

# REPORT OF OVERVIEW AND SCRUTINY BOARD - PARKING ENFORCEMENT TASK AND FINISH GROUP

## OFFICER COMMENTS

### Introduction

The Overview and Scrutiny Board established a task and finish group to review parking enforcement in Havering.

The scope of the review, as agreed at committee, is set out in Appendix 1.

In April 2024 OSSC considered the members report and agreed for it to progress to Cabinet for further consideration and approval. Within the report are a number of recommendations and observations.

In order for Cabinet to make an informed decision officers have provided a response to each of the points raised. These are set out as follows.

### Response to Findings and Recommendations

#	Member Recommendation	Officer Comment
1	That training for CEOs to be delivered in more fit for purpose facilities. The facility should have video screens so that information can be seen by CEOs	The accommodation is of a good standard. A large meeting room with TV screen is available for briefings. *
2	That a more in-depth daily briefing be given at the start of shifts so that CEOs are made more fully aware of all current issues	A more formal agenda will be used for briefings. This will be issued electronically to officers handheld devices for reference during the day. Suspended locations and vehicle suspensions now being added onto the handhelds.
3	The structure of the briefing needs to be improved. Handouts of useful information should be provided where appropriate	As above. Handouts are given out if and when required
4	The civil enforcement handbook and Havering Parking Rules & Regulations document are very detailed. They are too large for CEOs to carry with them. It would help if the information was carried electronically.	The intention is not for officers to have to carry their handbook on patrols. If an officer is uncertain, they can call their supervisor. However, we are investigating whether the handbook could be loaded onto the handheld device.
5	The service should ensure more consistent advice is given to CEOs whether from service management or shift supervisors	This will be addressed through structured briefings.
6	Whilst noting potential safety concerns, that consideration be given to keeping CEOs working for a longer period in the same area of the borough	This is noted however CEOs are deployed in different areas to ensure they gain a good understanding of the borough and avoid potential safety issues. For information CEOs are equipped with bodycams.
7	That an electronic system be implemented to ensure quicker communication with staff in the field, both in response to emergency situations and to give updates during their shifts	The handheld device acts as a phone and also has an emergency button. Risk assessments regarding this will be reviewed as part of normal processes. Bulk / mass message via

		the software can be sent to all officers in the field. The functionality will be reminded to supervisors.
8	The service should ensure that car park signage matches the details for operating hours etc. displayed on machines.	Noted, an audit has been completed.
9	On and off-street parking should have the same times and tariffs in areas where these are positioned adjacent to each other	This will be reviewed. However, it is desirable to have cars parked in car parks, wherever possible, rather than on street. Pricing can encourage this.
10	If an off-street parking area is adjacent to a council car park both locations should have the same location number. For example, Fentiman Way in Hornchurch has a council car park and an on-street parking area within 2 metres of each other. This will then stop confusion for residents and reduce the amount of appeals that parking receive. Finally, consideration needs to be given to proper lighting where parking machines are located. Older resident sometime struggle to see the signage and meter screen during the winter months.	This is not possible due to tax rules. If they had the same reference the Council would be unable to distinguish income from off street (where VAT is payable) and on street (where VAT is not payable). For this reason and other analytical purposes we need to keep the two separate. However, the signage and naming of the parking locations in close proximity will be reviewed.  Lighting levels will be reviewed. *
11	Signage in parking areas to include procedures to inform residents what to do if a parking machine is not working. In particular, signage should inform residents that if a machine is not working and they are unable to use Ringo or pay by phone, they should park at an alternative location.	Generally, mandatory signage is governed by legislation.  Signage will be reviewed however they currently conform to the statutory requirements.*
12	A clear list of shops etc. offering the PayPoint service near to car parking areas should be compiled and made readily available to residents	Information has been provided on the Councils website along with a link to the PayPoint locator, this is the current information – printed information is subject to change as shop ownership changes
13	Clarity of parking signage is required where resident parking and pay & display parking are in the same location.	Some shared use pay and display and permit holders exist. The Council is required to adhere to mandatory signage within the highway.
14	That more detail be provided to residents on how discretionary parking policies are applied in Havering.	This is published on the councils website. The policies will be reviewed and input from Communications colleagues will be obtained.
15	Given potential postal delays, that more time, if allowed by statute, be given for people to respond at the formal letter stage.	28 days for the response is statutory. Representations can also be made online .The requirement is for the Council to reply by first class post but appellants can administer their case online.
16	That clarity be given on the policy regarding motorcycles being able to park free of	Motorcycles need to adhere to parking restrictions like other motor vehicles.

	charge on yellow lines	
17	Consideration should be given to employing more permanent staff as opposed to agency workers.	It is acknowledged that the number of temporary agency staff is high. This is quite common in the industry. Management is undertaking a full review of the service and recommendations as to the future delivery arrangement will be made in due course. Until that time it would not be sensible to increase the number of permanent staff *
18	Regular audits of CEO performance should be implemented	This is undertaken as part of performance reviews. Management will ensure regular data and feedback to staff is provided.
19	The change over from day to night tariffs is a major cause of frustration for residents. There must be a review of this process.	Tariff boards are displayed on site. The new machines and RingGo parking app automatically calculate the cost based on duration of stay entered.
20	There seem to be inconsistencies in the appeal process. Members would agree that they have all seen several rejected appeals overturned when queried by members. More consistency should therefore be demonstrated in the appeals process.	The process for challenges and appeals is regularly reviewed to ensure staff are dealing with these consistently. This includes regular training and case review. Only qualified staff are able to determine the outcome of an appeal.
21	Consideration should be given to giving the free half hour parking concession to small shopping areas on the outskirts of Romford.	Cabinet has agreed to review the impact of the new parking tariffs and arrangements in 6 months time. *
22	That a small cross-party working group meet with officers regularly to audit randomised recent parking decisions and the reasons for them.	Members are not permitted to be part of the appeals process or view confidential case information. Auditing appeals would not be appropriate. However, regular statistics can be provided. This can be both internal and those from London Councils. An annual parking report, each September, will also be circulated.

**\* Implementing these recommendations may have a financial impact that needs to be considered within the Council budget setting process.**

**Ends**

**M Hodgson**

Head of Highways Traffic and Parking

16 May 2024

## Appendix 1 – Agreed Scope of Task Group



### **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 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 Places OSSB on 18 July 2023.

#### **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.