

REPORT FOR INFORMATION

SUBJECT: PATROL ANNUAL REPORT 2011/12

REPORT OF: THE PATROL ANNUAL REPORT REVIEW GROUP

PURPOSE OF REPORT

To inform the Joint Committee of the findings of the PATROL Annual Report Review Group for 2010/11.

RECOMMENDATION

1. To note the findings of the PATROL Annual Report Review Group for 2010/11

FINANCIAL CONSEQUENCES

The Annual Report Award forms part of the PATROL Adjudication Service Joint Committee approved expenditure.

CONTACT

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1. **BACKGROUND**

- 1.1 The PATROL Annual Report Award was established in response to the expectation that local authorities would publish annual parking reports following the introduction of civil parking enforcement under the Traffic Management Act 2004.
- 1.2 This is the third year of the award. Previous winners have included Brighton & Hove City Council and Sheffield City Council.

2. **THE 2010/11 AWARD**

- 2.1 The Review Group was chaired by Peter Bayless, retired traffic and safety engineer from Hampshire County Council and included Karen Naylor, Parking Manager for Waltham Forest, David Leibling from the RAC Foundation and David Marklew, Transport Consultant.
- 2.2 This year, in addition to the main award, the Review Group felt that an additional award was appropriate to recognize a report which whilst not considered by the Review Group to be detailed enough to win the full award, demonstrated a willingness to present key parking information and statistics in a concise way.
- 2.3 The Review Group identified a shortlist of six reports from which the two winners were drawn. The Review Group considered that the winning reports represented two distinct styles: first, a traditional style annual report and the second a more reflective, user guide. Each had different strengths.
- 2.4 The Review Group considered the short list to have the following qualities:

Torbay Council

- Well presented and easy to read
- Good use of photographs, graphics and tables
- Comprehensive – chapters cover the main topics relating to parking enforcement
- Clear explanations of partnership working
- Good use of key performance indicators
- Good financial and statistical data
- Available in multiple languages and formats
- Would benefit from glossary and user feedback

Brighton & Hove City Council

- Excellent layout and readability
- Strong member foreword
- Good financial and statistical data
- Positive and forward thinking - highlights the importance of new media – Facebook, twitter etc
- Available in multiple languages and formats
- Lacks aims and objectives
- Would benefit from demographical information

Carlisle City Council

- Excellent user guide to parking services
- Strong section on partnership working and clear explanation of a district within a two-tier authority
- Useful background information on policy objectives, the Traffic Management Act 2004, civil enforcement officers, schools and residents
- Strong information around controlled parking zones
- Good statistical data – would have benefited from the use of graphs

Sheffield City Council

- Good layout and easy to read with a strong use of tables and graphics
- Customer focused report
- Clearly explains policy, services and enforcement processes
- Clear presentation of statistical and financial information
- Explanation of consultations undertaken and discussion of issues arising and action taken or planned.
- Strong emphasis around staff, structure and performance

WINNER OF SPECIAL AWARD

Stoke City Council

- Excellent presentation – clear basic information in an accessible format.
- Clear and relevant use of charts
- Excellent member foreword
- Comments on current topics – blue badges and school parking
- Basic but clear financial data
- Would have benefited from additional policy, background and service information

WINNING REPORT

City of York Council

- A Comprehensive report with lots of background information on all aspects of parking provision, services and enforcement processes.
- Excellent user guide
- Links in with corporate strategy and local transport plan
- Detailed explanation around blue badges, residents parking and enforcement and appeals policy
- Detailed tables and statistics with year on year comparisons
- Strong financial summary including use of any surplus
- Available in different languages and formats

2.5 The Review Group commented that the standard of reporting continues to rise with local authorities taking the opportunity to report on trends since the introduction of the Traffic Management Act 2004.

2.6 The shortlisted and winning reports are available on the PATROL website at www.patrol-uk.info.

3. RECOMMENDATION

1. To note the findings of the Annual Report Review Group