

OVERVIEW AND SCRUTINY BOARD

SCOPING DOCUMENT FOR PARKING ENFORCEMENT PROCESS TOPIC GROUP

MEMBERS OF THE TOPIC GROUP:

Councillor Gerry O’Sullivan (Chairman)
Councillor Mandy Anderson
Councillor Laurance Garrard
Councillor Martin Goode
Councillor Keith Prince
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 Council’s 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:

| Activity | Deadline / target date |
|--|-------------------------------|
| Agree 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.