PATROL Executive Sub Committee* 2018/19

PATROL is made up of 309 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 District Council
- Bath & North East Somerset Council
- Bedford Borough Council
- Bolton Council
- Bracknell Forest Council
- Brighton & Hove City Council
- Bristol City Council
- Carmarthenshire County Council
- Cheshire East Council
- Chichester District Council
- City and County of Swansea
- City of York Council
- Coventry City Council
- Dacorum District Council
- Dartford Borough Council
- Devon County Council
- East Herts Council
- Eden District Council
- Epping Forest District Council
- Gedling Borough Council
- Hambleton District Council
- Hampshire County Council
- Herefordshire County Council
- Isle of Wight Council
- Lincolnshire County Council
- Liverpool City Council
- Maidstone Council
- New Forest District Council
- Newark and Sherwood District Council
- Nottingham City Council
- Reading Borough Council
- Rushmoor Borough Council
- Scarborough Borough Council
- Sevenoaks District Council
- Somerset County Council
- South Hams District Council
- South Tyneside Council
- Stockton Council
- Sunderland City Council
- Tameside Metropolitan Borough Council
- Trafford Council
- Wigan Council
- Wirral Council
- Worcester City Council
- Worthing Borough Council
- Wychavon District Council

**Councillor**
- Clive Roberts
- Mark Shefford
- Jonathan Gambold
- Derek Burrows
- Chris Turrell
- Sairise Horan
- Steve Pearce
- John James
- Jamie Macrae
- Eileen Lintill
- Joe Hale
- Ian Gillies
- Jayne Innes
- Terry Douris
- Marilyn Peters
- Stuart Hughes
- Gary Jones
- Deb Holden
- Gary Waller
- Marje Paling
- Ralph Sangster
- Ian Ward/ Vanessa Churchman
- Mike Brookes
- Steve Mumby
- Clive English
- Edward Heron/Steve Clarke
- David Payne
- Sally Longford/ Corall Jenkins
- Tony Page
- Martin Tennant
- John Nock
- Mathew Dickins
- John Woodman
- Keith Baldry
- Alan Kerr
- Michael Smith
- Michael Mordey/Richard Bell
- Peter Robinson
- John Reilly/Brian Shaw
- Kevin Anderson
- Stuart Whittingham
- Simon Cronin
- Emma Evans
- Martin King

**Introduction to PATROL**

PATROL fulfils a statutory duty to make provision for independent adjudication for appeals against civil parking and traffic penalties. This is delivered through the Traffic Penalty Tribunal.

PATROL also undertakes initiatives to support its member authorities and raise awareness of the objectives of civil enforcement through the promotion of local parking annual reports through the PARC (PATROL Annual Reports by Councils) Awards scheme; the provision of information on civil enforcement through the PATROL website and taking forward traffic management issues of mutual interest for member authorities whilst also taking into account the motorist’s perspective as seen through appeals to the Traffic Penalty Tribunal.

**PATROL Adjudication Joint Committee**

**Chair**
Councillor Jamie Macrae - Cheshire East Council

**Vice Chair**
Councillor Stuart Hughes - Devon County Council

**Assistant Chair**
Councillor Terry Douris - Dacorum District Council

**Assistant Chair (Wales)** to be confirmed at October 2018 meeting

**Bus Lane Adjudication Service Joint Committee**

**Chair**
Councillor Tony Page - Reading Borough Council

**Vice-Chair**
Councillor Graham Burgess - Hampshire County Council

*Where councils also undertake civil bus lane enforcement, members are represented on the Executive Sub Committee of the Bus Lane Adjudication Service Joint Committee. The Bus Lane Adjudication Services comprises 54 member authorities in England. Bus lane and moving traffic enforcement in Wales is conducted under the Traffic Management Act 2004 and therefore Welsh councils are a member of PATROL for this purpose.*
Foreword

Welcome to the autumn edition of the PATROL newsletter. I am pleased to report further recognition of our digital achievements continues with the online appeal system, FOAM (Fast Online Appeals Management), being shortlisted for the National Transport Awards in the Excellence in Technology category. The winners will be announced in October. Looking to the autumn, new appeals will be handled through FOAM in respect of road user charging at the Mersey Gateway.

I am also delighted to congratulate Caroline Sheppard on her OBE, awarded in the recent Queen’s Birthday Honours List for Services to Motorists. Caroline has devoted her career to improving access to justice. Her vision for FOAM is the most recent demonstration of this.

Councils shortlisted for the PATROL PARC (Parking Annual Reports by Councils) awards enjoyed a reception kindly sponsored by David Rutley MP at the House of Commons on the afternoon of 11th July. Brighton & Hove City Council and South Lakeland District Council won the full and concise report categories respectively (see feature on page 4). Well done to all those winning and shortlisted for awards. We look forward to receiving entries for the new digital reporting award next year.

Councillor Jamie Macrae
Chairman
The Joint Committee of England and Wales for the Civil Enforcement of Parking and Traffic Regulations Outside London (PATROL)
A message from the Chief Adjudicator

309 local authorities have had access to the Traffic Penalty Tribunal’s online appeal system FOAM (Fast Online Appeal Management) since April 2017, and so we can now report that 90% of appeals are created online. The Traffic Penalty Tribunal’s customer service team are able to provide an “assisted digital” service to advise people who need help to use the FOAM system as well as assisting where people are unable to go online.

We are starting to understand the real beneficial impact of the system both in terms of the resource savings that it can contribute and in the way that it can speed up time from appeal through to decisions. Just this morning I looked at an appeal that progressed from being logged by the appellant to not contested by the local authority in the space of just two hours! After the authority understood the circumstances in which the appellant had parked which involved a disabled family member, they were swift to accept her reasons for appeal.

The digital journey continues with the introduction of the FOAM Witness Statement process, starting with a pilot involving ten local authorities. Witness Statements are cases that must be referred by the authority after the debt registration has been set aside.

The move offers parties the opportunity to join their cases online using the Fast Online Appeals Management system and is designed to speed up the time to a decision which has historically tended to be protracted.

FOAM continues to attract interest and attention from other areas of the judiciary and the tribunal has been delighted to host recent discussions and demonstrations at our office in Wilmslow.

At the time of writing, FOAM has just been shortlisted for another award, this time for the highly contested National Transport Awards in the Excellence in Technology category. Results will be announced in October.

Excellence in technology is, of course, vital as it underpins any digital service. However, as we explain carefully to our visitors and underline in our award submissions, just as important as technology in this context is the willingness to reengineer processes and to place an essential focus on communication in order to deliver an intuitive and customer-friendly offering. Our customer service team are still there to talk people through and assist people in joining the online process, even if the appeals process is now predominantly online and there is also transparent messaging and notification capability built into the process.

Looking ahead to the autumn, a new appeal stream will be introduced, related to the enforcement of road user charging at the Mersey Gateway between Runcorn and Widnes.

On track to open in autumn 2017, Mersey Gateway is a six-lane cable-stayed toll bridge over the River Mersey and a 9.2 km road network connecting the new bridge to the main motorway network in the North West of England. The project has been delivered by the Mersey Gateway Crossings Board, (on behalf of Halton Borough Council) working closely with the Merseylink Consortium which is responsible for the design, build, finance and operation of the bridge for the next 30 years. Construction started in Spring 2014.

Designed to relieve the majority of traffic from the Silver Jubilee Bridge (built in 1961) which is currently the only route for cars to cross the Mersey through Halton, Mersey Gateway will be tolled from the autumn of 2017 and registration is open now for bridge users. The Silver Jubilee Bridge will close to vehicles for refurbishment but will remain open to pedestrians and cyclists.

The toll operation has been designated Merseyflow and tolling information is now available on the website www.merseyflow.co.uk Eligible Halton residents will be able to cross for free following the payment of an annual administration fee. Discounted rates are available for regular users as well as free crossings for pre-registered blue badge holders.

The Traffic Penalty Tribunal’s Fast Online Appeals Management system will be easily adapted to facilitate the handling of new appeals relating to the tolling scheme. Results will be announced in October.

FOAM roll out achieved

- All 309 local authorities have had access to FOAM from 1st April 2017.
- Ten authorities are now using FOAM for witness statements with positive results in improving decision times. This will be rolled out to other authorities over the coming months.
- More than 37,000 PCNs were appealed in 2016/17 compared to 25,000 in 2015/16 – an increase of almost 50%.
- 76% of decisions were made online without a formal hearing during 2016/17. Telephone hearings accounted for 16% of decisions with face to face hearings making up the remainder. The messaging allows adjudicators and the parties to ask questions and comment in the same way that they would at a hearing. Online decisions have increased by over 22% in three years.
- Since 2013, case closure time has reduced significantly. Some 87% of cases are now concluded within 26 days, with 45% closed within 14 days.
- Requests for hearings have reduced by 13% with the appellant reviewing the evidence and responding before they request a hearing.

Zooming in on the evidence

With widespread use of video conferencing bringing friends and families together across the world, it was only a matter of time before an appellant asked the Traffic Penalty Tribunal whether this facility was available instead of a face to face or telephone hearing. The first Zoom (video conferencing) hearing took place on 3rd August with the Chief Adjudicator hearing the case and the appellant and his friend visible via a web cam. Tribunals staff talked the appellant through the process in advance to ensure it went smoothly at the time of the hearing. The respondent authority, Cardiff Council, took part by telephone on this occasion.

Caroline Sheppard “Zoom enables the adjudicator to manage the hearing and bring up the item of evidence (for instance, a video clip) to be discussed on the parties’ screens”.

The tribunal will be trialing Zoom hearings over the coming months and it is hoped that authorities will embrace the opportunity to join by video link.

New appeal stream to launch with Mersey Gateway toll bridge opening

A new appeal stream will be introduced in autumn 2017 in relation to the enforcement of road user charging at the Mersey Gateway between Runcorn and Widnes.

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TRO self-serve roll out continues

Councils create Traffic Regulation Orders (TROs) to apply traffic management controls to their roads and car parks. TROs specify parking restrictions and the conditions under which vehicles may park. Bus lanes are also created by TROs.

The Traffic Penalty Tribunal currently hosts 19,000 TROs in its TRO library on behalf of local authorities. These are also available to the public on the TPT website here. Local authorities are now able to add to this library or revoke their orders directly with a new self service facility enabling them to upload their Traffic Orders to the Tribunal website for access via the FOAM online portal. This speeds up access during appeals to the TROs and removes duplication of effort.

To date, there are 113 councils able to use this facility. User guidance is available which has been developed following feedback from the pilot group. The service is being rolled out to all councils by the end of 2017.
There were some impressive entries for the 2015/16 Parking Annual Report by Councils Awards (PARC), judged by a review group with longstanding credentials.

The review group was looking for a report that was accessible, easy to read and that demonstrated engagement with residents, visitors and businesses, tackling issues and informing. As well as the Best Overall Report and the Best Concise Report, awards were made for councils that demonstrated best practice reporting on:
- Innovation and new services
- Customer service
- Presentation of finance and statistics

Shortlisted Councils
Ashford Borough Council
Brighton & Hove City Council - Best overall report
Chichester District Council - Best practice reporting: finance and statistics
Devon County Council - Best practice reporting: customer service
Durham County Council - Best practice reporting: innovation and new services
Mid Sussex District Council
South Lakeland District Council - Best concise report
South Tyneside Council
Worcester City Council

Congratulations go to all the shortlisted councils and the award-winning teams.

Engaging stakeholders – Brighton & Hove City Council
Brighton & Hove City Council retained their lead position from the previous year with another well-presented, comprehensive and informative report. A notable feature of the report was the linkages between developments in parking controls and benefits to the wider community. Brighton & Hove’s concerted efforts to engage its stakeholders and respond to their views and feedback were apparent in the chapters.

Councillor Gill Mitchell, Deputy Leader of the Council and Chair of the Environment, Transport & Sustainability Committee, Brighton & Hove City Council said: “We are very proud that our work to engage with residents and visitors has been recognised in this way. We are grateful to everyone who contributed to the Parking Annual Report which supports our aim of providing an open and transparent service.”

Flexible and transparent – South Lakeland District Council
Concise report category winner South Lakeland District Council submitted an engaging report in a concise format. The report reads as an interesting account engaging report in a concise format.

Councillor Harland said: “At Durham County Council we believe our Parking Annual Report reflects our commitment to transparency and our determination to foster a culture of trust between ourselves and our customers”.

Customer service highlighted by Devon County Council
Christopher Rook, Traffic Management Team Manager for Devon County Council said: “We are honoured to receive an award for best practice reporting of customer service. As an authority we’re incredibly proud to have our report, and service, recognised at a national level.”

2017 workshops to share ideas and best practice
The categories for the 2016/17 submissions were announced including a new award recognising local authorities who harness the power of digital formats in annual reporting to improve their reporting and engage with their communities.

The deadline for submissions is 31st January 2018 with the shortlist to be announced in May 2018.

During 2016, PATROL organised six regional workshops to share ideas and experience in relation to preparing parking annual reports as well as other common topics of shared interest. Over 100 local authority officers from more than 60 councils attended these events which were delivered by Local Authority Engagement Manager Iain Worrall.

Ian comments: “It really helps to bring together parking managers to share ideas and best practice. Feedback from the events has been positive and I look forward to the 2017 and 2018 workshops which start in September and which will cover annual reporting and other themes. There will be two rounds of workshops, in the autumn of 2017 and spring of 2018. The autumn dates have now been scheduled with details of the 2018 events to follow.”

Workshop agenda autumn 2017
Annual reports – digitising the approach
New PATROL web site members’ area
Standardising the Notice of Rejection
FOAM feedback and best practice evidence

Key dates and locations
Monday 18th September - Llandrindod Wells
Tuesday 19th September - Newcastle upon Tyne
Wednesday 20th September - Manchester FULL
Thursday 21st September - Birmingham FULL
Friday 22nd September - Nottingham FULL
Monday 25th September - Bath FULL
Tuesday 26th September - London FULL
STOP PRESS Due to high levels of interest in the workshops, new dates to be announced for November 2017

Chichester District Council – winners of the PARC full report category. Pictured left to right, Jim Maguire, Pat Knowles, Kenny, Jackie Ireland with Councillor Graham Vincent

Brighton & Hove City Council – winners of the PARC full report category. Pictured left to right, Mark Prior, Councillor Gill Mitchell, Paul Nicholls, Jenny Mitchell, Charles Field and Yvonne Harvey

Durham County Council – award winner for best practice reporting of customer service

Chichester District Council - award winner for best practice reporting of finance and statistics. Pictured Julie Britton, Scott Wallace, Danny Harland and Jo Brown

Brighton & Hove City Council retained their lead position from the previous year with another well-presented, comprehensive and informative report.
Queen’s Birthday Honours Recognition

It is with great pleasure that we report two well-deserved awards in the recent Queen’s Birthday Honours List.

**Caroline Sheppard OBE: Services to motorists**

Traffic Penalty Tribunal Chief Adjudicator Caroline Sheppard received an OBE for services to motorists in her 25th year as Chief Parking Adjudicator.

Beginning her legal career as a Barrister, Caroline worked for some years in the London Magistrates’ Courts, in particular overseeing London’s Fixed Penalty Office, an experience that underpinned her considerable understanding of the issues faced by motorists and parking enforcement teams alike. Caroline set up a new parking appeals tribunal for motorists in London in 1992 becoming the first Parking Adjudicator and in 1999 she was appointed the Chief Adjudicator of the Traffic Penalty Tribunal (TPT).

Caroline’s honour is a fitting achievement for a remarkable woman with a significant career. The OBE crowns other recent awards marking significant achievement in her field. In December 2016, TPT and the PATROL Joint Committee won the Excellence in Technology Award at the 2016 North of England Transport for FOAM. In March 2017 Caroline was awarded the Lifetime Achievement Award at the British Parking Awards, while TPT won the 2017 Intelligent Parking Award for FOAM and was shortlisted for the Exceptional Customer Service Award.

Commenting on the award, Caroline said: “I have devoted much of my judicial career to promoting access to civil justice for motorists and to working within an adjudication system that is fair, proportionate and transparent. It is marvellous to see this being recognised with this honour.”

**Anjna Patel MBE: Passionate about road safety**

Caroline was also delighted to hear that Anjna Patel, principal officer for regeneration and planning at Sandwell Council was awarded an MBE.

Anjna joined Sandwell Council in 1986 as a Road Safety Officer and came to prominence in parking through her work to improve road safety around schools through parental education.

Commenting on the award to Parking Review Magazine, she said: “I am so humbled to receive this award, but an award like this is not just for one person, it is for all my colleagues and peers working together to deliver an excellent service. Parking seldom receives a positive press, so for the sector to be recognised in this way is gratifying.”

**DEFRA publishes UK plan for tackling roadside NO2 concentrations**

Councils with major roads mentioned in the Department for Environment, Food and Rural Affairs Air Quality Plan, will need to have final plans prepared by the end of 2018 for reducing NO2 levels in the fastest possible time, reports PATROL Director Louise Hutchinson.

“A total of 33 major roads outside London are due to breach legal pollution limits for NO2. Twenty-three outside London authorities beyond the original Clear Air Zones authorities (Leeds, Derby, Nottingham, Birmingham and Southampton) are required to draft local action plans for government review by March 2018 with final plans due by the end of 2018.”

Some £255 million in support is being made available to support local authorities to prepare their local air quality plans and deliver targeted action to improve air quality. This funding will support the immediate work to conduct feasibility studies and develop and deliver local plans. £40 million of the total will be made available immediately.

The government will assess draft plans to ensure they are effective, fair, good value and will deliver the necessary air quality compliance.

Local authorities are expected to consider a wide range of measures such as changes to road layouts, encouraging public and private uptake of Ultra Low Emission Vehicles, adoption of new technologies and fuels, retrofitting of vehicles and promoting public transport. If these measures are not sufficient, local plans could include access restrictions, charging zones and penalties on vehicles. The report advises local authorities that these should be viewed as temporary measures to be applied to help targeted reduction levels to be reached within the desired timeframes.

The report points to a consultation on the detail for a Clean Air Zone Framework for Wales in the next 12 months.

If local plans do include charging schemes, independent adjudication will be provided by the Traffic Penalty Tribunal. PATROL will assist the exchange of experience, ideas and best practice to inform planning for such schemes.
Looking forward to your 2016/17 reports, PATROL is introducing a new category of PARC award, the Outstanding Digital Format Award which will recognise the local authority that harnesses the power of digital formats to improve the availability and accessibility of parking information.

Building on the success of workshops in 2016, a new series of workshops will explore this and other themes later in 2017:

**Submission timeline**

- **31st January 2018**
  - Deadline for 2016/17 submissions

- **May 2018**
  - Announcement of 2016/17 winners

- **31st January 2019**
  - Deadline for 2017/18 report submissions

**September 2017**

- **Monday 18th**
  - Llandrindod Wells

- **Tuesday 19th**
  - Newcastle upon Tyne

- **Wednesday 20th**
  - Manchester

- **Thursday 21st**
  - Birmingham

- **Friday 22nd**
  - Nottingham

- **Monday 25th**
  - Bath

- **Tuesday 26th**
  - London
The PATROL website, in addition to information about the Joint Committee, provides public information about parking and bus lane regulations and the enforcement process.