

SERVICE STANDARDS

Parking Enforcement

Services Provided

We oversee the patrolling and enforcement of the Borough's parking controls and restrictions and manage the contractor who carries out these functions for us. In addition we provide customer services for residents, visitors and businesses through permits sales, parking bay suspensions and issuing parking dispensations.

WE WILL

- Consider applications for resident and business parking permits, dispensations and parking bay suspensions in a secure and equitable manner.
- Ensure the Borough's roads are patrolled in a fair and equitable manner in accordance with the Council's priorities to achieve compliance with parking restrictions throughout the borough.
- Seek to ensure that enforcement action is carried out in accordance with the Council's assessment Criteria for PCN issue.
- Continue to support Transport for London enforcement partnership arrangement for patrolling of bus routes through the Service Level Agreement.
- Regularly review the parking enforcement provision and its effectiveness in partnership with the Council parking enforcement contractor to achieve optimum efficiency.

Parking and Traffic Appeals

Services Provided

The Council issues approximately 75,000 penalty charge notices each year and, as a consequence, receives some 15,000 items of correspondence. The Appeals team deal with this correspondence and progress the penalty charge notices through the recovery and appeals processes.

WE WILL

- Only consider challenges to penalty charge notices on the basis of written evidence or statements from the motorist.
- Aim to respond to all incoming correspondence within 10 working days of receipt.

Re-offer an opportunity to pay at the discount rate if we receive a challenge to a penalty charge notice within 14 days of its issue and that challenge is subsequently rejected.

Aim to ensure that our responses clearly explain the matter at hand, address all relevant points raised and set out the options for progressing the matter further.

Aim to arrange appointments to view CCTV evidence within 7 working days of receiving the request.

Aim to answer all telephone calls within 5 rings.

Try to ensure that any casual visitors to the Guildhall are not kept waiting for more than 10 minutes before being attended to.

Ensure that all callers and visitors will be treated professionally and courteously.

Advise where help or further advice can be found if we cannot help an enquirer.

Car Parks

Services Provided

The council operates 3,000 public car parking spaces across the borough. These are managed by Parking Services. We provide the staff to supervise their operation and are responsible for all issues relating to their management, operation, repair, cleansing and maintenance

WE WILL

Aim to provide a safe and secure environment in the car parks, where all of our customers can expect a high standard of service, should they require any help or assistance from our Car Parks Inspectors for any reason.

Maintain all our car parks and all associated equipment therein to the highest possible standards. All control equipment, barriers, passenger lifts, lighting etc. will be inspected daily by our staff and regularly serviced and maintained by accredited contractors

Ensure all statutory, warning, amenity, directional, operational hours and tariff information signs on the car parks are regularly inspected, cleaned and updated or replaced (as required).

Maintain a close association, and have regular meetings, with the Town Centre Manager, the Metropolitan Police Service and all other car park operators in the Borough so that common challenges or problems (e.g. criminal activity, graffiti etc.) can be effectively dealt with using agreed, common, strategies.

Aim to deal with the vast majority of problems that our customers may have immediately at source, in situ, by our Inspectors. Where such problems cannot be resolved in this way then we will aim to resolve the problem or

provide a reasoned response within 10 working days of receipt of written notification by the complainant.
Seek to maintain Park Mark accreditation at Ashdown Road, Bittoms, Cattle Market and Drapers car parks and aim to bring all our car park sites up to this exacting standard.

Traffic Management Orders

Services Provided

We provide the technical and administrative support for the making of Traffic Management Orders under the Road Traffic Regulation Act 1984 and associated legislation. These Orders give legal effect to traffic management controls and restrictions that apply within the Borough.

WE WILL

- Process Traffic Management Orders in accordance with procedures that are no less than the minimum requirements of the Local Authorities' Traffic Orders (Procedure) (England and Wales) Regulations 1996
- Maintain records of all draft, made and consolidated orders under our control and keep them available for public inspection upon request.
- Make available copies of all draft, made and consolidated orders at a local library for a period of six weeks from the date of publication.
- Aim to publish information on all traffic management orders on the Council's website.
- Erect street notices in relevant areas outlining proposals of draft traffic management orders, the period allowed for objections and the means by which objections can be made.
- Ensure that any objections received are referred to our clients for consideration and if necessary are brought before the relevant Committee for decision.

Parking Schemes

Services Provided

We are responsible for implementing all parking regulation and control schemes on behalf of the Neighbourhood Traffic Engineering teams. We have direct responsibility for the maintenance of all parking related signing and lining. We are also responsible for the on-going management of the Borough's on-street controlled parking schemes and amending them to meet changing requirements and for administering the borough's resident's disabled parking bay scheme.

WE WILL

Consult with all residents and businesses which could be affected by any new, amended or revoked parking schemes and give due consideration to any comments received before implementing the scheme.

Ensure that any objections to new or revised schemes are reported to the appropriate Neighbourhood Committee for consideration and abide by their decision.

Keep residents and businesses informed of the progress of any proposals and, where necessary, supply such information and application forms no less than one month before a scheme is implemented.

Carry out periodic reviews of parking schemes throughout the borough.

Respond to all written communications within 10 days of receipt.

Process all requests for application forms for on-street disabled bays within 5 days of receipt.

Carry out a preliminary site survey and refer completed applications for on-street disabled parking bays to the Council's nominated department for assessment within 14 days of receipt.

Process Orders to implement, or revoke where necessary, on-street disabled parking bays no less than twice a year.

Produce and review information leaflets, maps and diagrams of all on-street parking places within the borough boundary and make them available to the public in either paper or electronic form.

Maintain all signs and road lining relating to on-street parking in an efficient and cost effective manner. We will have arrangements in place for emergency repairs to be effected within 2 hours.