	✓		
C The body assessed the significant risks to achieving its objectives and reviewed the adequacy of arrangements to manage these.	✓		
D The annual taxation or levy or funding requirement resulted from an adequate budgetary process; progress against the budget was regularly monitored; and reserves were appropriate.	✓		
E Expected income was fully received, based on correct prices, properly recorded and promptly banked; and VAT was appropriately accounted for.	✓		
F Petty cash payments were properly supported by receipts, all expenditure was approved and VAT appropriately accounted for.	*	✓	
G Salaries to employees and allowances to members were paid in accordance with body approvals, and PAYE and NI requirements were properly applied.	✓		
H Asset and investments registers were complete and accurate and properly maintained.	✓		
I Periodic and year-end bank account reconciliations were properly carried out.	✓		
J Accounting statements prepared during the year were prepared on the correct accounting basis (receipts and payments or income and expenditure), agreed to the cash book, were supported by an adequate audit trail from underlying records, and, where appropriate, debtors and creditors were properly recorded.	*	✓	

For any other risk areas identified by the body (list any other risk areas below or on separate sheets if needed) adequate controls existed:

* SEE INTERNAL AUDIT REPORT.
 THESE ARE AGREED - ADDITIONAL NOTES PER APPENDIX C OF THE AUDIT REPORT.

Name of person who carried out the internal audit: NEIL TAYLOR (AUDIT MANAGER, CHESHIRE EAST COUNCIL)
 Signature of person who carried out the internal audit: Neil Taylor Date: 12/06/2014

*Note: If the response is 'no' please state the implications and action being taken to address any weakness in control identified (add separate sheets if needed).
 **Note: If the response is 'not covered' please state when the most recent internal audit work was done in this area and when it is next planned, or, if coverage is not required, internal audit must explain why not (add separate sheets if needed).

Guidance notes on completing the 2013/14 annual return

- 1 You must apply proper practices for preparing this annual return. Proper practices are found in the Practitioners' Guides* which are updated from time to time and contain everything you should need to prepare successfully for your financial year-end and the subsequent audit. Both NALC and SLCC have helplines if you want to talk through any problem you may encounter.
- 2 Make sure that your annual return is complete (i.e. no empty red boxes), and is properly signed and dated. Avoid making any amendments to the completed return. But, if this is unavoidable, make sure the amendments are drawn to the attention of and approved by the body, properly initialled and an explanation is provided to the external auditor. Annual returns containing unapproved or unexplained amendments will be returned unaudited and may incur additional costs.
- 3 Use the checklist provided below. Use a second pair of eyes, perhaps a member or the Chair, to review your annual return for completeness before sending it to the external auditor.
- 4 Do not send the external auditor any information not specifically asked for. Doing so is not helpful. However, you must notify the external auditor of any change of Clerk, Responsible Financial Officer or Chair.
- 5 Make sure that the copy of the bank reconciliation which you send to your external auditor with the annual return covers all your bank accounts. If your body holds any short-term investments, note their value on the bank reconciliation. The external auditor must be able to agree your bank reconciliation to Box 8 on the Accounting statements. You must provide an explanation for any difference between Box 7 and Box 8. More help on bank reconciliation is available in the Practitioners' Guides*.
- 6 Explain fully significant variances in the accounting statements on page 2. Do not just send in a copy of your detailed accounting records instead of this explanation. The external auditor wants to know that you understand the reasons for all variances. Include a complete analysis to support your explanation. There are a number of examples provided in the Practitioners' Guides* to assist you.
- 7 If the external auditor has to review unsolicited information, or receives an incomplete bank reconciliation, or you do not fully explain variances, this may incur additional costs for which the auditor will make a charge.
- 8 Make sure that your accounting statements add up and the balance carried forward from the previous year (Box 7 of 2013) equals the balance brought forward in the current year (Box 1 of 2014).
- 9 Do not complete section 3. The external auditor will complete it at the conclusion of the audit.

Completion checklist – 'No' answers mean you may not have met requirements		Done?
All sections	All red boxes have been completed?	✓
	All information requested by the external auditor has been sent with this annual return? Please refer to your notice of audit.	✓
Section 1	Approval by the body confirmed by signature of Chair of meeting approving the accounting statements?	✓
	An explanation of significant variations from last year to this year is provided?	✓
	Bank reconciliation as at 31 March 2014 agreed to Box 8?	✓
	An explanation of any difference between Box 7 and Box 8 is provided?	✓
Section 2	For any statement to which the response is 'no', an explanation is provided?	✓
Section 4	All red boxes completed by internal audit and explanations provided?	✓

*Note: Governance and Accountability for Local Councils in England – A Practitioners' Guides, is available from NALC and SLCC representatives or Governance and Accountability for Internal Drainage Boards in England – A Practitioners' Guides, is available from the ADA at The Association of Drainage Authorities, 12 Cranes Drive, Surbiton, Surrey, KT5 8AL or from the NALC, SLCC or ADA websites - see page 1 for addresses.

**ISSUES ARISING REPORT FOR
Parking & Traffic Regulations Outside London
Adjudication Joint Committee
Audit for the year ended 31 March 2014**

Introduction

The following matters have been raised to draw items to the attention of Parking & Traffic Regulations Outside London Adjudication Joint Committee. These matters came to the attention of BDO LLP during the audit of the annual return for the year ended 31 March 2014.

The audit of the annual return may not disclose all shortcomings of the systems as some matters may not have come to the attention of the auditor. For this reason, the matters raised may not be the only ones that exist.

The matters listed below are explained in further detail on the page(s) that follow;

- Internal auditor's recommendations
 - Fidelity Guarantee
-

The following issue(s) have been raised to assist the body. The body is recommended to take action on the following issue(s) to ensure that the body acts within its statutory and regulatory framework.

Internal auditor's recommendations

What is the issue?

The internal auditor has noted a number of weaknesses in the financial systems of the body.

Why has this issue been raised?

The body is exposed to the risks associated with these weaknesses.

What do we recommend you do?

The body must implement the recommendations made by the internal auditor to improve the financial systems of the body as soon as possible or in any event before the end of the current financial year.

If the body addresses all the issues raised by the internal auditor the body should improve internal controls which will help to prevent and detect error and fraud and assist the body to operate in an effective and efficient manner.

Further guidance on this matter can be obtained from the following source(s):

Governance and Accountability in Local Councils in England - A Practitioners Guide, NALC/SLCC

Fidelity Guarantee

What is the issue?

The body has fidelity guarantee cover, however this appears to be insufficient in light of the bank balances held at 31 March 2014.

Why has this issue been raised?

A body, under S114 of the Local Government Act 1972, must take security as it considers sufficient in the case of any of its officers likely to handle its money. The body may decide that insurance is not 'sufficient' for them, but in order to come to this opinion it must have reviewed the requirement annually and have objective grounds for such a conclusion.

What do we recommend you do?

The body should consider the level of insurance cover and set it to a level that will protect the body against potential loss. The body should review the level of cover at least annually as circumstances may change throughout the year.

The amount should be sufficient to cover the maximum amount of money the body holds at any one time during the year. A body does not have to have fidelity guarantee insurance if it considers that no security is 'sufficient' but there must be objective grounds for such a conclusion.

Further guidance on this matter can be obtained from the following source(s):

Local Council Administration, 8th Edition, Charles Arnold-Baker, Chapter 9.8

Governance and Accountability in Local Councils in England - A Practitioners Guide, NALC/SLCC

No other matters came to our attention.

For and on behalf of
BDO LLP

Date: 24 September 2014

Item 7 Appendix 3

DRAFT 3 YEAR INTERNAL AUDIT STRATEGY 2015/2018

Background

External Audit is provided to the PATROLAJC through BDO LLP in accordance with the Audit Commission Small Bodies Annual Return. This places significant reliance on the findings of internal audit.

Internal Audit is currently provided through Cheshire East Council internal audit. Whilst there is a separate Joint Committee for the Bus Lane Adjudication Service, it does share a number of systems and processes with PATROL. As a consequence, the audit work relating to PATROL can be used as a reasonable source of assurance. Where independent systems and processes are in operation for Bus Lanes, sample testing is undertaken.

Supporting the completion of the Audit Commission Small Bodies in England Annual Return

The main focus for internal audit each year will be to underpin the completion of the draft annual return. The key areas for testing therefore will be:

- Financial records
- Accounts Payable
- Risk Management
- Budget Monitoring
- Income
- Imprest/Petty Cash/Purchase Cards
- HR/Salary
- Asset/Treasury Management
- Cash/Bank Reconciliation
- Accounting Statements and Principles

Further details are included at Appendix 1.

Further work on key areas

From time to time, sampling in the above areas will indicate that further work could usefully be undertaken to provide assurance to the Joint Committee. A contingency will be provided for this purpose and presented to the Joint Committee as part of the budget setting process.

Additional areas of work

It is recognised that internal audit can provide assurance to support the Joint Committee's Risk Management and Business Continuity Strategies. It is proposed that on an annual basis in January of each year, the Joint Committee is asked to

approve the purpose and charges for this additional work. Examples would include: Business Continuity; Procurement; Health and Safety. The overall aim would be to provide assurance in areas of significance to the Joint Committee at any given time rather than prescribing over the three year period.

Review and market testing

The Joint Committee will review this strategy every three years and during this period, the Head of Service will conduct a market testing exercise, the results of which will be reported to the Joint Committee.

Operational Area	
SBAR A	Appropriate records have been kept properly throughout the year. FINANCIAL RECORDS
SBAR B	The body's financial regulations have been met, payments were supported by invoices, all expenditure was approved and VAT was appropriately accounted for. ACCOUNTS PAYABLE
SBAR C	The body assessed the significant risks to achieving its objectives and reviewed the adequacy of arrangements to manage these. RISK MANAGEMENT
SBAR D	The annual taxation or levy or funding requirement, resulted from an adequate budgetary process; progress against the budget was regularly monitored and reserves were appropriate. BUDGET MONITORING
SBAR E	Expected income was fully received, based on correct prices, properly recorded and promptly banked and VAT was appropriately accounted for. INCOME
SBAR F	Petty cash payments were properly supported by receipts, all expenditure was approved and VAT appropriately accounted for. IMPREST/PETTY CASH
SBAR G	Salaries to employees and allowances to members were paid in accordance with body approvals, and PAYE and NI requirements were properly applied. HR/SALARY
SBAR H	Assets and Investments registers were complete, and accurate and properly maintained. ASSET/TREASURY MANAGEMENT
SBAR I	Periodic and year end bank account reconciliations were properly carried out. CASH/BANK RECONCILIATION
SBAR J	Accounting statements prepared during the year were prepared on the correct accounting basis, (receipts and payments or income and expenditure), agreed to the cash book, were supported by an adequate audit trail from underlying records, and, where appropriate, debtors and creditors were properly recorded.

This page is intentionally left blank

Item 7 Appendix 4

BAD DEBT POLICY

Introduction:

Bad debts represent uncollectable income. PATROL rarely has a debt which remains unpaid.

However, there are inevitably occasions when the income due to PATROL cannot be collected within a reasonable timescale or cannot be collected at all and the Bad Debt Policy needs to be implemented.

Policy Statement:

1. PATROL aims, through this policy, to ensure that only uncollectable balances are written off.
2. PATROL will make a prudent provision for bad debts on the basis of the age of the debt in accordance with the following table:

Debt % Provision

0-30 days from invoice date	0%
30-60 days from invoice date	0%
60-90 days from invoice date	0%
90 days + from invoice date	100%

3. Debts will only be written off where all the arrears processes have been exhausted and the debt collection referral agencies advise the PATROL that the debt is uncollectable.
4. All write-offs are recommended by the Finance Manager and approved by the Head of Service.

Key Performance Areas:

- A. The Finance Manager will establish appropriate procedures and training requirements relating to pursuing debts and determining which debts should be written off.
- B. The Finance Manager will calculate the bad debt provision on a monthly basis in accordance with the policy. The level of bad debt will be reported to the Joint Committee with other financial updates.
- C. The Head of Service will authorise the write off debts in accordance with the policy on a monthly basis.
- D. The policy will be reviewed on an annual basis to coincide with the review of Financial Regulations.
- E. Any amounts written off will be reported at the following Joint Committee meeting

Date of Issue: **October 2014**
Review Date: **June 2015**

This page is intentionally left blank

PATROL ADJUDICATION JOINT COMMITTEE
Executive Sub Committee

Date of Meeting 20th October 2014
Report of: The Lead Officer on behalf of the Advisory Board
Subject/Title: Budget Monitoring 2014/15

1.0 Report Summary

1.1 To present income, expenditure and reserves monitoring information for the year 2014/15.

2.0 Recommendation

2.1 To note the income, expenditure and reserves monitoring information presented in the body of the report.

3.0 Reasons for Recommendations

3.1 Compliance with Financial Regulations

4.0 Financial Implications

4.1 Set out in the report.

5.0 Legal Implications

5.1 None

6.0 Risk Management

6.1 Budget monitoring forms part of the Risk Register.

7.0 Background and Options

7.1 The budget was approved for the year 2014/15 at the meeting of the Executive Sub Committee held 28th January 2014

7.2 This report provides the Committee with the expenditure position at 31st August 2014 (Appendix 1).

7.3 The Tribunal is operated on a self-financing basis with income obtained from defraying expenses amongst the Joint Committee member authorities.

7.4 The revenue budget estimate was established by the Joint Committee for 2014/15 on the basis that this would reflect the councils who were already

members of the Joint Committee. Provision was included for the commencement of enforcement at the Dartford River Crossing late 2014.

- 7.5 The Joint Committee forecasting model takes account of recent income trends (i.e. within the last 12 months)
- 7.6 The Joint Committee's income is derived from a pre-estimate of the number of PCNs each council will issue. Corrections are applied at the 6 month and 12 month points once the actual number of PCNs issued is known.
- 7.7 Should it be the case that there is a need for greater expenditure than that provided for in the approved budget, then there is a recommendation to authorise the Head of Service to incur additional expenditure, provided such expenditure does not exceed the income for the current year.
- 7.8 Should it be the case that the revenue account falls into deficit then the surplus from previous years is available.
- 7.9 Should there be greater income than expenditure in the year then there is a recommendation that this be transferred into the succeeding year as reserves.

8.0 Expenditure

- 8.1 At 31 August 2014, expenditure has been less than forecast with a favourable variance of £147,343.
- 8.2 Adjudicator, staff, premises and transport expenditure is largely as forecast
- 8.3 Supplies and services and IT is less than forecast. The IT budget is currently under review for the period of parallel running the Portal Project
- 8.4 Service Management Support is broadly in line with Budget
- 8.5 Audit – invoices are received in October and so budgeted in this period.

9.0 Income

- 9.1 There has been an overachievement on parking income of £39,644. The recharge for bus lane adjudication service costs shows a favourable variance of £75,447, due to a higher proportion of Bus Lane appeals than forecast. This gives a total favourable variance on Income of £110,458. The variance on Interest is due to the timing of receipts.

10.0 Cash Flow

The Accounts and Audit Regulations require a cash flow statement to be prepared. The invoicing quarterly in advance broadly addresses the balancing of cash flow. At the second quarter point a net surplus of £99,410 between parking income and expenditure on the balance sheet is reported. This includes income from the Bus Lane account.

11.00 Reserves

At the meeting on 28th January 2014, the following reserves were approved for 2014/15:

Operating:	£1,281,208
Property:	£ 105,805
Technology:	£ 424,500

Total Approved Reserves 14/15 £1,811,513

Actual Reserves at 31.03.13 £2,183,991

Authorised drawdown (see note 1) 60,000

Surplus for the year 2013/14 £ 328,740

Actual Reserves at 31.03.14 £2,452,731

Authorised drawdown (see note 1) £ 147,900

Surplus for 2014/15 to date (31.08.14) £ 99,410

Reserves at 31.08.14 £ 2,404,241

Note 1: Authorised drawdowns are from the Technology Reserve

Approved reserves balances at 31.08.14

Technology	424,500 – 207,900 drawdown =	£ 216,600
Property		£ 105,805
Operating		£1,281,208

Total £1,603,613

12.0 Access to Information

The background papers relating to this report can be inspected by contacting the report writer:

Name: Louise Hutchinson
 Designation: Head of Service
 Tel No: 01625 445566
 Email: lhutchinson@patrol-uk.info

APPENDIX 1

Parking YTD to 31.08.14	to 31.08.14	to 31.08.14	to 31.08.14	2014/15	2013/14
	Actual	Budget	Var to Budget	Full Year Budget	OUTTURN
Income					
Penalty Charge Notice	1,008,364	968,720	39,644	2,324,928	2,638,431
Contribution (to)/from Reserves			0	110,276	-268,740
Other Income	20	0	20	0	10
Bank Interest	346	5,000	(4,654)	12,000	5,724
RUCA Income	0		0	500,000	0
Recharge for Bus Lane Adjudication Costs	268,582	193,135	75,447	463,529	616,681
Total Income	1,277,313	1,166,855	110,458	3,410,733	2,992,107
Expenditure:					
Adjudicators	486,246	482,066	(4,180)	1,275,216	979,869
Staff	355,208	378,001	22,793	915,767	797,918
Premises / Accommodation	65,779	68,215	2,436	163,734	311,942
Transport	38,168	39,579	1,411	69,662	45,143
Supplies and Services	142,657	205,685	63,028	513,199	469,915
IT	70,055	132,950	62,895	319,155	296,973
Services Management and Support	20,428	18,750	(1,678)	45,000	81,047
Audit Fees	-638	0	638	9,000	9,300
Contingency	0	0	0	100,000	0
Total Expenditure	1,177,903	1,325,246	147,343	3,410,733	2,992,106
Surplus / (Deficit)	99,410	-158,391	257,801	0	0

PATROL ADJUDICATION JOINT COMMITTEE
Executive Sub Committee

Date of Meeting: 20th October 2014
Report of: The Lead Officer on behalf of the Advisory Board
Subject/Title: Risk Register

1.0 Report Summary

1.1 To present the latest review of the risk register

2.0 Recommendation

2.1 To note the latest review of the risk register

3.0 Reasons for Recommendations

3.1 Compliance with the Joint Committee's Risk Management Strategy

4.0 Financial Implications

4.1 None at this time

5.0 Legal Implications

5.1 None at this time

6.0 Risk Management

6.1 The risk register forms part of the Risk Management Strategy

7.0 Background and Options

7.1 The Joint Committee is committed to avoiding risks that threaten its ability to undertake its principal objectives in a way which provides quality and value. It will maintain a sufficient level of reserves to support liquidity and absorb short term fluctuations in income and expenditure beyond its control.

7.2 The Joint Committee has established a Risk Management Strategy which includes the review of the risk register.

8.0 Recommendation

The Joint Committee is asked to note the current review of the risk register.

9.0 Access to Information

The background papers relating to this report can be inspected by contacting the report writer:

Name: Louise Hutchinson

Designation: Head of Service

Tel No: 01625 445566

Email: lhutchinson@patrol-uk.info

RISK REGISTER
OCTOBER 2014

Rank	Risk Description	Consequence Description	Risk Impact	Likelihood	Score	Key Controls In Place	Assurances	Response	Previously Reported Status	Current Status	Further Actions to be taken to Manage Risk Better	Lead
1.	Unforeseen significant fluctuations in income and assurance on service charge income	Inability to meet financial obligations	5	2	10	Audit figures on which to base forecasts. Historical data on which to base forecasts. Reserve policy in place	Internal & External Audit Reports Committee Reports	Treat			Continued forecasting, budget monitoring and cashflow analysis.	HOS
2.	Inability of IT to support needs of organisation and technology users (including data protection)	Reduced effectiveness and efficiency for tribunal, councils and appellants.	3	3	9	Robust third party hosting and support arrangements in place. In-house IT team providing first line support. Registered with the information Commissioner.	Performance Reports IT replacement programme completed. Technology Reserves in place. On line appeal portal in development. The tribunal web site and portal explains to the parties how information will be shared. Legacy system will be in place for 2015/16.	Treat			On line appeal portal introduced to first council. Feedback will continue to be collated. Developments continue A programme to roll out the portal will be implemented. IT policies and procedures to be reviewed in the light of the on-line portal.	HOS

RISK REGISTER
OCTOBER 2014

3.	Loss of key members of management and staff	Disruption to operations Management of vacancies Project and operational targets affected	3	3	9	Clearly defined roles with flexibility to provide cover. Activity monitoring and forecasting Arrangements for temporary cover Arrangements in place to extend cover. Appointment Sub Committee & Working Group established.	Committee Reports	Treat			Vacant manager posts under review.	HOS
4	Insufficient adjudicator/staff resources to meet demand	Inability to meet targets Pressure to reach decisions may result in increased number of judicial reviews	3	2	6	Monitoring of demand and performance Staff recruitment, induction, training and appraisal. Contingency Planning	Committee Reports Regional Adjudicator structure in place. Training for new adjudicators complete. Development of the portal will increase efficiency of the appeals process	Treat			Phased roll out of on line appeals to adjudicators and staff.	CA
5	Achievement of Key Objectives	Failure to achieve key objectives	3	3	9	Performance Management Strategy and Reporting	Internal & External Audit Reports Committee	Treat			Finance Manager role backfilled to provide project management support. Additional support in place for specific work streams on	HOS

RISK REGISTER
OCTOBER 2014

Risks that have been downgraded in accordance with the Risk Management Strategy following the report to September 2011 Joint Committee

	Effective Financial and Resource Management including spending within agreed budgets	Financial instability	2	2	4	Historical data on which to base forecasts. Specified role for budget holders in budget monitoring. Recommendations from Internal Audit	Internal & External Audit Reports Committee Reports	Treat	impact of revisions to budget management Internal Audit Annual Plan for 2011/12.
	Change in government policy	Change in direction for traffic regulations/adjudication	5	1	5	Establishing and maintaining dialogue with relevant government departments, responding to consultation, participation in working groups	Committee Reports	Tolerate	None at this time
	Health and Safety Breach	Risk to welfare of adjudicators, staff Disruption to tribunal operation	3	1	3	Health and Safety policy in place. Procedures in place for monitoring risk/handling incidents which may be a threat to health and security. Business Continuity Plan in place.	Reporting requirements for Health and Safety Matters	Treat	None at this time

Risk Impact Details

Name	Description
1	Loss of up to £10k; examples include little effect on service delivery; no health and safety impact; no damage to reputation.
2	Loss of £10k to £50k; examples include minor disruption to effective service delivery i.e. staff in unplanned absence for up to one week; minor injury; no requirement for professional medical treatment; slight damage to reputation.
3	Loss of £50k to £250k; examples include delays in effective service delivery i.e. adjustments to work programmes in up to one week or staff long term absence; injury to an individual(s) requiring professional medical treatments; reputation damage is localised and minor.
4	Loss of £250k to £500k; examples include effective service delivery is disrupted in specific areas of the business; multiple serious injuries requiring professional medical treatment; reputation damage occurs with key stakeholders.
5	Loss of £500k +; examples include effective service delivery is no longer achievable, fatality of staff, visitor or public; reputation damage is irrecoverable i.e. regulatory body intervention.

Likelihood

RISK REGISTER
OCTOBER 2014

Description	Probability	Indicators
5. Highly Probable	> 80%	<input type="checkbox"/> Is expected to occur in most circumstances <input type="checkbox"/> Circumstances frequently encountered – daily/weekly/monthly/annually <input type="checkbox"/> Imminent/near miss
4. Probable/ Likely	60% - 80%	<input type="checkbox"/> Will probably occur in many circumstances <input type="checkbox"/> Circumstances occasionally encountered but not a persistent issue (e.g. once every couple/few years) <input type="checkbox"/> Has happened in the past or elsewhere
3. Possible	40% - 60%	<input type="checkbox"/> Not expected to happen, but is possible (once in 3 or more years) <input type="checkbox"/> Not known in this activity
2. Unlikely	20% - 40%	<input type="checkbox"/> May occur only in exceptional circumstances <input type="checkbox"/> Has rarely / never happened before <input type="checkbox"/> Force majeure
1. Remote	20%	<input type="checkbox"/> The risk will not emerge in any foreseeable circumstance

The evaluation process will highlight the key risks that require urgent attention. However, all the risks need to be considered and action agreed, even if this is to take no action at the current time. The options are either to: Tolerate, Treat, Terminate or Transfer each risk.

RISK REGISTER
OCTOBER 2014

- Tolerate the risk (accept it)** – some low scoring risks may be considered as acceptable, but these need to be reviewed on a regular basis to confirm that the circumstances have not changed.
- Treat the risk (reduce by control procedures)** – the risk can be considered acceptable provided the control mechanisms work.
- Terminate the risk (cease or modify the method of delivery)** – where risks are unacceptable and control mechanisms will not provide adequate security, the activity or the method of delivery must be modified.
- Transfer the risk** – through insurance of financial contingency provision.

MEASUREMENT OF RISK AND REPORTING

Risk Matrix

		Consequence				
		5	4	3	2	1
Likelihood	5	25	20	15	10	5
	4	20	16	12	8	4
	3	15	12	9	6	3
	2	10	8	6	4	2
	1	5	4	3	2	1

Legend:

Score of 25 equates to **Extreme Risk**: Immediate escalation to Head of Service for urgent consideration by Joint Committee.

Scores of 20-15 **High Risk**: Risk to be escalated to the Joint Committee/Executive Sub Committee with mitigating action plan. Risk to be actively managed by Head of Service and Advisory Board.

Scores of 12-6 Risk to be captured on Risk Register and progress with mitigation to be tracked by Head of Service and Advisory Board/Joint Committee/Executive Sub Committee.
Scores of 5 and below Low Risk: Risk to be removed from register and managed within appropriate services.

PATROL ADJUDICATION JOINT COMMITTEE
Executive Sub Committee

Date of Meeting: 20th October 2014
Report of: The Lead Officer on behalf of the Advisory Board
Subject/Title: Appointments to the Advisory Board

1.0 Report Summary

1.1 This report sets of the terms of reference for the Advisory Board and recommendations for additional appointments for 2014/15

2.0 Recommendation

2.1 That the Joint Committee adopts the composition of the Advisory Board for 2014/15.

3.0 Reasons for Recommendations

3.1 Appointments to the Advisory Board are reviewed on an annual basis.

4.0 Financial Implications

4.1 The budget makes provision for the Advisory Board

5.0 Legal Implications

5.1 The Joint Committee's governance arrangements make provision for the appointment of an Advisory Board

6.0 Risk Management

6.1 The Advisory Board scrutinises the Joint Committee's Risk Management Strategy and associated documentation.

7.0 Background and Options

7.1 The Standing Orders provide for the Joint Committee to establish and appoint an Advisory Board comprising the Lead Officer and other such officers and persons appointed by the Joint Committee to advise it on its functions.

7.2 The attached Terms of Reference enable an effective and efficient arrangement for matters relating to the PATROLAJC and the Bus Lane Adjudication Service Joint Committee BLASJC

6.3 At the meeting held on 25 June 2014 the Joint Committee made appointments for the period ending at the next annual meeting which are set out below

June 2015

Cheshire East Council Vacancy	Kevin Melling	Lead Authority English District
----------------------------------	---------------	------------------------------------

June 2016

Carmarthenshire Council Nottingham City Council	Stephen Pillner Caroline Nash	Welsh Authority Metropolitan Authority
--	----------------------------------	---

June 2017

Cornwall Council	Andy Beckett	English Unitary
------------------	--------------	-----------------

June 2018

Hampshire Bath and North East Somerset	Marc Samways Kathryn Eldridge (Chair)	English Shire Bus Lane Council
---	---	-----------------------------------

7.0 Recommendations

The following additional appointments are proposed:

George Broughton to replace Kevin Melling from the Lead Authority

Pat Knowles, South Lakeland District Council to fill the English District vacancy.

8.0 Access to Information

The background papers relating to this report can be inspected by contacting the report writer:

Name: Louise Hutchinson
Designation: Head of Service
Tel No: 01625 445566
Email: lhutchinson@patrol-uk.info

Appendix 1

**PATROL ADJUDICATION SERVICE
& BUS LANE ADJUDICATION SERVICE
ADVISORY BOARD**

Terms of Reference

1. To assist and advise the Joint Committees on the overall policies and strategies for administering the adjudication service and on their responsibilities under the Traffic Management Act 2004, Bus Lane Contraventions, (Penalty Charges, Adjudication and Enforcement)(England) Regulations 2005, The Road User Charging Schemes (Penalty Charges, Adjudication and Enforcement) (England) Regulations 2013 The Road User Charging Schemes (Penalty Charges, Adjudication and Enforcement) (England) (Amendment) Regulations 2014
2. The Board has no remit to consider or influence decisions of adjudicators and the function of the adjudication service as an Independent Tribunal.
3. To receive and monitor progress against the Performance Management Strategy produced by the Head of Service and to review the service structure, organisation and administration and to scrutinise recommendations for changes before they are put before the Joint Committees.
4. To monitor and review the service capital and revenue budgets and to scrutinise recommendations for changes before they are put before the Joint Committees.
5. To assist and advise the Head of Service on the preparation of an annual service plan
6. The Board shall consist of always the Lead Officer plus up to eleven people:
 - Seven representatives of local authorities as follows:
 - At least one representing an English Authority
 - At least one representing a Welsh Authority
 - At least one representing a District Council
 - At least one representing a County Council
 - At least one representing a Unitary or Metropolitan Council
 - At least one representing a Civil Bus Lane Enforcement Council.
 - A representative from the Department for Transport (road user charging).
 - A representative from the Department for Transport (non-road user charging)
 - A representative from the Welsh Government (WG).

- q A representative from a motoring association.
- q An independent person with knowledge of judicial or tribunal systems.

The DfT, WG, Motoring Association and Independent members would act as ex-officio members.

The Joint Committees shall make appointments to the Advisory Board based on recommendations received from the Advisory Board. Such appointments are to be for four years but may be subject to reappointment. Except for the Lead Officer members shall retire on a four-year rotation cycle.

The Advisory Board shall recommend to the Joint Committees representatives of an appropriate motoring organisation and an appropriate independent person who should sit on the Board.

The DfT will nominate a specific representative for road user charging.

The DfT and WG Transport Directorate shall nominate its own representatives.

Advisory Board members should not be day-to-day managers of parking services and should where possible include representatives from legal and financial backgrounds as well as those responsible for parking.

The Board shall elect a Chairman, a Vice-Chairman and a Secretary from within the membership of the Board.



HM Government

Response to consultation on local authority parking

The Department for Transport has actively considered the needs of blind and partially sighted people in accessing this document. The text will be made available in full on the Department's website. The text may be freely downloaded and translated by individuals or organisations for conversion into other accessible formats. If you have other needs in this regard please contact the Department.

Department for Transport
Great Minster House
33 Horseferry Road
London SW1P 4DR
Telephone 0300 330 3000
Website www.gov.uk/dft
General enquiries <https://forms.dft.gov.uk>

© Crown copyright 2014

Copyright in the typographical arrangement rests with the Crown.

You may re-use this information (not including logos or third-party material) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence **OGL** or write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or e-mail: psi@nationalarchives.gsi.gov.uk.

Where we have identified any third-party copyright information you will need to obtain permission from the copyright holders concerned.

Contents

1. Introduction and purpose.....	4
2. Overview of respondents.....	5
3. Analysis of responses	6

1. Introduction and purpose

The Government launched a consultation paper on local authority parking enforcement on 6 December 2013. The consultation closed on 14 February 2014. The purpose of this document is to report on the feedback received during the consultation period. This document also includes a breakdown of who responded to the consultation together with an analysis of their responses to the consultation questions.

The consultation asked a number of questions and invited views on a number of aspects of local authority parking enforcement. These were:

- Do you consider local authority parking is being applied fairly and reasonably in your area?
- What are your views on Government proposals to ban CCTV cameras for parking enforcement?
- Do you think the Traffic Adjudicators should have wider powers to allow appeals?
- Do you agree that guidance should be updated to make clear in what circumstances adjudicators may award costs? If so, what should those circumstances be?
- Do you think motorists who lose an appeal at a parking tribunal should be offered a 25% discount for prompt payment?
- Do you think local residents and firms should be able to require councils to review yellow lines, parking provision, charges etc in their area? If so, what should the reviews cover and what should be the threshold for triggering a review?
- Do you think that authorities should be required by regulation to allow a grace period at the end of paid-for parking?
- Do you think a grace period should be offered more widely - for example a grace period for over-staying in free parking bays, at the start of pay and display parking and paid for parking bays, and in areas where there are traffic restrictions (such as loading restrictions, or single yellow lines)?
- If allowed, how long do you think a grace period should be?
- Do you think the Government should be considering any further measures to tackle genuinely anti-social parking or driving? If so, what?

2. Overview of respondents

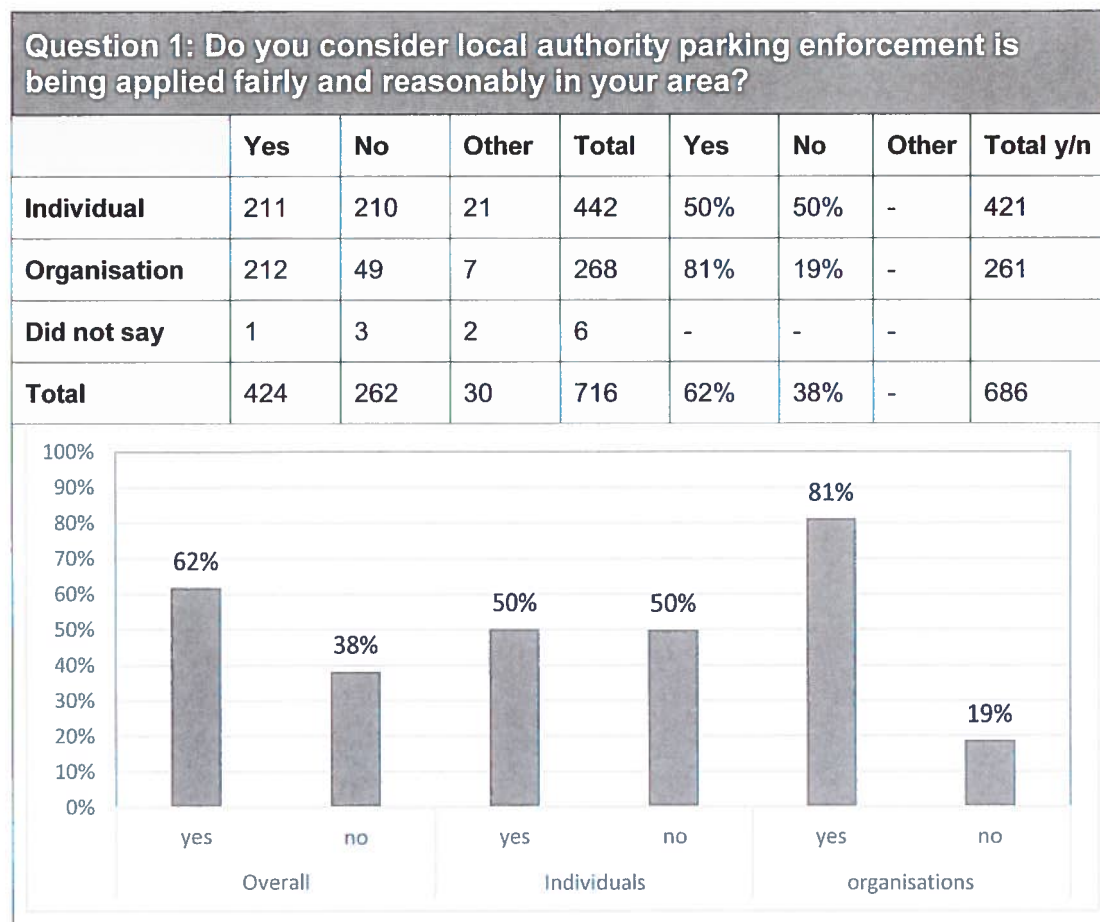
A total of 836 responses were received to the consultation. Responses were received via letter, email and through an online response form. The consultation also asked whether respondents were responding on behalf of an organisation or as an individual, to which 805 respondents gave an answer.

In total 481 responses (58%) were from individuals, 324 (39%) were from organisations, and 21 (3%) did not say.

3. Analysis of responses

The charts which follow summarise the consultation responses. Many respondents did not answer all the questions, did not enter a response or did not make the view explicit in their response.

The tables show all the responses that were received. The first four columns include all the results, whereas the percentages are calculated only from those who gave a "yes" or "no" answer. For example, in the first table 442 individuals responded to the question, of which 421 gave a yes/no answer. The percentages are calculated from the yes/no answers, so for "yes" answers Individual is calculated as $211/421 = 50\%$, Organisation as $212/261 = 81\%$ and Overall as $424/686 = 62\%$, and so on. This method is used in all the tables, and the percentages are shown in the charts in this document.



- The majority of respondents considered that local authority parking enforcement is applied fairly and reasonably. However this response varied considerably between organisations and individuals.

- For individuals half agree or disagree that enforcement is applied fairly and reasonably
- For organisations, the numbers agreeing that parking is applied fairly and reasonably are much higher, at 81%. Many of the organisational responses were from local authorities.

Government Position

The Government will amend guidance to make it clear that motorists parking at an out-of-order meter should not be issued a penalty charge where there are no alternative ways to pay.

Question 2: The Government intends to abolish the use of CCTV cameras for parking enforcement. Do you have any views or comments on this proposal?								
	Yes	No	Other	Total	Yes	No	Other	Total y/n
Individual	378	26	14	418	94%	6%	-	404
Organisation	264	22	5	291	92%	8%	-	286
Did not say	2	3	0	5	-	-	-	
Total	644	51	19	714	93%	7%	-	695

Whilst many respondents said that they had a view, not all choose to express their view in the consultation. The views and comments from those who did express their view were considered to see if the respondent supported the proposal to abolish the use of CCTV cameras for parking enforcement or not.

How different groups responded to the proposal to ban CCTV enforcement of parking

Local authorities – generally opposed an outright ban on cameras. Although many local authorities do not use CCTV for parking enforcement they tended to consider that it should be available as a tool, if required. Those that used it, for example in urban areas, considered that it was a necessary and efficient means of ensuring that road safety issues (e.g. around schools) and traffic congestion (e.g. bus lanes, access to hospitals) were adequately managed as part of the statutory network management duty.

Cycling groups – generally did not support a ban. They reported problems where vehicles are parked inconsiderately and in contravention of the regulations, making cycle and pedestrian journeys not just inconvenient but more dangerous. They thought that CCTV should be used if appropriate and that it would continue to be an important tool in the reduction of rogue parking.

Disabled Groups – generally did not support a camera ban. They would welcome visible blue badge parking enforcement but saw CCTV as a vital tool to help improve road safety, especially outside schools and at bus stops.

Transport Groups – commented that they regarded CCTV as an effective deterrent, without which school ziz-zag markings would be difficult to enforce. They also said that some areas can become "no go" areas for Civil Enforcement Officers because of the risk of verbal or physical abuse and considered that CCTV had a vital role to play in promoting adherence to traffic regulations, aiding road safety and maintaining traffic flow..

Motoring Groups – had mixed views about a camera ban. Some thought a blanket abolition would be a retrograde step, but others considered that if CCTV is to be retained, its use should be prescribed in law and on the Penalty Charge Notice. They commented that local authorities should also be required to include, in annual parking reports, information about the reasons, practices and impact of CCTV enforcement in their areas.

Schools – were opposed to a camera ban. Views expressed included that it was a significant safety issue to maintain safe parking outside schools. Others suggested it would leave schools powerless to rein in reckless parents. Head teachers warned of more disputes and greater safety hazards. The visibility of cameras was seen to have a useful deterrent effect. Some local authorities reported a decline in the number of tickets issued due to the deterrent effect of cameras. When camera cars are not used, dangerous parking was reported to increase.

Business had mixed views – some supported a ban of CCTV because of its abuse by local authorities. Some businesses reported that customers visiting shops regularly received parking tickets. Others opposed a complete ban where CCTV is used appropriately and offers an economic means of enforcing parking restrictions. They commented that it could remain beneficial at particular times and at particular locations.

Bus operators – opposed a camera ban on the grounds that authorities should be able to enforce bus lane contraventions in the most efficient and cost effective way. They considered a ban would increase congestion, prevent the free movement of buses and result in modal shift from public transport to cars.

Government Position

The government intends to press on and take action to see a ban on the use of CCTV cameras to enforce parking contraventions in the vast majority of cases.

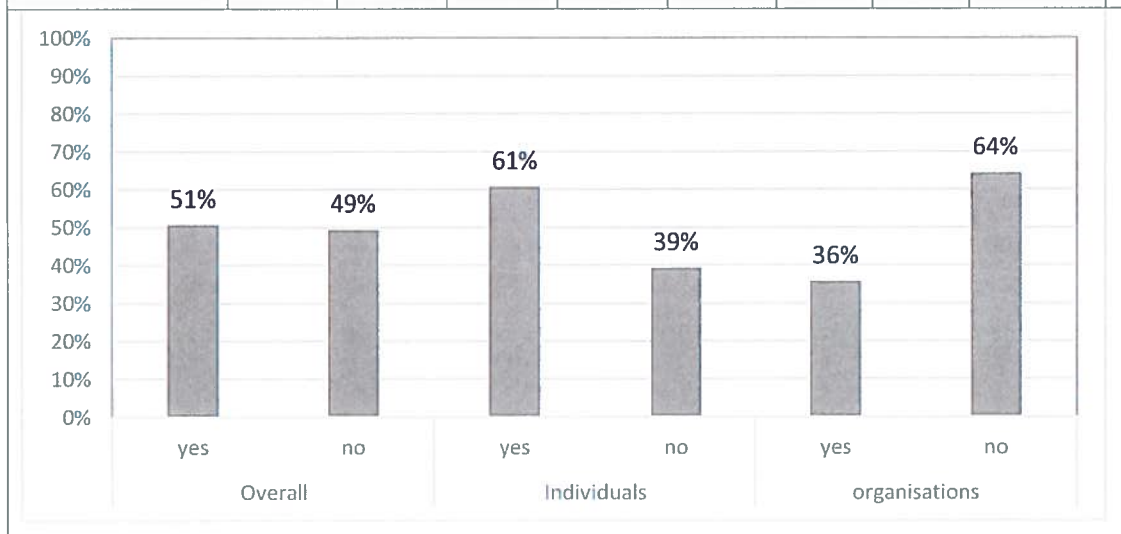
The consultation showed that many respondents argued for some CCTV use to be retained where there are clear safety or serious congestion issues such as outside schools, in bus lanes and on red routes.

The Government therefore intends to see a ban on the use of CCTV cameras with some limited exceptions. At present there are over 40 different parking contraventions, and in future the government intends that CCTV cameras will be banned in all but the following limited circumstances:

- When stopped in restricted areas outside a school;
- When stopped (where prohibited) on a red route;
- Where parked (where prohibited) in a bus lane;
- Where stopped on a restricted bus stop or stand;

The Government will seek to legislate through the Deregulation Bill currently before Parliament.

Question 3: Do you think the traffic adjudicators should have wider powers to allow appeals?								
	Yes	No	Other	Total	Yes	No	Other	Total y/n
Individual	206	133	67	406	61%	39%	-	339
Organisation	85	153	21	259	36%	64%	-	238
Did not say	4	1	1	6	-	-	-	
Total	295	287	89	671	51%	49%	-	582



- Overall, opinions were split 51:49 on this question
- Individuals were more in favour of giving the traffic adjudicators wider powers to allow appeals (61%), but a minority of organisations supported this (36%).

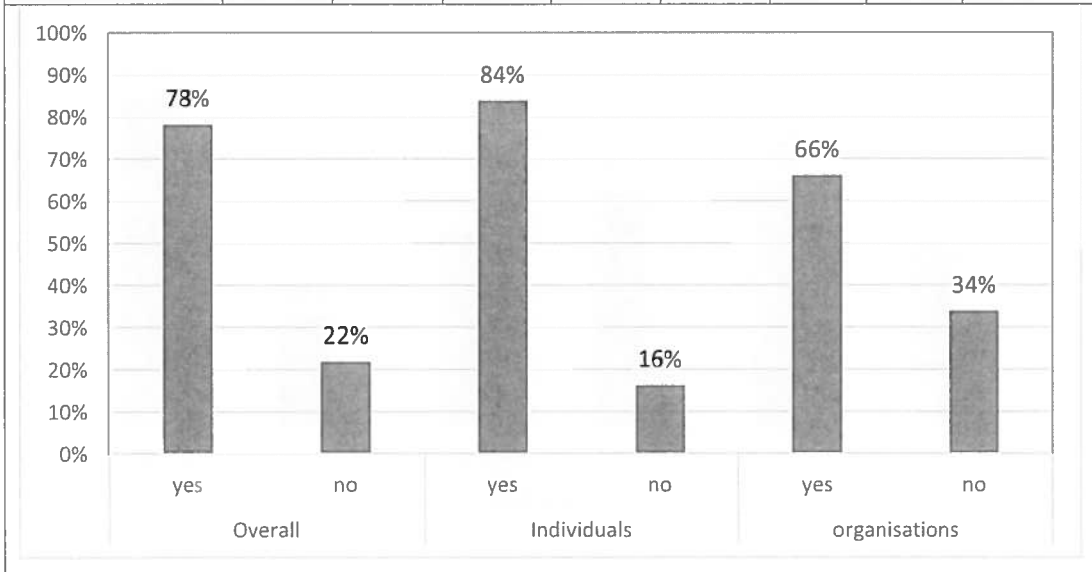
Government Position

The Government intends to legislate at the earliest opportunity to see a ban on the use of CCTV cameras to enforce parking contraventions in the vast majority of cases. If successful, adjudicators can take account of this when determining appeals.

The Government proposes to widen the powers of parking adjudicators. This could include, for example, measures to protect drivers where adjudicators have repeatedly identified a problem at a specific location (such as inadequate signage) and parking tickets have repeatedly been issued. In such circumstances, potential measures could include the ability for an Adjudicator to direct an authority to stop issuing tickets or direct the authority to change the signage, or indeed both.

Question 4: Do you agree that guidance should be updated to make clear in what circumstances adjudicators may award costs? If so, what should those circumstances be?

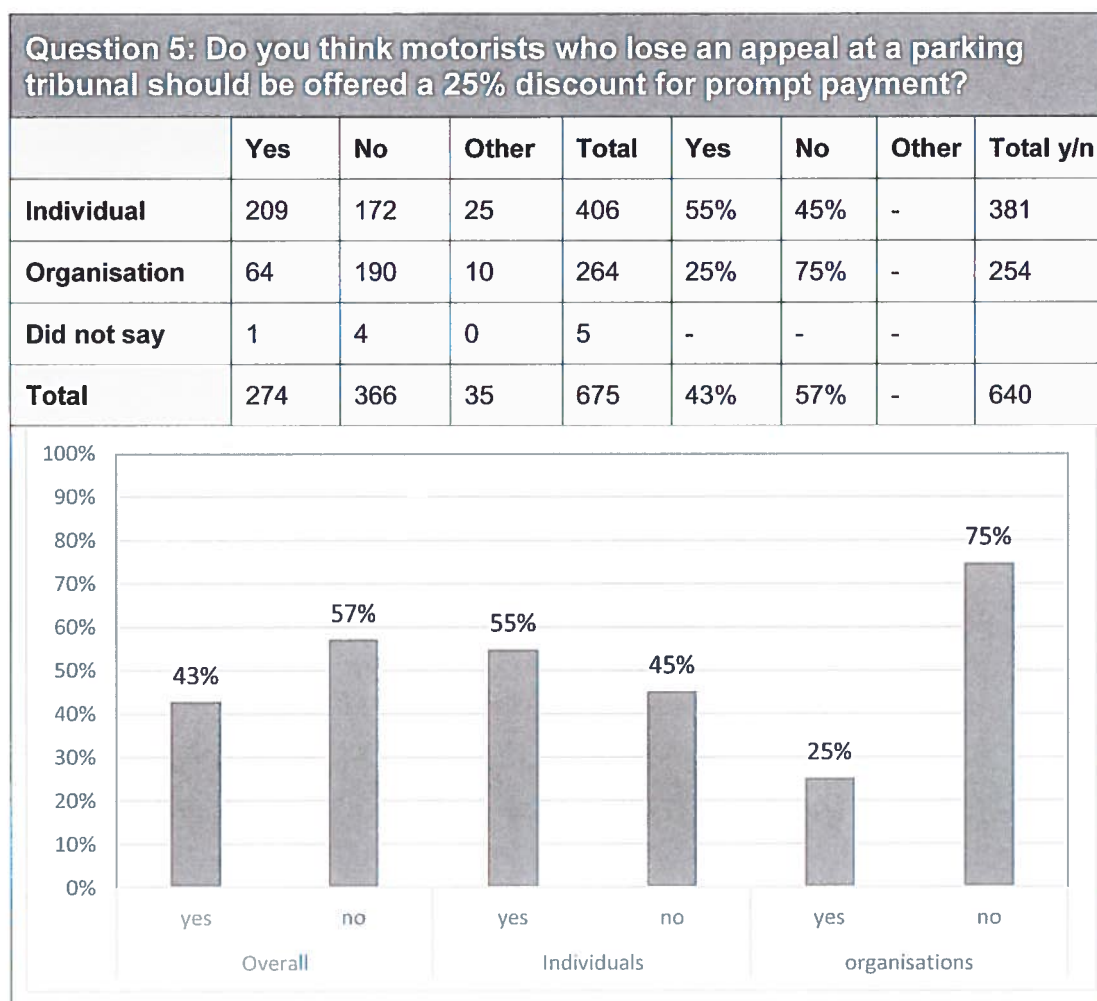
	Yes	No	Other	Total	Yes	No	Other	Total y/n
Individual	207	40	133	380	84%	16%	-	247
Organisation	76	39	32	147	66%	34%	-	115
Did not say	4	1	0	5	-	-	-	
Total	287	80	165	532	78%	22%	-	367



- The majority of respondents supported the proposal for guidance on costs to be updated to clarify where adjudicators may award costs.
- Many of the responses were “in principle” on the basis that greater clarity should always be supported.
- However, the Traffic Adjudicators made clear in their response to the consultation that they considered the current cost provisions to be adequate. They pointed out that the costs involved in appealing are low, and that the act of appealing is becoming easier with online appeals. They added that costs are not awarded punitively but to cover costs and expenses reasonably incurred. They suggest that changing the costs provisions would complicate the process and not encourage proportionality.

Government Position

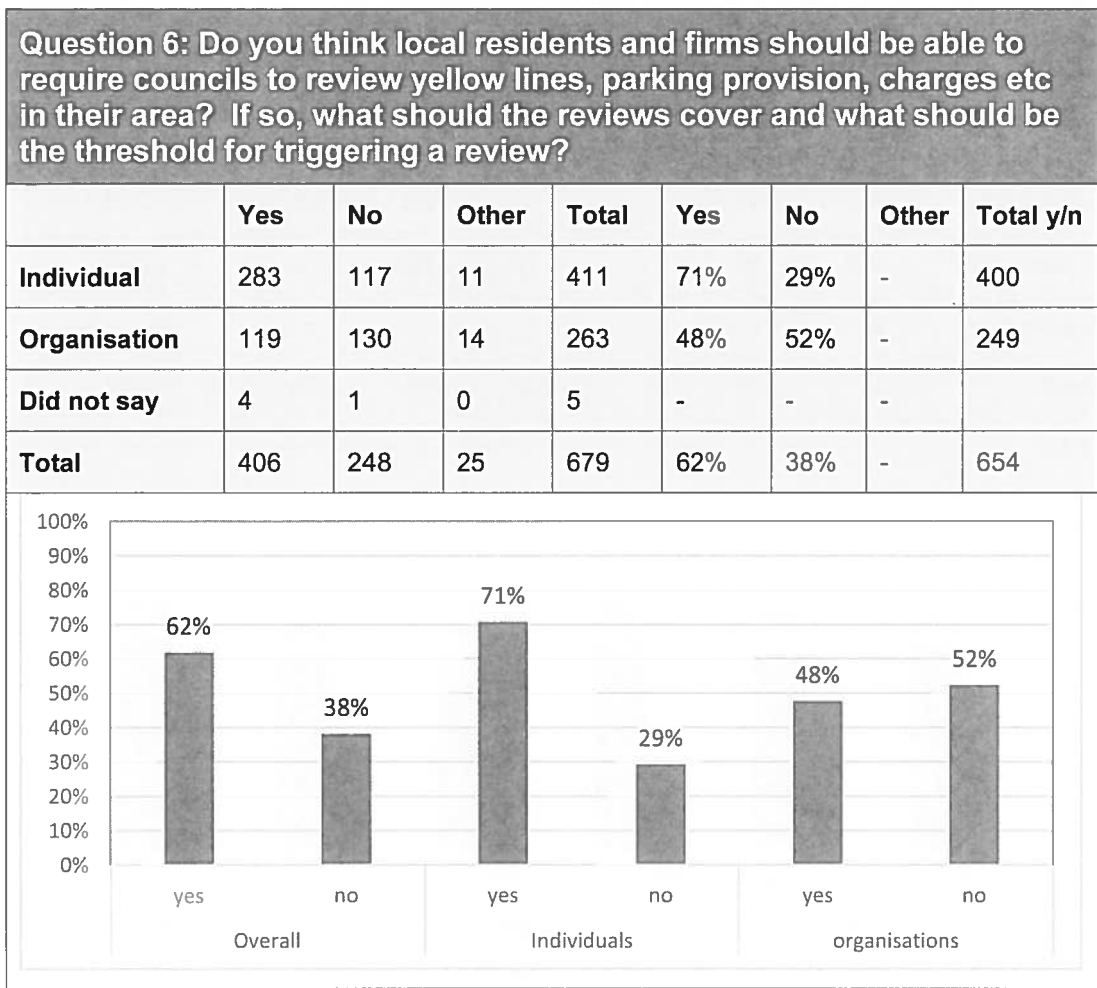
Government promotes transparency and will change the guidance on costs, when the statutory guidance is revised, to make it clearer what provisions there are available to the public.



- Opinions on a further discount on appeal were broadly split, with just over half of individuals agreeing with this proposal. However the majority (75%) of organisations disagreed with this proposal.
- Whilst there was support for this proposal from some quarters, others were concerned that providing a discount to motorists who lose an appeal would encourage a high level of spurious appeals.
- The Transport Select Committee recommended that the Government should conduct a trial of this proposal with a local authority to assess the potential impacts on appeal levels.
- The Traffic adjudicators did not support this proposal, indicating that it could generate spurious appeals.

Government Position

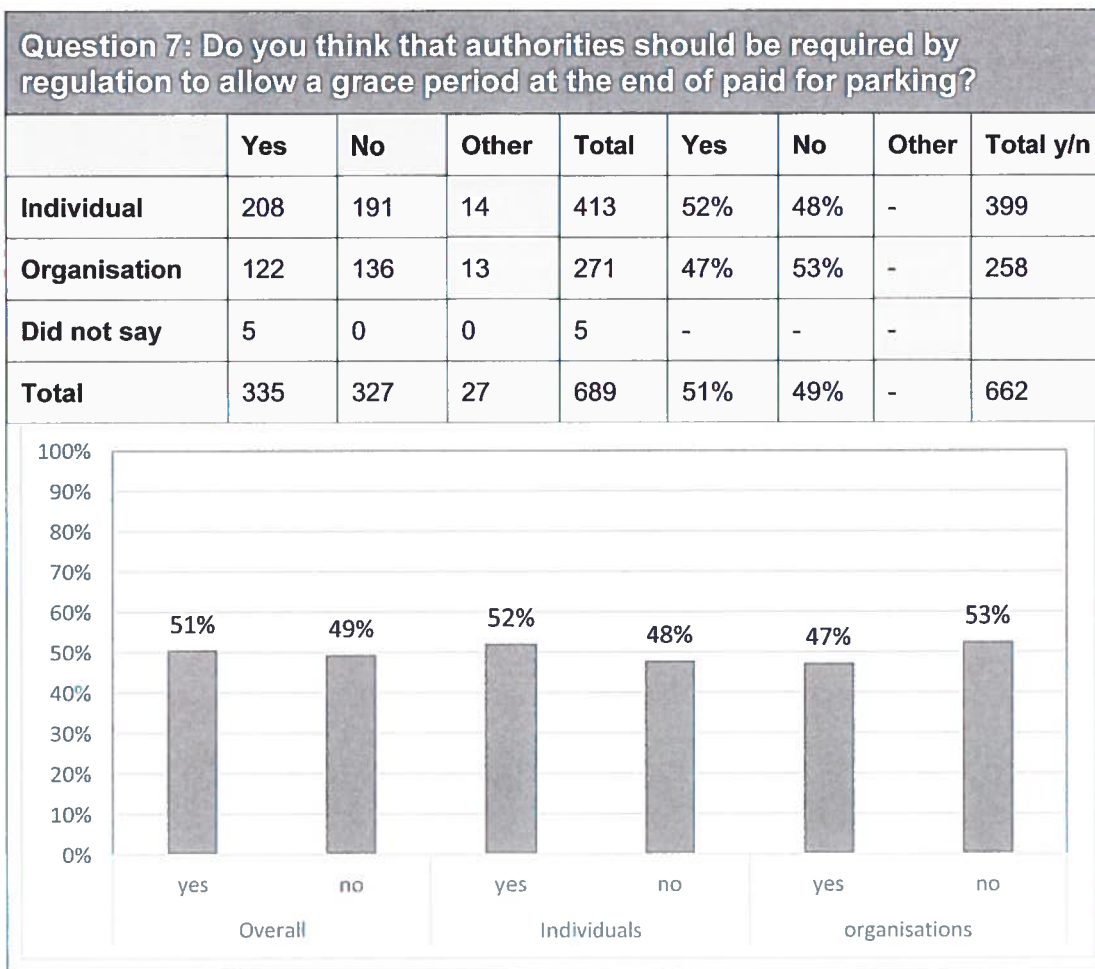
The Department will look to work in partnership with a local authority to assess the impacts of introducing a 25% discount to motorists who lose an appeal at tribunal level on a trial basis, as recommended by the Transport Select Committee.



- Overall the majority of respondents were in favour of this proposal, with greater support from individuals (71%) than from organisations (48%).
- Most local authorities were against this proposal, arguing that reviews were already carried out relatively frequently, and that there was already provision for people to make representations under the current local government arrangements.
- Others expressed concerns that any threshold to trigger a review should be set appropriately high to prevent local authorities being required to act by relatively small lobbying groups, and that a minimum period between reviews should be set to prevent multiple applications.

Government Position

The Government wants to encourage councils to review their use of parking restrictions such as yellow lines, and to consider introducing more short stay parking bays. Local authority parking strategies should benefit the efficient operation of the local community, and the Government (under the Department for Communities and Local Government) will change the rules so that local residents and firms will be able to make their council review parking, including the provision of parking, parking charges and the use of yellow lines.



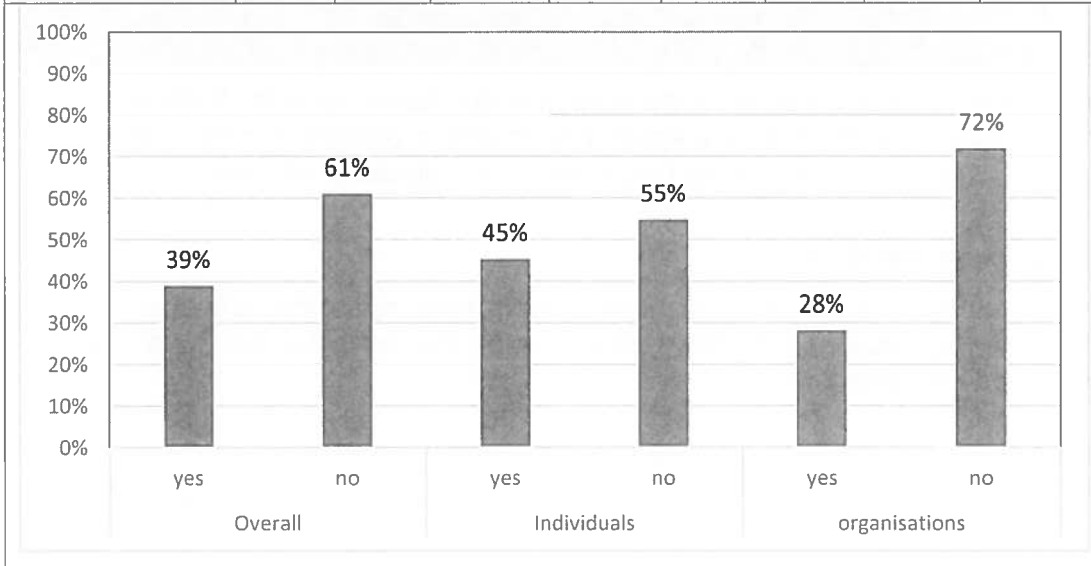
- Responses on grace periods for paid for parking were evenly split, between both organisations and individuals. Of those who supported this proposal a period of 5-10 minutes was considered to be an appropriate mandatory “free” period to be added at the end of on-street paid for parking.
- A number of authorities pointed out that they already operate, as a matter of good practice that Civil Enforcement Operators exercise an “observation period” of about 5 minutes after paid for time has expired.
- Some authorities argued that they should retain the flexibility to set different observation or grace periods appropriate to the circumstances rather than be placed under a mandatory requirement.

Government Position

The Government intends to introduce a mandatory 10 minute free period at the end of paid-for on-street parking either through amendments to statutory guidance or regulations.

Question 8: Do you think that a grace period should be offered more widely for example a grace period for overstaying in free parking bays, at the start of pay and display parking and paid for parking bays, and in areas where there are parking restrictions (such as loading restrictions, or single yellow lines)?

	Yes	No	Other	Total	Yes	No	Other	Total y/n
Individual	171	207	21	399	45%	55%	-	378
Organisation	68	174	5	247	28%	72%	-	242
Did not say	4	0	1	5	-	-	-	
Total	243	381	27	651	39%	61%	-	624



- This question was about extending grace periods to other areas such as yellow lines and loading bays.
- The majority of individuals (55%) and organisations (73%) disagreed with this proposal.
- There were concerns that allowing free periods in places where parking is not permitted (such as on double-yellow lines), could lead to confusion and encourage more anti-social and potentially dangerous parking, and also lead to sequential parking in some popular areas where kerb-space might be continually occupied despite there being a restriction in place.

Government Position

To ensure a consistent approach for motorists the Government intends to introduce a 10 minute mandatory grace period at the end of free on-street parking. This will mean that whether motorists pay for their parking, or it is available free for a time, they can have confidence that they will not be penalised for returning a few minutes late. DCLG will also lead on work to extend the same grace period to local authority off-street parking.

Question 9: If allowed, how long do you think the grace period should be?

A wide range of views were offered varying between 0-30 minutes.

Government Position

The Government recognises that many local authorities already operate a 5 minute observation period. The Government considers that 10 minutes would be an appropriate period of grace.

Question 10. Do you think the Government should be considering any further measures to tackle genuinely anti social parking or driving? If so, what?

An extremely wide range of ideas were offered. Some common themes included tougher enforcement against offenders, a uniform approach to pavement parking and tackling problems of unregistered vehicles.

Government Position

The Government is not proposing any further measures at this stage but may reconsider the responses to this question when the measures set out above have been implemented.



Department for
Communities and
Local Government

The Right to Challenge Parking Policies

A Discussion Paper

© Crown copyright, 2014

Copyright in the typographical arrangement rests with the Crown.

You may re-use this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, www.nationalarchives.gov.uk/doc/open-government-licence/ or write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This document/publication is also available on our website at www.gov.uk/dclg

If you have any enquiries regarding this document/publication, complete the form at <http://forms.communities.gov.uk/> or write to us at:

Department for Communities and Local Government
Fry Building
2 Marsham Street
London
SW1P 4DF
Telephone: 030 3444 0000

For all our latest news and updates follow us on Twitter: <https://twitter.com/CommunitiesUK>

August 2014

ISBN: 978-1-4098-4318-4

Introduction

The Government wants to make it easier for local residents and firms to challenge unfair, disproportionate or unreasonable parking policies. This could include the provision of parking, parking charges and the use of yellow lines. This discussion paper invites your views on the design of the mechanism that will make this possible.

Policy background

The Traffic Management Act 2004 provides the regulatory framework which gives local authorities the option of adopting civil parking enforcement powers. Most local authorities in England (over 90%) have now taken up these powers, taking responsibility for the design, implementation and enforcement of parking policies in their area.

However, there is public concern that some local authorities appear not to be using their powers to meet the best interests of road users, communities and businesses in their area. There are concerns about over-zealous parking enforcement and high parking charges driving people out of town centres, pushing up the cost of living and making it harder for people to park responsibly and go about their everyday lives. Inappropriate parking rules and enforcement also harm local shops and impose costs on local firms. These concerns were expressed most recently in evidence to the Transport Select Committee during its inquiry into local authority parking enforcement.¹

The Government consulted on local authority parking enforcement from 6 December 2013 to 14 February 2014. The response was published on 21 June 2014, and is available at: <https://www.gov.uk/government/consultations/local-authority-parking>.

In its response, the Government committed to change the rules so that local residents and firms will be able to make their council review parking strategies and practices. This paper provides more detail on the options, and invites views on the details of the mechanism to give local taxpayers the power to challenge any aspect of parking in their area, and which requires local councillors to review the relevant policy and justify their council's policies.

Legal Background

Under the Traffic Management Act 2004, local authorities have a responsibility to determine policies in relation to their road network, and to keep these policies under review. Operational Guidance on the implementation of this requirement states that the parking policies should be appraised when local authorities review their specific plans, depending on the nature of the authority. The guidance recommends that this include public consultation.

Public consultation is currently required for parking restrictions applied by Traffic Management Orders. These are used to put in place the majority of parking-related

¹ October 2013 - <http://www.publications.parliament.uk/pa/cm201314/cmselect/cmtran/118/11802.htm>

prohibitions and restrictions, and cover yellow lines and parking places. They are not required for some other restrictions, including bus stop clearways, and are not subject to review after their introduction, except when reviewed as part of appraising parking policies in general.

Proposals for a New Parking Review Mechanism

The current processes are not easily understood or accessed by local residents or businesses, and the timeframe for reviewing policies is not linked to, or required to respond to, changes in local circumstances. This combines to create a perception that people have no say in parking in their area, or power to challenge decisions.

Any new mechanism needs to give local residents, community groups and businesses the ability to engage effectively while recognising the responsibility of local authorities to put in place parking strategies that reflect the needs of all road users (including pedestrians, cyclists and people with disabilities), and the needs of residents, shops and businesses. Such a mechanism needs to be simple, fair and transparent.

To meet this overall aim, the Government is proposing to introduce a requirement that in response to a petition from local residents and/or businesses, local authorities must review their specific parking policy in a specified location, and produce a report for consideration and decision by councillors in an appropriate public council meeting. This approach thus combines direct democracy (the right to petition and call a review) with representative democracy (elected councillors taking a decision, and then being held to account at the ballot box).

We will initially introduce this policy through statutory guidance, and will consider the case for entrenching in legislation.

In considering the detail of this proposal, we would welcome views on a number of areas, in particular:

Who should have the ability to petition for a review?

What should they be able to challenge, and how?

How should the local authority manage petitions?

Who should have the ability to petition for a review?

It is of course the right of any individual or business to contact their local authority about any aspect of parking in their area. However, in designing a formal mechanism for petition it would be more practicable to include minimum requirements. These would serve to demonstrate that any challenge is supported by local residents and/or businesses.

We propose that the minimum requirements might include:

- A minimum number of local residents, defined as either paying council tax² or being a local government elector.
- A minimum number of local businesses, defined as those registered to pay business rates in the area (irrespective of any relevant Business Rate discounts that might apply).
- Or a combination of the above.

We are considering a minimum of 50 signatures or at least 10% of the residents or businesses in the affected local areas.³

We are seeking suggestions for a workable definition of 'minimum', and views on the extent to which local authorities could and should use the flexibility they already have to consider and weight representations from individuals and groups.

Issues to take into account include residents in a specific but small area (such as a single road with only a small number of residents) who are not likely to be able to constitute a group just to organise a petition, and may even not meet any requirement for a minimum number of petitioners. There may also be issues in areas of high or low population density.

Do you have any views on the proposed use of petitions?

Do you have any views on what should be the definition of minimum for the purposes of putting together a valid petition?

What should they be able to challenge, and how?

The Operational Guidance to local authorities on the Traffic Management Act 2004, states that, in appraising its local parking policy, an authority should take account of the:

- existing and projected levels of parking demand;
- availability and pricing of on- and off-street parking;
- justification for and accuracy of existing Traffic Regulation Orders;
- accuracy and quality of traffic signs and road markings that restrict or permit parking.

It would seem appropriate that the same range of issues be open to petition. However, the petitioner should be expected to provide sufficient information for the local authority to be able to understand exactly what aspect of their policy is being challenged and why.

We therefore propose that any petition must include the following:

² Including those in receipt of an exemption, discount or local council tax support.

³ Specific definitions have been included in other schemes. For instance, nominations for Assets of Community Value can be made by parish councils, neighbourhood forums (as defined in Neighbourhood Planning regulations), un-constituted community groups of at least 21 members, and not-for-private-profit organisations (e.g. charities). However, taking this approach for parking petitions would be less appropriate.

- A clear description of the geographical area covered by the petition (which could be a road, a series of roads, a polling district, a ward or indeed, the whole council area);
- A clear description of which aspects of parking policy are being challenged, with justification;
- Names, dates and addresses for all people and/or businesses signing the petition;
- Contact details for the organiser of the petition, who shall be the first point of contact for follow up questions, and for notification of progress.

Do you have any views or comments on this proposal?

How should the local authority manage petitions?

Although the arrangements for responding to petitions should be determined locally, we would propose that as a minimum, local authorities should ensure that their arrangements include the following:

- a public statement on how they will manage any challenges to their parking policies. This statement could cover how reviews will be carried out, how long they will take, consultation requirements (including local residents, ratepayers, and any neighbouring authorities who may be affected), and how the final decision will be taken and communicated following the review. The statement should also cover any circumstances where a petition will not be considered (e.g. vexatious petitioners, within a stated minimum period after a previous review in the same area);
- publication of the details of all petitions received, with clear information on what aspects of parking policy are being challenged, the timeline for reviewing the challenged policy and how local residents and businesses can engage in that review;
- the report of the review, and any recommendations, are considered and voted on by councillors;
- the organiser of the petition should be kept updated on progress, and notified when the report is due to be considered and the outcome of the challenge;
- publish the outcome of all reviews.

We will also consider whether legislation will be required to entrench these measures.

Do you have any views or comments on this proposal?

Your Views

This paper was published on 30 August 2014. We would welcome your views by 10 October 2014.

Comments on this paper are invited from any interested person, but we would particularly welcome those from:

- Local authorities
- Business and community representatives
- Individual businesses and residents

Please send your views to:
Town Centres and High Streets Team
email: highstreets@communities.gsi.gov.uk

Alternatively, paper communications should be sent to:
Catherine Canning
Town Centres and High Streets Team
2 Marsham Street
London
SW1P 4DF

This page is intentionally left blank



Department for
Communities and
Local Government

Local Government Transparency Code 2014

© Crown copyright, 2014

Copyright in the typographical arrangement rests with the Crown.

You may re-use this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, www.nationalarchives.gov.uk/doc/open-government-licence/ or write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This document/publication is also available on our website at www.gov.uk/dclg

If you have any enquiries regarding this document/publication, email TransparencyCode@communities.gsi.gov.uk or write to us at:

Department for Communities and Local Government
Fry Building
2 Marsham Street
London
SW1P 4DF
Telephone: 030 3444 0000

For all our latest news and updates follow us on Twitter: <https://twitter.com/CommunitiesUK>

October 2014

ISBN: 978-1-4098-4324-5

Contents

1	Part 1: Introduction	4
2	Part 2: Information which must be published	9
3	Part 3: Information recommended for publication	19
4	Annex A: Table summarising all information to be published	24
5	Annex B: Detecting and preventing fraud	33

Part 1: Introduction

Policy context

1. This Code is issued to meet the Government's desire to place more power into citizens' hands to increase democratic accountability and make it easier for local people to contribute to the local decision making process and help shape public services. Transparency is the foundation of local accountability and the key that gives people the tools and information they need to enable them to play a bigger role in society. The availability of data can also open new markets for local business, the voluntary and community sectors and social enterprises to run services or manage public assets.
2. 'Data' means the objective, factual data, on which policy decisions are based and on which public services are assessed, or which is collected or generated in the course of public service delivery. This should be the basis for publication of information on the discharge of local authority functions.
3. The Government believes that in principle all data held and managed by local authorities should be made available to local people unless there are specific sensitivities (eg. protecting vulnerable people or commercial and operational considerations) to doing so. It encourages local authorities to see data as a valuable resource not only to themselves, but also their partners and local people.
4. Three principles have guided the development of this Code:
 - **Demand led** – there are growing expectations that new technologies and publication of data should support transparency and accountability. It is vital that public bodies recognise the value to the public of the data they hold, understand what they hold, what their communities want and then release it in a way that allows the public, developers and the media to use it
 - **Open** – provision of public data should become integral to local authority engagement with local people so that it drives accountability to them. Its availability should be promoted and publicised so that residents know how to access it and how it can be used. Presentation should be helpful and accessible to local people and other interested persons, and
 - **Timely** – the timeliness of making public data available is often of vital importance. It should be made public as soon as possible following production even if it is not accompanied with detailed analysis.

5. Respondents to the Government's consultation on 'Improving Local Government Transparency: Making 'The Code of Recommended Practice for Local Authorities on Data Transparency' enforceable by regulations'¹ suggested datasets that should be included in this Code². The Government has decided not to include them. However, local authorities are encouraged to consider what respondents said and look to go further than this Code, in line with the principle that all data held and managed by local authorities should be made open and available to local people unless there are specific sensitivities to doing so. Annex A summarises the publication requirements for datasets covered by this Code.
6. Fraud can thrive where decisions are not open to scrutiny and details of spending, contracts and service provision are hidden from view. Greater transparency, and the provisions in this Code, can help combat fraud. Local authorities should also use a risk management approach with strong internal control arrangements to reduce the risk of any payment fraud as a result of publishing public data. Local authorities should refer to the Chartered Institute of Public Finance and Accountancy Red Book 2 – Managing the Risk of Fraud – Actions to Counter Fraud and Corruption³. Annex B provides further information on combating fraud.

Application

7. This Code is issued by the Secretary of State for Communities and Local Government in exercise of his powers under section 2 of the Local Government, Planning and Land Act 1980 ("the Act") to issue a Code of Recommended Practice (the Code) as to the publication of information by local authorities about the discharge of their functions and other matters which he considers to be related. It is issued following consultation in accordance with section 3(11) of the Act. It replaces any previous Codes issued in relation to authorities in England under those powers.
8. The Code does not replace or supersede the existing legal framework for access to and re-use of public sector information provided by the:
 - Freedom of Information Act 2000 (as amended by the Protection of Freedoms Act 2012)
 - Environmental Information Regulations 2004
 - Re-use of Public Sector Information Regulations 2005
 - Infrastructure for Spatial Information in the European Community Regulations 2009, and
 - Section 15 of the Audit Commission Act 1998 which provides a right for persons interested to inspect a local authority's accounting records and supporting documentation, and to make copies of them, for a limited period each year.

¹[https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/14855/Making the Code of Recommended Practice mandatory - consultation.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/14855/Making_the_Code_of_Recommended_Practice_mandatory_-_consultation.pdf)

²[https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/266815/Transparency Code Government Response.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/266815/Transparency_Code_Government_Response.pdf) (See paragraph 37)

³http://www.cipfanetworks.net/governance/documentation/default_view.asp?library=157&category=1255&content_ref=7550

9. This Code does not apply to Police and Crime Commissioners, for whom a separate transparency framework applies.
10. This Code only applies to local authorities in relation to descriptions of information or data where that type of local authority undertakes the particular function to which the information or data relates.
11. The Code applies in England only.

Definitions

12. In this Code:

“local authority” means:

- a county council in England
- a district council
- a parish council which has gross annual income or expenditure (whichever is the higher) exceeding £200,000
- a London borough council
- the Common Council of the City of London in its capacity as a local authority
- the Council of the Isles of Scilly
- a National Park authority for a National Park in England
- the Broads Authority
- the Greater London Authority so far as it exercises its functions through the Mayor
- the London Fire and Emergency Planning Authority
- Transport for London
- a fire and rescue authority (constituted by a scheme under section 2 of the Fire and Rescue Services Act 2004 or a scheme to which section 4 of that Act applies, and a metropolitan county fire and rescue authority)
- a joint authority established by Part IV of the Local Government Act 1985 (fire and rescue services and transport)
- a joint waste authority, i.e. an authority established for an area in England by an order under section 207 of the Local Government and Public Involvement in Health Act 2007
- an economic prosperity board established under section 88 of the Local Democracy, Economic Development and Construction Act 2009
- a combined authority established under section 103 of that Act
- a waste disposal authority, i.e. an authority established under section 10 of the Local Government Act 1985, and
- an integrated transport authority for an integrated transport area in England.

“voluntary and community sector organisations” means a non-governmental organisation that is value-driven and which principally reinvests its surpluses to further social, environmental or cultural objectives.

“a social enterprise⁴” means a business that trades for a social and/or environmental purpose and is a business which:

- aims to generate its income by selling goods and services, rather than through grants and donations
- is set up to specifically make a difference, and
- reinvests the profits it makes for the purpose of its social mission.

“a small or medium sized enterprise” means an undertaking which has fewer than 250 employees.

Data protection

13. The Government believes that local transparency can be implemented in a way that complies with the Data Protection Act 1998. Where local authorities are disclosing information which potentially engages the Data Protection Act 1998, they must ensure that the publication of that information is compliant with the provisions of that Act. The Data Protection Act 1998 does not restrict or inhibit information being published about councillors or senior local authority officers because of the legitimate public interest in the scrutiny of such senior individuals and decision makers. The Data Protection Act 1998 also does not automatically prohibit information being published naming the suppliers with whom the authority has contracts, including sole traders, because of the public interest in accountability and transparency in the spending of public money.
14. For other situations where information held by local authorities contains public data which cannot be disclosed in a Data Protection Act compliant manner, the Information Commissioner’s Office has published guidance on anonymisation of datasets, enabling publication of data which can yield insights to support public service improvement, whilst safeguarding individuals’ privacy⁵.

⁴ <https://www.gov.uk/set-up-a-social-enterprise>

⁵ http://ico.org.uk/for_organisations/data_protection/topic_guides/anonymisation

Commercial confidentiality

15. The Government has not seen any evidence that publishing details about contracts entered into by local authorities would prejudice procurement exercises or the interests of commercial organisations, or breach commercial confidentiality unless specific confidentiality clauses are included in contracts. Local authorities should expect to publish details of contracts newly entered into – commercial confidentiality should not, in itself, be a reason for local authorities to not follow the provisions of this Code. Therefore, local authorities should consider inserting clauses in new contracts allowing for the disclosure of data in compliance with this Code.

Exclusions and exemptions

16. Authorities should ensure that they do not contravene the provisions of sections 100A, 100B or 100F of the Local Government Act 1972.
17. Where information would otherwise fall within one of the exemptions from disclosure under the Freedom of Information Act 2000, the Environmental Information Regulations 2004, the Infrastructure for Spatial Information in the European Community Regulations 2009 or falls within Schedule 12A to the Local Government Act 1972 then it is at the discretion of the local authority whether or not to rely on that exemption or publish the data. Local authorities should start from the presumption of openness and disclosure of information, and not rely on exemptions to withhold information unless absolutely necessary.

Timeliness and errors

18. Data should be as accurate as possible at first publication. While errors may occur, the publication of information should not be unduly delayed to rectify mistakes. Instead, publication should be used to help address any imperfections and deficiencies. This concerns errors in data accuracy, not errors in redacting personal data. The best way to achieve this is by having robust information management processes in place.
19. Where errors in data are discovered, or files are changed for other reasons (such as omissions), local authorities should publish revised information making it clear where and how there has been an amendment. Metadata on data.gov.uk should be amended accordingly.

Further guidance and support

20. The Department for Communities and Local Government will work with sector led organisations such as the Local Government Association and the Local eGovernment Standards Body, the Local Public Data Panel and the Information Commissioner's Office to ensure guidance on transparency (eg. technical guidance notes, best practice examples and case studies) is available to local authorities.

Part 2: Information which must be published

Part 2.1: Information to be published quarterly

21. Data covered by this section includes:

- expenditure exceeding £500 (see paragraphs 23 and 24)
- Government Procurement Card transactions (paragraph 25), and
- procurement information (see paragraphs 26 and 27).

22. The data and information referred to in this Part (2.1) must be published:

- on the first occasion, not later than 31 December 2014, and
- thereafter, not less than quarterly and not later than one month after the quarter to which the data and information is applicable.

Expenditure exceeding £500

23. Local authorities must publish details of each individual item of expenditure that exceeds £500⁶. This includes items of expenditure⁷, consistent with Local Government Association guidance⁸, such as:

- individual invoices
- grant payments
- expense payments
- payments for goods and services
- grants
- grant in aid
- rent
- credit notes over £500, and
- transactions with other public bodies.

⁶ The threshold should be, where possible, the net amount excluding recoverable Value Added Tax.

⁷ Salary payments to staff normally employed by the local authority should not be included. However, local authorities should publish details of payments to individual contractors (e.g. individuals from consultancy firms, employment agencies, direct personal contracts, personal service companies etc) either here or under contract information.

⁸ <http://www.local.gov.uk/practitioners-guides-to-publishing-data>

24. For each individual item of expenditure the following information must be published:

- date the expenditure was incurred
- local authority department which incurred the expenditure
- beneficiary
- summary of the purpose of the expenditure⁹
- amount¹⁰
- Value Added Tax that cannot be recovered, and
- merchant category (eg. computers, software etc).

Government Procurement Card transactions

25. Local authorities must publish details of every transaction on a Government Procurement Card. For each transaction, the following details must be published:

- date of the transaction
- local authority department which incurred the expenditure
- beneficiary
- amount¹¹
- Value Added Tax that cannot be recovered
- summary of the purpose of the expenditure, and
- merchant category (eg. computers, software etc).

⁹ This could be the descriptor that local authorities use in their accounting system providing it gives a clear sense of why the expenditure was incurred or what it purchased or secured for the local authority.

¹⁰ Where possible, this should be the net amount excluding recoverable Value Added Tax. Where Value Added Tax cannot be recovered – or the source of the data being used cannot separate out recoverable Value Added Tax – then the gross amount should be used instead with a note stating that the gross amount has been used.

¹¹ Where possible, this should be the net amount excluding recoverable Value Added Tax. Where Value Added Tax cannot be recovered – or the source of the data being used cannot separate out recoverable Value Added Tax – then the gross amount should be used instead with a note stating that the gross amount has been used.

Procurement information

26. Local authorities must publish details of every invitation to tender for contracts to provide goods and/or services¹² with a value that exceeds £5,000^{13, 14}. For each invitation, the following details must be published:

- reference number
- title
- description of the goods and/or services sought
- start, end and review dates, and
- local authority department responsible.

27. Local authorities must also publish details of any contract¹⁵, commissioned activity, purchase order, framework agreement and any other legally enforceable agreement with a value that exceeds £5,000¹⁶. For each contract, the following details must be published:

- reference number
- title of agreement
- local authority department responsible
- description of the goods and/or services being provided
- supplier name and details
- sum to be paid over the length of the contract or the estimated annual spending or budget for the contract¹⁷
- Value Added Tax that cannot be recovered
- start, end and review dates
- whether or not the contract was the result of an invitation to quote or a published invitation to tender, and
- whether or not the supplier is a small or medium sized enterprise and/or a voluntary or community sector organisation and where it is, provide the relevant registration number¹⁸.

¹² This includes contracts for staff who are employed via consultancy firms or similar agencies.

¹³ The threshold should be, where possible, the net amount excluding recoverable Value Added Tax.

¹⁴ Tenders for framework agreements should be included, even though there may be no initial value.

¹⁵ This includes contracts for staff who are employed via consultancy firms or similar agencies.

¹⁶ The threshold should be, where possible, the net amount excluding recoverable Value Added Tax.

¹⁷ Where possible, this should be the net amount excluding recoverable Value Added Tax. Where Value Added Tax cannot be recovered – or the source of the data being used cannot separate out recoverable Value Added Tax – then the gross amount should be used instead with a note stating that the gross amount has been used.

¹⁸ For example, this might be the company or charity registration number.

Part 2.2: Information to be published annually

28. Data covered by this section includes:

- local authority land (see paragraphs 30 and 31)
- grants to voluntary, community and social enterprise organisations (see paragraphs 32 and 33)
- organisation chart (see paragraph 34)
- trade union facility time (see paragraph 35)
- parking account (see paragraph 36)
- parking spaces (see paragraph 37)
- senior salaries (see paragraphs 38 and 39)
- constitution (see paragraph 40)
- pay multiple (see paragraphs 41 and 42), and
- fraud (see paragraph 43).

29. The data and information in this Part (2.2) must be published:

- on the first occasion, not later than 2 February 2015, and
- thereafter, not less than annually and not later than one month after the year to which the data and information is applicable¹⁹.

Local authority land

30. Local authorities must publish details of all land and building assets including:

- all service and office properties occupied or controlled by user bodies, both freehold and leasehold
- any properties occupied or run under Private Finance Initiative contracts
- all other properties they own or use, for example, hostels, laboratories, investment properties and depots
- garages unless rented as part of a housing tenancy agreement
- surplus, sublet or vacant properties
- undeveloped land
- serviced or temporary offices where contractual or actual occupation exceeds three months, and
- all future commitments, for example under an agreement for lease, from when the contractual commitment is made.

¹⁹ In relation to parking account data, where the local authority's annual accounts have not been finalised, the authority should publish estimates within one month after the year to which the data is applicable and subsequently publish final figures as soon as the authority's accounts are finalised.

However, information about the following land and building assets are to be excluded from publication:

- social housing²⁰
- rent free properties provided by traders (such as information booths in public places or ports)
- operational railways and canals
- operational public highways (but any adjoining land not subject to public rights should be included)
- assets of national security, and
- information deemed inappropriate for public access as a result of data protection and/or disclosure controls (eg. such as refuge houses).

31. For each land or building asset, the following information must be published together in one place:

- Unique Property Reference Number
- Unique asset identity - the local reference identifier used by the local body, sometimes known as local name or building block. There should be one entry per asset or user/owner (eg. on one site there could be several buildings or in one building there could be several users floors/rooms etc – where this is the case, each of these will have a separate asset identity). This must include the original reference number from the data source plus authority code
- name of the building/land or both
- street number or numbers - any sets of 2 or more numbers should be separated with the '-' symbol (eg. 10-15 London Road)
- street name – this is the postal road address²¹
- post town
- United Kingdom postcode
- map reference – local authorities may use either Ordnance Survey or ISO 6709 systems to identify the location of an asset, but must make clear which is being used. Where an Ordnance Survey mapping system is used (the grid system) then assets will be identified using Eastings before Northings. Where geocoding in accordance with ISO 6709 is being used to identify the centre point of the asset location then that reference must indicate its ISO coordinates

²⁰ To avoid data protection issues it is recommended that the specific location details of social housing is not included in the published list.

²¹ Local authorities should use the official postal address. Exceptionally, where this is not available, local authorities should use the address they hold for the asset.

- whether the local authority owns the freehold or a lease for the asset and for whichever category applies, the local authority must list all the characteristics that apply from the options given below:

for freehold assets:

- occupied by the local authority
- ground leasehold
- leasehold
- licence
- vacant (for vacant properties, local authorities should not publish the full address details and should only publish the first part of the postcode²²).

for leasehold assets:

- occupied by the local authority
- ground leasehold
- sub leasehold
- licence.

for other assets:

- free text description eg. rights of way, access etc²³.

- whether or not the asset is land only (i.e. without permanent buildings) or it is land with a permanent building.

Grants to voluntary, community and social enterprise organisations

32. Local authorities must publish details of all grants to voluntary, community and social enterprise organisations. This can be achieved by either:

- tagging and hence specifically identifying transactions which relate to voluntary, community and social enterprise organisations within published data on expenditure over £500 or published procurement information, or
- by publishing a separate list or register.

²² The first part of the postcode, or Outward Code, refers to the area and the district only, http://www.postcodeaddressfile.co.uk/products/postcodes/postcodes_explained.htm

²³ Where a local authority feels unable to verify rights of way information, for example, it should add a short narrative explaining why it is unable to identify and verify the information.

33. For each identified grant, the following information must be published as a minimum:

- date the grant was awarded
- time period for which the grant has been given
- local authority department which awarded the grant
- beneficiary
- beneficiary's registration number²⁴
- summary of the purpose of the grant, and
- amount.

Organisation chart

34. Local authorities must publish an organisation chart covering staff in the top three levels of the organisation²⁵. The following information must be included for each member of staff included in the chart:

- grade
- job title
- local authority department and team
- whether permanent or temporary staff
- contact details
- salary in £5,000 brackets, consistent with the details published under paragraph 38, and
- salary ceiling (the maximum salary for the grade).

Trade union facility time

35. Local authorities must publish the following information on trade union facility time:

- total number (absolute number and full time equivalent) of staff who are union representatives (including general, learning and health and safety representatives)
- total number (absolute number and full time equivalent) of union representatives who devote at least 50 per cent of their time to union duties
- names of all trade unions represented in the local authority
- a basic estimate of spending on unions (calculated as the number of full time equivalent days spent on union duties multiplied by the average salary), and
- a basic estimate of spending on unions as a percentage of the total pay bill (calculated as the number of full time equivalent days spent on union duties multiplied by the average salary divided by the total pay bill).

²⁴ For example, this might be the company or charity registration number.

²⁵ This should exclude staff whose salary does not exceed £50,000.

Parking account

36. Local authorities must publish on their website, or place a link on their website to this data if published elsewhere:

- a breakdown of income and expenditure on the authority's parking account^{26, 27}. The breakdown of income must include details of revenue collected from on-street parking, off-street parking and Penalty Charge Notices, and
- a breakdown of how the authority has spent a surplus on its parking account^{25, 28}.

Parking spaces

37. Local authorities must publish 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.

Senior salaries

38. Local authorities are already required to publish, under the Accounts and Audit (England) Regulations 2011 (Statutory Instrument 2011/817)²⁹:

- the number of employees whose remuneration in that year was at least £50,000 in brackets of £5,000
- details of remuneration and job title of certain senior employees whose salary is at least £50,000, and
- employees whose salaries are £150,000 or more must also be identified by name.

39. In addition to this requirement, local authorities must place a link on their website to these published data or place the data itself on their website, together with a list of responsibilities (for example, the services and functions they are responsible for, budget held and number of staff) and details of bonuses and 'benefits-in-kind', for all employees whose salary exceeds £50,000. The key differences between the requirements under this Code and the Regulations referred to above is the addition of a list of responsibilities, the inclusion of bonus details for all senior employees whose salary exceeds £50,000 and publication of the data on the authority's website.

²⁶ A parking account kept under section 55 of the Road Traffic Regulation Act 1984 as modified by Regulation 25 of the Civil Enforcement of Parking Contraventions (England) General Regulations 2007.

²⁷ Local authorities should also have regard to both statutory guidance, *The Secretary of State's Statutory Guidance to Local Authorities on the Civil Enforcement of Parking Contraventions*, <http://assets.dft.gov.uk/publications/tma-part-6-cpe-statutory-guidance/betterprkstatutoryguid.pdf>, and non-statutory operational guidance, *Operational Guidance to Local Authorities: Parking Policy and Enforcement*,

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/212559/parkingenforcepolicy.pdf

²⁸ Section 55 (as amended) of the Road Traffic Regulation Act 1984 sets out how local authorities should use a surplus on their parking account. Local authorities should breakdown how they have spent a surplus on their parking account within the categories set out in section 55.

²⁹ These Regulations are to be replaced by Regulations made under the Local Accountability and Audit Act 2014.

Constitution

40. Local authorities are already required to make their Constitution available for inspection at their offices under section 9P of the Local Government Act 2000. Local authorities must also, under this Code, publish their Constitution on their website.

Pay multiple

41. Section 38 of the Localism Act 2011 requires local authorities to produce Pay Policy Statements, which should include the authority's policy on pay dispersion – the relationship between remuneration of chief officers and the remuneration of other staff. Guidance produced under section 40 of that Act³⁰, recommends that the pay multiple is included in these statements as a way of illustrating the authority's approach to pay dispersion.

42. Local authorities must, under this Code, publish the pay multiple on their website, defined as the ratio between the highest paid taxable earnings for the given year (including base salary, variable pay, bonuses, allowances and the cash value of any benefits-in-kind) and the median earnings figure of the whole of the authority's workforce. The measure must:

- cover all elements of remuneration that can be valued (eg. all taxable earnings for the given year, including base salary, variable pay, bonuses, allowances and the cash value of any benefits-in-kind)
- use the median earnings figure as the denominator, which should be that of all employees of the local authority on a fixed date each year, coinciding with reporting at the end of the financial year, and
- exclude changes in pension benefits, which due to their variety and complexity cannot be accurately included in a pay multiple disclosure.

³⁰ Openness and accountability in local pay: Guidance under Section 40 of the Localism Act (February 2012), https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/5956/2091042.pdf

Fraud

43. Local authorities must publish the following information about their counter fraud work³¹:

- number of occasions they use powers under the Prevention of Social Housing Fraud (Power to Require Information) (England) Regulations 2014³², or similar powers³³
- total number (absolute and full time equivalent) of employees undertaking investigations and prosecutions of fraud
- total number (absolute and full time equivalent) of professionally accredited counter fraud specialists
- total amount spent by the authority on the investigation and prosecution of fraud, and
- total number of fraud cases investigated.

Part 2.3: Information to be published once only

Waste contracts

44. Local authorities must publish details of their existing waste collection contracts, in line with the details contained in paragraph 27. Local authorities must publish this information at the same time as they first publish quarterly procurement information under paragraphs 22, 26 and 27 of this Code.

Part 2.4: Method of publication

45. Public data should be published in a format and under a licence that allows open re-use, including for commercial and research activities, in order to maximise value to the public. The Open Government Licence published by the National Archives should be used as the recommended standard. Where any copyright or data ownership concerns exist with public data these should be made clear. Data covered by Part 2 of this Code must be published in open and machine-readable formats (further information about machine-readable formats can be found in Part 3.2).

³¹ The definition of fraud is as set out by the Audit Commission in *Protecting the Public Purse*.

³² S.I. 2014/899.

³³ For example, the Council Tax Reduction Schemes (Detection of Fraud and Enforcement) (England) Regulations 2013 gives local authorities the power to require information from listed bodies, during the investigation of fraud connected with an application for or award of a reduction under a council tax reduction scheme: <http://www.legislation.gov.uk/ukSI/2013/501/contents/made>

Part 3: Information recommended for publication

46. Part 2 of this Code set out details of the minimum data that local authorities must publish. The Government believes that in principle all data held and managed by local authorities should be made available to local people unless there are specific sensitivities to doing so. Therefore, it encourages local authorities to go much further in publishing the data they hold, recognising the benefits of sharing that data for local people, more effective service delivery and better policy making. Part 3 of this Code sets out details of data that the Government recommends local authorities publish.

Part 3.1: Information recommended for publication

47. Data covered by this section includes:

- expenditure data (see paragraph 48)
- procurement information (see paragraphs 49 and 50)
- local authority land (see paragraph 51 and 52)
- parking spaces (see paragraphs 53 and 54)
- organisation chart (see paragraph 55)
- grants to voluntary, community and social enterprise organisations (see paragraphs 56 and 57), and
- fraud (see paragraph 58).

Expenditure data

48. It is recommended that local authorities go further than the minimum publication requirements set out in Part 2 and:

- publish information on a monthly instead of quarterly basis, or ideally, as soon as it becomes available and therefore known to the authority (commonly known as 'real-time' publication)
- publish details of all transactions that exceed £250 instead of £500. For each transaction the details that should be published remain as in paragraph 24
- publish all transactions on all corporate credit cards, charge cards and procurements, including those that are not a Government Procurement Card. For each transaction the details that should be published remain as set out in paragraph 25
- publish the total amount spent on remuneration over the period being reported on, and
- classify purpose of expenditure using the Chartered Institute of Public Finance and Accountancy Service Reporting Code of Practice to enable comparability between local authorities.

Procurement information

49. It is recommended that local authorities place on Contracts Finder³⁴, as well as any other local portal, every invitation to tender or invitation to quote for contracts to provide goods and/or services with a value that exceeds £10,000. For each invitation, the details that should be published are the same as those set out in paragraph 26.

50. It is recommended that local authorities should go further than the minimum publication requirements set out in Part 2 and publish:

- information on a monthly instead of quarterly basis, or ideally, as soon as it is generated and therefore becomes available (commonly known as 'real-time' publication)
- every invitation to tender for contracts to provide goods and/or services with a value that exceeds £500 instead of £5,000. The details that should be published are the same as those set out in paragraph 26
- details of invitations to quote where there has not been a formal invitation to tender. The details that should be published are the same as those set out in paragraph 26
- all contracts in their entirety where the value of the contract exceeds £5,000³⁵
- company registration number at Companies House
- details of invitations to tender or invitations to quote that are likely to be issued in the next twelve months. The details that should be published are the same as those set out in paragraph 26
- details of the geographical (eg. by ward) coverage of contracts entered into by the local authority
- details of performance against contractual key performance indicators, and
- information disaggregated by voluntary and community sector category (eg. whether it is registered with Companies House, Charity or Charitable Incorporated Organisation, Community Interest Company, Industrial and Provident Society, Housing Association, etc).

Local authority land

51. It is recommended that local authorities should go further than the minimum publication requirements set out in Part 2 and publish information on a monthly instead of annual basis, or ideally, as soon as it becomes available and therefore known to the authority (commonly known as 'real-time' publication). It is also recommended that local authorities should publish all the information possible on Electronic Property Information Mapping Service.

³⁴ Documentation for all procurements valued at over £10,000 is stored on Contracts Finder for public viewing as part of government's transparency commitment. <https://online.contractsfinder.businesslink.gov.uk/>

³⁵ Where a contract runs into several hundreds of pages or more, a local authority should publish a summary of the contract or sections of the contract, if this would be more helpful to local people and businesses.

52. It is further recommended that local authorities also go further than the minimum publication requirements set out in paragraph 31 by publishing, alongside them in one place, the following information:

- size of the asset measured in Gross Internal Area (m²) for buildings or hectares for land, in accordance with the Royal Institute of Chartered Surveyors Code of Measuring Practice. The Gross Internal Area is the area of a building measured to the internal face of the perimeter walls at each floor level. Local authorities using Net Internal Area (m²) should convert measurements to Gross Internal Area using appropriate conversion factors³⁶ and state the conversion factor used
- services offered from the asset using the services listed in the Effective Services Delivery government service function list <http://doc.esd.org.uk/FunctionList/1.00.html> (listing up to five main services)
- reason for holding asset such as, it is occupied by the local authority or it is providing a service on the authority's behalf, it is an investment property, it supports economic development (eg. provision of small businesses or incubator space), it is surplus to the authority's requirements, it is awaiting development, it is under construction, it provides infrastructure or it is a community asset
- whether or not the asset is either one which is an asset in the authority's ownership that is listed under Part 5 Chapter 3 of the Localism Act 2011 (assets of community value) and/or an asset which the authority is actively seeking to transfer to the community
- total building operation (revenue) costs as defined in the corporate value for money indicators for public services³⁷
- required maintenance - the cost to bring the property from its present state up to the state reasonably required by the authority to deliver the service and/or to meet statutory or contract obligations and maintain it at that standard. This should exclude improvement projects but include works necessary to comply with new legislation (eg. asbestos and legionella)
- functional suitability rating using the scale:
 - good – performing well and operating efficiently (supports the needs of staff and the delivery of services)
 - satisfactory – performing well but with minor problems (generally supports the needs of staff and the delivery of services)
 - poor – showing major problems and/or not operating optimally (impedes the performance of staff and/or the delivery of services)
 - unsuitable – does not support or actually impedes the delivery of services
- energy performance rating as stated on the Display Energy Certificate under the Energy Performance of Buildings (Certificates and Inspections) (England and Wales) Regulations 2007.

³⁶ Local authorities are not expected to re-measure buildings. Research undertaken for the Scottish Government offers one method of converting Net Internal Area to Gross Internal Area and can be found at: <http://www.scotland.gov.uk/Resource/Doc/217736/0121532.pdf>

³⁷ <http://www.nao.org.uk/wp-content/uploads/2013/02/2010-11-Estates-Management.pdf> (See page 17).

Parking spaces

53. It is recommended that local authorities should publish the number of:

- free parking spaces available in the local authority's area and which are provided directly by the local authority, and
- parking spaces where charges apply that are available in the local authority's area and which are provided directly by the local authority.

54. Where parking space is not marked out in individual parking bays or spaces, local authorities should estimate the number of spaces available for the two categories in paragraph 53.

Organisation chart

55. It is recommended that local authorities should go further than the minimum publication requirements set out in Part 2 and publish:

- charts including all employees of the local authority whose salary exceeds £50,000
- the salary band for each employee included in the chart(s), and
- information about current vacant posts, or signpost vacancies that are going to be advertised in the future.

Grants to voluntary, community and social enterprise organisations

56. It is recommended that local authorities should go further than the minimum publication requirements set out in Part 2 and publish information on a monthly instead of annual basis where payments are made more frequently than a single annual payment, or ideally, as soon as the data becomes available and therefore known to the authority (commonly known as 'real-time' publication).

57. It is further recommended that local authorities publish information disaggregated by voluntary and community sector category (eg. whether it is registered with Companies House, charity or charitable incorporated organisation, community interest company, industrial and provident society, housing association, etc).

Fraud

58. It is recommended that local authorities should go further than the minimum publication requirements set out in Part 2 and publish:

- total number of cases of irregularity investigated
- total number of occasions on which a) fraud and b) irregularity was identified
- total monetary value of a) the fraud and b) the irregularity that was detected, and
- total monetary value of a) the fraud and b) the irregularity that was recovered.

Part 3.2: Method of publication

59. The Government endorses the five step journey to a fully open format:

One star	Available on the web (whatever format) but with an open license
Two star	As for one star plus available as machine-readable structured data (eg. Excel instead of an image scan of a table)
Three star	As for two star plus use a non-proprietary format (eg. CSV and XML)
Four star	All of the above plus use open standards from the World Wide Web Consortium (such as RDF and SPARQL ²¹)
Five star	All the above plus links an organisation's data to others' data to provide context

60. The Government recommends that local authorities publish data in three star formats where this is suitable and appropriate³⁸, alongside open and machine-readable format, within six months of this Code being issued.

Shehla Husain
A Senior Civil Servant in the Department for Communities and Local Government

Department for Communities and Local Government
3 October 2014

³⁸ Statistical data, lists etc should be capable of being published in this format but others (eg. organisation charts) may be more difficult.

Annex A: Table summarising all information to be published

Information title	Information which must be published	Information recommended for publication
<p>Expenditure exceeding £500</p>	<p>Quarterly publication</p> <p>Publish details of each individual item of expenditure that exceeds £500, including items of expenditure, consistent with Local Government Association guidance, such as:</p> <ul style="list-style-type: none"> • individual invoices • grant payments • expense payments • payments for goods and services • grants • grant in aid • rent • credit notes over £500 • transactions with other public bodies. <p>For each individual item of expenditure the following information must be published:</p> <ul style="list-style-type: none"> • date the expenditure was incurred • local authority department which incurred the expenditure • beneficiary • summary of the purpose of the expenditure • amount • Value Added Tax that cannot be recovered • merchant category (eg. computers, software etc). 	<ul style="list-style-type: none"> • Publish information on a monthly instead of quarterly basis, or ideally, as soon as it becomes available and therefore known to the authority (commonly known as 'real-time' publication). • Publish details of all transactions that exceed £250 instead of £500. For each transaction the details that should be published remain as set out in paragraph 24. • publish the total amount spent on remuneration over the period being reported on. • classify purpose of expenditure using the Chartered Institute of Public Finance and Accountancy Service Reporting Code of Practice to enable comparability between local authorities.

Information title	Information which must be published	Information recommended for publication
<p>Government Procurement Card transactions</p>	<p>Quarterly publication Publish details of every transaction on a Government Procurement Card. For each transaction, the following details must be published:</p> <ul style="list-style-type: none"> • date of the transaction • local authority department which incurred the expenditure • beneficiary • amount • Value Added Tax that cannot be recovered • summary of the purpose of the expenditure • merchant category (eg. computers, software etc). 	<ul style="list-style-type: none"> • Publish all transactions on all corporate credit cards, charge cards and procurements, including those that are not a Government Procurement Card. For each transaction the details that should be published remain as set out in paragraph 25.
<p>Procurement information</p>	<p>Quarterly publication Publish details of every invitation to tender for contracts to provide goods and/or services with a value that exceeds £5,000. For each invitation, the following details must be published:</p> <ul style="list-style-type: none"> • reference number • title • description of the goods and/or services sought • start, end and review dates • local authority department responsible. <p>Quarterly publication Publish details of any contract, commissioned activity, purchase order, framework agreement and any other legally enforceable agreement with a value that exceeds £5,000. For each contract, the following details must be published:</p> <ul style="list-style-type: none"> • reference number • title of agreement • local authority department responsible 	<p>Place on Contracts Finder, as well as any other local portal, every invitation to tender or invitation to quote for contracts to provide goods and/or services with a value that exceeds £10,000.</p> <p>Publish:</p> <ul style="list-style-type: none"> • information on a monthly instead of quarterly basis, or ideally, as soon as it is generated and therefore becomes available (commonly known as 'real-time' publication) • every invitation to tender for contracts to provide goods and/or services with a value that exceeds £500 instead of £5,000 • details of invitations to quote where there has not been a formal invitation to tender • all contracts in their entirety where the value of the contract exceeds £5,000

Information title	Information which must be published	Information recommended for publication
	<ul style="list-style-type: none"> • description of the goods and/or services being provided • supplier name and details • sum to be paid over the length of the contract or the estimated annual spending or budget for the contract • Value Added Tax that cannot be recovered • start, end and review dates • whether or not the contract was the result of an invitation to quote or a published invitation to tender • whether or not the supplier is a small or medium sized enterprise and/or a voluntary or community sector organisation and where it is, provide the relevant registration number. 	<ul style="list-style-type: none"> • company registration number at Companies House • details of invitations to tender or invitations to quote that are likely to be issued in the next twelve months • details of the geographical (eg. by ward) coverage of contracts entered into by the local authority • details of performance against contractual key performance indicators • information disaggregated by voluntary and community sector category (eg. whether it is registered with Companies House, charity or charitable incorporated organisation, community interest company, industrial and provident society, housing association, etc).
<p>Local authority land</p>	<p>Annual publication</p> <p>Publish details of all land and building assets including:</p> <ul style="list-style-type: none"> • all service and office properties occupied or controlled by user bodies, both freehold and leasehold • any properties occupied or run under Private Finance Initiative contracts • all other properties they own or use, for example, hostels, laboratories, investment properties and depots • garages unless rented as part of a housing tenancy agreement • surplus, sublet or vacant properties • undeveloped land • serviced or temporary offices where contractual or actual occupation exceeds three months • all future commitments, for example under an agreement for lease, from when the contractual commitment is made. 	<p>Publish information on a monthly instead of annual basis, or ideally, as soon as it becomes available and therefore known to the authority (commonly known as 'real-time' publication). It is also recommended that local authorities should publish all the information possible on Electronic Property Information Mapping Service.</p> <p>Publish the following additional information:</p> <ul style="list-style-type: none"> • the size of the asset measured in Gross Internal Area (m²) for buildings or hectares for land, in accordance with the Royal Institute of Chartered Surveyors Code of Measuring Practice. The Gross Internal Area is the area of a building measured to the internal face of the perimeter walls at

Information title	Information which must be published	Information recommended for publication
	<p>However, information about the following land and building assets are to be excluded from publication:</p> <ul style="list-style-type: none"> • social housing • rent free properties provided by traders (such as information booths in public places or ports) • operational railways and canals • operational public highways (but any adjoining land not subject to public rights should be included) • assets of national security • information deemed inappropriate for public access as a result of data protection and/or disclosure controls (eg. such as refuge houses). <p>For each land or building asset, the following information must be published together in one place:</p> <ul style="list-style-type: none"> • Unique Property Reference Number • Unique asset identity - the local reference identifier used by the local body, sometimes known as local name or building block. There should be one entry per asset or user/owner (eg. on one site there could be several buildings or in one building there could be several users, floors/rooms etc – where this is the case, each of these will have a separate asset identity). This must include the original reference number from the data source plus authority code • name of the building/land or both • street number or numbers - any sets of 2 or more numbers should be separated with the '-' symbol (eg. 10-15 London Road) • street name – this is the postal road address • post town • United Kingdom postcode 	<p>each floor level. Local authorities using Net Internal Area (m²) should convert measurements to Gross Internal Area using appropriate conversion factors and state the conversion factor used</p> <ul style="list-style-type: none"> • the services offered from the asset, using the services listed in the Effective Services Delivery government service function list http://doc.esd.org.uk/FunctionList/1.00.html (listing up to five main services) • the reason for holding asset such as, it is occupied by the local authority or it is providing a service in its behalf, it is an investment property, it supports economic development (eg. provision of small businesses or incubator space), it is surplus to the authority's requirements, it is awaiting development, it is under construction, it provides infrastructure or it is a community asset • whether or not the asset is either one which is an asset in the authority's ownership that is listed under Part 5 Chapter 3 of the Localism Act 2011 (assets of community value) and/or an asset where the authority is actively seeking transfer to the community • total building operation (revenue) costs as defined in the corporate value for money indicators for public services

Information title	Information which must be published	Information recommended for publication
	<ul style="list-style-type: none"> • map reference – local authorities may use either Ordnance Survey or ISO 6709 systems to identify the location of an asset, but must make clear which is being used. Where an Ordnance Survey mapping system is used (the grid system) then assets will be identified using Eastings before Northings. Where geocoding in accordance with ISO 6709 is being used to identify the centre point of the asset location then that reference must indicate its ISO coordinates • whether the local authority owns the freehold or a lease for the asset and for whichever category applies, the local authority must list all the characteristics that apply from the options given below: <ul style="list-style-type: none"> <i>for freehold assets:</i> <ul style="list-style-type: none"> ○ occupied by the local authority ○ ground leasehold ○ leasehold ○ licence ○ vacant (for vacant properties, local authorities should not publish the full address details and should only publish the first part of the postcode) <i>for leasehold assets:</i> <ul style="list-style-type: none"> ○ occupied by the local authority ○ ground leasehold ○ sub leasehold ○ licence <i>for other assets:</i> <ul style="list-style-type: none"> ○ free text description eg. rights of way, access etc. • whether or not the asset is land only (without permanent buildings) or it is land with a permanent building. 	<ul style="list-style-type: none"> • required maintenance - the cost to bring the property from its present state up to the state reasonably required by the authority to deliver the service and/or to meet statutory or contract obligations and maintain it at that standard. This should exclude improvement projects but include works necessary to comply with new legislation (eg. asbestos and legionella) • functional suitability rating using the scale: <ul style="list-style-type: none"> ○ good – performing well and operating efficiently (supports the needs of staff and the delivery of services) ○ satisfactory – performing well but with minor problems (generally supports the needs of staff and the delivery of services) ○ poor – showing major problems and/or not operating optimally (impedes the performance of staff and/or the delivery of services) ○ unsuitable – does not support or actually impedes the delivery of services • energy performance rating as stated on the Display Energy Certificate under the Energy Performance of Buildings (Certificates and Inspections) (England and Wales) Regulations 2007.

Information title	Information which must be published	Information recommended for publication
<p>Grants to voluntary, community and social enterprise organisations</p>	<p>Annual publication</p> <p>Publish details of all grants to voluntary, community and social enterprise organisations. This can be achieved by either:</p> <ul style="list-style-type: none"> • tagging and hence specifically identifying transactions which relate to voluntary, community and social enterprise organisations within published data on expenditure over £500 or published procurement information or, • by publishing a separate list or register. <p>For each identified grant, the following information must be published as a minimum:</p> <ul style="list-style-type: none"> • date the grant was awarded • time period for which the grant has been given • local authority department which awarded the grant • beneficiary • beneficiary's registration number • summary of the purpose of the grant • amount 	<ul style="list-style-type: none"> • Publish information on a monthly instead of annual basis where payments are made more frequently than a single annual payment, or ideally, as soon as the data becomes available and therefore known to the authority (commonly known as 'real-time' publication). • information disaggregated by voluntary and community sector category (eg. whether it is registered with Companies House, charity or charitable incorporated organisation, community interest company, industrial and provident society, housing association etc).
<p>Organisation chart</p>	<p>Annual publication</p> <p>Publish an organisation chart covering staff in the top three levels of the organisation. The following information must be included for each member of staff included in the chart:</p> <ul style="list-style-type: none"> • grade • job title • local authority department and team • whether permanent or temporary staff • contact details • salary in £5,000 brackets, consistent with the details published for Senior Salaries • salary ceiling (the maximum salary for the grade). 	<p>Local authorities should publish:</p> <ul style="list-style-type: none"> • charts including all employees in the local authority whose salary exceeds £50,000 • the salary band for each employee included in the chart(s) • information about current vacant posts, or signpost vacancies that are going to be advertised in the future.

Information title	Information which must be published	Information recommended for publication
<p>Trade union facility time</p>	<p>Annual publication</p> <p>Publish the following information:</p> <ul style="list-style-type: none"> total number (absolute number and full time equivalent) of staff who are union representatives (including general, learning and health and safety representatives) total number (absolute number and full time equivalent) of union representatives who devote at least 50 per cent of their time to union duties names of all trade unions represented in the local authority a basic estimate of spending on unions (calculated as the number of full time equivalent days spent on union duties multiplied by the average salary), and a basic estimate of spending on unions as a percentage of the total pay bill (calculated as the number of full time equivalent days spent on union duties multiplied by the average salary divided by the total pay bill). 	
<p>Parking account</p>	<p>Annual publication</p> <p>Publish on their website, or place a link on their website to this data published elsewhere:</p> <ul style="list-style-type: none"> a breakdown of income and expenditure on the authority's parking account. The breakdown of income must include details of revenue collected from on-street parking, off-street parking and Penalty Charge Notices a breakdown of how the authority has spent a surplus on its parking account. 	
<p>Parking spaces</p>	<p>Annual publication</p> <p>Publish 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.</p>	<p>Local authorities should publish the number of:</p> <ul style="list-style-type: none"> free parking spaces available in the local authority's area and which are provided directly by the local authority, and

Information title	Information which must be published	Information recommended for publication
Senior salaries	<p>Annual publication</p> <p>Local authorities must place a link on their website to the following data or must place the data itself on their website:</p> <ul style="list-style-type: none"> the number of employees whose remuneration in that year was at least £50,000 in brackets of £5,000 details of remuneration and job title of certain senior employees whose salary is at least £50,000 employees whose salaries are £150,000 or more must also be identified by name. a list of responsibilities (for example, the services and functions they are responsible for, budget held and number of staff) and details of bonuses and 'benefits in kind', for all employees whose salary exceeds £50,000. 	<ul style="list-style-type: none"> parking spaces where charges apply that are available in the local authority's area and which are provided directly by the local authority. <p>Where parking space is not marked out in individual parking bays or spaces, local authorities should estimate the number of spaces available for the two categories.</p>
Constitution	<p>Annual publication</p> <p>Local authorities must publish their Constitution on their website.</p>	
Pay multiple	<p>Annual publication</p> <p>Publish the pay multiple on their website defined as the ratio between the highest taxable earnings for the given year (including base salary, variable pay, bonuses, allowances and the cash value of any benefits-in-kind) and the median earnings figure of the whole of the authority's workforce. The measure must:</p>	

Information title	Information which must be published	Information recommended for publication
	<ul style="list-style-type: none"> cover all elements of remuneration that can be valued (eg. all taxable earnings for the given year, including base salary, variable pay, bonuses, allowances and the cash value of any benefits-in-kind) use the median earnings figure as the denominator, which should be that of all employees of the local authority on a fixed date each year, coinciding with reporting at the end of the financial year exclude changes in pension benefits, which due to their variety and complexity cannot be accurately included in a pay multiple disclosure. 	
Fraud	<p>Annual publication</p> <p>Publish the following information:</p> <ul style="list-style-type: none"> number of occasions they use powers under the Prevention of Social Housing Fraud (Power to Require Information) (England) Regulations 2014, or similar powers total number (absolute and full time equivalent) of employees undertaking investigations and prosecutions of fraud total number (absolute and full time equivalent) of professionally accredited counter fraud specialists total amount spent by the authority on the investigation and prosecution of fraud total number of fraud cases investigated. 	<p>Local authorities should publish:</p> <ul style="list-style-type: none"> total number of cases of irregularity investigated total number of occasions on which a) fraud and b) irregularity was identified total monetary value of a) the fraud and b) the irregularity that was detected, and total monetary value of a) the fraud and b) the irregularity that was recovered.
Waste contracts	<p>One-off publication</p> <p>Local authorities must publish details of their existing waste collection contracts, in line with the details contained in paragraphs 27 of the Code, at the point they first publish quarterly contract information under Part 2 of this Code.</p>	

Annex B: Detecting and preventing fraud

Tackling fraud is an integral part of ensuring that tax-payers money is used to protect resources for frontline services. The cost of fraud to local government is estimated at £2.1 billion a year. This is money that can be better used to support the delivery of front line services and make savings for local tax payers.

A culture of transparency should strengthen counter-fraud controls. The Code makes it clear that fraud can thrive where decisions are not open to scrutiny and details of spending, contracts and service provision are hidden from view. Greater transparency, and the provisions in this Code, can help combat fraud.

Sources of support to tackle fraud include:

Fighting Fraud Locally, The Local Government Fraud Strategy

(https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/118508/strategy-document.pdf), was drafted by the National Fraud Authority and CIPFA (the Chartered Institute of Public Finance and Accountancy). The document calls for the adoption of a tougher approach to tackle fraud against local authorities. The strategy is part of a wider collaboration on counter fraud and is the local authority contribution to the national fraud strategy – *Fighting Fraud Together* (<https://www.gov.uk/government/publications/nfa-fighting-fraud-together>) which encompasses both the public and private sectors response to fraud in the UK.

Local authorities should use a risk management approach with strong internal control arrangements to reduce the risk of any payment fraud as a result of publishing public data. Local authorities should refer to the *Chartered Institute of Public Finance and Accountancy Red Book 2 – Managing the Risk of Fraud – Actions to Counter Fraud and Corruption* (http://www.cipfa.org/-/media/files/topics/fraud/cipfa_corporate_antifraud_briefing.pdf). The document sets out a step by step toolkit to tackling fraud: identifying and understanding your fraud risks and potential exposure to fraud loss; assessing current resilience to fraud; evaluating the organisation's ability to respond to potential or identified fraud; and developing a strategy. Developing an anti-fraud culture is an important part of improving resilience; the benefits of improving resilience to fraud include reduced exposure to fraud and an organisation that is better able to identify attempted frauds or vulnerabilities.

The National Fraud Authority have produced a guide on procurement fraud, *Procurement Fraud in the Public Sector*, (https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/118460/procurement-fraud-public-sector.pdf) which deals with the whole process, from bidding during the pre-contract award phase through to false invoicing in the post-contract award phase.

There are some specific steps local authorities can take to prevent procurement fraud. These might include:

- Only accepting requests for changes to supplier standing data in writing.
- Seeking confirmation from the supplier that the requested changes are genuine, using contact details held on the vendor data file or from previous and legitimate

correspondence; and not contacting the supplier via contact details provided on the letter requesting the changes.

- Ensuring that there is segregation of duties between those who authorise changes and those who make them.
- Only authorising changes when all appropriate checks have been carried out with legitimate suppliers and only making the changes when the proper authorisations to do so have been given.
- Maintaining a suitable audit trail to ensure that a history of all transactions and changes is kept.
- Producing reports of all changes made to supplier standing data and checking that the changes were valid and properly authorised before any payments are made.
- Carrying out standard checks on invoices before making any payments.
- Regularly verifying the correctness of standing data with suppliers.

PATROL ADJUDICATION JOINT COMMITTEE
Executive Sub Committee

Date of Meeting: 20th October 2014
Report of: The Lead Officer on behalf of the Advisory Board
Subject/Title: BECK (Best Evidence Cloud Knowledge) On-line appeal portal and case management system.

1.0 Report Summary

1.1 To provide a progress report on BECK (Best Evidence Cloud Knowledge)

2.0 Recommendation

To note progress with the BECK programme

3.0 Reasons for Recommendations

3.1 Progress report

4.0 Financial Implications

Reported at the June 2014 meeting

5.0 Legal Implications

5.1 None

6.0 Risk Management

6.1 Identified within the Risk Register

7.0 Background and Options

7.1 At the June 2014 meeting the Joint Committee was updated on the progress of the development of a new web site, case management system and appeal portal through which the public would make appeals on line.

7.2 Key features of BECK include:

- Appeals submitted online
- Validation of appeals by respondent councils
- Evidence submitted online by both parties who may comment on each other's evidence.

- Councils have dashboard through which to manage their cases, showing the status of each car and prompting due actions
 - All parties and the adjudicator can view evidence online.
 - Email prompts and directions
 - Decisions presented online to both parties
 - BECK will be accessible on smart phones, tablets, laptops and PCs.
- 7.3 Users are guided through the process in a one-stop, self-service appeal portal which replaces the existing paper appeal form. For the tribunal it will mean less focus on data entry and document scanning and more time for customer service, particularly for those who are unable or unwilling to engage digitally or who need support and guidance through the process.
- 7.4 The project has been greatly assisted by the involvement and feedback from the pathfinder councils which highlighted the significant benefits brought about by the council dashboard.
- 7.5 BECK brings about significant benefits in terms of efficiencies, savings and improved quality.

Tribunal

- Removal of costs for printing and distributing appeal forms to all councils
- Reduced stationery and postage costs as increasing numbers of appellants communicate online
- Reduced requirements for increasing numbers of adjudicators and the staffing establishment to handle new appeal streams
- Reduced number of gaps in hearing lists associated with appellants not turning up.
- Reduce IT infrastructure costs after 2014/15 transition from the existing case management system to BECK.
- Transfer of staff skills from scanning and data entry to customer service to support the off line process
- Reduced administration burden where appellants withdraw or councils no contest, this process will be automated.
- The tribunal will have access to analytics on appeals activity
- The tribunal will have access to data with which to promote continuous improvement and quality assurance and measuring of key performance indicators (KPIs)
- There will be increased flexibility for adjudicators to access BECK as it is a web based application.

Councils

- Council survey indicated that some councils were taking 2 hours to prepare an evidence pack in response to an appeal – BECK should reduce this to between 15 minutes and half an hour.
 - Parking departments are heavy users of paper and postage. BECK will reduce printing and postage on posting bulky evidence packs
 - Reduced requirements to phone or email the tribunal to check on the progress of an appeal as councils and appellants will have a dashboard that includes status and calls to action
 - Phase 2 of the BECK development includes the facility for councils to obtain analytics from their dashboard.
 - BECK includes the potential to speed up the appeal process.
 - Appellants will be provided with a direct payment link to the council, should their appeal be dismissed.
 - There will be increased flexibility for council offices to access BECK as it is a web based application,
- 7.6 The project has been built upon a fundamental review of business processes, both for TPT and respondent authorities, which will see the removal of the paper appeal form by councils (with consequent savings in printing and postage costs) and the deferral of the appellant request for a hearing until the council evidence has been received, with the aim of having fewer “no shows” at hearings. Councils will no longer have to send the evidence bundle (often more than 100 pages) to the appellant – they will place the evidence in the BECK case file for the appellant and adjudicator to view. The reduction in postage will in itself provide significant savings.
- 7.7 The web site went live on 17 September 2014 and the portal was opened for appeals against one of the pathfinder councils: Brighton & Hove City Council. The appeal portal removes the requirement for Brighton & Hove City Council to issue tribunal appeal forms with their Notices of Rejection. This reduces administrative effort. Instead, information about appealing through the portal is set out within the Notice of Rejection. For people who do not have access to the internet, a telephone number is included (Appendix 1).
- 7.8 Experience to date has seen
- ◆ 10 appeals (parking and bus lanes) coming directly through the live portal.
 - ◆ 0 appeal forms requested from the tribunal
 - ◆ 9 appellants with NORs issued prior to 17 September have had their hard copy appeal forms uploaded to the portal.
- 7.9 By way of comparison, the existing appeal on line system is used by 18% of Brighton’s appellants.

- 7.10 Feedback from appellants is that the portal is simple and quick to use with everything in one place. Feedback from Brighton & Hove City Council:

“The user friendly web portal has been a great success in reducing time taken to process appeals and improving appeals management overall. The improved communication that this system delivers is a big leap forward in appeals administration”

Paul Nicholls, Policy and Development Manager, Transport Operations,
Brighton & Hove City Council.

- 7.11 Development on the portal and case management system continues to provide the full scope of required functionality as well as introducing specific changes required for the Dartford process as enforcement is due to commence in late November 2014 with an anticipated 8000 appeals in the first year, increasing the tribunal’s appeals by one third.
- 7.12 It is anticipated that Luton Council will join the BECK programme at the beginning of November. The remaining pathfinder councils will join between January and March 2015, with the programme being extended to all councils during 2015/16.

8.0 Recommendation

The Joint Committee is asked to note progress with the BECK programme.

9.0 Access to Information

The background papers relating to this report can be inspected by contacting the report writer:

Name: Louise Hutchinson
Designation: Head of Service
Tel No: 01625 445566
Email: lhutchinson@patrol-uk.info

How to Appeal:

If you disagree with the council's decision you can appeal to the independent adjudicator at the Traffic Penalty Tribunal. The adjudicators are independent of the council and their decision is final.

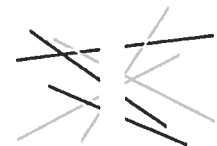
You can appeal now by visiting the tribunal's website: www.trafficpenaltytribunal.gov.uk/appeal

The website explains what the adjudicator can consider and how to appeal. There is no charge for appealing and costs are not normally awarded. The website gives full details. You will need the information in the box below to hand when you begin your appeal.

<p>«PCN_Corresp_Date»</p> <p>«PCN_Ticket_Number»</p> <p>«PCN_Registration_Number»</p>

You should appeal within 28 days of delivery of this Notice of Rejection (usually 2 working days after the 'Notice of Rejection' date above – our website explains this)

If you are unable to appeal online you may request a paper form from the Traffic Penalty Tribunal by calling 01625 44 55 99 and leaving your name, address, telephone number, vehicle registration mark and penalty charge notice number.



Traffic Penalty Tribunal England and Wales

.....

Parking Services
Room 217
Hove Town Hall
Norton Road
Hove
BN3 3BQ
(01273 296622
* parking.appeals@brighton-hove.gov.uk

This page is intentionally left blank

PATROL ADJUDICATION JOINT COMMITTEE

Executive Sub Committee

Date of Meeting: 20th October 2014
Report of: The Lead Officer on behalf of the Advisory Board
Subject/Title: General Progress and Service Standards

1.0 Report Summary

To report on tribunal activity and service standards for the period 2014/15.

2.0 Recommendations

Members are asked to note the report on tribunal activity and service standards for the period April to July 2014/15.

3.0 Reasons for Recommendations

To update Members on the tribunal's activity during 2014/15

4.0 Financial Implications

None

5.0 Legal Implications

None

6.0 Risk Management

Tribunal capacity to handle appeals is reviewed through the Risk Register.

7.0 Background and Options

7.1 The following provides a summary of tribunal activity with particular focus on the tribunal's objective of "providing a tribunal service which is user-focused, efficient, timely, helpful and readily accessible."

7.2 Telephone Response Times

All appellants and councils are given a direct dial number to their Appeal Coordinator. Where these direct dials are not utilised, for instance when a member of the public is not at the correct stage to appeal, a telephone system has been introduced which directs these callers according to their enquiry using an automated attendant. To measure responsiveness, the assumption has been made that callers on average will listen to half the automated attendance (15 seconds), followed by up to three rings to be put through to a

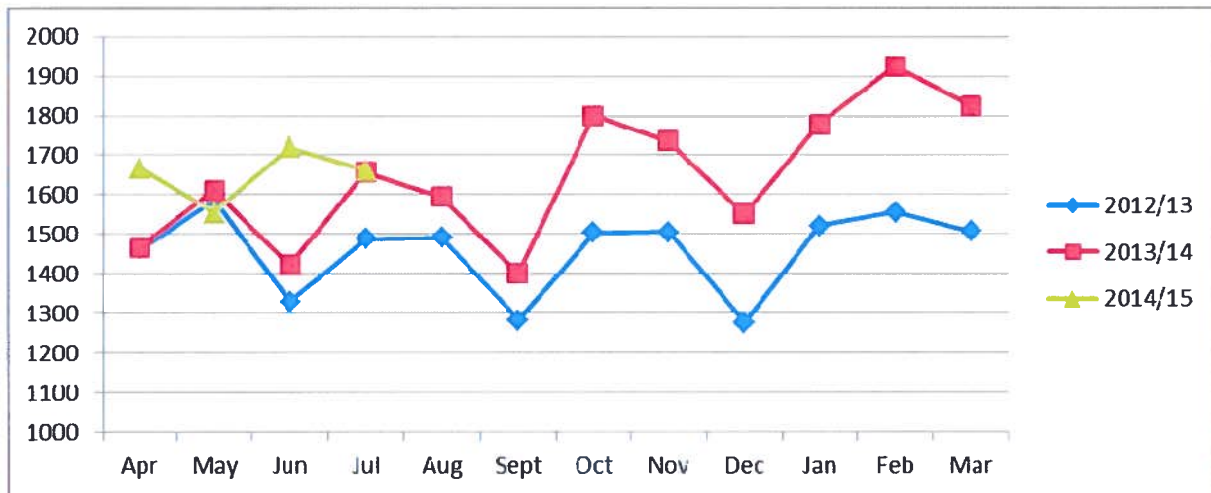
member of staff(10 seconds). Responsiveness can be measured in calls answered within 25 seconds.

We have set a target of 70% of calls to be answered within 25 seconds. For the 5 months ending 31 August 2014 79% of calls were answered within this period. This

7.3 Parking and Bus Lane Appeals

The table below shows the total number of appeals and witness statements received by the Tribunal.

	Parking	Bus Lane	Total
Apr 2012 – Mar 2013	15,168	2,342	17,510
Apr 2013 – Mar 2014	15,631	4,139	19,770
Apr 2014 – Jul 2014	5,024	1,578	6,602



7.4 Acknowledgement of Appeals

Acknowledgement of appeals has remained extremely high at 99% for the first four month of 2014/15.

Period	Actual	Target
2011/12	99%	95% within 2 working days
2012/13	95%	95% within 2 working days
2013/14	99%	95% within 2 working days
2014/15 (Apr to July)	99%	95% within 2 working days

7.5. Hearing Types

From April 2014 to July 2014, 52% of cases were determined by without a hearing, 27% by telephone hearing and 20% with a face to face hearing. This excludes cases not contested by council or withdrawn.

7.6 Case Closure

Appealing to the Traffic Penalty Tribunal is a judicial process and, as such, it is not appropriate to set out rigid timescales for deciding appeals, however the tribunal's objective is to "To provide a tribunal service which is user-focused, efficient timely, helpful and readily accessible". In June 2007 the Joint Committee approved the following targets:

Face to face hearings

60% of cases to be offered a face to face hearing date within 8 weeks of receipt of the Notice of Appeal.

90% of cases to be offered a face to face hearing date within 12 weeks of receipt of the Notice of Appeal

Postal Decisions

80% of decisions without a hearing to be made within 7 weeks of receipt of the Notice of Appeal.

The reports on case closure include all cases which were registered during April to July 2013/14 and have been decided. This data will include cases that have been delayed for the following reasons.

a) Requests from parties to the appeal:

- Additional time to submit evidence
- Requests for adjournment of hearings
- Inconvenience of hearing time/venue
- Availability of witnesses

b) Adjudicators may require:

- Adjournments for additional evidence or submissions
- A face to face hearing supplemented by a later telephone hearing to consider additional evidence.
- Consolidation of cases which relate to a common issue.
- Holding cases pending a particular Decision of the Traffic Penalty Tribunal or High Court

The following tables provide case closure times in respect of: Parking (England), Parking (Wales) and Bus Lanes (England).

c) Parking Appeals (England)

Cases decided without a hearing

Measure	April 2012 to March 2013	April 2013 to March 2014	April to July 2014
Average number of weeks between registration of appeal and decision issued	5.35 weeks	5.03 weeks	4.15 weeks
Cases with less than 7 weeks between registration and decision (postal target)	80.81%	83.84%	90.26%
Cases with less than 12 weeks between registration and decision	96.03%	96.43%	98.97%

Cases decided through a telephone hearing

Measure	April 2012 to March 2013	April 2013 to March 2014	April to July 2014
Average number of weeks between registration of appeal and decision issued	9.08 weeks	8.51 weeks	7.01
Cases with less than 8 weeks between registration and decision (personal target)	58.33%	61.47%	76.95%
Cases with less than 12 weeks between registration and decision (personal target)	83.79%	89.16%	95.02%

Cases decided through a face to face hearing

Measure	April 2012 to March 2013	April 2013 to March 2014	April to July 2014
Average number of weeks between registration of appeal and decision issued	13.79 weeks	12.75 weeks	9.75 weeks
Cases with less than 8 weeks between registration and decision (personal target)	18.06%	25.40%	34.14%
Cases with less than 12 weeks between registration and decision (personal target)	53.69%	60.02%	82.33%

d) **Parking Appeals (Wales)****Cases decided without a hearing**

Measure	April to March 2012/13	April to March 2013/14	April to July 2014/15
Average number of weeks between registration of appeal and decision issued	5.50 weeks	4.63 weeks	3.48 weeks
Cases with less than 7 weeks between registration and decision (postal target)	82.82%	86.80%	94.48%
Cases with less than 12 weeks between registration and decision	92.84%	96.89%	99.31%

Cases decided through a telephone hearing

Measure	April 2012 to March 2013	April 2013 to March 2014	April to July 2014/15
Average number of weeks between registration of appeal and decision issued	8.41 weeks	9.04 weeks	7.03 weeks
Cases with less than 8 weeks between registration and decision (personal target)	65.33%	57.78%	72.41%
Cases with less than 12 weeks between registration and decision (personal target)	86.67%	91.11%	100%

Cases decided through a face to face hearing

Measure	April 2012 to March 2013	April 2013 to March 2014	April to July 2014/15
Average number of weeks between registration of appeal and decision issued	13.23 weeks	14.85 weeks	8.37 weeks
Cases with less than 8 weeks between registration and decision (personal target)	30.19%	13.70%	47.37%
Cases with less than 12 weeks between registration and decision (personal target)	56.60%	45.21%	100%

e) **BUS LANES (England)****Cases decided without a hearing**

Measure	April 2012 to March 2013	April 2013 to March 2014	April to July 2014
Average number of weeks between registration of appeal and decision issued	5.81 weeks	5.97 weeks	4.84 weeks
Cases with less than 7 weeks between registration and decision (postal target)	76.17%	72.61%	81.24%
Cases with less than 12 weeks between registration and decision	94.26%	92.11%	98.72%

Cases decided through a telephone hearing

Measure	April 2012 to March 2013	April 2013 to March 2014	April to July 2014
Average number of weeks between registration of appeal and decision issued	10.01 weeks	9.48 weeks	7.78 weeks
Cases with less than 8 weeks between registration and decision	48.18%	53.70%	66.31%
Cases with less than 12 weeks between registration and decision	79.87%	82.58%	91.44%

Cases decided through a face to face hearing

Measure	April 2012 to March 2013	April 2013 to March 2014	April to July 2014
Average number of weeks between registration of appeal and decision issued	14.15 weeks	12.45 weeks	10.13 weeks
Cases with less than 8 weeks between registration and decision (personal target)	11.68%	23.96%	29.51%
Cases with less than 12 weeks between registration and decision (personal target)	47.20%	59.45%	78.69%

8.0 Access to Information

The background papers relating to this report can be inspected by contacting the report writer:

Name: Louise Hutchinson
Designation: Head of Service
Tel No: 01625 445566
Email: lhutchinson@patrol-uk.info

This page is intentionally left blank

PATROL ADJUDICATION JOINT COMMITTEE
Executive Sub Committee

Date of Meeting: 20th October 2014
Report of: Head of Service
Subject/Title: Parking Annual Reports

1.0 Report Summary

1.1 To inform the Joint Committee of the latest award winners of the PATROL Annual Report and to provide an update on the research that was approved at the January 2014 meeting.

2.0 Recommendation

2.1 To note the latest winners of the PATROL Annual Report Award 2012/13

2.2 To note the plans to conduct a short piece of research on the benefits to councils of producing parking reports with a view to sharing best practice.

3.0 Reasons for Recommendations

3.1 PATROL has made a commitment to improving public information on civil parking enforcement.

4.0 Financial Implications

The Joint Committee approved the commissioning of research as part of the 2014/15 budget setting strategy.

5.0 Legal Implications

5.1 None

6.0 Risk Management

6.1 None

7.0 Background and Options

7.1 The PATROL Joint Committee established the PATROL Annual Report to coincide with the introduction of the Traffic Management Act in 2008. The Statutory Guidance to local authorities states that reporting is an important part of transparency and accountability and states that authorities should

produce an annual report about their enforcement activities. The Joint Committee recognised the complexity of civil parking enforcement and the importance of promoting public understanding. A range of complimentary initiatives by the Joint Committee included the PATROL leaflet and web site www.patrol-uk.info.

7.2 The Joint Committee has established an independent review group which is multidisciplinary in nature to provide a comprehensive assessment of reports

7.2 Winners of Annual Report Award since inception have included:

2008/09	Brighton & Hove City Council
2009/10	Sheffield City Council
2010/11	City of York Council and Stoke City Council
2011/12	Torbay Council

7.3 The most recent winners for 2012/13 are Worcester City Council and Ceredigion County Council (Appendix 2 and 3)

7.4 The recommendations from the Transport Select Committee Report included that annual reports be made mandatory so that information on parking is in the public domain for all local authorities and that such reports do not need to be lengthy glossy documents but should provide a clear overview of enforcement activity and parking finances.

7.5 These recommendations were addressed in the Government's Response to the Transport Select Committee report, the Government agreed that local authorities should publish annual parking accounts and also suggested that the Department for Transport will also review local authorities' reporting requirements when revising its statutory guidance.

7.6 The Department for Communities and Local Government has recently published a Transparency Code (reported separately) which sets out a minimum expectation in terms of parking information to be published on council web sites.

7.7 The Joint Committee has remained consistent in its approach to promoting best practice in public information on civil enforcement. To further underpin the Annual Report Award and provide guidance to local authorities, a short piece of research will be undertaken with councils to establish the benefits of producing annual reports. This will include a desk top review as well as interviews with Members, Parking and Communications Officers with a view to sharing best practice.

8.0 Recommendations

8.1 To note the latest winners of the PATROL Annual Report Award 2012/13

8.2 To note the plans to conduct a short piece of research on the benefits to councils of producing parking reports with a view to sharing best practice.

9.0 Access to Information

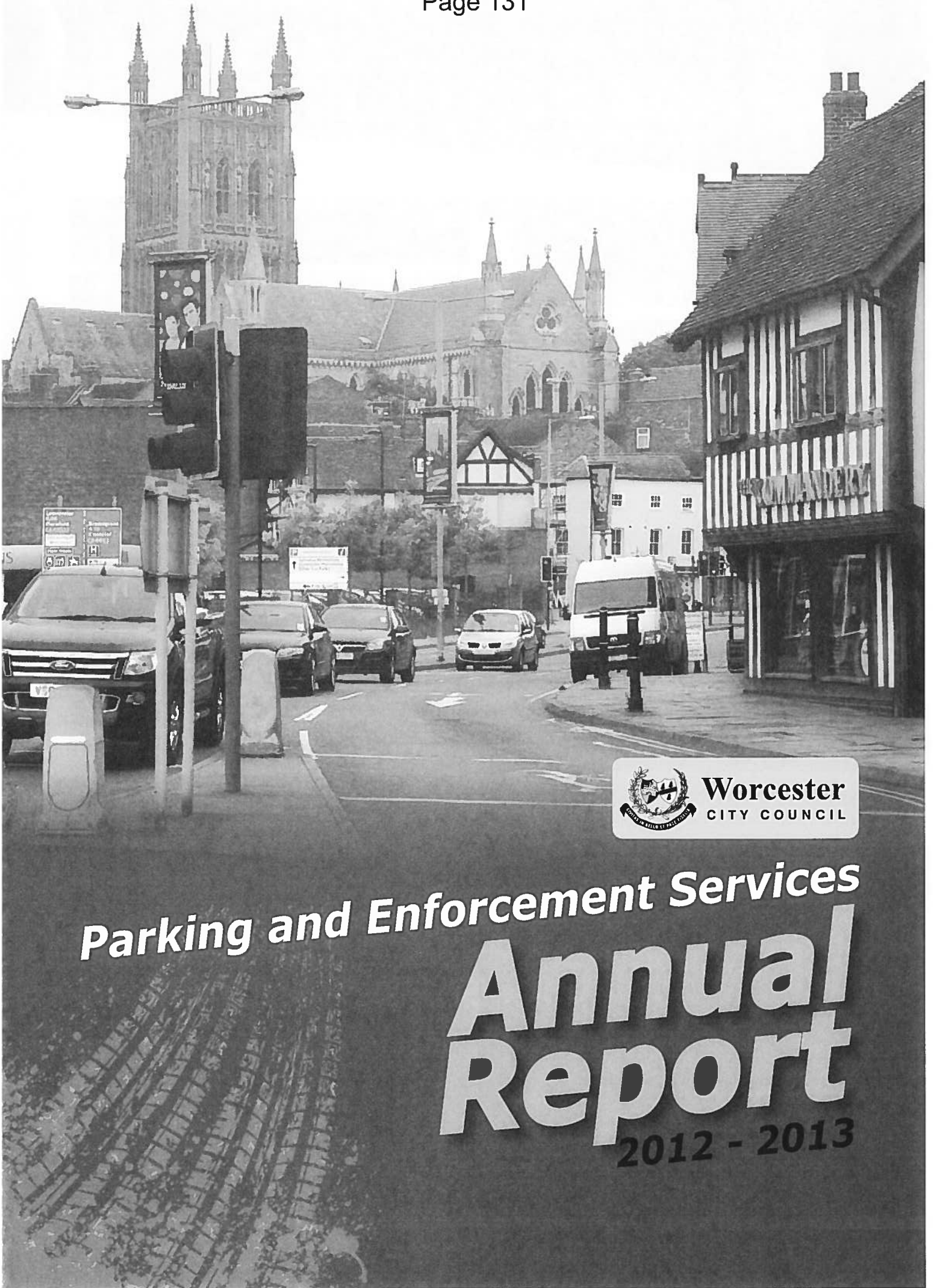
The background papers relating to this report can be inspected by contacting the report writer:

Name: Louise Hutchinson

Designation: Head of Service

Tel No: 01625 445566 Email: lhutchinson@patrol-uk.info

This page is intentionally left blank



Parking and Enforcement Services
Annual Report
2012 - 2013

Contents

Foreword by Councillor Geoff Williams

Deputy Leader and
Cabinet Member for Economic Prosperity

3

Section 1 General Information

- 1.1 Introduction and Welcome 4
- 1.2 Worcester City Parking and Traffic Flow 5
- 1.3 Civil Parking Enforcement 6
- 1.4 Aims and Objectives 6
- 1.5 Our authority to enforce parking regulations 6
- 1.6 Enforcement and the issuing of Penalty Charge Notices 6
- 1.7 Improving our service delivery and increasing safety 7
- 1.8 Higher and lower rate PCNs, and the grounds for appeal 8

Section 2 Service Review

- 2.1 Background and process of the review 9
- 2.2 Recommendations and actions 9

Section 3 Worcester City Council's car parks

- 3.1 Tariff scales 10
- 3.2 Park Mark Award 13
- 3.3 Usage of our car parks 13
- 3.4 Contravention Codes (car parks) 14
- 3.5 Payment methods 15
- 3.6 RingGo usage 15
- 3.7 Car park income 17
- 3.8 Season Tickets 18
- 3.9 Season Ticket income 18

Section 4 On-street Enforcement

- 4.1 On-street bays Income 19
- 4.2 On-street Parking Dispensation Scheme
On-street Parking Enforcement 19
- 4.3 Penalty Charge Notices issued by
4.4 location 20

Section 5 Operational Summary 2012-13

- 5.1 Summary of parking income 26
- 5.2 Summary of Penalty Charge Notice issue 26
- 5.3 Financial year end surplus 27

Section 6 Commentary and additional information

- 6.1 Targets for service delivery 28
- 6.2 Blue Badge enforcement 29
- 6.3 Road closures and street parties 29
- 6.4 Residents' parking schemes 30
- 6.5 Assaults and incidents of threatening
behaviour 31
- 6.6 Complaints against Civil Enforcement
Officers 32
- 6.7 Parking and Enforcement Services' wider
role and team structure 33
- 6.8 Other partnerships 35
- 6.9 Environmental Enforcement 36

Conclusion by Andy Chinn Parking and Enforcement Services Manager

37

Foreword by Councillor Geoff Williams

Deputy Leader and Cabinet Member for Economic Prosperity



Councillor Geoff Williams using the ticket machine at Cattlemarket car park

Worcester is a city of great ambition and great opportunity, but keeping the city moving is a major challenge. Worcester City Council is one of a number of partners that works hard to meet the challenge of keeping our busy city open for business, for shoppers, for visitors and for motorists.

The Parking and Enforcement Services team play a vital role in providing the parking facilities that our residents and visitors need and in ensuring they are used correctly.

This report documents their work in a particularly challenging year, when the Faithful City enjoyed a visit from Her Majesty Queen Elizabeth II, when the streets were packed with people cheering on the Olympic Torchbearers and when proud members of the Armed Forces marched through our streets on a Homecoming Parade.

Our Parking and Enforcement Services team ensured all these events were a major success and brought no unnecessary disruption to our streets.

At the same time a service review was carried out, resulting in new tariffs being introduced at our car parks towards the end of the year.

The team have also continued to increase their involvement in dealing with littering, dog fouling and other environmental issues, integrated into their daily parking patrol routes, and have issued advice and taken enforcement action where appropriate.

G. P. Williams

**Councillor Geoff Williams
Deputy Leader and Cabinet Member
for Economic Prosperity
Worcester City Council**

Section 1 General Information



1.1 Introduction and Welcome

Welcome to the fourth Annual Report of Worcester City Council's Parking and Enforcement Services team. In this report we document our activities over the last financial year, describing how we worked to reduce congestion and unnecessary parking in Worcester. We also discuss our service Review, which has led to the introduction of new tariffs in our car parks.

The Parking and Enforcement Services Team is part of Worcester City Council's Greener and Cleaner City service area. Our work continues to expand as we face the challenges of keeping Worcester moving while at the same time providing a first class, safe and user-friendly parking experience for both residents and visitors to our city.

We work closely with our partners, including West Mercia Police, Herefordshire and Worcestershire Chamber of Commerce and Worcestershire County Council. We are confident that we have forged strong working relationships with all these agencies, to help us deliver an improved service.

Following a successful expansion of the Parking and Enforcement Services team's services in the previous year, we decided in 2012-13 to take a close look at the way forward for the years ahead. To this end we undertook a service-wide review of parking in Worcester.

The review considered all aspects of parking in the city of Worcester, from the number of car parks and on-street free spaces to where they were located and why and how they were being used – both by residents and visitors.

The review resulted in a number of changes to our work, including the introduction of new tariffs in our car parks. You can read more about the Service Review in more depth in Section 2.

1.2 Worcester City Parking and Traffic Flow

Worcester is a beautiful and vibrant cathedral city, with a population of around 98,000 and some 40,000 households. It is a route centre, situated on the M5 north-south corridor. The main A449 and A38 arterial routes pass through the heart of the city, the historic river Severn cuts the city in two and Worcester enjoys rail links to London, Birmingham and the rest of the country.

Worcester is a city with a medieval layout that was altered in Victorian times. A more modern road layout was introduced after the Second World War, but many of the streets are still narrow, twisting and can be difficult to access in motor vehicles if inappropriate parking occurs. The Parking and Enforcement Service team's main aim is to keep unnecessary and unlawful parking to a minimum. We are committed to keeping the streets problem-free and the traffic flowing without undue hindrance.

Worcester City Council operates and manages 15 car parks - 14 surface car parks and one 780-space multi-storey, St. Martin's Gate. A team of 16 Civil Enforcement Officers (CEOs) patrol both the Council car parks and the city streets, dealing parking issues.

In an important development aimed at assisting drivers make informed decisions about parking in the very heart of the city and cut down on unnecessary journeys, seven variable message signs were placed at locations across the city during 2012-13. These electronic display boards, funded and installed by Worcestershire County Council, are sited along the main approaches into the city centre, and give motorists information in real time about space availability in six of our busiest car parks.

The car parks covered by the variable message signs are:

- Cattle Market
- Copenhagen Street
- Cornmarket
- King Street
- Pitchcroft
- St. Martin's Gate multi-storey.

Each sign displays current information on the four car parks nearest to it.

Variable message sign on The Tything



1.3 Civil parking enforcement

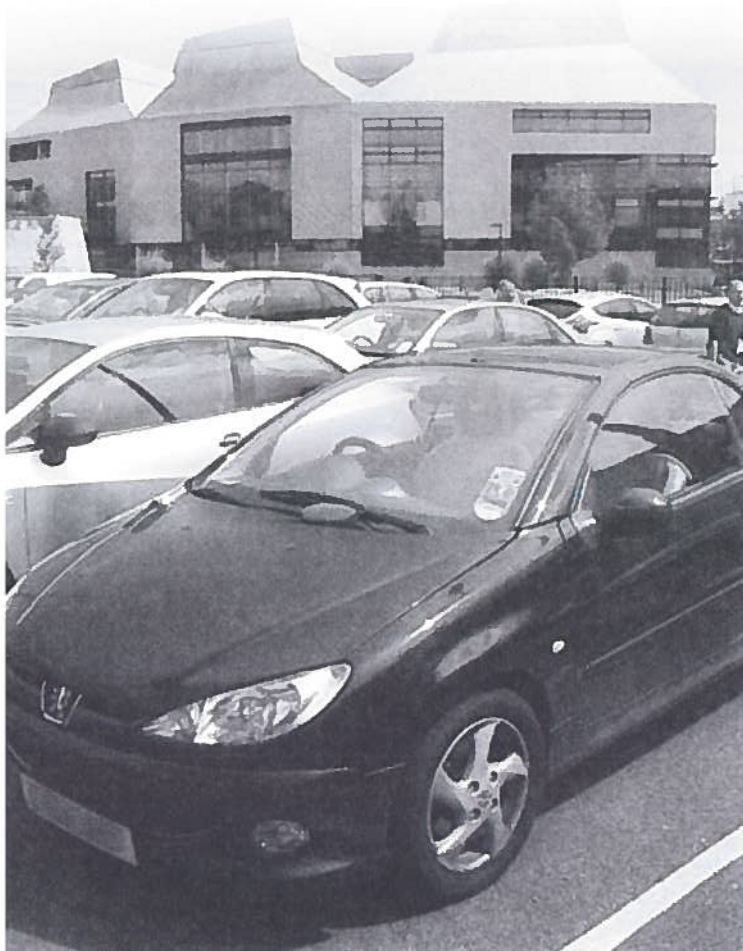
The Traffic Management Act 2004, Parts 6/7 (TMA04) remained the basis of most enforcement activity in Worcester in 2012-13.

The enforcement of parking regulations in Worcester City was de-criminalised in February 2003, when responsibility for dealing with most parking matters passed from West Mercia Police to Worcester City Council.

Issues are now dealt with by our Civil Enforcement Officers (CEOs) under Civil Law. We issue drivers with a Penalty Charge Notice (PCN) and a financial penalty if they commit a parking contravention, but they do not receive a criminal record. The Traffic Management Act 2004, Parts 6/7 (TMA04) remained the bedrock on which the vast majority of enforcement in Worcester took place.

Reference and note was taken throughout the year of significant decisions made by the Independent Parking Adjudicators (Traffic Penalty Tribunals) in parking matters, not only those that directly affected Worcester but those decisions taken elsewhere. This was to ensure we applied national standards of enforcement and that all drivers were treated equally and fairly.

Cattle Market car park



1.4 Aims and objectives

The aims of our Parking and Enforcement Services derived from TMA04 and are:

- *securing the expeditious movement of traffic on the authority's road network and the avoidance, elimination or reduction of road congestion;*
- *increase the standard of the Parking Service Delivered and expand service delivery into other associated enforcement issues and to*
- *implement the recommendations of the Parking Review.*

1.5 Our authority to enforce parking regulations

Worcester City Council carries out parking enforcement of the public highway by authority of a legal agency agreement with the highways authority, Worcestershire County Council.

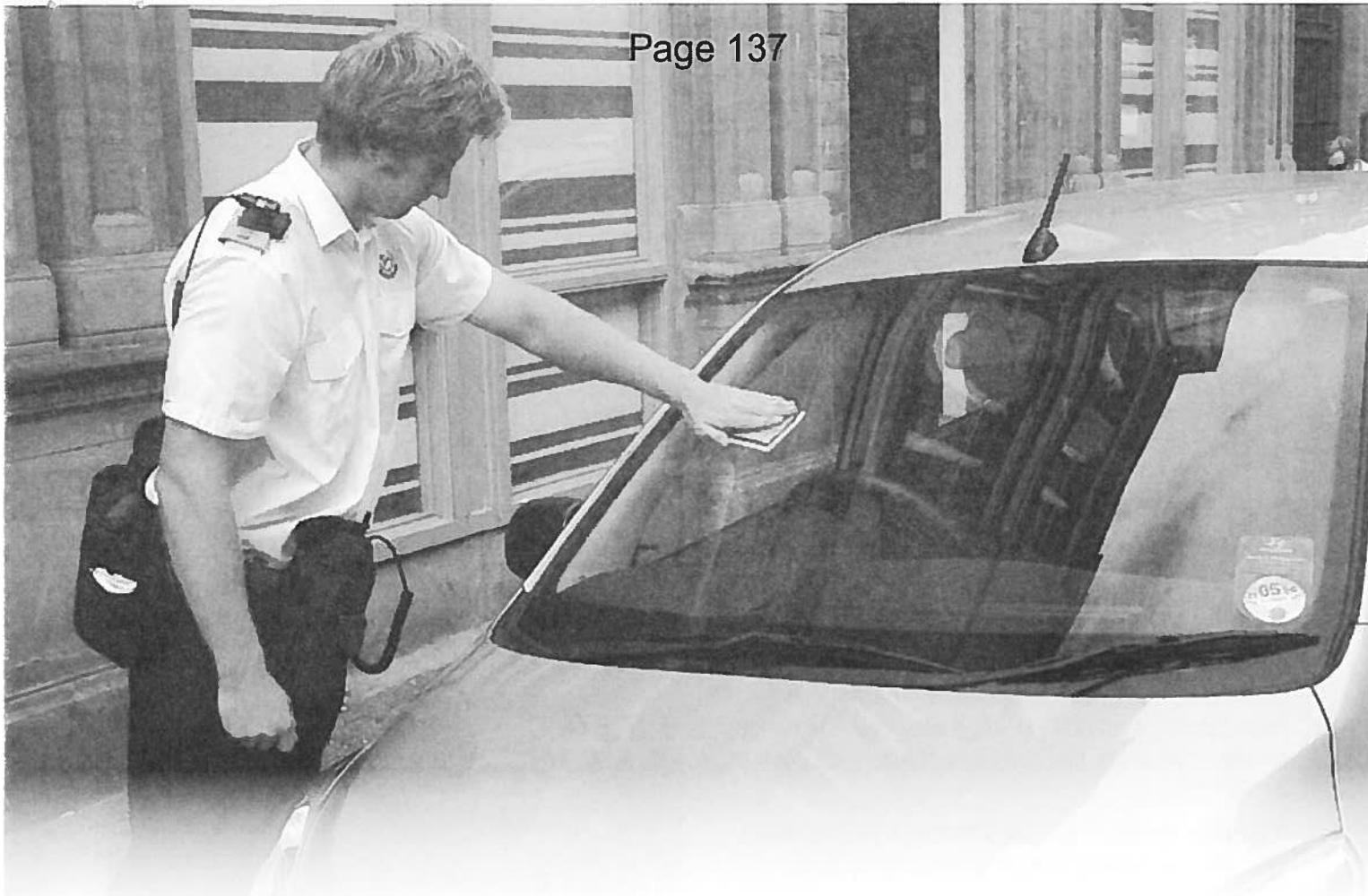
The two councils have also worked closely together this year to improve the standards of lines and signs on the highway to help drivers better understand the parking restrictions at any given location.

Our powers of enforcement in the City Council-owned car parks is enshrined in the Worcester City General Car Parks Order 2009 and The Croft Road Car Park Order 2009. The latter deals specifically with the parking of coaches and large goods vehicles.

1.6 Enforcement and the issuing of Penalty Charge Notices

We know that most drivers park sensibly, but there are a minority who will park wherever they wish, with no thought for the needs of others. When our patrolling CEOs encounter a vehicle parked unlawfully, they have a legal authority to issue the vehicle with a PCN which the driver is then responsible for paying.

In the last year our CEOs have all received additional and refresher training aimed at ensuring that we continue to enforce parking regulations in a fair, consistent and transparent manner. This is in line with guidance issued to all local authorities by the Department for Transport.



Our patrolling CEOs only issue a PCN when there is a genuine need to do so and where there is no doubt that a contravention has taken place. We are clear that our primary motivation for issuing a PCN is not to raise money. We empower our CEOs to use their discretion when appropriate and allow a driver to move their vehicle to avoid a PCN being issued. But on many occasions, our CEOs will be faced with a vehicle and no driver present, meaning that the issuing of a PCN is the most appropriate course of action.

At Worcester City Council we believe both the public and our own staff should be able to challenge our processes in order to improve them. If a genuine mistake is pointed out to us, we will put measures in place to prevent it happening again, for the benefit of all involved.



1.7 Improving our service delivery and increasing safety

We remain committed to continually improving our service, as we work to deliver a first class service for both residents and visitors to Worcester. To that end, our CEOs have continued to engage with members of the public and local groups to deal with areas of concern.

Improved state of the art equipment is now available to our CEOs, including 'body-cams' that the officers wear to record real time evidence.

This not only helps our CEOs gather unambiguous evidence of contraventions, it also adds an extra level of security as our CEOs sometimes encounter aggressive or threatening situations. In the last year we have brought two successful prosecutions against people who have threatened or intimidated our officers. We have had the full support of West Mercia Police in bringing about these prosecutions.

We have introduced an online payment and appeal service for drivers who receive a PCN, at www.worcester.gov.uk/parking. Drivers can now see photographs online that demonstrate why a PCN was issued and also more easily take advantage of discounts for payment of a penalty within 14 days. The website also contains information on how to appeal against a PCN.



Croft Road car park

1.8 Higher and lower rate PCNs, and the grounds for appeal

We operate two different rates of penalty charge, of £70 and £50. In simple terms, this means the more serious the contravention is considered, the greater the penalty charge. The Traffic Management Act 2004 (TMA04) lists what the parking contraventions are and the rates at which they are to be applied.

If a driver does not contest a PCN and pays it within 14 days, the penalty charge is reduced by half.

Every driver who receives a PCN has a right of appeal if they feel there is a real and genuine reason for not paying. An appeal is handled by the City Council at the first stage, and if the driver is not happy with our decision they can then take their case to the Independent Traffic Adjudicators. The process is conducted according to national guidelines.

The decision of the Independent Traffic Adjudicators is final. Often the adjudicators will issue advice to local councils on how matters should be dealt with in the future and all authorities take notice of that advice.

The grounds on which an informal appeal may be based are:

No:	Appeal Grounds
1	The vehicle was not in the locations described in the parking contravention
2	Driver was not aware restrictions applied at that location
3	The vehicle had broken down
4	Passenger or driver was ill or some other emergency circumstances were involved which was beyond the control of the driver and prevented the vehicle being moved.
5	Unmarked vehicle being used by Emergency Services
6	The vehicle was stolen at the time
7	Driver over stayed time permitted – clear mitigating circumstances.
8	Loading/un-loading taking place

Below are some of the grounds that will not be considered as a means of appeal.

"I went to get change for the Pay and Display machine and it took a long time."

"I had lent the car to a friend and they will not pay the Penalty Charge."

"I was doing work at the property and there was nowhere else to park."

"There was nowhere else to park."

"I was parked outside my own house."

"I thought I was parked legally but made a genuine mistake."

"I did not see the lines or the signs."

"Other vehicles were parked illegally and I did not see them get a ticket."

"I was delayed in an important meeting."

"I got lost and could not find my car."

"I only stopped for a minute."

"There was no need for a yellow line at that location."

"This is the first time I have ever had a parking ticket and I won't do it again."

Section 2

Service Review

2.1 Background and process of the review

As described in Section 1.1, we conducted a Service Review in the late summer months of 2012, which was reported to the Council's Cabinet on 13 November 2012.

The report is available at
www.worcester.gov.uk

Cabinet agreed the following policy objectives for the service;

- to ensure the parking service supports the Council's economic prosperity and city centre regeneration priorities;
- to encourage greater usage and increase footfall to the City Centre;
- to encourage all day commuters to park in City car parks rather than residential areas adjacent to the City;
- to maintain current levels of revenue at £2.7 million;
- to consider any potential for development of car park sites on a case by case basis and any replacement parking needed.

2.2 Recommendations and actions

Six main action points arising from the review were agreed by the Cabinet on 13 November 2012 and introduced on 1 February 2013.

1. Introduce a new 30 minutes tariff in the Red zone (60p) and Amber zone (40p) car parks.
2. Introduce a reduced evening tariff of £1 between 7pm and 9pm in all Red and Amber zone car parks (previously £2.40 and £1.80 respectively)
3. Introduce a reduced tariff of £3.60 for 24-hour parking in St Martin's Gate multi-storey car park (previously £6).
4. Introduce Season Tickets in all Amber and Green zone car parks at reduced rates.
5. Expand the Overnight City Centre Parking Pass to include all Amber and Green zone car parks.
6. Introduce discounted multiple long stay tickets in all Amber and Green zone car parks.

Parking on The Cross



Section 3 Worcester City Council's car parks

3.1 Tariff scales

Worcester City Council manages and operates 15 car parks in the heart of the City. They are divided into three distinct zones, Red, Amber and Green and the tariffs are set according to how close to the city centre they are. Charges in the car parks had

been at the same level for just under four years, until changes were introduced in February 2013, following the Service Review.

NB: tariff prices are listed in pence.

Worcester City Council car parking charges until 31 January 2013

Zone	Car Park Location	No. of Spaces	Hours					
			Scale of Charges Monday - Sunday 7.00am - 9.00pm					
			Up to 1 hour	Up to 2 hours	Up to 3 hours	Up to 4 hours	Up to 6 hours	Up to 24 hrs
RED	Copenhagen Street	157 cars + 3 disabled	120	240	360	500	750	1000
	Cornmarket	83 cars + 5 disabled	120	240	360	500	1000	1000
	Providence Street	57 cars + 3 disabled	120	240	360	500	750	1000
AMBER	Cattle Market	183 cars + 24 disabled	90	180	270	360	500	600
	King Street	112 cars + 3 disabled	90	180	270	360	500	600
	Newport Street	136 cars + 3 disabled	90	180	270	360	500	600
	St Martin's Gate	780 cars + 16 disabled	90	180	270	360	500	600
	Clare Street	50 cars + 3 disabled	90	180	270	360	500	600
	Commandery Road	35 cars + 3 disabled	90	180	270	360	500	600
	Orchard House	40 cars + 2 disabled	90	180	270	360	500	600
GREEN	Pitchcroft/The Moors	332 cars + 3 disabled	60	120	180	240	300	350
	Tallow Hill	97 cars + 3 disabled	60	120	180	240	300	350
	Tybridge Street	72 cars + 3 disabled	60	120	180	240	300	350
	Croft Road	238 cars + 3 disabled	60	120	180	240	300	350
	Croft Road Coach/Lorries	8 Coach	500 per 12 hours					

Worcester City Council car parking charges From 1 February 2013

Zone	Car Park Location	No. of Spaces	Hours							
			Scale of Charges Monday - Sunday 7.00am - 9.00pm							
			Up to 30 min	between 7pm & 9pm	Up to 1 hr	Up to 2 hrs	Up to 3 hrs	Up to 4 hrs	Up to 6 hrs	Up to 24 hrs
RED	Copenhagen Street	161 cars + 3 disabled	60p	1.00p	1.20p	2.40p	3.60p	5.00p	7.50p	10.00p
	Cornmarket	80 cars + 5 disabled	60p	1.00p	1.20p	2.40p	3.60p	5.00p	-	10.00p
	Providence Street	58 cars + 3 disabled	60p	1.00p	1.20p	2.40p	3.60p	5.00p	7.50p	10.00p
AMBER	Cattle Market	186 cars + 24 disabled	40p	1.00p	90p	1.80p	2.70p	3.60p	5.00p	6.00p
	King Street	108 cars + 3 disabled	40p	1.00p	90p	1.80p	2.70p	3.60p	5.00p	6.00p
	Newport Street	138 cars + 3 disabled	40p	1.00p	90p	1.80p	2.70p	3.60p	5.00p	6.00p
	St Martin's Gate	780 cars + 16 disabled	40p	1.00p	90p	1.80p	2.70p	-	-	3.60p
	Clare Street	48 cars + 3 disabled	40p	1.00p	90p	1.80p	2.70p	3.60p	5.00p	6.00p
	Commandery Road	40 cars + 3 disabled	40p	1.00p	90p	1.80p	2.70p	3.60p	5.00p	6.00p
	Orchard House	40 cars + 2 disabled	40p	1.00p	90p	1.80p	2.70p	3.60p	5.00p	6.00p
GREEN	Pitchcroft/The Moors	319 cars + 3 disabled	N/A	N/A	60p	1.20p	1.80p	2.40p	3.00p	3.50p
	Tallow Hill	105 cars + 3 disabled	N/A	N/A	60p	1.20p	1.80p	2.40p	3.00p	3.50p
	Tybridge Street	70 cars + 3 disabled	N/A	N/A	60p	1.20p	1.80p	2.40p	3.00p	3.50p
	Croft Road	231 cars + 3 disabled	N/A	N/A	60p	1.20p	1.80p	2.40p	3.00p	3.50p
	Croft Road Coach/Lorries	8 x coach/lorry	N/A	N/A	5.00p per 12 x hours (no maximum stay)					

2364 regular spaces + 77 Blue Badge spaces + eight coach/lorry spaces

Note:

This is the Tariff table effective from 01.02.2013 following implementation of the Service Review recommendations. The number of spaces decreased during February 2013 due to engineering works.

Foregate Street



Below are the charges for the three on-street parking bays that Worcester City Council manages on behalf of Worcestershire County Council. The prices remain the same as previous years.

Silver Street (on-street bays)	Short stay only	30 mins 30p	1 hour 70p	1½ hours Maximum stay no return within 2 hours £1.20p
Severn Street (on-street bays)	Short stay only	30 mins 20p	1 hour 60p	1½ hours Maximum stay no return within 2 hours £1.00p
College Precincts (on-street bays)	Short stay only	30 mins 20p	1 hour 60p	1½ hours Maximum stay no return within 2 hours £1.00p

New additional tariffs for long stays in Amber and Green Zone car parks

Worcester City Council received many queries from drivers who wanted to park for more than 24 hours in our car parks who did not know how to correctly pay and display. To deal with this issue and further improve our service we introduced long stay tariffs in the Amber and Green zone car parks that allow drivers to stay for up to five days and display just one ticket. This was also a recommendation of the Service Review.

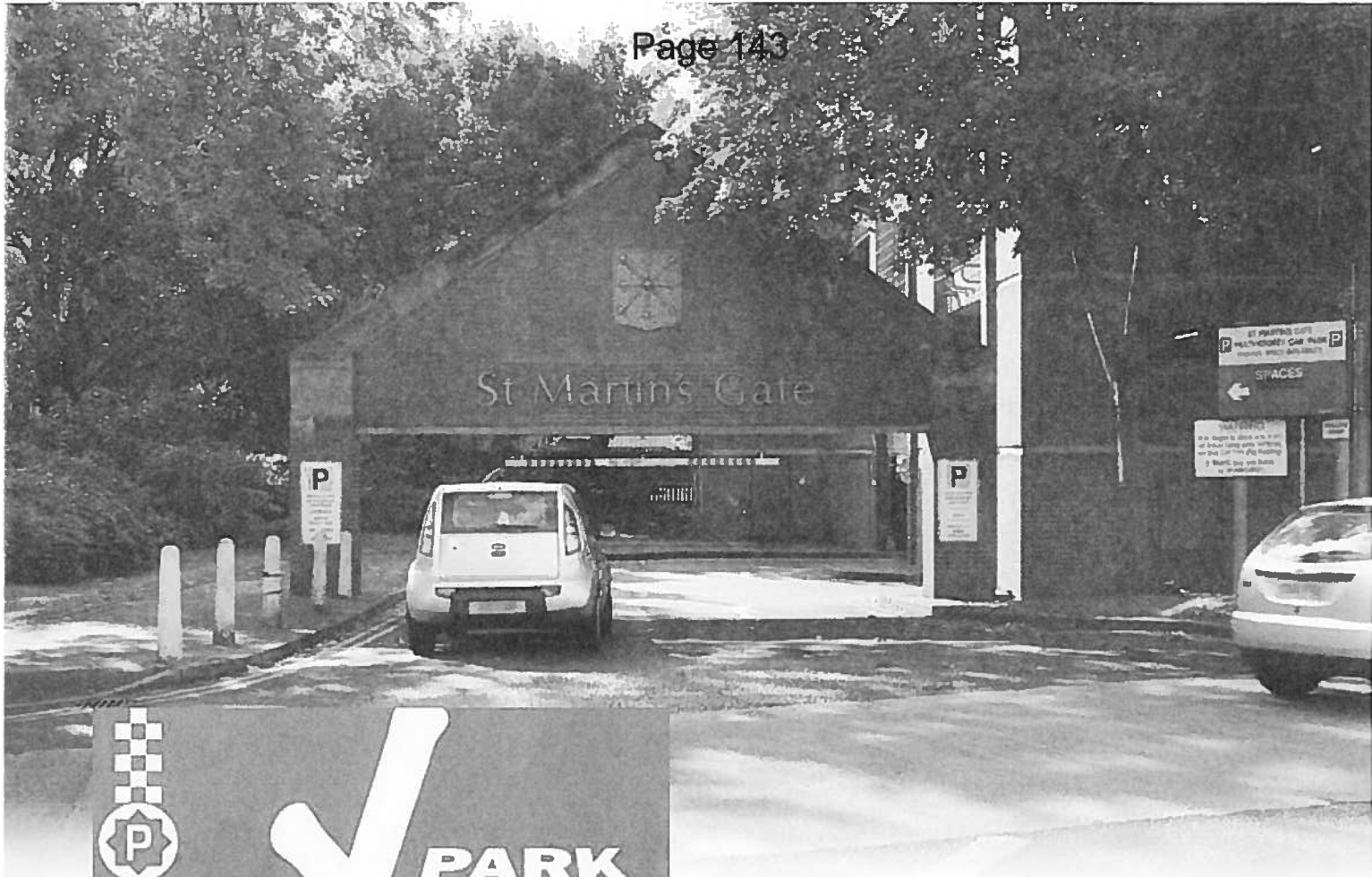
Long stay rates at St. Martin's Gate multi-storey are discounted more than other Amber zone car parks, in order to attract shoppers and local residents. There are also additional discounts at Tallow Hill car park, in the Green zone, for the benefit of drivers who use the nearby Shrub Hill railway station.

Zone	Car Park Location	Long Stay charges				
		24 hours (1 x day)	48 hours (2 x days)	72 hours (3 x days)	96 hours (4 x days)	120 hours (5 x days)
AMBER	Cattle Market	6.00p	12.00p	18.00p	24.00p	30.00p
	King Street	6.00p	12.00p	18.00p	24.00p	30.00p
	Newport Street	6.00p	12.00p	18.00p	24.00p	30.00p
	St Martin's Gate*	3.60p	7.20p	10.80p	14.40p	18.00p
	Clare Street	6.00p	12.00p	18.00p	24.00p	30.00p
	Commandery Road	6.00p	12.00p	18.00p	24.00p	30.00p
	Orchard House	6.00p	12.00p	18.00p	24.00p	30.00p
GREEN	Pitchcroft/TheMoors	3.50p	7.00p	10.50p	14.00p	17.50p
	Tallow Hill**	3.50p	7.00p	10.00p	12.00p	14.00p
	Tybridge Street	3.50p	7.00p	10.50p	14.00p	17.50p
	Croft Road	3.50p	7.00p	10.50p	14.60p	17.50p

Note:

* St. Martin's Gate - Further reduced tariffs than rest of Amber zone charges

** Tallow Hill - Further reduced tariffs than rest of Green zone charges



3.2 Park Mark Award

We are proud to have been awarded the prestigious Park Mark for all but one of our car parks.

The Park Mark is endorsed by the Association of Chief Police Officers (ACPO) and the British Parking Association (BPA), and measures four important criteria:

- 1 Quality Management
- 2 Good Lighting
- 3 Effective CCTV Surveillance
- 4 Clean Environment

The Park Mark means that parking in our car parks is a safe and friendly experience, with very low crime rates and few instances of anti-social behaviour. It also means our car parks are clean, well-lit and well maintained.

Of our 15 car parks, only the Croft Road lorry and coach park has not yet been awarded the Park Mark. We are continuing to work to improve this car park so that it meets the standards of the scheme.

3.3 Usage of our car parks

When a motorist parks in one of our car parks we require them to either buy a ticket from one of the many Pay and Display machines, and then display it visibly in their vehicle, or pay via RingGo (see Section 3.6).

In an average year around 2.4 million tickets are purchased and displayed, but there is a very small minority of drivers – less than 1% - who either do not pay or do not correctly display valid tickets.

In these cases we issue a PCN, based on the list of national contravention codes included in the Traffic Management Act 2004.



3.4 Contravention Codes (car parks)

Code	Contravention
74	Using a vehicle in a parking space in connection with the sale of or offering or exposing for sale goods when prohibited
80	Parked for longer than the maximum period permitted
81	Parked in a restricted area in a car park
82	Parked after the expiry of time paid for in a pay and display car park
83	Parked in a pay and display car park without clearly displaying a pay and display ticket (or voucher or parking clock)
84	Parked with additional payment made to extend the stay beyond time first purchased
85	Parked in a permit bay without clearly displaying a valid permit
86	Parked beyond the bay markings
87	Parked in a disabled persons' space without clearly displaying a valid disabled persons' badge
90	Re-parked within one hour of leaving a bay or space in the car park
91	Parked in an area not designated for that class of vehicle
92	Parked causing an obstruction
93	Parked in car park when closed
95	Parked in a parking space for a purpose other than the design purpose for the parking space

The following table shows the numbers of PCNs issued in our car parks over the past three years.

As was the case in the preceding two years, this represents less than 1% of our car parks' users. The level has decreased further, from 0.3% in 2011-12 to 0.2% in 2012-13.

Zone	Car Park	2010/2011	2011/2012	2012/2013	Zone
RED	Copenhagen Street	1,219	1,114	1,084	RED
	Cornmarket	1,995	1,763	1,761	
	Providence Street	513	414	435	
AMBER	Cattle Market	857	841	927	AMBER
	King Street	770	752	730	
	Newport Street	977	838	818	
	St Martin's Gate	1,042	972	849	
	Clare Street	155	187	220	
	Commandery Road	252	207	220	
	Orchard House	99	89	72	
GREEN	Pitchcroft	627	638	627	GREEN
	The Moors	17	65	80	
	Tallow Hill	71	67	59	
	Tybridge Street	61	64	81	
	Croft Road	526	731	620	
	Total	9,141	8,742	8,583	

3.5 Payment Methods

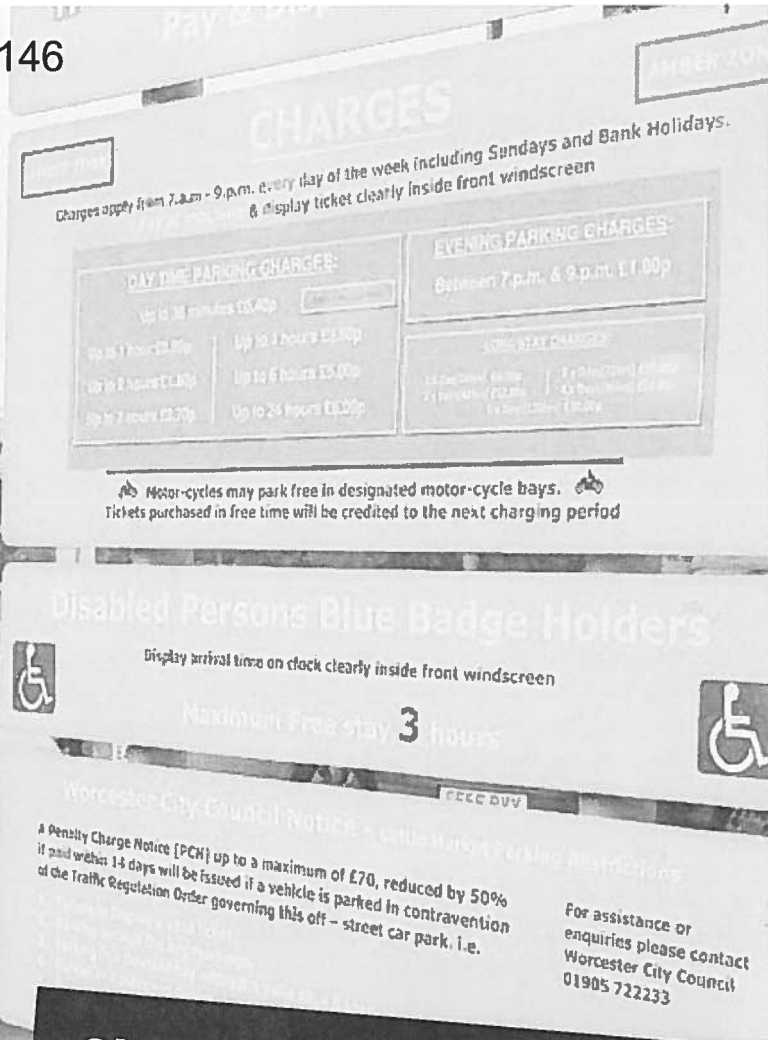
Drivers using our car parks can pay with coins at a Pay and Display machine or with cashless parking provider RingGo. This facility is available in all our car parks and was installed in a partnership with Worcester BID (Business Improvement District). It allows drivers to stay longer without having to return to the car park and buy another ticket in person, and also sends text reminders before a parking period expires.

The RingGo cashless parking system continued to grow in popularity in 2012-13, with an ever increasing number of drivers opting to pay for parking in our car parks by this convenient and simple method. This system and others like it are rolling out all over the UK in diverse locations from airports to shopping centres. RingGo has been available in our car parks since November 2010.



3.6 RingGo usage

2012 - 2013	Number of parking sessions booked	Number of parking sessions extended	New Users	Repeat Users	Car Park Income via RingGo
Month					
April	4,772	275	445	4,326	£17,341
May	5,655	287	431	5,221	£20,694
June	4,875	263	450	4,425	£17,052
July	5,250	293	423	4,827	£18,460
August	4,897	286	426	4,471	£16,474
September	5,376	248	469	4,907	£18,291
October	6,498	319	488	6,009	£23,006
November	6,549	347	472	6,077	£23,998
December	6,622	441	473	6,149	£22,959
January	5,790	341	354	5,616	£21,586
February	5,599	655	322	5,277	£21,649
March	6,104	726	396	5,708	£23,479
Total	67,987	4,481	5,149	63,913	£244,989



Adrian Field, Manager of Worcester BID, said: "RingGo was used almost 68,000 times in 2012-2013, an increase of 34% on the previous year and we are delighted with how our partnership with the City Council is ensuring that these impressive figures continue to rise. It makes for excellent customer service, increased dwell times and boosts trade. These are some of the core aims of any good BID and Local Authority so long may the relationship continue!"



She's topping up her parking with RingGo

- No coins
- No tickets
- No rushing back

RingGo phone parking is quick and easy. Just call 020 3046 0010 and pay with your credit or debit card. Or use the RingGo iPhone and Android applications. Text and online payments also available. See signs or www.myRingGo.co.uk for details.

RingGo

3.7 Car park income

The following table shows the gross income received from our 15 car parks over the last year. The previous two years' figures are included for comparison.

Zone	Car Park Location	Income 2010/11	Spaces	Rev per space	Income 2011/12	Spaces	Rev per space	Income 2012/13	Spaces	Rev per space
RED	Copenhagen Street	£316,822	157	£2,017	£332,973	157	£2,120	£306,762	157	£1,954
	Cornmarket	£371,481	83	£4,475	£373,799	83	£4,503	£334,069	83	£4,025
	Providence Street	£120,480	57	£2,113	£124,782	57	£2,189	£102,094	57	£1,791
AMBER	Cattle Market	£346,277	183	£1,892	£348,532	163	£2,138	£351,364	163	£1,920
	King Street	£259,340	112	£2,315	£266,664	112	£2,380	£252,822	112	£2,257
	Newport Street	£213,457	136	£1,569	£208,856	136	£1,535	£194,565	136	£1,431
	St Martin's Gate	£543,947	780	£697	£554,095	780	£710	£430,013	780	£551
	Clare Street	£80,000	50	£1,600	£80,714	50	£1,614	£70,356	50	£1,407
	Commandery Road	£68,311	35	£1,951	£68,343	35	£1,952	£64,538	35	£1,844
	Orchard House	£13,120	40	£328	£12,930	40	£323	£11,852	40	£296
GREEN	The Moors	£4,778	108	£45	£17,126	108	£108	£22,083	108	£502
	Croft Road	£215,725	238	£906	£241,720	238	£1,015	£209,406	238	£880
	Pitchcroft	£205,537	332	£619	£228,834	332	£689	£207,657	332	£721
	Tallow Hill	£84,499	97	£871	£92,401	97	£952	£64,268	97	£663
	Tybridge Street	£35,032	72	£486	£36,649	72	£509	£40,012	72	£556
Total		£2,878,808	2460	£1,170	£2,988,423	2460	£1,214	£2,661,861	2460	£1,122

Copenhagen Street car park



3.8 Season Tickets

When we originally launched the season ticket scheme, in a small number of our car parks, the permits we issued were valid for only one vehicle and could only be used in a single specific car park.

After listening to customer feedback and with a desire to extend the service, we introduced a more flexible approach on 31 January 2013.

We now issue season tickets for all of our Amber and Green zone car parks. Permits can be used in any car park in either zone and can be used in any car (as long as the permit is visibly displayed).

In taking this approach, we are recognising that many drivers have access to more than one car and also that if a particular car park was full when a permit holder arrived, they would in the past have had to purchase a Pay and Display ticket to park elsewhere. This new system allows them to move between car parks with no additional expense and offers flexibility to the driver. We see this as a clear method of improving the service we offer.

Season Ticket Prices

AMBER Zone car parks					GREEN Zone car parks				
Cattle Market, King Street, Newport Street, Clare Street and Commandery Road					Pitchcroft, The Moors, Tallow Hill, Tybridge Street, Croft Road and St. Martin's Gate*				
Months	x 3	x 6	x 9	x 12	Months	x 3	x 6	x 9	x 12
7 days a week/ 24 hours a day	£225	£390	£600	£720	7 days a week/ 24 hours a day	£180	£330	£480	£600

Note:

* for the purposes of Season Tickets, St Martin's Gate is included in the Green Zone.

3.9 Season Ticket Income

Car Park	Income 2010-11	Income 2011-12	Income 2012-13
St. Martin's Gate	£16,920	£33,845	£13,446
Newport Street	£800	£4,219	£5,488
King Street	-	£2,380	£3,267
Pitchcroft/The Moors	£906	£2,325	£904
Croft Road	-	£1,220	-
Total Income	£18,626	£43,989	£23,104

Details of income from the car parks added to the Season Ticket service on 31 January 2013 will be reported in next year's annual report.

Copenhagen Street car park



Section 4

On-street enforcement

We carry out enforcement on behalf of Worcestershire County Council on the public highways and also at the three on-street bays in the city centre. These bays are short-stay and priced accordingly. The bays fall within the public highway and are the responsibility of Worcestershire County Council. Our enforcement work takes place under the remit of the Agency Agreement we have with the county council.

4.1 On-street bays income (Worcestershire County Council)

On-street Pay & Display Parking Bay	Income 2010-11	Income 2011-12	Income 2012-13
College Precincts	£7,489	£9,318	£8,516
Severn Street	£30,124	£34,193	£29,087
Silver Street	£62,011	£60,103	£49,759
Total Income	£99,624	£103,614	£87,362

On-street Pay & Display Bays Penalty Charge Notices Issued	Penalty Charge		
	2010-11	2011-12	2012-13
College Precincts	120	132	129
Severn Street	412	453	405
Silver Street	867	769	634
Total	1,399	1,354	1,168

We carry out enforcement activity in the on-street bays, in the same way as we do in our car parks. This table shows the level of that enforcement work.

4.2 On-street parking dispensation scheme

Parking is restricted on many Worcester streets, for example by double yellow lines or limited time waiting bays. However, people and businesses can park in these areas in exceptional circumstances if they obtain a dispensation from us.

Two types of dispensation are available, and we provide clear and unambiguous guidance for both.

A One Day Dispensation allows a vehicle to remain (if a risk assessment permits) in areas where parking is normally either restricted or prohibited, up until midnight on the day of issue. These dispensations are issued to the driver on request at no charge.

A Seven Day Dispensation allows a vehicle to remain for a maximum of seven days, where there is a clear and genuine need to do so. These are normally issued for vehicles involved in construction or renovation work. They can be extended on application. We charge a £35 administration fee.

Parking Dispensation Income

Seven-day dispensation income	Dispensations issued	
Year 2011 - 2012	£4,230	120
Year 2012 - 2013	£4,060	116

During 2012 - 2013 we also issued 294 one-day dispensations, for which no charge was made.

4.3 On-street parking enforcement

Our Parking and Enforcement Services team carry out enforcement work throughout Worcester, often in response to calls for assistance from local residents and businesses. The issuing of a PCN is always a last resort. Our CEOs will always first encourage a driver to move their vehicle to a location which is not covered by parking restrictions.

The Traffic Management Act provides an approved list of nationally recognised parking contraventions. These are the basis on which our CEOs will issue a PCN when the need arises.

Code	Contravention
01	Parked in a restricted street during restricted hours
02	Parked or loading/unloading in a restricted street while waiting and loading/unloading restrictions are in force
04	Parked in a meter bay when penalty time is indicated
05	Parked after the expiry of paid for time
06	Parked without clearly displaying a valid pay and display ticket
07	Parked with payment made to extend the stay beyond the initial time, when extension is forbidden
08	Parked at an out-of-order meter during controlled hours
11	Parked without payment of the payment charge
12	Parked in a residents' or shared use parking place without clearly displaying either a permit or voucher or pay and display ticket issued for that place
15	Parked in a residents' parking space or zone without displaying a valid residents' parking permit
16	Parked in a permit space without displaying a valid permit
18	Using a vehicle in a parking space in connection with the sale or offering or exposing for sale of goods when prohibited
19	Parked in a residents' or shared use place displaying an invalid permit or vouchers or pay and display ticket
20	Parked in a loading gap marked by a yellow line
21	Parked in a suspended bay/space or part of a bay/space
22	Re-parked in the same parking space/zone within one hour (or other specified time) of leaving
23	Parked in a parking space or area not designated for that class of vehicle
24	Not parked correctly within the markings of the bay or space
25	Parked in a loading space during restricted hours without loading
26	Vehicle parked more than 50cms from the edge of the carriageway and not within a designated parking space
30	Parked for longer than permitted
34	Being in a bus lane
36	Parked in a disc parking space for longer than permitted
40	Parking in a designated disabled persons' bay without clearly displaying a valid disabled persons' badge
45	Parked on a taxi rank
47	Parked in a restricted bus stop/stand
49	Parked wholly or partly on a cycle track
56	Parked in contravention of a commercial vehicle waiting restriction



Sidbury

4.4 Penalty Charge Notices issued by location

The tables on the following pages show how our CEOs range across the entire city to carry out their work. They mainly travel by foot, but also undertake cycle patrols, combining other responsibilities such as litter enforcement.

We have provided the previous two years' figures for comparison. The number of PCNs issued in any one street will always vary. New parking restrictions may be introduced or others amended, residents arrive and others move on and parking patterns can change. It is our team's role to deal with the issues on the day.

No.	Location	PCNs issued 2010/11	PCNs issued 2011/12	PCNs issued 2012/13	No.	Location	PCNs issued 2010/11	PCNs issued 2011/12	PCNs issued 2012/13
1	Abbey Road	0	3	2	39	Bromwich Lane	37	27	23
2	Albany Road	6	10	4	40	Bromwich Parade	5	2	6
3	Albany Terrace	26	39	75	41	Bromwich Road	1	9	4
4	Albert Road	2	0	2	42	Bromyard Road	4	0	4
5	Alexander Road	3	2	0	43	Bull Ring	2	5	3
6	Angel Place	127	158	177	44	Bush Walk	1	1	0
7	Angel Row	14	10	6	45	Byefield Rise	0	0	0
8	Angel Street	70	62	56	46	Cambridge Terrace	0	0	2
9	Arboretum Road	74	58	47	47	Canada Way	0	0	2
10	Arrowsmith Avenue	2	2	0	48	Canterbury Road	0	0	8
11	Arundel Drive	1	1	0	49	Carden Close	2	1	6
12	Astwood Road	5	2	3	50	Carden Street	56	45	47
13	Back Lane North	3	7	3	51	Carriage Close	0	1	2
14	Back Lane South	168	146	136	52	Castle Street	12	9	1
15	Back Walk	1	0	1	53	Cecil Road	2	0	6
16	Bank Street	4	12	2	54	Chalfont Close	0	0	1
17	Barbourne Lane	8	9	16	55	Charles Street	232	223	204
18	Barbourne Road	43	37	23	56	Chedworth Drive	1	0	0
19	Barbourne Terrace	31	11	19	57	Cherry Tree Walk	46	48	29
20	Barker Street	0	1	0	58	Chestnut Street	46	50	29
21	Barry Street	7	15	15	59	Chestnut Walk	13	14	5
22	Bath Road	208	183	151	60	Church Road	0	0	3
23	Battenhall Place	3	1	1	61	Church Street	6	7	7
24	Bilford Road	0	0	3	62	City Walls Road	2	4	14
25	Blakefield Gardens	15	20	13	63	Clare Street	1	1	0
26	Blenheim Road	23	31	23	64	Cole Hill	5	6	6
27	Blockhouse Close	7	4	3	65	College Street	25	39	38
28	Blossom Close	0	1	2	66	Comer Avenue	1	1	2
29	Bolston Road	6	8	4	67	Comer Gardens	9	4	6
30	Boughton Avenue	0	0	1	68	Comer Road	31	24	19
31	Bramble Gardens	0	1	0	69	Coombs Road	2	1	0
32	Bransford Road	75	66	53	70	Copenhagen Street	0	0	17
33	Braymoor Road	25	24	12	71	Copsewood Avenue	0	0	1
34	Brewery Walk	10	1	4	72	Cornmarket	610	354	165
35	Bridgewater Road	59	72	66	73	Cosgrove Close	7	3	5
36	Britannia Road	39	29	37	74	Cromwell Street	0	2	3
37	Britannia Square	193	180	167	75	Croft Road	1	0	2
38	Broad Street	177	174	193	76	Cumberland Street	6	6	8

No.	Location	PCNs issued 2010/11	PCNs issued 2011/12	PCNs issued 2012/13	No.	Location	PCNs issued 2010/11	PCNs issued 2011/12	PCNs issued 2012/13
77	Deansway	22	16	18	115	Hill Street	12	3	5
78	Dent Close	12	19	15	116	Himbleton Road	9	13	5
79	Derby Road	45	21	25	117	Homefield Road	3	0	25
80	Diglis Road	80	100	116	118	Hood Street	74	71	80
81	Dolday	1	1	2	119	Hoskyns Avenue	2	1	1
82	Drake Avenue	0	0	2	120	Hylton Road	63	54	64
83	Droitwich Road	7	3	1	121	Infirmery Walk	124	148	137
84	Dugdale Drive	5	4	0	122	Ingles Drive	3	11	6
85	East Street	21	35	34	123	James Close	48	32	42
86	Easy Row	28	25	19	124	King Street	4	2	0
87	Ebrington Drive	0	2	3	125	Knight Street	3	1	0
88	Edgar Street	40	20	17	126	Lambert Road	19	9	16
89	Ellis Road	0	1	0	127	Landsdowne Road	7	5	5
90	Farley Street	1	4	1	128	Landsdowne Street	3	4	0
91	Farrier Street	345	366	404	129	Lapal Close	0	2	2
92	Fern Road	1	0	0	130	Lark Hill Road	4	2	5
93	Fish Street	7	4	4	131	Laugherne Road	11	17	21
94	Flag Meadow Walk	5	4	1	132	Leopard Rise	0	4	3
95	Foregate Street	527	507	635	133	Lion Court	6	6	2
96	Fort Royal Hill	4	4	2	134	Little Chestnut Street	14	35	10
97	Foundry Street	19	3	4	135	Little London	2	3	0
98	Foxwell Street	0	1	0	136	Little Park Street	1	0	0
99	Friar Street	649	610	503	137	Little Southfield Street	52	43	58
100	Glebe Close	8	15	8	138	London Road	24	12	9
101	Graham Road	2	0	1	139	Loves Grove	27	18	23
102	Grandstand Road	33	17	49	140	Lowell Street	34	43	34
103	Green Hill London Rd	1	0	0	141	Lower Chestnut Street	56	53	23
104	Green Hill Bath Road	0	3	1	142	Lower Field Terrace	2	0	0
105	Gregory's Bank	8	13	0	143	Lowesmoor	110	165	145
106	Gregory's Mill Street	8	5	3	144	Lowesmoor Place	0	1	0
107	Hamilton Road	27	27	22	145	Malthouse Place	7	2	2
108	Hampton Close	12	3	5	146	Malvern Road	4	2	1
109	Happy Land West	0	2	0	147	Marlborough Street	4	0	1
110	Hardwicke Close	6	12	4	148	Martley Road	0	1	0
111	Hebb Street	30	14	42	149	Mayfield Road	15	15	3
112	Henwick Road	0	94	1	150	Mealcheapen Street	12	5	10
113	Henwick Avenue	1	0	86	151	Melbourne Street	1	0	0
114	High Street	30	24	46	152	Melrose Close	9	11	6

No.	Location	PCNs issued 2010/11	PCNs issued 2011/12	PCNs issued 2012/13	No.	Location	PCNs issued 2010/11	PCNs issued 2011/12	PCNs issued 2012/13
153	Merrimans Hill Road	0	1	0	191	Rainbow Hill	2	3	0
154	Middle Street	66	58	52	192	Red Hill Lane	0	2	0
155	Midland Road	6	5	5	193	Ripon Road	2	1	0
156	Monarch Drive	0	2	0	194	Royal Albert Close	0	3	3
157	Mill Street	64	34	45	195	Sandys Road	1	0	0
158	Moor Street	136	114	85	196	Sansome Place	136	109	87
159	Moreton Place	35	56	57	197	Sansome Street	19	4	8
160	Nelson Road	1	3	0	198	Sansome Walk	386	519	462
161	New Bank Street	0	1	0	199	Sawmill Close	7	4	4
162	New Street	71	67	50	200	School Road	1	1	0
163	Newbury Road	2	0	2	201	Sebright Avenue	7	7	3
164	Newport Street	35	34	35	202	Severn Street	0	453	405
165	Newtown Road	3	5	3	203	Severn Terrace	56	63	61
166	Nightingale Avenue	0	2	0	204	Sharman Road	11	5	2
167	Northfield Street	164	212	91	205	Shaw Street	7	1	0
168	Northwick Road	2	2	0	206	Shrub Hill Road	17	2	29
169	Oaklands	0	1	5	207	Shrubbery Avenue	52	26	30
170	Oldbury Road	182	146	146	208	Sidbury	6	5	8
171	Omersley Road	3	0	0	209	Smiths Avenue	4	5	5
172	Orchard Street	2	1	1	210	Solitaire Avenue	0	0	3
173	Ostler Drive	1	0	0	211	Somers Road	5	3	2
174	Packhorse Close	1	4	1	212	South Parade	2	0	0
175	Padmore Street	3	3	7	213	South Quay	1	1	0
176	Palmers Green	1	0	1	214	Southall Avenue	1	0	0
177	Park Street	33	11	21	215	Southfield Street	52	64	50
178	Perdiswell Street	18	7	7	216	Spetchley Road	1	1	0
179	Perrywood Walk	16	8	9	217	Spring Gardens	141	73	91
180	Pheasant Street	14	25	16	218	Spring Hill	9	4	8
181	Pierpoint Street	168	130	115	219	Spring Lane	3	1	0
182	Pinkett Street	0	1	0	220	St. Catherines Vale	0	0	1
183	Portland Street	27	11	57	221	St Clements Close	6	7	7
184	Portland Walk	2	0	2	222	St. Clements Gardens	0	0	3
185	Powells Row	0	1	0	223	St. Georges Lane	3	0	7
186	Prince Rupert Road	8	6	4	224	St. Georges Square	38	33	22
187	Providence Street	5	1	5	225	St. John's	90	101	59
188	Pump Street	28	42	38	226	St. Martin's Gate	0	1	4
189	Quay Street	31	28	53	227	St. Mary's Street	114	108	108
190	Queen Street	387	399	315	228	St Nicholas Street	24	20	27

No.	Location	PCNs issued 2010/11	PCNs issued 2011/12	PCNs issued 2012/13	No.	Location	PCNs issued 2010/11	PCNs issued 2011/12	PCNs issued 2012/13
229	St. Oswald's Road	1	0	2	256	Union Street	117	77	75
230	St. Paul's Street	76	54	39	257	Upper Tything	58	60	74
231	St. Peter's Street	0	1	0	258	Vauxhall Street	5	2	2
232	St. Swithin's Street	981	931	500	259	Vicar Street	4	5	1
233	Stanier Road	2	0	0	260	Victoria Avenue	5	3	3
234	Stanley Road	3	7	17	261	Victoria Place	4	0	1
235	Stanley Street	0	0	1	262	Viewfields	0	0	3
236	Sunnyside Road	0	0	2	263	Vincent Road	1	4	7
237	Swinton Lane	1	0	0	264	Vine Street	1	0	0
238	Tallow Hill	12	2	11	265	Wainwright Road	10	6	8
239	Taylors Lane	6	3	5	266	Washington Street	45	72	75
240	Temperance Street	14	9	15	267	Waterworks Road	1	0	0
241	Tennis Walk	13	11	22	268	Watery Lane	8	5	7
242	The Butts	20	56	35	269	Weir Lane	3	1	1
243	The Cross	120	117	128	270	Wellington Close	26	21	12
244	The Foregate	70	81	51	271	Westbury Street	2	1	12
245	The Heights	0	3	1	272	Wheeler Close	0	0	2
246	The Mead	0	0	2	273	White Ladies Close	15	19	8
247	The Moors	34	30	52	274	Willow Street	4	3	1
248	The Shambles	54	51	65	275	Windsor Avenue	0	2	2
249	The Trinity	41	195	111	276	Withers Road	0	1	0
250	The Tything	188	132	99	277	Wolverton Road	6	17	0
251	Timberdine Avenue	0	0	2	278	Wood Terrace	5	9	5
252	Tollhouse Drive	6	10	2	279	Woodstock Road	57	48	42
253	Trinity Street	269	576	516	280	Woolhope Road	1	1	3
254	Tunnel Hill	9	9	6	281	Wylds Lane	192	112	158
255	Turnpike Close	51	30	43	282	York Place	9	12	199



OVERSIZE
VEHICLES

OVERSIZE
VEHICLES

Section 5 Operational Summary 2012 - 13

5.1 Summary of parking income

Income by year	2010 - 2011	2011 - 2012	2012 - 2013
City Council car parks income	£2,878,808	£2,988,423	£2,661,861
City Council season tickets income	£18,626	£43,989	£23,104
County Council parking income	£99,624	£103,614	£87,362
Seven day parking dispensations	-	£4,230	£4,060
Total parking revenue	£2,997,058	£3,140,256	£2,776,387

5.2 Summary of Penalty Charge Notice issue

*Traffic Regulation Order

PCN Issue/Activity	Total PCNs 2010/11	% of Total Issue 2010/11	Total PCNs 2011/12	% of Total Issue 2011/12	Total PCNs 2012/13	% of Total Issue 2012/13
Total PCN issue for period	21,276	100	20,444	100	19,361	100
Number of Higher Level PCNs issued £70/£35	8,184	38	7,975	39	10,786	56
Number of Lower Level PCNs issued £50/£25	13,092	61	12,469	61	8,575	44
Number of PCNs paid	15,527	72	16,886	83	13,960	72
Number of PCNs paid at discounted rate	13,071	61	12,332	60	11,746	61
Number of PCNs against which an informal or formal representation was made	4,714	22	7,085	35	6,847	35
Total PCNs cancelled for all reasons	5,480	25	5,657	28	4,811	25
PCNs written off due to debt uncollectible	1,871	8.7	1,196	6	490	2.5
PCNs cancelled due to incorrect issue e.g. TRO* invalid	483	2.2	236	1	153	0.79
PCNs cancelled due to Worcester City Council Policy e.g. 1st Contravention - valid pay and display ticket not correctly displayed	1,974	9.2	2,363	12	1,834	9.5
PCNs cancelled due to genuine mitigating circumstances e.g. medical emergency - circumstances beyond driver's control	920	4.3	628	3	604	2
Total PCNs taken forward to independent Adjudicators for outcome decision	46	0.2	46	0.2	45	0.2
Adjudicators finds in favour of council	20	0.09	25	0.1	26	0.1
Adjudicators finds in favour of appellant	7	0.03	13	0.06	13	0.07
Cases not contested by Worcester City Council	18	0.08	8	0.03	6	0.03
Cases awaiting outcome decision	1	0.004	0	0	0	0

Summary of Penalty Charge Notice income

The total income collected for 2012-13 from Penalty Charge Notices issued was £554,913. This income is, in accordance with the formal agency agreement, split between Worcester City Council and Worcestershire County Council on a 60%/40% ratio basis, as opposite. This is subject to regular review.

5.3 Financial Year End Surplus

At the financial year's end, following the settlement of accounts, there was a net surplus of £57,000. In accordance with Section 55 of the Road Traffic Regulation Act 1984, as amended by Regulation 25 Civil Enforcement Of Parking Contraventions (England) General Regulations 2007, that surplus will be used to fund improvements in the service delivery of parking and highways in Worcester.

During the year we have used £59,000 from our 2011-12 net surplus to install a state of the art IT system for processing all PCNs issued and reconciling drivers' appeals. We selected a proven and recognised system already used by over 100 other local authorities for this, supplied by Chipside.

Total PCN income 2012 - 2013
£554,912



Sidbury

Section 6

Commentary and additional information

6.1 Targets for service delivery

Team performance in 2012 - 2013

We set our Civil Enforcement Officers (CEOs) performance targets for 2012-13 in two distinct areas. Both targets related to the better management of PCN issue activity.

The first was to reduce the number of PCNs issued that subsequently had to be cancelled because of officer error, such as inputting the wrong vehicle registration number or location into the system. The target was to reduce that rate from 1% to 0.09%. We are pleased to report that, for a second year, the team exceeded the target. The CEO error rate has reduced to 0.07%

The second target was to reduce the number of PCNs which Worcester City Council did not contest if a driver formally appealed against the issue of the Notice. In practice, this target was about ensuring our CEOs issued quality PCNs, only when necessary, following procedures correctly, and gathering appropriate evidence to support the issuing of the PCN. The target was to reduce the number not being contested from 0.03% to 0.02%. We are pleased to

report that, although we did not reduce the rate as we wanted, the figure remained constant. 0.03% is a very acceptable figure.

The number of times that Independent Adjudicators in appeals have found in favour of Worcester City Council has again increased in 2012-13 from 25 to 26 cases. A gain in knowledge and expertise within the Payments and Appeals team has assured that we only contest formal appeals when absolutely appropriate to do so.

The number of drivers appealing against the issue of a PCN fell from 7,085 to 6,847 in 2012-13. This outcome confirms that we are carrying out our parking enforcement in a way that demonstrates to the motorist that the PCN was issued for a genuine reason and that the contravention was proven.

Copenhagen Street car park





6.2 Blue Badge enforcement

Worcester is a city with competing demands for parking and in the city centre we have identified three groups who have specific needs – goods vehicles making deliveries, taxis, and Blue Badge holders who use disabled persons' parking bays.

These bays are placed at strategic locations across the commercial centre of Worcester and demand for kerb-side space is high, with all bays constantly busy. They enable disabled people to take advantage of Worcester's city centre attractions and services. Blue Badge holders can park for up to three hours on the public highway (as long as the Blue Badge is displayed), but there is no time restriction in the dedicated bays.

Our CEOs monitor the use of Blue Badges as part of their normal work, and take enforcement action in cases of misuse. Worcester does not have a pronounced problem with Blue Badge misuse, but we do run occasional week-long enforcement campaigns focussed on unlawful use of these badges.

During the week Monday 19 to Friday 23 November 2012, our CEOs carried out a focused operation in the city centre in partnership with West Mercia Police when Blue Badges at selected locations were inspected and drivers questioned about their use. There was overwhelming support from all sections of the community for this campaign, aimed at freeing up precious spaces for disabled people to use. Our CEOs reported 15 people mis-using the badges.

The table below shows the selected locations where CEOs questioned drivers and inspected their blue badges

Location of Bay	19 - 23 November 2012 No. of Blue Badges inspected
St. Swithin's Street	5
Queen Street	36
Trinity Street	50
The Cross	19
The Trinity	24
Cornmarket	20
New Street	13
Charles Street	13
Spring Gardens	2
Total	183

We will continue to monitor Blue Badge misuse and take action when necessary.

6.3 Road Closures and street parties

The Parking and Enforcement Services team coordinates and issues Temporary Road Closure Orders in Worcester, apart from primary routes, which are administered by Worcestershire County Council. The closure of a road or street allows a wide variety of events to take place without the fear of traffic coming into conflict with large numbers of pedestrians.

These orders are issued under the authority of Section 21, The Town Police Clauses Act 1847. In 2012-13 a total of 42 Road closures were granted for a variety of events from summer fetes to civil ceremonies. Requests for temporary road closures came from private individuals, from community groups, and from organisations such as Visit Worcester and Herefordshire and Worcestershire Chamber of Commerce who organised events supporting local commerce, including street markets and fireworks displays.

Application forms for street closures can be downloaded from www.worcester.gov.uk. We do not charge for road closures.

Before we grant an order, the site is visited and assessed as suitable. We also consult West Mercia Police. Once granted, the order is circulated to all emergency services for their information. All orders are published at www.worcester.gov.uk





Left to right: Andrew Newman, Edwina Muckle, Donald Kerr and Ian Johnson of the York Place Residents' Association with Andy Chinn, Worcester City Council's Parking and Enforcement Services Manager (second from right) at the entrance to York Place.

6.4 Residents' parking schemes

Our Parking and Enforcement Service manages and monitors the existing residents-only parking schemes in Worcester, enabling local residents in areas with particular congestion problems to have parking facilities, near or adjacent to their properties.

The existing schemes have been in place for several years and work very well, serving the needs of local residents as well as visitors. In 2012-13 work took place to introduce a new scheme in the York Place area.

The York Place Residents' Association played a key role in introducing the new residents-only parking scheme, working closely with local councillors, Worcestershire County Council and ourselves at

Worcester City Council to drive the project forward. The scheme went live after the period covered in this report, in May 2013 and is now successfully meeting the needs of local residents.

Andrew Newman, of the York Place Residents Association said: "With the relationships, sense of purpose and commitment that were established in the course of an at times frustratingly long project I reckon we could have achieved almost anything. It has delivered all the benefits we were after. We have a parking scheme that really works. And we have established a positive relationship with both the County and City Councils."

Zone	Zone T	Zone P	Zone B	Zone E	Zone D
For the residents of:	Spring Lane/ Spring Hill	Severn Terrace	The Moors Moor Street Back Lane South Albany Terrace Britannia Square Braymoor Road	College Precincts Edgar Street King Street Castle Place Severn Street	York Place and Windmill close
To park in:	Any bay on Tallow Hill Car Park	Any bay on The Moors/Pitchcroft Car Park	In marked residents bays - Britannia Square Back Lane South Albany Terrace Back Lane North	In marked residents and pay and display bays on Severn Street and Edgar Street	York Place and Windmill close
Number of permits allowed	One permit per household	Two permits per household	No limit	Three permits per household	Three permits per household
Price of permits	£30 per permit	£30 per permit	£30 per permit	£30 for first permit; £40 for second permit; £50 for third permit	£30 for first permit; £40 for second permit; £60 for third permit
Visitor scratch cards allowed	None	None	None	Can purchase 80 books of scratch cards per year	Can purchase 80 books of scratch cards per year

Where visitor scratch cards are issued residents can purchase books of four scratch cards, at £5 for 10 books, £15 for 30 books or £25 for £50 books.

6.5 Assaults and incidents of threatening behaviour

We are again pleased to report that during 2012-13 none of our CEOs were subject to a physical assault. This is testimony to the self-awareness training that all our CEOs continue to receive. This aims to prepare them to deal with and defuse the small number of incidents where members of the public vent their anger, or use threatening, abusive or insulting words or behaviour towards our CEOs.

We take such incidents very seriously, and in accordance with our Violence in the Workplace Policy, all incidents are recorded and reviewed monthly within the service. We also assess them at our quarterly Health and Safety meetings.

If appropriate, we will report such matters to West Mercia Police for criminal investigation. In 2012-13 there were a total of seven incidents, down from 12 the previous year, with two resulting in proceedings in the criminal courts.

Our patrolling CEOs now carry body-cams and are able to capture real-time evidence of being threatened or abused. The presentation of that evidence can assist on the rare occasions that we do have to take matters to court. Worcester City Council has a duty of care to its employees and incidents of abuse or threats will not be tolerated.

Friar Street



6.6 Complaints against Civil Enforcement Officers

Our CEOs issue more than 20,000 PCNs each year, coming into contact with a huge number of people, who are often upset or aggrieved about receiving a parking ticket. Some of those people then choose to complain about the actions of the issuing CEO, often in an effort to have the PCN cancelled or because they genuinely feel they have been unfairly treated.

The number of complaints lodged against the Enforcement Team in 2012-13 was 39, up from 21 the previous year, but still representing less than 0.1% of all PCNs issued. The number has in part increased because of improvements in our complaints recording procedures, as part of our efforts to demonstrate greater transparency.

We investigate all complaints following clear and transparent procedures. We then take any actions needed to address the outcome of that complaints process, and we inform the complainants of the outcome. The Parking and Enforcement Services team aim to learn from mistakes and, where possible, put in measures to prevent a reoccurrence. Of the 39 complaints made, 23 were not upheld, six were upheld and a further ten were part upheld.

We have planned further refresher training, to enhance the quality of our CEOs' interaction with the public. Of course, our CEOs also have many other forms of interaction with the public, away from the issuing of PCNs, including offering advice, providing directions and assisting broken down motorists.

Nature of Complaint	Quantity
Conduct of issuing Civil Enforcement Officer	9
Payments and Appeals Team - unsatisfactory customer service	7
Car Parks - general complaints	5
Car Parks - Pay and Display machines	2
Car Parks - signs and information	5
Car Parks - charges	2
Blue Badge bay	2
Civil Enforcement Officers - working hours	1
RingGo cashless pay by phone parking	1
Residents'/visitors' permits	1
Website information	1
On-street signs	2
On-street - other	1
Total	39

King Street car park





College Precincts

6.7 Parking and Enforcement Services' wider role and team structure

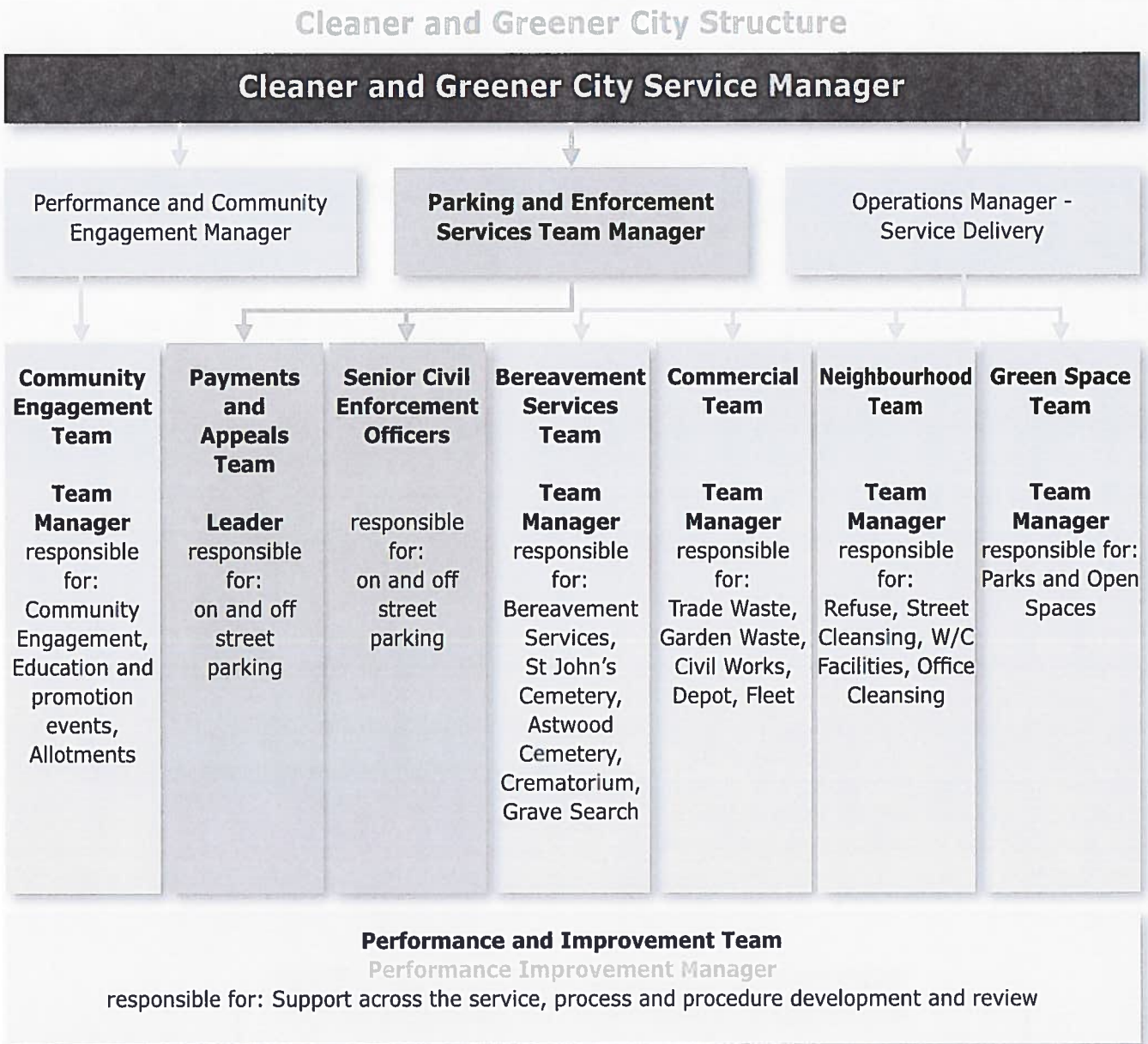
2012/13 saw the Parking and Enforcement Services team consolidate its position within the Cleaner and Greener City service area, entrenching additional responsibilities including litter, fly-tipping, dog fouling and abandoned vehicles. In these areas of our duties we work in close partnership with other teams across the City Council, such as Parks and Open Spaces, Refuse and Street Cleansing and Community Engagement.

We respond to complaints or requests for assistance from members of the public, groups, organisations and elected Council members in line with our Environmental Enforcement Policy.

The structure of the team is outlined in the diagram below.



The chart below shows where Parking and Enforcement Services sits within Worcester City Council’s Cleaner and Greener City service area, and how the various teams work with each other to address issues across the city.



Throughout the year, our CEOs have again joined forces with local Police, both uniformed officers and Community Support Officers, to tackle problems associated with parking and environmental issues.

In particular, many visits have been made to areas in and around schools at times when parents are dropping off or fetching children, so that we can offer advice on both parking and environmental enforcement issues.

Our partnership approach has been successful in further reducing congestion outside a number of targeted schools. Work continues across the city to tackle this problem, as many schools are located in tightly congested areas. A number of PCNs were issued to drivers parking unlawfully in areas around schools

6.8 Other partnerships

We have forged strong working relationships with organisations that are particularly important for Worcester's economy and culture. Worcester BID (Business Improvement District) focuses on supporting local businesses and enterprise in the heart of the city, and we also have strong ties with the city's tourism services provider. This function has recently passed from VisitWorcester to the Herefordshire and Worcestershire Chamber of Commerce. They deliver tourism promotion work and organise many events throughout the year, including the annual four-day Christmas Victorian Fayre.

Our parking team supports these organisations to make Worcester an attractive place to work or visit. At selected times we provide special parking offers in the car parks, allowing drivers to stay longer for less, to encourage people to enjoy the city.

Major events

The Civil Enforcement team was involved in the planning and delivery of three significant events in Worcester this last year, where they worked closely with the Police, Worcestershire County Council and Visit Worcester. Our roles on these days was to keep the street completely clear of traffic or parked vehicles. All three were a complete success and passed without problems. They were:

- A visit by HM Queen Elizabeth II
- The Olympic Torch Relay
- Armed Forces' homecoming parade

Her Majesty The Queen's visit to Worcester, July 2012



6.9 Environmental Enforcement

The team now has responsibility for the investigation of environmental issues across Worcester and has been gaining expertise and knowledge in this new area of enforcement. We work closely with local councillors, parish councils and neighbourhood wardens to make Worcester a clean and safe place to live. We continue to work in partnership with Wychavon District Council on a number of issues. See table below.

Freedom of Information Requests

We received a total of 20 requests for information relating to parking matters under the Freedom Of Information Act. In all cases, we provided responses within the statutory 20 working days.

Enforcement Area	Abandoned Vehicles	Fly-Tipping	Dog Fouling	Littering
Response and outcomes	73 vehicles reported as being abandoned. All fully investigated and 34 cases required keeper enquiries with DVLA. Two vehicles lifted and disposed of.	15 reported incidents of fly-tipping all fully investigated and one Fixed Penalty Notice issued and five advice/warnings issued.	23 reported incidents of dog fouling all fully investigated and one Fixed Penalty Notice issued.	11 Fixed Penalty Notices issued for littering in a public place.

Fly-tipping



Section 7

Conclusion by Andy Chinn

Parking and Enforcement Services Manager



Our Parking and Enforcement Service team continued to deliver an improving service to both residents of Worcester and visitors alike.

The primary function of the team is to continue to address parking issues, and we have now developed our expertise to deliver first class services in the new areas which we have taken responsibility for.

Worcester remains a thriving, busy and energetic city that attracts traffic from all over the country. Our team is committed to making the parking experience easy, user-friendly and one that enables people to move about the city with the minimum amount of fuss or intrusion.

This has been a busy year for the team and the service that we offer to residents and visitors

continued to develop as we embraced new working practices and the challenges connected to environmental enforcement.

We look forward to 2013-14 being another challenging year.

Andy Chinn
Parking and Enforcement Services Manager
Cleaner and Greener City
Worcester City Council

New discounted Season ticket rates!

Save cash and buy a Season Parking Ticket.

Take the stress out of Parking!

Season tickets may be used on any vehicle and not just one specific car on every day of the week and allows you to Park in any Green Zone car park with a Green Zone Pass and any Amber Zone car park with an Amber Zone Pass.*

Season Tickets prices from 1 January 2013

GREEN Zone car parks

Pitchcroft, The Moors, Tallow Hill, Tybridge Street, Croft Road and St. Martin's Gate**

Months	x 3	x 6	x 9	x 12
7 days a week/ 24 hours a day	£180	£330	£480	£600

AMBER Zone car parks

Cattle Market, King Street, Newport Street, Clare Street and Commandery Road

Months	x 3	x 6	x 9	x 12
7 days a week/ 24 hours a day	£225	£390	£600	£720

Note:

* Full terms and Conditions available on application

** for the purposes of Season Tickets, St Martin's Gate is included in the Green Zone.



If you need help communicating in English please contact the Customer Service Centre on 01905 722 233 or at customerservicecentre@worcester.gov.uk

Bengali

যদি ইংরাজীতে কথা আদানপ্রদানের জন্য আপনার সাহায্যের প্রয়োজন হয় তাহলে অনুগ্রহ করে 01905 722 233 এই নম্বরে অথবা customerservicecentre@worcester.gov.uk এখানে গ্রাহক পরিষেবা কেন্দ্রের সঙ্গে যোগাযোগ করুন

Chinese

如果你需要帮助用英语沟通，请与顾客服务中心联系。电话：01905 722 233；网址：customerservicecentre@worcester.gov.uk

Polish

Jeżeli potrzebują Państwo pomocy w porozumiewaniu się w języku angielskim, prosimy o kontakt z Centrum Obsługi Klienta pod numerem 01905 722 233 lub na adres customerservicecentre@worcester.gov.uk

Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਅੰਗ੍ਰੇਜ਼ੀ ਵਿੱਚ ਗੱਲਬਾਤ ਕਰਨ ਵਿੱਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਕਸਟਮਰ ਸਰਵਿਸ ਸੈਂਟਰ ਨਾਲ 01905 722 233 'ਤੇ ਜਾਂ customerservicecentre@worcester.gov.uk 'ਤੇ ਸੰਪਰਕ ਕਰੋ।

Portuguese

Se necessitar de ajuda para comunicar em Inglês por favor contacte o Serviço de Apoio a Clientes através do 01905 722 233 ou através do e-mail customerservicecentre@worcester.gov.uk

Urdu

اگر انگریزی میں گفتگو کرنے میں آپ کو مدد کی ضرورت ہے تو براہ کرم 01905 722 233 پر یا customerservicecentre@worcester.gov.uk پر کسٹمر سروس سے رابطہ کریں

Parking and
Enforcement Services

Annual Report

2012 - 2013

✉ Worcester City Council
Orchard House
Farrier Street
Worcester
WR1 3BB
☎ 01905 722233

🌐 www.worcester.gov.uk





is for



ositive



arking



**Ceredigion County Council
Parking Services Annual Report
2012 - 2013**

Contents

1.0 Introduction	1
2.0 Civil Parking Enforcement in Ceredigion	2
2.1 Aims and Objectives	2
2.2 The Parking Services Team	3
3.0 Off-Street parking facilities	4
4.0 Traffic Regulation Order Review	5
5.0 Education	7
6.0 Penalty Charge Notices	8
6.1 Types of Penalty Charge Notice	8
6.2 Penalty Charge Notices issued by charge level	9
6.3 Penalty Charge Notices issued by contravention type	9
6.4 Penalty Charge Notices issued by location - Off-Street	11
6.5 Penalty Charge Notices issued by location - On-Street	11
7.0 The Appeals process	12
7.1 Overview	12
7.2 Challenges and Representations	13
7.3 Appeals to the Adjudicator	14
8.0 Payment of Penalty Charge Notices	16
9.0 What happens if a Penalty Charge Notice or result of an Appeal is ignored	17
10.0 Financial Information	18
11.0 Where to find further information and how to contact us	19
12.0 Glossary	20

1.0 Introduction

Welcome to the first Ceredigion County Council Annual Parking Report. The aim of this report is to look at the work undertaken by the Parking Services Team during 2012 / 2013. This year's report will be made available bilingually at www.ceredigion.gov.uk and at publicly accessible Council offices and libraries.

We hope that this report will highlight that the Parking Services Team is not solely about issuing the dreaded Parking Ticket (or Penalty Charge Notice as they are officially known), but is about having a positive influence on road safety and traffic flow, and ensuring the fair use of the available parking spaces.

Civil Parking Enforcement commenced in Ceredigion on 4th June 2012 following a 12 month period where no parking enforcement took place in the County . The high profile and negative feedback that was generated made it clear that, having no parking enforcement, resulted in undesirable consequences for both residents and visitors. On this date, responsibility for parking enforcement transferred from Dyfed Powys Police to Ceredigion County Council and parking offences changed from being Criminal offences to Civil offences. Despite the transfer of powers, Dyfed Powys Police still remain responsible for some parking related offences including obstruction.

The Civil Parking Enforcement Working Group was formed in June 2012, and its role is to provide the strategic lead in relation to the operation of Civil Parking Enforcement. The group is chaired by the Cabinet Member for Transport, Waste and Carbon Management, Cllr Alun Williams, with representation from Dyfed Powys Police and Officers of the Authority with an active role or an interest in the activities of the Parking Services Team. Decisions in relation to the overall operation of the Civil Parking Enforcement Scheme are made by the group as a collective.

Whilst parking (and in particular parking enforcement) can be an emotive and contentious issue, the key objective of the Parking Services Team is to maintain the balance of needs of all road users, including pedestrians. This results in the parking needs of some being restricted for the benefit of others e.g. the provision of dedicated Disabled Bays.

One major benefit of the introduction of Civil Parking Enforcement has been the Authority's move towards Map Based Traffic Regulation Orders. Not only has this meant that the legal basis to parking restrictions has become clearer for members of the public to understand, it has also enabled the Authority to introduce an Annual Review of its parking restrictions. Through this Annual Review process the Authority aims to have parking restrictions which have community consensus, and reflects the current needs of residents, businesses and visitors.

Ceredigion County Council is committed to providing a Parking Service that operates in a fair, consistent and transparent manner. It is also committed to providing a service that is for the overall benefit of the residents, visitors and businesses of Ceredigion, ensuring that the area is one that is safe and accessible for all road users.

2.0 Civil Parking Enforcement in Ceredigion

2.1 Aims and Objectives

Unfortunately, the demand for parking in Ceredigion exceeds the supply of available On-street parking places. This is particularly exacerbated by the layout of the historic road network, geographical constraints and the higher than average level of car ownership due to the rural nature of the County. The Authority's challenge is to manage the needs of all users and in some cases this does result in the needs of some being restricted for the benefit of others.

The Traffic Management Act 2004 places a duty on Ceredigion County Council to manage the road network and to ensure the expeditious movement of all traffic. Civil Parking Enforcement is one tool used by the Authority to fulfil this duty. In addition, Civil Parking Enforcement is a tool that aims to support local, regional and national transport plans and achieve the following outcomes:

1. Improve road safety,
2. Reduce congestion,
3. Improve access to public transport,
4. Improve access to services for all road users, including pedestrians, and
5. Support the local economy by ensuring a turnover of the free time limited parking spaces available.



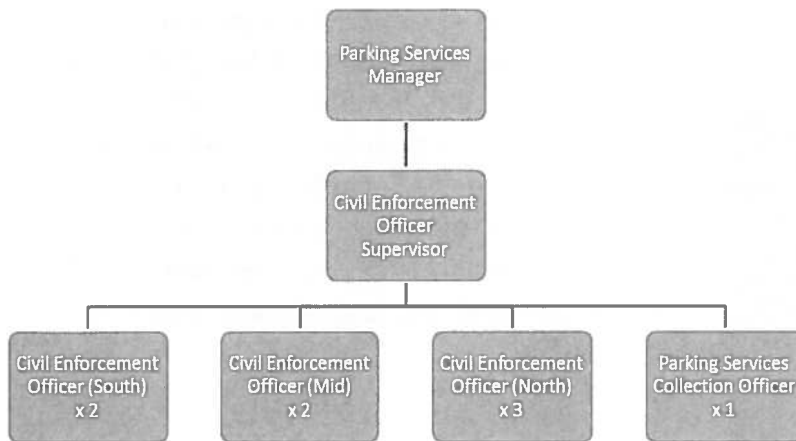
The overall aim of the Authority is to provide a Parking Service that operates in a fair, consistent and transparent manner, for the overall benefit of the residents, visitors and businesses of Ceredigion. This aim supports the overall Corporate Strategy of the Council in delivering its five main Strategic Objectives over the next 4 years, as outlined on the Council's website at www.ceredigion.gov.uk.

No one will appreciate being issued with a Penalty Charge Notice, however the Authority will continue to work towards maintaining the general community support for the Parking Services Team and its activities. The team is an important public facing service and is a significant contributor to the overall view of residents, businesses and visitors of the Authority. It is hoped that, in general, the view expressed by this visitor is one that is shared by others.

"We have spent today in Aberystwyth with my wife and three children. I just wanted to thank you for the wonderful services you provide; the reasonable parking at the promenade, the cleanest toilets we have visited at a beach, friendly traffic warden, excellent playground, beautiful flower beds and a wonderful Castle to explore. I realise you probably already know this by living here but we wanted to thank you for a lovely day."

2.2 The Parking Services Team

The Parking Services team is made up of 9 Full Time Officers and 1 Temporary Officer, and the team is responsible for On-street and Off-street parking enforcement across the whole County.



The team has been arranged to be flexible and mobile, and is operational 7 days a week, including evenings and Bank Holidays. Civil Enforcement Officers (CEOs) are deployed across the County with patrols concentrated at those locations where parking related issues (road safety, congestion or accessibility to shops and services) are most prevalent.

In addition, the team also responds to specific concerns / requests received for parking enforcement, from members of the public, Local Councillors, Town and Community Councils and other agencies such as the Police, Fire and Ambulance services.

All CEOs have been trained to the standards set out in Welsh guidance, including completing a City & Guilds qualification in Civil Parking Enforcement and a range of generic training (such as Personal Safety). All CEOs carry identification, wear recognisable uniform, and are issued with the appropriate equipment to carry out their duties, in accordance with statutory guidelines.

The main aims of the CEOs are to maintain the free flow of traffic and encourage compliance with parking restrictions. Compliance with parking restrictions plays an active role in maintaining road safety for drivers as well as pedestrians. Whilst as part of their role the CEOs will issue Penalty Charge Notices (PCNs) to vehicles parked in contravention of parking restrictions On and Off street, the majority of their time is actually spent observing and advising members of the public. This advice includes local information in addition to parking related matters



CEOs follow the procedure for issuing PCNs as set out in Welsh Government statutory guidance to Local Authorities, and the Welsh Penalty Processing Partnership's Civil Parking Enforcement Procedures, which can be found here:

<https://www.wppp.org.uk/pdf/WPPP%20CPE%20Procedures.pdf>



3.0 Off-Street parking facilities



In addition to the On-street parking capacity in Ceredigion, the Authority operates 20 pay and display car parks, including a Park and Ride facility in Aberystwyth, 4 permit holder only car parks and a further 4 free public car parks. Whilst the Authority does not have a statutory duty to provide off-street parking, car parks play a significant role in the management of traffic within towns and villages, contributing to reductions in congestion and the expeditious movement of all traffic.

The Authority provides a combination of long and short stay off-street parking spaces to balance the needs of commuters and all day visitors, and those only making a short trip to a town or village. Parking charges are variable and designed to reflect both the nature of the car park and its location. Variable charging is a tool that enables the Authority to encourage use of particular car parks, especially by commuters and all day visitors. Daily and weekly tickets are available in addition to annual and 6 month season tickets for specified long stay car parks. With an annual ticket, parking in a Council managed car park costs less than 60p per day. For more information on parking charges and season tickets in Council car parks please visit:

www.ceredigion.gov.uk/parking.

	<p>Cyngor Sir CEREDIGION County Council</p> 
	<p>TALU ac ARDDANGOS</p> <p>Cyfnod Codi Tâl 8 am - 6 pm</p> <p>Talwch wrth y peiriant Talu ac Arddangos</p> <p>Gweler yr amodau wrth ymyl y peiriant Talu ac Arddangos</p>



The Authority operates a Park and Ride Car Park in Aberystwyth with the 503 bus service running Monday - Saturday between 8am and 6pm every 20 minutes. The cost is £1.20 per day per vehicle, or £4.30 weekly. The cost is per vehicle and so for only £1.20 a family of 5 can park, and travel on the bus which serves not only the town centre, but also Bronglais Hospital and the Welsh Government and Council Offices.

4.0 Traffic Regulation Order Review

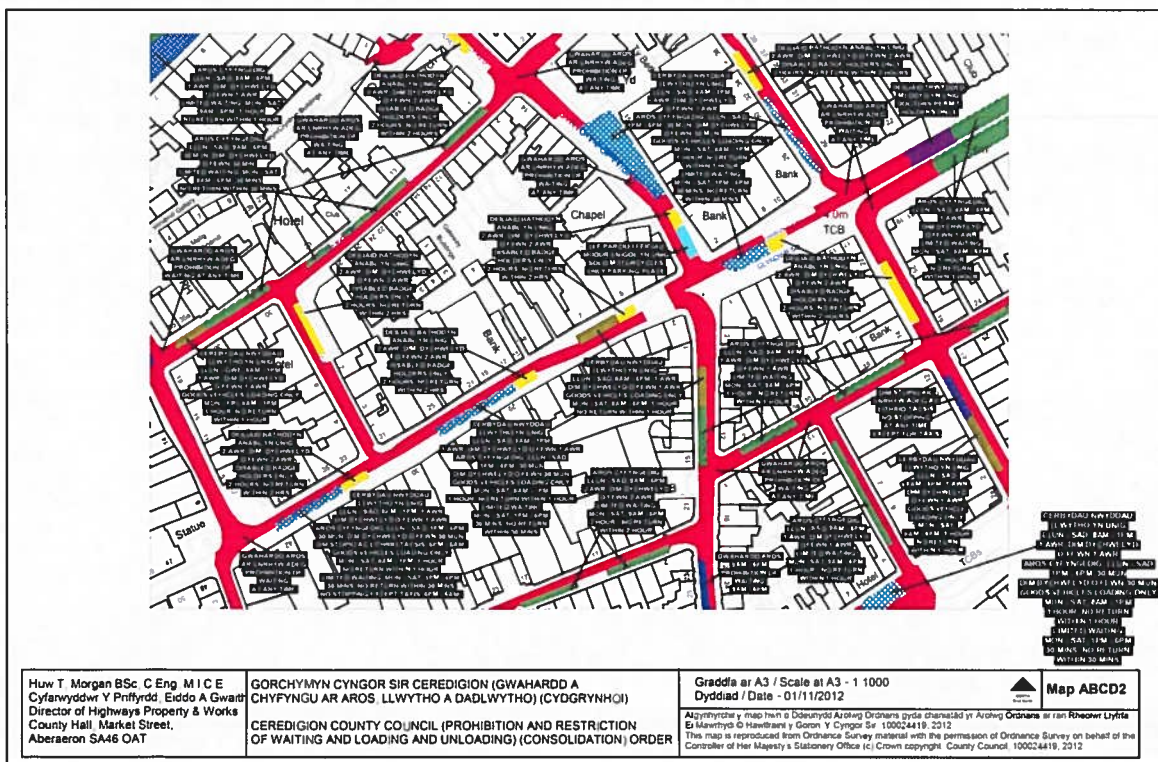
In October 2012 the Authority commenced a comprehensive On-street Traffic Regulation Order Review. The aim of the review was to try and ensure that the parking restrictions that are in place in Ceredigion had community consensus, and were fit for purpose.

The Authority commenced the review by collating all the requests for new restrictions and changes to restrictions it had received. Officers of the Authority then met with all County Councillors with existing restrictions in their wards, or where new restrictions had been requested.

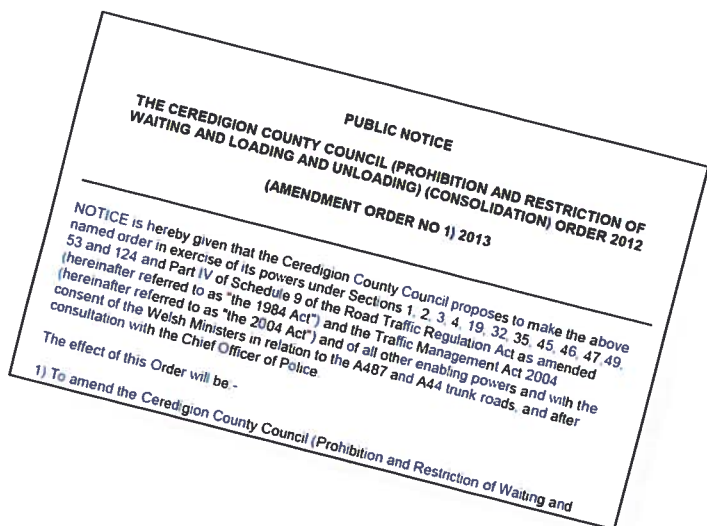
At these meetings County Councillors were able to discuss with Officers those requests received by the Authority, and any additional requests the County Councillors had for changes. The result of these meetings was a set of proposals for changes to parking restrictions that had the support of the County Councillors. Over 400 changes to parking restrictions were proposed as part of this process.

Parking restrictions can be emotive; they restrict the needs of some for the benefit of others. However, by carrying out a Traffic Order Review on a regular basis, the Authority aims to maintain community consensus and support for the parking restrictions that are in place.

Whilst in some cases the proposed changes include the introduction of new parking restrictions, the majority of the proposed changes aim to increase the available On-street parking available. These changes include the removal of yellow lines completely, increasing the amount of time you can park in a limited waiting bay, reducing the number of days on which parking restrictions applied and introducing time restricted waiting or restricted spaces for specific users where previously yellow lines were in place.



Following these meetings, the agreed proposals for changes underwent the formal consultation process. This formal consultation process included consulting with Community / Town Councils, Emergency Services, Bus Companies, Chambers of Trade and motoring organisations. Following this consultation some changes were made to the proposals. In addition to the comments received in relation to the proposals that were being put to consultation, a number of comments about other locations were received. Comments about other locations have been documented and will be put forward for consideration at the next Traffic Order Review, due to commence in the Autumn of 2013.



The final consultation phase is the Public Notice stage, this is the opportunity for members of the public to comment on the proposals put forward. Of the approximate 400 changes proposed, objections were received only in relation to 10 locations. Given the large number of changes proposed and the small number of objections, the comprehensive consultation exercise undertaken with Local Members helped to ensure that community support for the proposals was already in place for the majority of the proposals.

Following the completion of the consultation process the changes to parking restrictions as part of the process are due to be implemented by the end of September 2013.

Traffic Orders - making sure they're relevant

"During 2012/13 Ceredigion County Council undertook its first ever Traffic Order Review. The proposals took into account the desirability of maximising the parking space available in our towns wherever possible, whilst ensuring the turnover of parking spaces needed to help local businesses, alongside the necessity to maintain safety and traffic flow.

The approximate 400 changes agreed, will lead to a net kilometre of existing parking regulations becoming less restrictive. Following completion of the Review process in September 2013 the Council will be more confident that the yellow lines and other parking related Traffic Regulation Orders in Ceredigion have general community consensus and support.

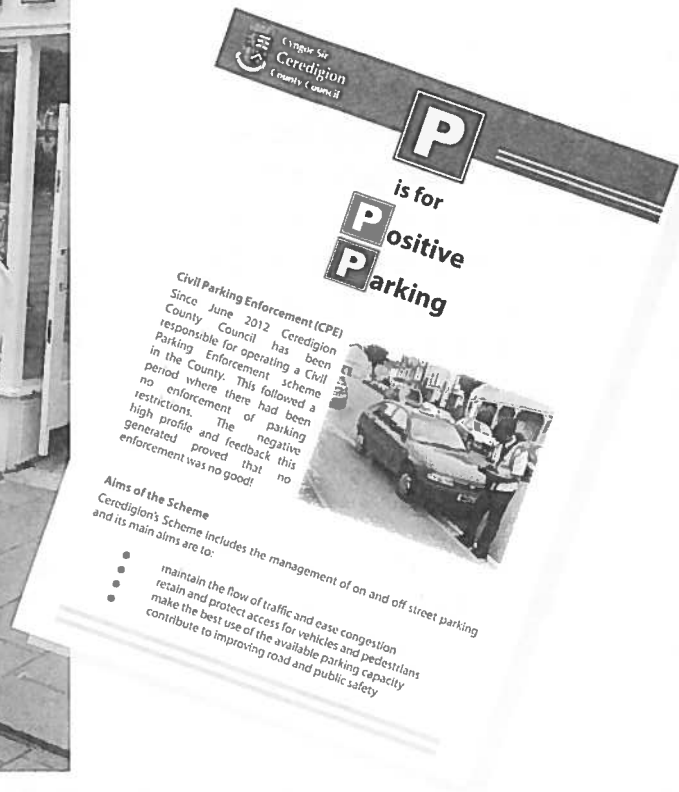
To make sure that this remains the case in future, the Council will undertake a similar review every year, although it is unlikely that those in future will need to be so extensive. People can therefore have confidence that our Traffic Regulation Orders are up to date, have been judged to be necessary, and continue to have the general support of the community.

If for any reason, a Traffic Regulation Order appears to have lost its relevance over time, it can be reconsidered at the next review. If parking restrictions have community consensus, then it follows that they should be enforced."

Cllr Alun Williams, Cabinet Member for Transport, Waste and Carbon Management

5.0 Education

Ceredigion County Council's Parking Service is one that **is supported by enforcement and not led by enforcement**. Contrary to popular belief, a significant proportion of Ceredigion's Civil Enforcement Officers' time is spent engaging with motorists and advising them where not to park, and consequently, how to avoid being issued with a Penalty Charge Notice.



In addition to the day to day work of the Civil Enforcement Officers, the Authority has produced a leaflet that advises drivers on the aims of the Parking Service, how to avoid being issued with a Penalty Charge Notice and provides information on Penalty Charge Notices and the appeals process.

In 2013/2014 the Parking Service team will also be attending agricultural shows and University Freshers' fairs and look to engage with local groups by giving presentations on the Parking Service, all in the hope to improve driver awareness and to dispel some of the common myths about parking enforcement. The Parking Services Team will also be working closely with Dyfed Powys Police to carry out educational activities at schools with specific parking related issues.

It is hoped that this education work will help to make drivers more aware of the parking restrictions that are in place in Ceredigion, the reasons why these restrictions are in place and how they can avoid being issued with a Penalty Charge Notice.

6.0 Penalty Charge Notices

6.1 Types of Penalty Charge Notice

Penalty Charge Notices are issued where a Civil Enforcement Officer has reason to believe that a parking contravention has occurred.

There are two bands that Penalty Charge Notices fall into - higher (£70) and lower (£50). There are two bands because it is acknowledged that some contraventions are more serious than others. Generally a contravention will be classed as a higher band if you should not have been parked there in the first instance e.g. parked in a dedicated disabled bay without displaying a valid blue badge or parked on yellow lines when they are in force. Lower rate contraventions are generally those where you are initially permitted to have parked there but have then not complied with the parking restriction e.g. parked longer than you were allowed in a limited waiting bay or car park.

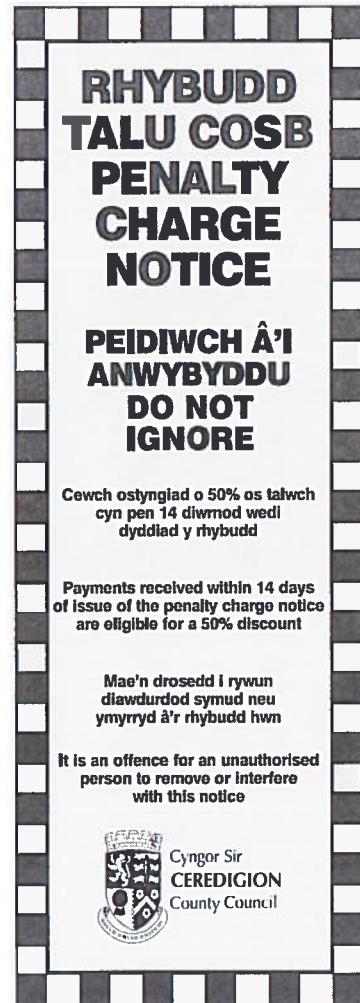
If the recipient of a Penalty Charge Notice pays within 14 days, then they can take advantage of a 50% discount which reduces the Penalty Charge to £25 for lower band and £35 for higher band contraventions.

Some Penalty Charge Notices are issued instantly e.g. where a vehicle is parked where waiting and loading is not allowed, whilst others have an observation period before a Penalty Charge Notice is issued e.g. vehicles parked in a car park without displaying a valid pay and display ticket or permit. During 2012/13 no Penalty Charge Notices were issued by post by the Authority. All Penalty Charge Notices issued were either affixed to a vehicle or handed to the person who appeared to be in charge of the vehicle.



The Authority issued 154 Warning Notices in the week prior to the commencement of Civil Parking Enforcement. A warning notice did not incur a penalty charge for the recipient but aimed to advise the driver that if they were to park at the location again they would be liable for a Penalty Charge Notice.

The following pages provide information in relation to the number of Penalty Charge Notices issued during 2012/13, where they were issued and why they were issued.



6.2 Penalty Charge Notices issued by charge level

	Number of Penalty Charge Notices issued	% of Penalty Charge Notices	Number of Higher Level Penalty Charge Notices issued	Percentage Higher Level Penalty Charge Notices issued	Number of Lower Level Penalty Charge Notices issued	Percentage Lower Level Penalty Charge Notices issued
On-Street	6176	85.30%	5205	71.89%	971	13.41%
Off-Street	1062	14.67%	64	0.88%	998	13.79%
Warning	2	0.03%	2	0.03%	0	0.00%
Total	7240	100%	5271	72.80%	1969	27.20%

6.3 Penalty Charge Notices issued by contravention type

The following tables provide information in relation to the number of Penalty Charge Notices issued by Civil Enforcement Officers for each type of contravention in 2012/13.

The top three contraventions in 2012/2013 Ceredigion were:

- 1) Code 01 - Parked in a restricted street during prescribed hours (parked on a single or double yellow line) - 2,287
- 2) Code 23 - Parked in a parking place or area not designated for that class of vehicle (e.g. parked in a Goods Vehicle Loading Only bay when the vehicle is not a Goods Vehicle i.e. displaying a tax disc stating LGV or HGV) - 2,182
- 3) Code 30 - Parked for longer than permitted (overstaying the time allowed in a parking bay or loading bay) - 905

These three contraventions made up a total of 74.23% of all the Penalty Charge Notices issued by the Authority.

Band	Code	<u>Off-Street</u> - Contravention description	Number of Penalty Charge Notices Issued	% of all Penalty Charge Notices Issued
Lower	73	Parked without payment of the parking charge.	47	0.65%
Lower	80	Parked for longer than the maximum period permitted.	14	0.19%
Higher	81	Parked in a restricted area in a car park.	5	0.07%
Lower	82	Parked after the expiry of paid for time.	28	0.39%
Lower	83	Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock.	879	12.14%
Lower	84	Parked with payment made to extend the stay beyond initial time.	1	0.01%
Higher	85	Parked in a permit bay without clearly displaying a valid permit.	29	0.40%
Lower	86	Not parked correctly within the markings of a bay or space.	29	0.40%
Higher	87	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner.	17	0.23%
Higher	91	Parked in a car park or area not designated for that class of vehicle.	13	0.18%
Higher	Warning		1	0.01%

Band	Code	<u>On-Street</u> - Contravention description	Number of Penalty Charge Notices Issued	% of all Penalty Charge Notices Issued
Higher	01	Parked in a restricted street during prescribed hours.	2,287	31.59%
Higher	02	Parked or loading / unloading in a restricted street where waiting and loading / unloading restrictions are in force.	53	0.73%
Lower	06	Parked without clearly displaying a valid pay & display ticket or voucher.	7	0.10%
Lower	07	Parked with payment made to extend the stay beyond initial time.	1	0.01%
Lower	11	Parked without payment of the parking charge.	1	0.01%
Higher	16	Parked in a permit space or zone without clearly displaying a valid permit.	54	0.75%
Higher	21	Parked wholly or partly in a suspended bay or space.	1	0.01%
Lower	22	Re-parked in the same parking place or zone within one hour after leaving (or other specified time).	2	0.03%
Higher	23	Parked in a parking place or area not designated for that class of vehicle.	2,182	30.14%
Lower	24	Not parked correctly within the markings of the bay or space.	53	0.73%
Higher	25	Parked in a loading place during restricted hours without loading.	26	0.36%
Higher	26	Parked in a special enforcement area more than 50 cm from the edge of the carriageway and not within a designated parking place.	3	0.04%
Higher	27	Parked in a special enforcement area adjacent to a footway, cycle track or verge lowered to meet the level of the carriageway.	275	3.80%
Lower	30	Parked for longer than permitted.	905	12.50%
Lower	35	Parked in a disc parking place without clearly displaying a valid disc.	2	0.03%
Higher	40	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner.	195	2.69%
Higher	41	Parked in a parking place designated for diplomatic vehicles.	1	0.01%
Higher	45	Parked on a taxi rank.	5	0.07%
Higher	46	Stopped where prohibited (on a red route or clearway).	2	0.03%
Higher	47	Stopped on a restricted bus stop or stand.	67	0.93%
Higher	48	Stopped in a restricted area outside a school, a hospital or a fire, police or ambulance station when prohibited.	1	0.01%
Higher	62	Parked with one or more wheels on or over a footpath or any part of a road other than a carriageway.	43	0.59%
Higher	99	Stopped on a pedestrian crossing or crossing area marked by zigzags.	10	0.14%
Higher	Warning		1	0.01%

6.4 Penalty Charge Notices issued by location - Off-Street

Town	Number of Penalty Charge Notices Issued	Percentage of all Penalty Charge Notices Issued
Aberaeron	62	0.9%
Aberystwyth	415	5.7%
Cardigan	289	4%
Lampeter	172	2.4%
Llandysul	31	0.4%
New Quay	66	0.9%
Tregaron	27	0.4%

6.5 Penalty Charge Notices issued by location - On-Street

Town / Village (Including top 3 streets)	Number of Penalty Charge Notices Issued	Percentage of all Penalty Charge Notices Issued	Town / Village (Including top 3 streets)	Number of Penalty Charge Notices Issued	Percentage of all Penalty Charge Notices Issued
Aberaeron (all)	220	3%	Llandysul (all)	99	1.4%
1. Victoria Street	44	0.6%	1. New Road	29	0.4%
2. Alban Square (south west side)	40	0.6%	2. High Street	22	0.3%
3. Bridge Street	38	0.5%	3. Church Street	20	0.3%
Aberystwyth (all)	4596	63.5%	New Quay (all)	96	1.3%
1. Great Darkgate Street	1,227	16.9%	1. Glanmor Terrace	26	0.4%
2. Baker Street	531	7.3%	2. High Street	23	0.3%
3. Terrace Road	286	4.0%	3. Water Street	15	0.2%
Cardigan (all)	954	13.2%	Other Villages (all)	48	0.6%
1. High Street	188	2.6%	1. C1009 Tresaith	27	0.4%
2. Napier Street	115	1.6%	2. B4321 Llangrannog	6	0.1%
3. Lower Mwldan	112	1.5%	3. Rhiw Y Plas Aberporth	6	0.1%
Lampeter (all)	165	2.3%			
1. High Street	56	0.8%			
2. Drovers Road	35	0.5%			
3. College Street	26	0.4%			

7.0 The Appeals process

7.1 Overview

If an individual receives a Penalty Charge Notice and they feel it should not have been issued, they may submit an appeal. The appeals process is designed to be accessible to all and does not require legal counsel.

All appeals must be submitted in writing to the Welsh Penalty Processing Partnership who administer the processing of correspondence in relation to Penalty Charge Notices. Details of how to appeal can be found on the back of the Penalty Charge Notice.



There are three stages of appeal that are open to the recipient of a Penalty Charge Notice:

1. Informal Challenge -

These must be made within 28 days of the service of the Penalty Charge Notice.

2. Formal Representation -

If the Penalty Charge is not paid within 28 days a Notice to Owner is sent out to the Registered Keeper of the vehicle. The Notice to Owner sets out the grounds under which a Formal Representation can be made. If the recipient wishes to make a Formal Representation they must complete the Notice to Owner and return it within 28 days of receipt of the Notice to Owner documentation.

3. Appeal to the Traffic Penalty Tribunal -

If a Formal Representation is rejected by the Council, included with the notice of rejection of the representation, will be details on how, if the appellant is unhappy with the decision of the Council, they can appeal to the Independent Adjudication service - the Traffic Penalty Tribunal. In order for the Traffic Penalty Tribunal to consider an appeal, it must be made directly to them within 28 days of the service of the rejection of the Formal Representation by the Council.

Each appeal received to a Penalty Charge Notice is considered on its own merits. The Authority will consider carefully the details provided by the appellant but if it considers that Penalty Charge Notice was issued correctly, and there are no other grounds for cancellation an appeal will be rejected. Sometimes the Authority will ask for further evidence to be supplied by an appellant e.g. when it is claimed a vehicle has broken down, and following receipt of the further evidence it will reconsider the appeal.

Where it is determined that a Penalty Charge Notice has been issued incorrectly then the Authority will cancel the Penalty Charge Notice. In addition, cancellation may also result where there are significant mitigating circumstances which are supported by evidence e.g. unexpected medical emergency or unexpected vehicle breakdown (this does not include running out of petrol).

7.2 Challenges and Representations

The following table details the number of Informal Challenges and Formal Representations received for Penalty Charge Notices issued in 2012/2013 and their outcome.

	On Street				Off Street			
	Informal challenge Lower level	Informal challenge Higher level	Formal Rep Lower level	Formal Rep Higher level	Informal challenge Lower level	Informal challenge Higher level	Formal Rep Lower level	Formal Rep Higher level
Received	62	778	19	140	208	23	33	1
Rejected	45 (72.6%)	624 (80.2%)	15 (78.9%)	119 (85.0%)	171 (82.2%)	14 (60.9%)	24 (72.7%)	1 (100%)
Accepted	17 (27.4%)	154 (19.8%)	4 (21.1%)	21 (15.0%)	37 (17.8%)	9 (39.1%)	9 (27.3%)	0 (0.00%)

1112 Notice to Owners were issued by the Authority, for unpaid Penalty Charge Notices issued in 2012/13, 28 days after issue of the Penalty Charge Notice. Of these, 193 completed Notice to Owners (Formal Representations) were received. This equates to 17.4% of all Notice to Owners issued for Penalty Charge Notices.

As of 10/09/2013 430 Penalty Charge Notices issued in 2012/13 were cancelled or written off, this equates to 5.9% of all Penalty Charge Notices issued. This includes those cancelled as a result of the following:

1. Informal Challenge,
2. Formal Representation,
3. Non contest at Adjudication,
4. Notification of mitigating circumstances falling outside the normal appeal process,
5. Untraceable drivers, and
6. Civil Enforcement Officer error identified during quality assurance checks.

78 Penalty Charge Notices (1.1% of all Penalty Charge Notices issued) were written off due to a driver being untraceable. 2 warning notices were issued, 4 were not contested at Adjudication stage and 4 were cancelled as a result of a processing error.

252 Penalty Charge Notices were cancelled as a result of either mitigating circumstances, or following a Blue Badge first offence. A Blue Badge first offence cancellation is only considered where a valid badge was held and they were permitted to park at the location but they failed to display the badge in the prescribed manner e.g. failing to display a time clock alongside the Blue Badge or displaying it upside down.

90 Penalty Charge Notices (1.2% of all Penalty Charge Notices issued) were cancelled as a result of Civil Enforcement Officer error. This equates to an error rate of 9 Penalty Charge Notices per year per Civil Enforcement Officer, less than 1 PCN per month per Officer. The percentage of Penalty Charge Notices cancelled due to Civil Enforcement Officer error will be used as a benchmark for future performance by the Authority.

7.3 Appeals to the Adjudicator

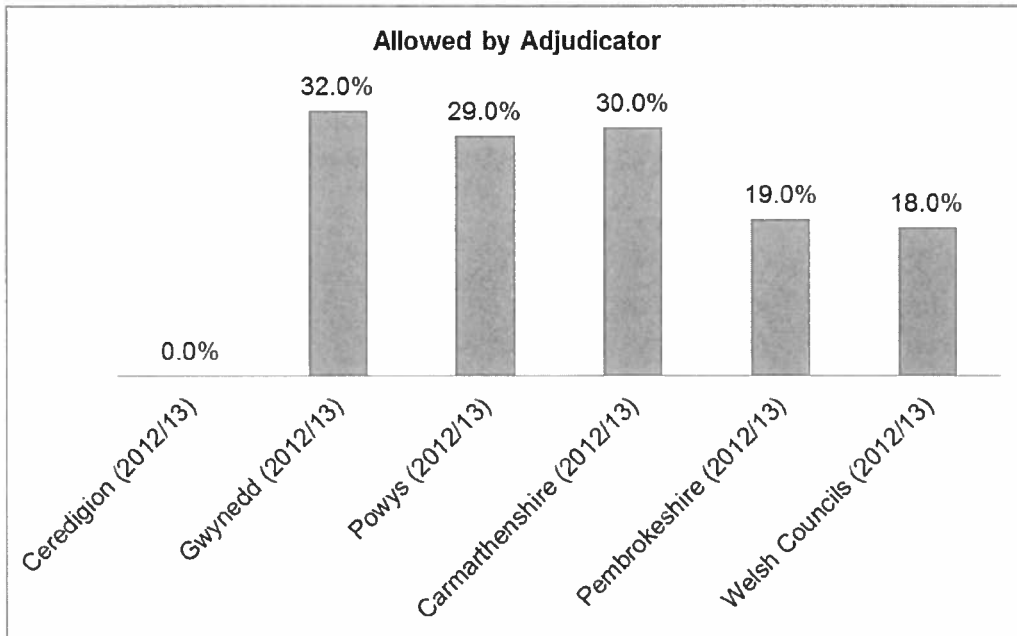
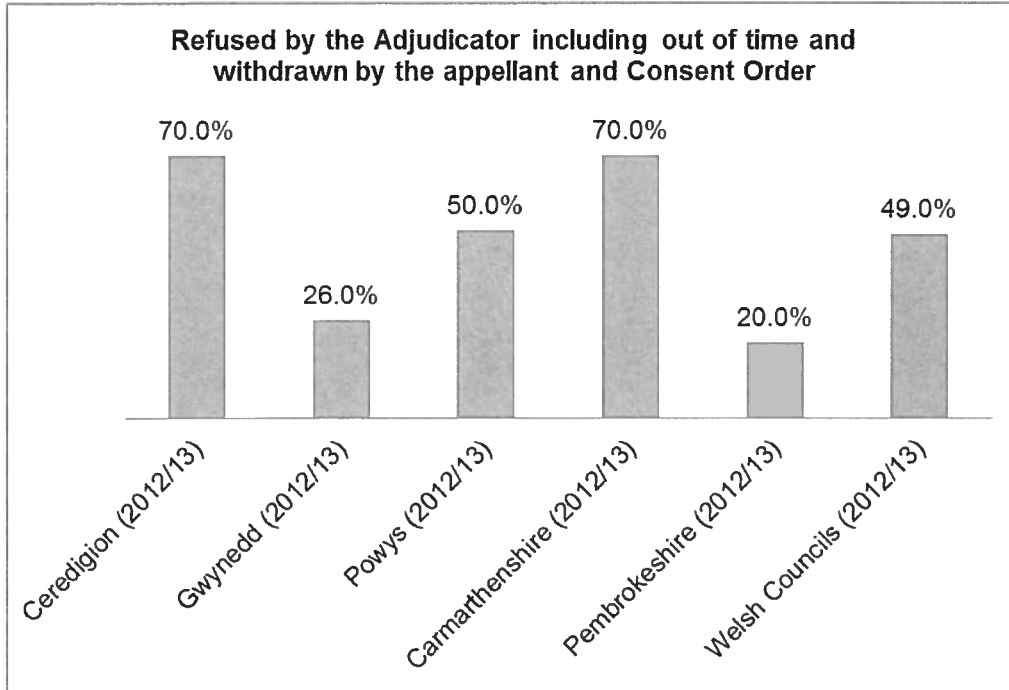
If an appellant is unhappy with the response of the Council to their formal representations, they have the opportunity to appeal to the independent adjudication service - the Traffic Penalty Tribunal. This appeal must be made within 28 days of the rejection letter sent by the Council. Only where there are significant mitigating circumstances, will an appeal application that has been submitted late be considered by the Tribunal.

An appeal will be allowed by an Adjudicator if, after considering the evidence of the appellant and the Council, they determine that the contravention either did not occur or that the Penalty Charge Notice was not issued correctly.

Local Authority	PCN's appealed	Rate of appeal per PCN issued	Not contested by the Council	Allowed by Adjudicator	Total allowed including not contested by the Council	Refused by the Adjudicator including withdrawn by the appellant	Awaiting Adjudicator's decision	Other
Ceredigion (2012/13)	13	0.18%	23% (3)	0.0% (0)	23% (3)	62% (8)	8% (1)	8% (1)* Consent Order
Gwynedd (2012/13)	38	0.32%	34% (13)	32% (12)	66% (25)	26% (10)	5% (2)	3% (1)
Powys (2012/13)	14	0.22%	21% (3)	29% (4)	50% (7)	50% (7)	0% (0)	0% (0)
Carmarthenshire (2012/13)	10	0.12%	0% (0)	30% (3)	30% (3)	70% (7)	0% (0)	0% (0)
Pembrokeshire (2012/13)	36	0.33%	14% (5)	19% (7)	33% (25)	20% (56)	8% (3)	3% (1)
Welsh Councils (2012/13)	647	0.35%	25% (164)	18% (116)	43% (280)	49% (320)	4% (26)	3% (21)

During 2012/13, 13 of the Authority's Penalty Charge Notices were appealed to the Traffic Penalty Tribunal. This equates to an average number of appeals per Officer of 1.3 cases. To date 70% (9 cases) have been refused by an Adjudicator, withdrawn by the appellant or a Consent Order has been granted (appellant and Council agree for payment of the Penalty Charge at discounted rate before hearing). In addition, to date, no Ceredigion case has been allowed by an Adjudicator.

The Authority did not contest 23% of the cases referred by appellants to the Adjudication service in 2012/13. The reasons for non contesting a case can be varied but can include an appellant producing evidence that the Authority has not previously been privy to.



It is encouraging when comparing its own performance at Adjudication in 2012/13 with neighbouring authorities and the Welsh Councils average performance in 2012/13. The percentage of Ceredigion appeals refused by an Adjudicator was significantly higher than that of the Welsh Councils' average.

These statistics appear to indicate that the Authority considers appeals it receives in an appropriate manner. The Authority aims to ensure that it only rejects appeals to Penalty Charge Notices, where it considers that the notice has been issued appropriately and there are no grounds for cancellation - ultimately, only valid Penalty Charge Notices can be upheld by an independent Adjudicator.

The Authority will continue to strive to ensure that the consideration of appeals is conducted appropriately, fairly and consistently. These figures will be used as a benchmark for the future performance of the Civil Parking Enforcement scheme operated in Ceredigion.

8.0 Payment of Penalty Charge Notices

There are two bands that Penalty Charge Notices fall into - higher (£70) and lower (£50). If the recipient of a Penalty Charge Notice pays within 14 days, then they can take advantage of a 50% discount which reduces the Penalty Charge to £25 for lower band and £35 for higher band contraventions. Penalty Charge Notice may be paid by telephone, online, by post and in person at any All Pay outlets.

If the recipient or registered keeper fails to pay or appeal within 28 days of the service of the Notice to Owner to the registered keeper, a Charge Certificate is issued. A Charge Certificate increases the penalty by 50% to £75 for lower band and £105 for higher band contraventions. Further failure to pay will result in the Authority seeking to register the debt with the Traffic Enforcement Centre (TEC) and an addition £7 being applied to the outstanding penalty amount.

As of the 10/09/2013, 91.2% of all Penalty Charge Notices issued have been paid. 210 (2.9%) Penalty Charge Notices issued in 2012/13 are part paid or unpaid and remain open, and the Authority is currently continuing to pursue payment in relation to these Penalties. The percentage of Penalty Charge Notices that are issued and recovered will be used as a benchmark for the future performance of the service.

	Total Penalty Charge Notices issued	Total Cancelled and written off	Paid at Discounted Rate	Paid at Full Charge	Paid at Charge Certificate	Paid following Debt Registration	Total all Paid	Unpaid - Open and part paid Open Cases
Number of PCNs	7240	430	5479	831	175	115	6600	210
% of all Penalty Charge Notices Issued	100%	5.9%	75.7%	11.5%	2.4%	1.6%	91.2%	2.9%

These statistics relate to Penalty Charge Notice issued in 2012/2013 as at 10/09/2013. Payments recorded on the Authority's Parking Account for 2012/2013 include only those payments received up to the 31/03/2013. Any payments for Penalty Charge Notices issued in 2012/2013 but paid after the 31/03/2013 will appear in the Authority's 2013/2014 Parking Account.

9.0 What happens if a Penalty Charge Notice or result of an Appeal is ignored

In fairness to those that park legally and those that pay their Penalty Charge Notices, the Authority looks to recover unpaid Penalty Charge Notices.

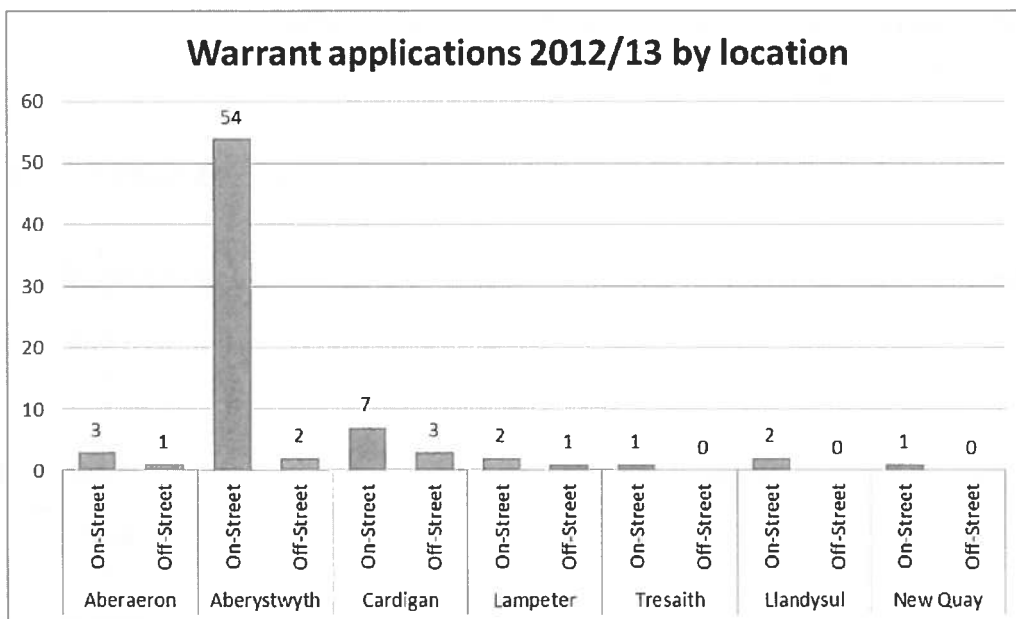
If a Penalty Charge Notice is not paid the Authority will apply to the Traffic Enforcement Centre (TEC) for a warrant to enable the collection of the unpaid debt to the Authority. These warrants are then issued to bailiffs to recover the outstanding debt.



Further information about the TEC can be found at:
<http://www.justice.gov.uk/courts/northhampton-bulk-centre/traffic-enforcement-centre>

It is important that a Penalty Charge Notice, and any paperwork sent in relation to it, is not ignored, as it will not go away. What started out as a £25 (lower) or £35 (higher) penalty (if paid within 14 days) will increase to £82 (lower) or £112 (higher) debt to the Authority. This debt can escalate quickly to in excess of £500 with recovery fees imposed by a bailiff, particularly if an individual also chooses to ignore the communications of the bailiff.

In 2012/2013 the Authority applied for 77 warrants* in relation to unpaid Penalty Charge Notices. Of these 77 warrants, 7 related to Off-Street Penalty Charge Notices and 70 related to On-Street Penalty Charge Notices. To date of the 77 warrants applied for in 2012/13, 39 warrants have been recovered and 38 remain open and outstanding. The graph below shows the distribution of warrants applied for by location.



*In addition to the 77 warrants applied for in 2012/13, further warrants have been applied for unpaid Penalty Charge Notices that were issued in 2012/13, during the 2013/14 financial year.

10.0 Financial information

The income and expenditure of local authorities in connection with their On-street charging and their On –street and Off-street enforcement activities are governed by Section 55 (as amended) of the Road Traffic Regulation Act 1984. Ceredigion County Council does not currently raise a charge for any On-street parking and therefore the financial report will cover only income and expenditure in relation to On-street and Off-street enforcement activities.

The Civil Parking Enforcement budget is mainly comprised of income from Penalty Charge Notices and Waivers, less any expenditure on enforcement, administration, parking enforcement infrastructure and debt recovery.

On-Street and Off-Street Parking Income by Source	2011/2012	2012/2013
Penalty Charge Notices		£226,189.24
Waivers		£2,560.00
Total		£228,749.24

Civil Parking Enforcement Expenditure	2011/2012	2012/2013
Start Up Costs - Corporate Revenue Account borrowing	£78,694.17	£37,093.75
Start Up Cost - Corporate Capital Account borrowing	£18,000.00	£0.00
Employee costs		£103,031.13
Supplies and Services		£21,185.84
Third Party Payments to the Welsh Penalty Processing Partnership (WPPP) and the Joint Committee of England and Wales for the civil enforcement of Parking and Traffic Regulation Outside London (PATROL)		£28,963.24
Transport		£13,000.88
Total	£96,694.17	£203,274.84

Parking Account Summary	2011/2012	2012/2013
Income	£0.00	£228,749.24
Expenditure	£96,694.17	£203,274.84
Deficit on Parking Account carried forward	£0.00	£96,694.17
Balance	-£96,694.17	-£71,219.77

Note - The operation of Civil Parking Enforcement is marginal to the former car park enforcement regime and as a result a proportion of the employment costs of the parking Services Team is funded from the Off-Street Car Parking budget. Only those employee costs funded from the Civil Parking Enforcement budget are detailed above.

11.0 Where to find further information and how to contact us

You are likely to encounter Civil Enforcement Officers out and about while they are doing their work across Ceredigion. As part of their duties they will be happy to advise and respond to any queries or comments you may have.

However, any matters relating to paying or appealing a ticket should be dealt with as advised on the rear of the Penalty Charge Notice and any subsequent correspondence sent to you.

For more information about Civil Parking Enforcement in Ceredigion visit:

www.ceredigion.gov.uk/parking

Any general queries or comments regarding Civil Parking Enforcement in Ceredigion can be made via:

Email: hpw@ceredigion.gov.uk

Post: Head of Municipal and Environmental Services

County Hall

Market Street

Aberaeron

Ceredigion

SA46 0AT

Telephone: 01545 572 572 / 01970 633010

12.0 Glossary

Charge Certificate	The notice served 28 days after the service of the Notice to Owner if the Penalty Charge Notice remains unpaid. This notice increase the Penalty Charge by 50%.
Civil Enforcement Officer (CEO)	The name given to the Officers that enforce parking restrictions for the Authority.
Civil Parking Enforcement (CPE)	The name given to the type of enforcement of parking restrictions by a Local Authority under the Traffic Management Act.
Contravention	Where a motorist does not comply with a parking regulation (formally referred to as an offence under the previous Police enforcement regime).
Dispensation	A dispensation is where permission to park in contravention of a parking restriction given. A dispensation may be requested by applying for a parking waiver in line with the Council's parking waiver policy.
Exemption	A provision contained within a Traffic Regulation Order to allow a specific type of vehicle to park in contravention for a specific reason e.g. emergency service vehicles whilst attending an emergency.
Formal Representation	An appeal made within 28 days of the service of the Notice to Owner to the Registered Keeper.
Highway	A road over which the public has a right of way. A highway may be maintainable at public expense or maybe maintained privately. Parking Regulations can apply on both privately maintained highways and highways maintainable at public expense. The extent of the highway includes the road surface and any pavement, verge or island up to the building line of a property.
Informal Challenge	An appeal made within 28 days of the service of the Penalty Charge Notice
Notice to Owner (NTO)	The statutory notice issued to the Registered Keeper of the vehicle if a Penalty Charge Notice is not paid within 28 days of the date of service. The recipient may either pay in full or make a Formal Representation within 28 days of the service of the Notice to Owner.
Off-Street	This relates to facilities and enforcement at Council managed Car Parks.
On-Street	This relates to facilities and enforcement on the Highway.

Parking Regulations / Parking Restrictions	The rules that motorists must follow. These can be a result of Traffic Regulation Orders or national legislation.
Penalty Charge Notice (PCN)	The notice issued to a vehicle believed to be parked in contravention of a parking regulation.
Registered Keeper	The person who is deemed responsible for the payment of a Penalty Charge Notice irrespective of whether they were driving at the time of the contravention. These details are obtained from the Driver and Vehicle Licencing Agency (DVLA).
Traffic Management Act 2004 (TMA 2004)	The legislation under which the Authority operates its Civil Parking Enforcement Scheme.
Traffic Penalty Tribunal (TPT)	The independent body that considers appeals in relation to Penalty Charge Notices where the appellant is unhappy with the Authority's response to their Formal Representation. This is the final stage of appeal for the motorist and their decision is binding on both the Authority and the motorist.
Traffic Regulation Order (TRO)	The legal basis for the majority of parking regulations. Traffic Regulation Orders may only be introduced following public consultation.
Waiver	An official notice issued by the Authority to a specific vehicle that has applied for a dispensation to park in contravention of a parking restrictions at a specified location, on a specified date, for a reason that meets the Authority's criteria for issuing a Waiver.
Welsh Penalty Processing Partnership (WPPP)	A partnership of 10 Local Authorities that undertakes administration of Penalty Charge Notices and associated correspondence. This partnership consists of the following Local Authorities - Anglesey, Bridgend, Ceredigion, Denbighshire, Flintshire, Gwynedd, Pembrokeshire, Powys and Wrexham.

