

REPORT FOR INFORMATION

SUBJECT PATROL ANNUAL REPORT AWARD 2008/09
REPORT OF The Lead Officer

PURPOSE OF REPORT

To update the Joint Committee on the PATROL Annual Report Award

RECOMMENDATIONS

It is recommended that the Committee:

- (i) Notes the results of the inaugural PATROL Annual Report Award for 2008/09
- (ii) Receives a report on the findings of the Review Group at the Annual Meeting and a presentation on their approach to annual report writing by Brighton & Hove Council in September 2010.
- (iii) Notes the arrangements for the Award for 2009/10 reports.

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1. BACKGROUND

- 1.1 The Traffic Management Act 2004 came into force on 31 March 2008 with the expectation that local authorities would produce an annual report in order to increase public awareness and understanding of civil parking enforcement locally. In January 2009, the Joint Committee established the PATROL Annual Report Award in order to promote best practice in this important area of public information.

2. THE PATROL ANNUAL REPORT AWARD 2008/09

- 2.1 A Review Group was established and chaired by David Marklew, Retired City Engineer of Winchester who has previously been chair of the Joint Committee's Advisory Board. Other members included David Leibling representing the RAC Foundation, Karen Naylor, Parking Manager from Waltham Forest and Colin Eaketts from the Integrated Transport Unit of the Welsh Assembly Government. The Review Group circulated an evaluation framework for the purposes of judging the entries and this was circulated to all council and can be found at the end of this report.

Reports were received from the following councils:

County	District	Metropolitan	Unitary	Welsh	London
Oxfordshire	East Devon	Manchester City	Derby	Denbighshire	Bromley
Gloucestershire	Chiltern	Sheffield City	Poole	Wrexham	Hackney
Dorset	Colchester	South Tyneside	Brighton and Hove	Gwynedd	
East Sussex	Cambridge City	North Tyneside	Reading		
	Fareham	Sunderland	Southampton		
	Stratford	Leeds	Torbay		
	Tunbridge Wells		Isle of White		
	Weymouth and Portland		Stock-on-Trent		
	Mid Sussex		Blackpool		
	Winchester				
	Dover				
	Tonbridge and Malling				
	South Hams				

and the Review Group considered a long list of 15. From this long list, the following entries were shortlisted:

Brighton and Hove City Council
Colchester Borough Council
Sheffield City Council
Torbay Council

Weymouth and Portland Borough Council

- 2.2 The Review Group identified the overall winner as Brighton & Hove City Council. An award plaque has been presented to the winning council and certificates to shortlisted councils.
- 2.3 Feedback from shortlisted councils has suggested that the award has been timely and that sharing good practice is helpful for everyone.
- 2.4 The Award has received coverage in the parking press and a report of the Review Group's findings will be presented to the September 2010 Annual Meeting. Paul Nicholls, Brighton & Hove's Policy and Development Manager, has been invited to present to the September meeting their approach to parking annual report writing.
- 2.5 Copies of the short listed reports can be found on the PATROL web site and the intention is to make direct links to local reports from the PATROL web site to local authority parking web pages.

3. PATROL ANNUAL REPORT AWARD 2009/10

- 3.1 The Review Group was unanimous in their support for this award and has agreed to participate again this year. The deadline for submissions of 2009/10 reports is Friday 29th October 2010.

PATROL Annual Report Award 2008/09 – EVALUATION FRAMEWORK

Introduction

As part of its commitment to promoting improvements in the provision of public information about parking enforcement, the Joint Committee has established an award to recognise good practice in local authority annual reports under the Traffic Management Act 2004.

In evaluating submissions, consideration will be given to the criteria set out in the attached framework which are grouped under the headings: presentation; local context; customer service; performance, statistics and financial. Some of these indicators have been drawn from the Secretary of State's Statutory Guidance to Local Authorities on the Civil Enforcement of Parking Contraventions and the Department for Transport's Operational Guidance to Local Authorities: Parking Policy and Enforcement.

As this is the first year of a mandatory requirement to produce such reports, it is recognised that, for instance, it will not be as straightforward to produce year on year comparisons in performance etc. However, it is hoped that with time, these reports will provide a comprehensive overview of local parking enforcement in England and Wales. The intention is to set up a link between the PATROL web site and individual reports.

Submission

To submit your annual report for consideration, please email to Miles Wallace (mwallace@patrol-uk.info) by Friday 30th October. The results will be announced at the Joint Committee meeting in June 2010.

PATROL Annual Report Award 2008/09 Evaluation Criteria

1.	PRESENTATION
A	A clear summary available
B	Easy to read
C	Use of Graphs and tables
D	Clear explanation of any Jargon used
E	Evidence of seizing the opportunity of the annual report rather than seeing it as an obligation.
F	How people access the report/how report is publicised.
G	Produced by 30 th September
H	Availability of the report. Publicised/website/civic offices
2.	LOCAL CONTEXT
A	Introduction setting out local policy, objectives and challenges in relation to civil parking enforcement
B	Sense of place – i.e. localised information – links with other council priorities.
C	The organisations involved in the civil enforcement process and their role. This should include any local authority joint working, use of contractors, reference to agency agreements.
D	The location of on street and off street parking including disabled spaces and charging information
E	Code of Practice for CEOs
F	Arrangements for local handling of representations
3.	CUSTOMER SERVICE
A	How is parking information provided to the public
B	Arrangements for customers contacting the Parking Department.
D	Introduction of new technology to assist customers.
E	Meeting customers needs more effectively e.g. special events such as football matches.
F	Other customer initiatives including satisfaction surveys.

4.	PERFORMANCE
A	Results of any public consultation and what has been acted upon.
B	An assessment of how far local CPE objectives have been achieved.
C	A problem identified which has been overcome/areas of best practice developed e.g. working with local businesses.
D	Areas identified for improvement and development
E	Problems that have not been overcome and planned future action.
F	Analysis of performance over time
G	Comparison with other local authorities
H	Performance against overall traffic management priorities e.g. Reducing contraventions Reducing public transport journey times Reducing road traffic casualties Reducing congestion Frequency of CEO patrols % of PCNs appealed against % successful appeals % vehicles immobilized that are released within a specified time of the declamping fee being paid.
I	Performance against any parking/CPE targets ¹

5.	STATISTICAL INFORMATION
5.i	PCNs ISSUED
A	Number of higher level PCNs issued
B	Number of lower level PCNs issued
C	Number of Regulation 9 PCNs issued
D	Number of Regulation 10 PCNs issued
E	No of PCNs issued – off street/on street
F	PCN issue by location
5.ii	PCNs PAID
A	Number of PCNs paid
B	Number of PCNs paid at discount rate
C	% of informal rep dismissals that settle after dismissed
D	% of PCNs paid at the full rate pre-NTO
E	% of PCNs paid at full rate post NOR
F	% of PCNs pad at the full rate post appeal
G	% of PCNs paid at Charge Certificate
H	% PCNs paid at reduced rate without challenge
I	% of PCNs paid at reduced rate following challenge
5.iii	PCN's CHALLENGED
A	Number of PCNs against which an informal or formal representation was made
B	Number of PCNs cancelled as a result of an informal or a formal representation
C	Issues/grounds of appeal at informal and formal representation stage
D	% of PCNs where informal representations are made
E	% of informal rep dismissals that proceed to NTO stage
F	No of NTOs issued
G	Percentage of representations that were allowed as a result of the Council exercising discretion.
H	Percentage of representations which the Council allowed because it was agreed that the appellant wasn't liable or decided it couldn't discharge the burden of proving liability.

I	% of PCNs cancelled at any stage.
J	Number of PCNs written off for other reasons (e.g. CEO error or driver untraceable)
K	Number of vehicles immobilized
L	Number of vehicles removed.
5.iv	APPEALS TO TRAFFIC PENALTY TRIBUNAL
A	% of formal representations that go to appeal
B	% of PCNs allowed/dismissed at appeal
C	% of appeals to Traffic Penalty Tribunal that are not contested and reasons for this
D	Outcome of appeals to Traffic Penalty Tribunal
5.v	OTHER
A	% of PCNs taken to Court Order
B	Number of CEOs employed and average number of appeals per officer
C	Other statistics reported
D	Themes and actions that the authority are planning to take on the basis of these statistics
6.	FINANCIAL INFORMATION
A	Total income and expenditure on the parking account ²
B	Breakdown of income by source i.e. on-street parking charges and penalty charges) ³
C	Total surplus or deficit on the parking account
D	Action taken with respect to a surplus or deficit on the parking account
E	Details of how any financial surplus has been or is to be spent, including the benefits that can be expected as a result of such expenditure. ²

Notes

1. The Secretary of State's Guidance (see below) states that Authorities should note the recommendations throughout the Guidance on the areas where such targets might be appropriate.
2. 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
3. The Secretary of State has included a provision in the TMA which further amends section 55 RTRA. This provision affects any local authority that enforces civil parking. It means that their on-street parking account is no longer limited to permitted parking income and expenditure. The on-street parking account will also include income and expenditure for all restricted parking contraventions within a CEA – on street as well as off street. Local authorities should be able to distinguish between income from off street and on-street penalty

charges, but will need to find a way of allocating costs between the two. The report should cover all on-street income from expenditure on parking activities including parking meters, pay and display machines, residents parking permits and penalty charge notices. (Department for Transport Operational Guidance to Local Authorities: Parking Policy and Enforcement Traffic Management Act 2004 (para 4.26)

Key



Financial, Statistical and Performance requirements set out against a blue background are drawn from Annex A (What enforcement authority annual reports should include) of The Secretary of State's Statutory Guidance to Local Authorities on the Civil Enforcement of Parking Contraventions. Traffic Management Act 2004, published February 2008.



Requirements set out against a pink background are drawn from "Reporting" in the Department for Transport's Operational Guidance to Local Authorities: Parking Policy and Enforcement, Traffic Management Act 2004 (page 18 onwards)