

## **OVERVIEW AND SCRUTINY BOARD**

### *SCOPING DOCUMENT FOR PARKING ENFORCEMENT PROCESS TASK AND FINISH GROUP*

#### **MEMBERS OF THE TOPIC GROUP:**

Councillor Gerry O’Sullivan (Chairman)  
Councillor Mandy Anderson  
Councillor Martin Goode  
Councillor Phil Ruck  
Councillor Katharine Tumilty

Lead Officer Support: Imran Kazalbash/Mark Hodgson/Jo Anne Green

#### **• Objectives of Review**

- To review the relevant parking enforcement policies and regimes adopted by the Council.
- To make recommendations regarding the Councils Parking Enforcement policies and regimes going forward with a particular focus on
  - Improving customer experience
  - Maximising compliance
  - Reducing any confusion
  - Improve communications
  - Digital enabling

#### **Key Considerations and Aspects for Investigation**

The review will be broken into three sections:

##### CEO Arrangements

- Recruitment and induction
- Ongoing staff training, review and monitoring
- Performance and performance statistics
- Service and customer care
- Relevant London benchmarking statistics

##### Parking Regimes and Policy

- Local enforcement policy and “rules”
- Pay and Display machine issues and local approach to defective machines
- Time / stay duration and “no return” limits for on v off street
- Free parking offer
- Future pay and display machine provision

- Current income split (cash, cashless etc)

#### Appeals Process

- Process and statistics – key reasons for appeals, allowed appeals, cancellations, trends (officer, location etc)
- Communications / correspondence as part of appeals process
- Road marking maintenance arrangements
- Back office team training and qualifications
- Benchmarking – to include comparison of key statistics, any patterns for those with in / outsources services, comparison of last year v first quarter 2023/4

#### Key Dates and Target Date for Completion

This scoping document will be presented to the Overview and Places Scrutiny Board on 4 July 2023.

Key milestones:

<b>Activity</b>	<b>Deadline / target date</b>
Agree this scope	23 June 2023
Allocate lead officer	End June
Share scope with O & S Board and adjust if needed	4 July 2023
First draft report	End October
Final report	End November
Present to O & S Board OSSB and agree report and recommendations	TBC (Autumn)

#### Witnesses to be consulted-

Elected members  
 Business representatives  
 Residents  
 Staff – CEOs, supervisors, managers  
 Members to observe enforcement on the ground  
 Members to review appeal  
 Consider speaking with other councils

#### Other sources of information-

London Councils and Adjudicator data  
 Councils data bases

#### • Approximate Frequency of Meetings

- Suggested – fortnightly.