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# Newsletter

Autumn 2016



PATROL

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## PATROL Executive Sub Committee 2016/17

PATROL is made up of 308 local authority members across England (outside London) and Wales hence the name PATROL (Parking and Traffic Regulations Outside London). PATROL holds an annual meeting and appoints an executive sub committee to act between meetings, members of which are set out below:

### Council

Adur & Worthing Councils  
Bath & North East Somerset Council  
Bedford Borough Council  
Bolton Council  
Brighton & Hove City Council  
Camarthenshire County Council  
Cheshire East Council  
Chichester District Council  
City and County of Swansea  
City of York Council  
Coventry City Council  
Devon County Council  
East Herts Council  
Epping Forest District Council  
Gedling Borough Council  
Hambleton District Council  
Hampshire County Council  
Hertfordshire County Council  
Isle of Wight Council  
Lincolnshire County Council  
Liverpool City Council  
Maidstone Council  
New Forest DC  
Newark and Sherwood District Council  
Nottingham City Council  
Reading Borough Council  
Rushmoor Borough Council  
Seven Oaks District Council  
Somerset County Council  
South Hams District Council  
South Tyneside  
Stockton Council  
Sunderland City Council  
Tameside Metropolitan District Council  
Thanet District Council  
Trafford Council  
Wigan Council  
Worcester City Council  
Wychavon District Council

### Councillor

Clive Roberts/Emma Evans  
Anthony Clarke  
Jonathan Gambold  
Derek Burrows  
Saoirse Horan  
Peter Cooper  
Jamie Macrae  
Eileen Lintill  
Geraint Owens  
Ian Gillies  
Jayne Innes  
Stuart Hughes  
Gary Jones  
Gary Waller  
Marje Paling  
Nigel Knapton  
Graham Burgess  
Terry Douris  
Ian Ward  
Richard Davies/Stuart Kinch  
Malcolm Kennedy  
Clive English  
Edward Heron/Steve Clarke  
David Payne  
Nick McDonald  
Tony Page  
Martin Tennant  
Mathew Dickins  
DJA Fothergill  
Keith Baldrey  
Alan Kerr  
Nigel Cooke  
Michael Mordey/Richard Bell  
Peter Robinson  
Ken Gregory  
John Reilly  
Kevin Anderson  
Simon Cronin  
Graham Beale

### PATROL Adjudication Joint Committee

#### Chair

Councillor Jamie Macrae - Cheshire East Council

#### Vice Chair

Councillor Stuart Hughes - Devon County Council

#### Assistant Chair

Councillor Terry Douris - Hertfordshire County Council

#### Assistant Chair (Wales)

Councillor Peter Cooper - Carmarthenshire County Council

### Bus Lane Adjudication Service Joint Committee

#### Chair

Councillor Tony Page - Reading Borough Council

#### Vice-Chair

Councillor Graham Burgess - Hampshire County Council



> **Councillor Jamie Macrae**  
PATROL Joint Committee  
Chair

## Foreword

I am delighted to introduce the latest edition of our newsletter highlighting some of our activities over the past few months.

The PATROL Parking Annual Report by Councils (PARC) Awards were kindly hosted by David Rutley MP on 11th July at the Palace of Westminster.

Annual Reports help to provide transparency, highlight good practice and also dispel a few myths around the subject of civil enforcement. We're delighted to be able to recognise those councils who, in 2014/15, have proactively sought to publish information about their traffic management objectives to raise public awareness and understanding of civil enforcement.

PATROL has also held a series of workshops across England and Wales to assist councils in taking their first steps in producing these documents.

One of PATROL's main functions is to make provision for a cost-effective and equitable adjudication service for all of our member authorities, so it is encouraging to see that the Traffic Penalty Tribunal continues to go from strength to strength. More authorities are signing up to TPT's new online appeal system FOAM (Fast Online Appeals Management), which has brought huge efficiency savings to councils around England and Wales - some authorities have reported savings of up to £160 per case.

The Tribunal's ways of working and online appeal system have also been highlighted in a recent report by reform group JUSTICE, looking at the future of our courts, which described TPT as 'a compelling example of the use of digital case management systems.'

I am delighted to report that we are able to pass on further savings to member authorities. At our recent PATROL Adjudication Joint Committee meeting, we approved another reduction in the cost per Penalty Charge Notice for local authorities from 45p to 40p, backdated to 1 April, 2016. All the details are in this newsletter.

Finally, PATROL has also been reflecting on ten years of civil bus lane enforcement and took a 360-degree view by hosting a Bus Lane Conference in June at the London Transport Museum. PATROL is continuing to raise the issue of the differing approaches to moving traffic enforcement between Wales and England.

**Cllr Jamie Macrae**

Chairman  
The Joint Committee of England and Wales  
for the Civil Enforcement of Parking and  
Traffic Regulations Outside London (PATROL)

# PARC Awards 2014/15



PATROL winners

The PATROL Awards were launched in 2009 to promote and share best practice amongst councils in the production of parking annual reports. To consider submissions, PATROL commissions an Independent Review Group comprising members with experience in traffic management, transport operations and communications. The PATROL Review Group this year included Peter Bayless (Chair), David Leibling, Karen Naylor and Kelvin Reynolds.

Brighton & Hove City Council has been named as the winner of the Best Report at the PATROL PARC Awards held at the Houses of Parliament on 11th July and hosted by David Rutley MP.

Brighton's Councillor Gill Mitchell and Paul Nicholls, Joint Acting Head of Parking and Network Operations, received the award on behalf of the Council from Rt Hon Mike Penning MP, then Minister of State at the Ministry of Justice and Home Office.

The Independent Review Group said: "Brighton & Hove City Council has consistently produced an outstanding report for the past seven years. This year they have maintained their high standard – the report is attractive and easy to read with plenty of appropriate illustrations and it provides all the information that a resident or visitor needs to know about parking and related issues."

Borough of Broxbourne was named as the winner of the Best Concise Award. Councillor Tim Hutchings and Parking Services Manager Clare Fensome received the Award on behalf of the Council. The Independent Review Group commented: "The short report shows how a small district council can produce a clear, informative and well-illustrated report which communicates well in a compact format."



Independent Review Group

## The Winners

Best Report - Brighton & Hove City Council

Best Concise Report - Borough of Broxbourne

## Best practice

This year PATROL presented new awards for best practice reporting in three distinct areas. They were awarded to:

- Trafford Council for Innovation and New Services
- Nottingham City Council for Customer Service
- Sunderland City Council for Presentation of Finance and Statistics

### Changing the national conversation about parking

As part of PATROL's campaign to change the national conversation about parking, the PARC Awards have been designed to reward, share and promote best practice in local authority annual reporting nationwide.

Caroline Sheppard, Chief Adjudicator of the Traffic Penalty Tribunal, said: "The adjudicators welcome increased public information about parking, as well as the Councils' active engagement in the development of FOAM (Fast Online Appeal Management), the tribunal's online appeal system which has transformed the appeal process for appellants and councils promoting accessibility and transparency."

Host David Rutley MP, said: "It would be very easy to say that this is just about parking tickets, but to me it's about a lot more. I've learned through my recent visit to PATROL's offices in Wilmslow that this is about rewiring government processes, it's about transparency, it's about accountability and I hope that many more people will see that it is possible to devise very simple processes to take account of issues such as parking tickets and other transactions that can cause huge amounts of frustration and anxiety to people. These can involve a lot of money and inconvenience, but simple processes can find a way through, so I'm very grateful to PATROL for all that's been going on to create that simplified process."

The deadline for submissions for the 2015/2016 Awards is 31st October 2016.

## Changing public attitudes towards parking



From Left PATROL Director Louise Hutchinson, David Rutley MP, Mike Penning MP, Chief Adjudicator Caroline Sheppard and PATROL Chair Councillor Jamie Macrae.

PATROL has launched an updated Annual Report Toolkit for 2016, which makes it easier for local authorities to demonstrate their commitment to being open and transparent, explain how parking enforcement benefits the community and help to change public attitudes towards the service as a whole.

The toolkit initiative also includes an excel template to promote consistency in reporting statistical and financial information which takes into account potential changes arising from the recent "Strengthening local government transparency" consultation

A series of workshops were held around the country, led by TPT's Authority Engagement Manager Iain Worrall (pictured, right), bringing Parking Managers together to focus on the building blocks of a successful annual report that engages with local communities. The feedback from these workshops has been positive and there will be more events in the future.

#### Feedback:

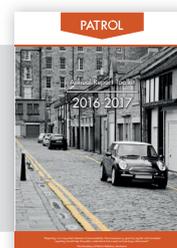
"The event has certainly given me plenty of ideas for producing our annual reports in the years to come."

"It was good to bounce ideas off other authorities and interesting to see how others worked."

"The template and guidance has helped to simplify the process and removed some of the pressure."

"The opportunity to discuss issues with other parking managers was very worthwhile."

The toolkit can be downloaded from our website [here](#).



## Passing on Savings



The PATROL Adjudication Joint Committee has introduced a further reduction in its charges to member authorities from 45 pence to 40 pence per PCN, backdated to April 1, 2016.

Over the last five years, member authorities undertaking civil parking enforcement have seen a reduction of 38% from 65 pence to 40 pence in the cost of accessing independent adjudication through the Traffic Penalty Tribunal and PATROL's services to member authorities.

The 40p charge also applies to authorities enforcing bus lanes, moving traffic (Wales) and road user charging in Durham. There remains no additional charge per appeal brought to the tribunal.

Director, Louise Hutchinson, explained that the Joint Committee's key objective is to provide access to adjudication which delivers a simple yet effective user experience for appellants and respondent authorities.

The tribunal's Authority Engagement Manager, Iain Worrall, is currently delivering workshops around England and Wales to bring local authorities into the new online appeal system FOAM (Fast Online Appeal Management) by the end of the year. The online system provides efficiencies for both the tribunal and local authorities.

The Joint Committee also remains committed to promoting improvements in public information about civil enforcement through the PARC Award Scheme and annual report workshops for parking enforcement teams.

### New Councils

Southampton, Lancashire, Warrington and Sandwell are the most recent local authorities to commence bus lane enforcement, with independent adjudication provided through the Traffic Penalty Tribunal. North and West Dorset Councils have commenced civil parking enforcement.

### Royal Borough of Windsor and Maidenhead: 25% pilot scheme

The Royal Borough of Windsor and Maidenhead (RBWM) is the first authority to pilot the Transport Select Committee's recommendation that an appellant should be allowed to settle the penalty at a discount if their appeal is dismissed.

The scheme started in relation to Penalty Charge Notices issued from 1 April 2016. The Traffic Penalty Tribunal is processing the RBWM appeals through the new online system, known as FOAM, and will be monitoring the impact of the pilot scheme.

# Local authority bus lane enforcement

## The first ten years

It's ten years since the first councils outside London began civil bus lane enforcement, and to mark the occasion PATROL held a Bus Lane Conference in June at the London Transport Museum in Covent Garden.

More than 50 councils in England have introduced civil bus lane enforcement over the past decade. Invited speakers included David Sidebottom of Transport Focus, who explained that the main priorities for bus passengers are price, punctuality and scheduling whilst the Senior Traffic Commissioner Beverley Bell set out the Traffic Commissioner's regulatory powers in relation to bus operators.

Changes to bus lane signage requirements under the new edition of Traffic Signs Regulations and General Directions (TSRGD) were highlighted by Simon Morgan of Buchanan Computing.

But what about drivers? Against a backdrop of generally falling levels of enforcement and appeals, Chief Adjudicator of the Traffic Penalty Tribunal, Caroline Sheppard, suggested that the drive for increased flexibility in signage and decluttering the streets could be achieved only so long as the councils' objective is to educate motorists so that they understand what is required of them and councils adopt an empathetic approach to the misunderstandings of the engineering.

She believes there is a general trend towards compliance amongst drivers once local authorities begin bus lane enforcement, but there are some locations where signs continue to confuse because they don't reflect the true nature of the restriction.

Delegates also heard from Cardiff, the first council outside London to introduce bus lane and moving traffic enforcement under the Traffic Management Act 2004 (TMA) rather than the Transport Act 2000. Comparing bus lane enforcement in England and Wales, the Chief Adjudicator said: "As well as having new powers, councils in Wales also need to adhere to the new requirement to deal with vehicle owners' representations in 56 days, respond to appeals on the grounds of procedural impropriety and consider compelling reasons."

Chairing the event, Councillor Jamie Macrae (Cheshire East Council and Chair of PATROL) took the opportunity to reaffirm that many councils in England are pressing for the introduction of the remaining powers under Part 6 of the TMA. Introduction of the moving traffic regulations would allow local authorities to address traffic management problems such as yellow boxes and banned turns.

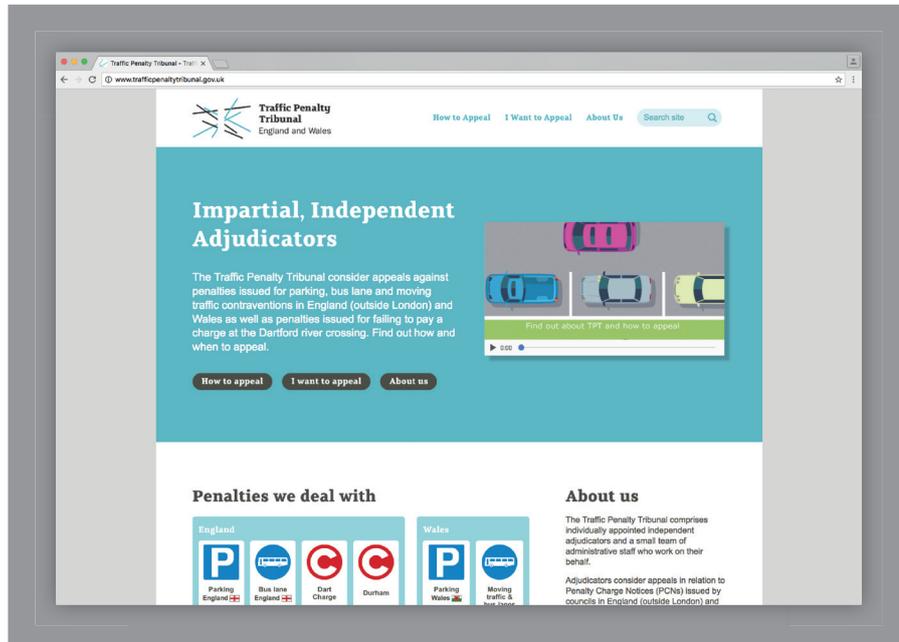
## The Joint Committees

The principle objectives of the PATROL Adjudication Joint Committee and Bus Lane Adjudication Service Joint Committee include:

- A fair adjudication service for appellants including visible independence of adjudicators from the authorities in whose areas they are working.
- Consistency in access to adjudication.
- A cost effective and equitable adjudication service for all Parking Authorities and Bus Lane Authorities in England and Wales.
- Flexibility to deal with a wide range of local authorities with varying levels of demand for adjudication.

The Joint Committees oversee any agreed initiatives e.g. commissioning Independent Reviews and the provision of public information.

# TPT's new online approval system - FOAM



The Traffic Penalty Tribunal (TPT) entered into partnership with Resolver, the UK's leading online consumer complaints service, to launch its new online appeals system, which first went live in Brighton on March 14.

FOAM (Fast Online Appeals Management) is a significant development in that it dramatically accelerates the appeals process for motorists and authorities alike. TPT is rolling out the system to every council in England and Wales throughout 2016, aiming to have everyone online by the end of the year.

As many authorities have discovered already since moving to online appeals, the time and cost savings are significant – a real positive news story during a period of austerity.

Motorists who receive a Penalty Charge Notice (PCN) for parking or bus lane contraventions can appeal online and upload their evidence including photos and videos.

The system will also be rolled out to the Dartford Crossing and Durham Congestion Charge Schemes.

TPT has worked with complaint handling experts Resolver.co.uk over the past 12 months to develop the new system.

The system features include:

- online appeals made via the Tribunal's website
- a dashboard enabling local authorities to respond to appeals and upload evidence
- case management for the administrators and adjudicators
- messaging between the parties, administrators and adjudicators
- the ability for the parties to comment on each other's evidence
- all parties view the same evidence screen thereby ensuring transparency and full accessibility

The timescale for dealing with appeals has been dramatically shortened. Many appeals are closed within two or three days of submission and cases are often closed without any administrative intervention on the part of TPT staff.

Local authorities are reporting savings in staff time, printing and postage, and fewer than 10% of appellants now request a paper alternative.

## What is a Court?

The Traffic Penalty Tribunal (TPT) has been hailed as an example of how a new generation of smarter, more accessible courts should operate.

Law reform group JUSTICE has published *What is a Court?* looking at the future of the UK judiciary, which is in the midst of an unprecedented programme of reform, with almost a fifth of courts and tribunal buildings in England and Wales closing by the end of September 2017 as part of a plan to reduce the £500m p.a. cost of the courts estate.

The JUSTICE Report describes the Traffic Penalty Tribunal as *"a compelling example of the use of digital case management systems...at the forefront of reform, embracing new technology and methods of working"*.

The working party included TPT's Chief Adjudicator, Caroline Sheppard, who said: "The Traffic Penalty Tribunal is justly proud of the improvements in accessibility, transparency and efficiency brought about by the online appeal system. Appellants find it intuitive and straightforward, and respondent authorities say it has transformed their operations, saving time, postage and other resources.

This has resulted in freeing appeal staff to deal with representations. "TPT has been able to deal with 50% more cases without increasing the budget. The introduction of this new system heralds a new approach to appeals, using messages to clarify issues and finalising cases swiftly – resulting in greater understanding, and acceptance of the outcome.

The success of this system is very much down to the enthusiastic involvement of the pathfinder councils working collaboratively with the TPT Authority Engagement Manager."



## The return of Parking Wars

The TPT has been featured in Parking Wars, a returning three-part documentary series made by Century Films. The primetime series looks at the world of parking through the eyes of motorists and civil enforcement officers and features a number TPT hearings.

"It's a fair and simple process"

"What a speedy response!"

"This has allowed swifter resolution to appeals"

"Thanks for all your help. Enjoy a virtual drink on me!"

"Viewing evidence is much easier"

"I can't believe it's a free service!"

## Award-winning technology

TRAFFIC PENALTY TRIBUNAL - FOAM (Fast Online Appeal Management) has been shortlisted for the Excellence in Technology category in the North of England Transport Awards. The awards ceremony takes place on 7th December at the Midland Hotel, Manchester.

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The Patrol website, in addition to information about the Joint Committee, provides public information about parking and bus lane regulations and the enforcement process

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