

| No. | Questioner | Question |
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| 1. | John Dix Item 5: Quarter 4 Finance and Performance Outturn Report | <p>On the Capital Outturn can you clarify why ownership of £12.4 million of assets was transferred to Capita, how old were the assets, over what period of time were the assets being depreciated, what was the anticipated remaining life of the assets and what assessment of risk was made that they might fail before the assets were written off.</p> <p><u>Answer:</u></p> <p><i>£12.4m of assets did not transfer to Capita. The £12.4m represents capital expenditure under the CSG contract for which Capita retain the risks and therefore will not be accounted for on the Council's balance sheet.</i></p> |
| 2. | Derek Dishman Item 6: NSL Contract Performance Report | <p>Please can I have a copy of the Special Parking Account for the year to March 14?</p> <p><u>Answer:</u></p> <p><i>A copy of the Special Parking Account is attached.</i></p> |
| 3. | Theresa Musgrove Item 5: Quarter 4 Finance and Performance Outturn Report (Item 3, Customer Experience) | <p>This report claims that customer satisfaction in regard to the contact centre and website has increased. I simply do not believe this is true, and I am certain that the methods used to assess levels of satisfaction are deliberately designed to obscure the real standard of service.</p> <p>The only reason that customer satisfaction is apparently high is because the calls which are being included in the statistics are those that successfully connect to the switchboard. The real picture is being disguised by failing to show the large number of failed calls which are excluded from these statistics.</p> <p>Nine months ago, at the first contract monitoring meeting on 10th October last year, a representative from Capita admitted that calls to the council were being 'lost in the wires', but implied this was due to 'teething problems' and would be corrected. At this time, calls to the council were often not connected, and the caller received a message claiming the number was not recognised, or would obtain the engaged tone. This was blamed on a high number of calls due to unforeseen circumstances, and we were told it had been resolved by</p> <p>On Tuesday 27th May, I needed to contact the borough archives, but discovered a note on the website stating the phoneline was out of order. I do not know why that was the case.</p> <p>I therefore attempted to reach the archives through the switchboard. In the course of an hour, I made 14 calls.</p> <p>The first 10 of those 14 calls 5 were met with the 'number not recognised' response, and 5 calls with the engaged tone. When I did at last manage to get through to an operator, 53 minutes later, no one could explain the delay, other than to say that there were not enough lines to deal with the number of calls.</p> |

When I asked to speak to a manager, I was cut off, and then told it was not possible. A second call also was cut off. I was also told I could not register any dissatisfaction or complaint about the switchboard service with the call centre itself. I should add that I have never, when phoning the council, been asked to participate in any satisfaction survey.

In a response to a question submitted to this committee about the Capita call centre failings in January, six months ago, I was told :

With regard to calls being 'lost in the wires', s this problem has largely been removed as a result of moving all the Revenues and Benefits calls to the Capita Coventry site and freeing up the existing telephone lines into the Council.

and then

Any Customer is able to make a complaint about the service using the corporate complaints system and processes even if they do not make part in any of the GovMetric Surveys. If a customer contacts us and asks to speak to the Contact Centre manager they will be put through to the Contact Centre Manager (or their deputy) if they are available.

Clearly this is demonstrably untrue.

On Friday 30th May, I was contacted by medical staff urgently trying to contact a Barnet employee in regard to a critically ill family member. They were unable to reach the employee, even in such an emergency, and were distressed by continually obtaining the number not recognised response. I then also failed to contact the switchboard when I made my own attempts. My experience is not unique, I have found a similar pattern of response since Capita has been running this service.

Number not recognised and engaged tones are very clever devices for preventing the gathering of negative data which would prove Capita is not providing a satisfactory standard of service via the contact centre, as clearly there is no measurement of the number of 'lost' calls that are ignored, and only measurements of speed in the response to those calls that are connected.

This shabby tactic, along with the inadequate system of minimising complaints from users at the time of such poor service is allowing Capita to appear to meet performance targets and escape penalties from failed KPIs associated with satisfaction levels.

- How many phones lines did the council have before Capita took over?
- Why is the company allowed still to hide the real number of calls which go unanswered in this way?
- Does the Chair realise that failings in the running of call centres and IT provision has led to other authorities terminating contracts with Capita and other major outsourcing companies ?

- How long will the authority allow such a poor service to continue before implementing penalties?

Answer:

General Response

We are aware that there have been a number of issues reported in the first quarter of 2014, in particular relating to Customer Services

During the first 8 months of the CSG contract there has been a significant level of change across the CSG services and systems including

- *Replacement finance and procurement system*
- *Replacement HR, Payroll and Pension system*
- *Replacement CRM system and Contact Centre*
- *Replacement data centre with full disaster recovery and business continuity capability*
- *The build of a new asset management system*
- *New project and programme management systems*
- *Insight / Business Intelligence capability*

For Customer Services in particular this has meant the move of the Contact Centre to Coventry in April and introduction of an additional new phone system , parking ICT system and Customer Relationship Management (CRM) System.

It was originally envisaged that these projects would be completed over a 12 month period. But due to the delays as a result of the JR and the need to deliver benefits and savings in the budget cycle originally planned by the Council, this was compacted to 6 months.

For the Contact Centre and Customer Services, the compacted timescale and the scale of change have combined with a number of other events which have highlighted capacity issues for calls coming in the Council and resulted in some callers getting the engaged or unobtainable tones mainly in the first quarter of 2014. These events include:

- *The introduction of a new Parking ICT system by the Council requiring new processes and training in the contact centre and period of planned downtime that inevitably resulted in backlogs of enquiries and requests in the contact centre*
- *Council Tax Annual billing taking place at the same time as the contact centre go live in April*
- *The annual schools admissions applications process at the start of 2014*
- *The elections in May 2014*

We would obviously have preferred to avoid these overlaps but in order to deliver within the 6 month timeframe this was not possible.

The number of calls presented to the contact centre during the quarter (January to March 2014) shows that 237,760 calls have been handled and of those taking the GovMetric survey satisfaction levels are 69.61%.

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| Calls Presented | 249,760 |
| Calls Handled | 237,816 |
| Number of calls abandoned | 11,944 |
| Percentage of calls answered | 95.22% |
| Customer Satisfaction levels at the end of the period March 14 | 69.61% |

This is an improvement on the same period in the previous year (January to March 2013) where more than twice as many calls were abandoned and the recorded satisfaction level was only 43%:

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| Calls Presented | 255,496 |
| Calls Handled | 232,231 |
| Number of calls abandoned | 23,265 |
| Percentage of calls answered | 90.89% |
| Customer Satisfaction levels at the end of the period March 13 | 43% |

Call volumes are up generally following the addition of new services including into the contact centre (such a libraries), the new Waste and Recycling rollout at the end of 2013 and the introduction of the Council Tax Support scheme which has meant 23,000 residents now pay something towards their Council Tax where they didn't previously pay anything or paid less.

The call statistics show that 551,207 calls were taken in the period September 12 to April 13 and 683,555 calls were received in the same period this year. So we are handling more calls than before as more people are getting through. But demand is still on some occasions out stripping capacity, particularly in the new quarter 1.

We are taking a number of actions to reduce and smooth demand on the Contact Centre, these include:

- The introduction of 60 more telephone lines to add to the 180 in place at the start of the contract*
- We are looking at splitting out the main contact centre numbers so*

that some calls can be diverted via our new network links

- *A more phased issue of Council Tax Enforcement notices to spread calls*
- *Better planning for one off campaigns*
- *We are moving the Revenues and Benefits agents onto the new telephony solution removing their demand from the 180 lines coming into the Council*

The action taken to implement 60 additional phone lines at Capita cost is a direct result of the Council and Capita recognising that these issues, which pre-dated the CSG contract, were impacting service and required action to resolve.

Answers to the Specific questions raised are shown below

How many phones lines did the council have before Capita took over?

Answer:

The Council had 180 phone lines when Capita took over and this has been the case since Q4 in 2012/2013 when the lines were reduced by the Council from 240 to 180 as part of the Customer Services Transformation and planned channel shift. In recognition of the issues we are currently experiencing with calls, we are in the process of adding an additional 60 telephony lines to the 180 that already existed.

Why is the company allowed still to hide the real number of calls which go unanswered in this way?

Answer:

They have not, the number of calls made to and handled by the CSG contact centre and all Council Delivery Units is provided monthly to the Council as part of standard reporting required under the contract. This includes full statistics on the number of calls presented to the contact centre, the speed of response, the number of calls handled and the number abandoned. These have also been summarised in the response above.

Does the Chair realise that failings in the running of call centres and IT provision has led to other authorities terminating contracts with Capita and other major outsourcing companies?

& How long will the authority allow such a poor service to continue before implementing penalties?

Answer:

There are many reasons for terminating contracts and are indicative of the fact that the relationship between provider and customer has irretrievably broken down. In this case, all parties recognise that there has been an issue with performance in Quarter 1 and actions has been taken to correct this. The Council and Capita are now working together to ensure that there are improved mechanisms in place.

4. John Dix
Item 5: Quarter 4
Finance and
Performance Outturn
Report

On the corporate performance report can you clarify how many attempts to call the council resulted in an engaged tone or a number unobtainable tone and can you confirm that in those cases the call would be unable to register their satisfaction with the service undermining the credibility of the results. Can you clarify if Capita has the technology to introduce an engaged tone or number not recognised tone when the number of calls waiting reaches a specified limit and on how many occasions has this technology been used since Capita took over responsibility for CSG.

Answer:

The telephony platform does not allow us to identify exactly how many callers coming in via the Council's 180 telephone lines may have received an engaged or unobtainable tones as these are generated by the public switched network when all lines into Barnet are busy. This has always been the case with the inherited systems.

The back office calls relating to Council Tax enforcement specifically (as opposed to benefits and other Council tax general enquiries and notifications) were not previously in the Contact Centre. Following persistent complaints that callers could not get through these calls were moved into the Contact Centre in Coventry, with the Council's agreement, at the end of 2013. As a result more callers are getting through than ever before, as reflected in the volumes above, but during peak periods this still results in queues and as a result many callers then call alternative lines or numbers in attempt to reach the service but actually only block other lines.

it is technically possible to cap the number of calls hitting the telephone lines and this has always been the case with both the inherited phone system as well as the new telephone platform put in place in Coventry. This does not however result in the engaged or unobtainable tone being given as this only occurs when the Council's 180 lines have no spare capacity.

The facility to cap calls then has been used on 3 days since CSG started running the Contact Centre (13, 19 and 23 May). In each case the limitation was only applied for Council Tax calls when demand peaked following the issue of enforcement notices and was only put in place for one day. The impact of this will be considered by the Committee in the Quarter 1 report to be presented later in year.

At this time the callers could have been faced with a significantly long wait and so instead of hanging on, they would have heard the message "All our operators are busy, please accept our apologies and try again later", the aim is that callers will call back later at a quieter time and we avoid other lines being overwhelmed. In future we are examining the use of call back facilities to replace this mechanism.

The only other limitations on the calls coming into the contact centre or into the Council and it's wider services (including non CSG Delivery Units)

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| | | <p><i>is the number of lines available and the availability of the person or service being called and not by any technical configuration of the systems , once this capacity has been reached the caller gets the engaged or number unobtainable tone as stated above.</i></p> <p><i>Line capacity has been impacted recently by the addition of a number of seasonal events and annual campaigns listed below:</i></p> <ul style="list-style-type: none"> • <i>The introduction of a new Parking ICT system by the Council requiring new processes and training in the contact centre and period of planned downtime that inevitably resulted in backlogs of enquiries and requests in the contact centre</i> • <i>Council Tax Annual billing taking place at the same time as the contact centre go live in April</i> • <i>The annual schools admissions applications process at the start of 2014</i> • <i>The elections in May 2014</i> <p><i>In recognition of the call issues, we are currently experiencing we in the process of adding an additional 60 telephony lines to the 180 that already existed.</i></p> <p><i>The GovMetric Customer satisfaction survey is only offered at the end of call when the caller has been successfully connected. This was the same method employed when the council ran the services. This should be offered to all callers but is dependent on the agent asking the caller if they are willing to undertake a survey and that caller agreeing to do it. CSG closely monitor the level of referral to the surveys within the contact centre and run various schemes to incentivise staff to do this. This is an addition to any customers who wish to undertake the survey at the face to face locations or on the Councils web site.</i></p> <p><i>The Council also undertakes some mystery shopping activities to check and report on the quality of the services received when calling the CSG contact centre.</i></p> |
| 5. | Derek Dishman Item 6: NSL Contract Performance Report | <p>Will the mandatory public report on Traffic & Parking Enforcement, which is meant to be sent to the Mayor of London by September, actually be produced this year (to 31 March 14) given that it hasn't in previous years and the former manager Mr Ian Baruch told me it would be for the year to March 13?</p> <p><u>Answer:</u></p> <p><i>The Council can confirm that an annual report will be produced and provided for the year ending 31 March 14. The new parking policy which is currently being drafted and will shortly be the subject of consultation includes a commitment to this being provided on an annual basis.</i></p> |
| 6. | Theresa Musgrove Item 5: Quarter 4 | <p>Instead of, as Tory members led us to believe, a large capital investment for IT and infrastructure being made upfront to Barnet by Capita, we</p> |

Finance and Performance Outturn Report (Item 3, Customer Experience)

have assigned £16.1 million to them for this purpose, yet it seems our contact centre cannot support the level of demand, and the IT support given to new councillors has been totally inadequate, with equipment not working properly and problems leading to the loss of emails.

With such large investment paid for by Barnet taxpayers, and what should be a wealth of experience from the challenges of meeting such provision in other contracted service arrangements, what excuse does Capita have for making so many initial mistakes here in Barnet?

How long will these excuses be tolerated before councillors act to require Capita to provide the best value for money for Barnet's taxpayers?

Where has the £16.1 million gone, and where is the benefit to local taxpayers in terms of IT and infrastructure?

Answer:

The CSG contract has now been in place for 8 months. During that time an extensive programme of transformation was started and significant investments in process, people and technologies have been made. A summary of these has been provided in the questions above.

It was originally envisaged that the significant changes around Finance, HR, Procurement and Customer Service would be delivered over a 12 month period. However, due to the delays as a result of the JR this timescale was impacted and shortened to 6 months in order to avoid significant slippage in the savings to be delivered. As a result the implementations of these key systems were not phased as originally envisaged and in some cases had to be delivered against a general backdrop of some seasonal and specific pressures.

In a transformation programme and change of this scale there have inevitably been some teething issues. Whilst they are relatively minor in the scheme and scale of change we recognise that in some cases the impacts of individual instances have been high and in other cases the cumulative effective of a number of repeated issues has been unacceptable. The external customer facing impacts have been minimised and mitigated wherever possible but we have unfortunately had specific issues with telephony which has impacted our service and the quality of service for which we apologise. We are working on a three stage plan with immediate, medium and long term actions to address these issues.

The other new back office systems implementation issues are typical of these kinds of implementations. However given the scale of the change the level of issues were minimal. Changes of the scale being implemented by CSG will always have challenges and these include the migration and quality of data coming from the old SAP system, the adoption of new processes and procedures, the age and incompatibility of desktops used by staff using the new systems and staff getting used

to using new systems and processes. But we believe we have been quick to respond to the issues as they have emerged and all issues have or are being tracked to resolution.

The Council is satisfied that all identified issues are being addressed at Capita cost and that the Council and Capita are working together effectively to ensure that these issues are not repeated. These actions include a review of the Key Performance Indicators that will have a financial impact in the event of failure.

The £16m is being spent across a wide ranging transformation programme that will see new and more robust systems in place, better service resilience, improved customer facing services and better resilience. The scale of change to date has been summarised in the below:

- *Replacement finance and procurement system*
- *Replacement HR and Payroll system*
- *Replacement CRM system and Contact Centre*
- *Replacement data centre with full disaster recovery and business continuity capability*
- *New asset management system (see below)*
- *New project and programme management systems*
- *Insight / Business Intelligence capability.*

Work continues on other key deliverables including the launch of the new Council Web site and the My Account services, the Data Centre Migration which will mean that the Council has IT resilience and Disaster Recovery for the first time and the implementation of a new Information Property and Asset Management System (IPAMS) which will mean that the Council will for the first time have single asset information system containing all the information relating to its estates, assets, values and condition.

The issues experienced and discussed earlier are representative of the fact that the systems referred to above are still in transition from the old to the new state. Whilst it is always to be expected that there will be some problems experienced in the future, the reliability of the new systems, ease of access for residents and staff, and reduction in operational costs has and will benefit taxpayers.

7. John Dix
Item 5: Quarter 4
Finance and
Performance Outturn
Report

At the previous Budget & Performance Overview & Scrutiny Committee meeting Barnet Homes were recognised as failing to meet their target to reduce the average length of time spent by households in short-term nightly purchased accommodation to 26 weeks. This quarter it has risen yet again and is now 13.6 weeks longer than it was in the same quarter last year and 68% more than the target. What steps can and will this committee take to address the consistent failure to meet this target.

Answer:

As the detailed delivery performance report for Barnet Homes shows, the increase to 43.8 weeks was anticipated as a result of the work to

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| | | <p><i>reduce numbers of households in Emergency Temporary Accommodation (ETA). This is because intervention actions are concentrated on those more recently placed in ETA as this represents the most expensive accommodation for the Council, reflecting the recent increased prices in the London housing market. Those households spending the longest time in ETA tend to be:-</i></p> <ul style="list-style-type: none"> <i>• Those with more complex rehousing needs for whom finding suitable alternative accommodation is more challenging;</i> <i>• Those who are in lower cost accommodation procured some time ago at or below the Local Housing Allowance Rate where moving them will potentially be to accommodation with higher rents presenting increased costs for both the household and the council; and,</i> <i>• Those in accommodation that meets their needs in terms of both, size, location and affordability.</i> <p><i>It should be noted that in Barnet, no one is placed in Bed and Breakfast accommodation or accommodation with shared facilities. All ETA is currently self-contained accommodation.</i></p> <p><i>The average length of time in ETA is expected to continue to rise as intervention actions to address numbers in ETA continue. For this reason, this indicator (which creates a perverse incentive and contradicts actions to address 8001a) has been dropped for 2014/15. It has been replaced by a new CPI which measures the total number of Private Rented Sector lettings achieved. This better reflects the performance of Barnet Homes in helping to address the rising demand for homeless accommodation.</i></p> |
| 8. | Derek Dishman Item 6: NSL Contract Performance Report | <p>In respect of KPI exactly what concessions were agreed each month and why, or what was the basis for the relief granted, and what would have been the number of bits due each month in 2013/14 if the concessions or relief had not been granted and how much money would have been paid instead of the £169,664?</p> <p><u>Answer:</u></p> <p><i>In relation to relief this was correctly granted in accordance with the contracts specific provisions which clearly identify the types of issues where relief would be applicable. The Council has to be seen to act reasonably when relief is requested and as such the relief was in our view correctly applied. It would therefore not be appropriate to calculate a figure without relief as this would not be in accordance with the provisions within the contract. In terms of the concessions for the 3 month period from April to June, this was agreed following a dispute being escalated by NSL in accordance with the contract conditions. The contract provision in this respect allows the contractor to escalate a dispute and hence to be discussed by senior representatives of each organisation with a view to attempting to reach an amicable conclusion thus avoiding further escalation to an independent adjudicator. It is expected that the parties will use all reasonable endeavours to resolve disputes via discussion rather than escalation to adjudication and in this</i></p> |

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| | | <p>case it was considered appropriate to agree a compromise position to conclude the matter. This compromise meant that the contractor was not deducted any monies for a KPI failure and was also not provided relief and hence paid any additional monies.</p> |
| 9. | <p>Theresa Musgrove Item 5: Quarter 4 Finance and Performance Outturn Report (Item 3, Customer Experience)</p> | <p>In regard to the 100% out turn relating to the carriage and footway programmes: how is this possible when Colindale Ward received no funding at all in the last year, and was therefore unable to benefit from any work associated with this programme?</p> <p>Answer:</p> <p><i>The KPI for the delivery of the annual planned maintenance programme relates to whether schemes in the approved programme started and finished within programmed dates and not whether schemes were undertaken in all wards within the Borough. All schemes in that time period started by the due date resulting in the 100% figure. The overall programme of projects will not always include projects from all wards. The Colindale ward does have approved 2014-2015 planned maintenance schemes pending but in terms of timing we need to ensure that important excavation works to install electricity, gas, water and telecommunications in the highway, needed for the new development works, are completed prior to undertaking resurfacing works. Our best estimate at this stage is that the carriageway resurfacing schemes on Colindale Avenue and Grahame Park Way will take place in the Autumn</i></p> |
| 10. | <p>John Dix Item 5: Quarter 4 Finance and Performance Outturn Report</p> | <p>On the NSL contract, how can the report state that NSL's performance has improved when more appeals at Patas are being upheld than refused and income from on street and off street carparking failed to meet budget.</p> <p>Answer:</p> <p><i>NSL performance is measured against the various Key Performance Indicators (KPI's) included within the contract. The performance in year 2 against the KPI's was a considerable improvement in comparison to year 1 and hence the comment on improvement. It has been recognised within the report that the PATAS outcomes are not acceptable and this is being addressed with increased resources within the client team to focus on this area and to therefore drive improvement and also in reviewing the KPI's with a view to include a future KPI to monitor ongoing PATAS outcomes.</i></p> <p><i>In respect to On-street and Off-Street income this is not something that is measured in terms of NSL performance as it is not something that they can directly influence.</i></p> |

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| 11. | Derek Dishman Item 6: NSL Contract Performance Report | <p>The report refers to problems encountered with the Civica PE system which the council previously used itself. Did the council face any of the same problems as NSL faced or were they new and what were they exactly?</p> <p>Answer:</p> <p><i>Unfortunately it is not possible to answer this question for a variety of reasons but mainly due to the way in which an in-house service is monitored is significantly different to an external contract and that the managers responsible for the in-house service are no longer employed by the Council. There were a number of issues related to the CE system which in the main relate to automatic progression paths and exchange of data not occurring.</i></p> |
| 12. | Theresa Musgrove Item 5: Quarter 4 Finance and Performance Outturn Report (Item 3, Customer Experience) | <p>Noting the delay to the building work at Hendon Crematorium, and the regrettable impact on income for Capita from the death and bereavement of residents of this borough, has the income shortfall led to any added pressure to obtain revenue from other sources, such as in the recently revealed and highly offensive removal of memorial benches as a prelude to new 'developments' and charges?</p> <p>Answer:</p> <p><i>As part of the Commercial Development Plan within the contract, Re has committed to bring forward a number of business cases designed to enhance and improve Hendon Cemetery & Crematorium; bringing back into use the derelict buildings at the front of the site and providing a range of new services and options to the bereaved, that are befitting of a modern cemetery and crematorium. As well as meeting the changing needs and requirements of our customers, these proposals will of course generate additional income for the Council, but are not related to the delays to the building work.</i></p> <p><i>The Council had prior to the commencement of the Re contract identified the need to manage the proliferation of unauthorised benches in the cemetery, about which we had received a number of complaints and so this exercise is not related to the contract with Re or established with the intention of it being an income generation measure. Burial and memorial space within the cemetery & crematorium is now limited and so it is necessary to look at areas where people have placed their own bench without purchasing a lease to do so, in order that those wishing to purchase a plot still have the opportunity to do so.</i></p> |
| 13. | John Dix Item 5: Quarter 4 Finance and Performance Outturn Report | <p>Why are neither the CSG nor Re contracts identified as part of the forward work programme for the committee.</p> <p>Answer:</p> <p><i>The Quarterly Budget and Performance Monitoring report provides an overview of the performance across the Council, delivery of key objectives and targets set out in the Corporate Plan, the achievement of the budget, and the performance of individual</i></p> |

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| | | <p><i>services.</i></p> <p><i>The performance of all Delivery Units – internal services and external contracts – is included within this standing item. In addition, detailed quarterly performance reports for all Delivery Units is published ahead of the Committee meeting with key performance challenges also highlighted within the Monitoring report.</i></p> <p><i>If there are specific challenges within any Delivery Unit – internal service and external contracts – it is within the remit of the committee to request additional items to be added to the forward work programme.</i></p> |
| 14. | Derek Dishman Item 6: NSL Contract Performance Report | <p>Issuing the second highest number of PCN in any year is not a sign of success but one of failure. Has the council considered that use of the stick is not working and that perhaps the carrot (or at least tackling the problem in a mature and sensible manner rather than acting as they have in Sellwood Drive by reneging on an undertaking not to issue PCN to residents parked on the pavement and suddenly issuing PCN rather than writing a letter of explanation to every resident giving proper notice and explanation - which would have saved many hours of aggravation and officer time) should be used?</p> <p><u>Answer:</u></p> <p><i>We agree that the high number of PCN's issued is certainly not a measure of success. This information is provided as it was requested by the Committee as part of this report.</i></p> <p><i>The Council are keen to encourage better compliance and are currently working on a number of actions which it is hoped will improve public awareness of the parking controls in the borough and the reason for and the way in which enforcement is undertaken. It is intended to improve visibility of parking related information and publish more information to ensure that it is easy to access. A new Parking Policy is being drafted and this will be widely consulted before being finalised.</i></p> |
| 15. | Derek Dishman Item 6: NSL Contract Performance Report | <p>How much was spent on educating motorists in the year ended 31 March 2014?</p> <p><u>Answer:</u></p> <p><i>The Council provides information to assist motorists in the form of clear signage and by providing information on the Website. In terms of enforcement activity a variety of methods may be deployed one of which is to issue warning notices rather than PCN's. It has already been identified above that we recognise that we can do more in this respect and have a number of actions in place to address this.</i></p> |

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| 16. | Derek Dishman Item 6: NSL Contract Performance Report | <p>Do councillors not think that it would be a good investment, if compliance is bothering the council (para 5.2.5), to start educating drivers (those who have recently passed their test, ones who gained their driving licence abroad, and the elderly who have blue badge trouble sometimes) particularly as to the main types of ticket that get issued and why, and then move on to educate motorists in general?</p> <p><u>Answer:</u></p> <p><i>The above two responses apply.</i></p> |
| 17. | Derek Dishman Item 6: NSL Contract Performance Report | <p>Councillors may not realise that PATAS is the 3rd of 3 (or the second of 2 for postal PCN) chances to "appeal". The first one is usually called an informal challenge. This is done in response to a PCN stuck to your car or put in your hand. The formal representations are made in response to a Notice to Owner (which a postal PCN is the equivalent of) and only if those are both turned down does the motorist get the chance to Appeal to an independent adjudicator at PATAS. It would give me and councillors a better picture if, for the month of say, March 14 you tell me the number PCN issued, the number of of informal challenges made and the number of them that were allowed and the same for the number of formal representations?</p> <p><u>Answer:</u></p> <p><i>In respect to March 2013 the figures are as follows: PCN's issued – 12,536 Informal Challenges – 1,354 – (subsequently cancelled 252) Formal Representations – 337 – (subsequently cancelled 107)</i></p> |