

OVERVIEW AND SCRUTINY INQUIRY PROJECT OUTLINE

Review Topic: Decriminalisation of Parking Enforcement (DPE)	Investigation by: Customer Overview and Scrutiny Panel
Type: Inquiry	

Objectives: <ol style="list-style-type: none"> 1. To investigate the effectiveness of DPE in Chorley, 2. To assess the impact the introduction of the Parkwise scheme has had on residents, visitors, motorists, traders and businesses. 3. To compare with Best Practice elsewhere. 4. To identify any future improvements for customer service. 	Desired Outcomes: <ol style="list-style-type: none"> 1. To identify methods to show DPE and Parkwise as reasonable and customer friendly to residents and visitors to the town. 2. To maximize operational efficiency of the DPE service.
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Terms of Reference: <ol style="list-style-type: none"> 1. To conduct an investigation into DPE and Parkwise and to identify (if any) improvements to the service. 2. To assess the current service provision. 3. To report on the investigations findings and make recommendation initially to Overview and Scrutiny Committee consistent with the Inquiry's objectives and desired outcomes.

Key Issues: <ol style="list-style-type: none"> 1. Off Street Parking 2. On Street Parking 3. Customers experience and satisfaction. 4. Experience of Staff, e.g. security, training. 5. The publics understanding of the regulations 6. The publicity of the regulations and DPE service. 7. How appeals are managed. 8. Best Practice in other Authorities. 	Risks: <ol style="list-style-type: none"> 1. The Council must comply with 1991 Road Traffic Act and Lancashire County Council Procedure Manual in relation to DPE. 2. Finance and resource implications. 3. Having desired outcomes beyond the capacity to deliver. 4. Town centre viability/perception of Chorley Borough Council
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Venue(s): Town Hall, Chorley; agreed site visits	Timescale: 6 months Start: July 2005 Finish: January 2005
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Information Requirements and Sources:

Documents/evidence: (what/why?)

- Background information on DPE and Parkwise
- Ticket statistics: On Street/Off Street, Appeals: successful/not successful,
- Tickets and Appeals by type of offence
- Training manuals for Parking Attendants
- Regulations and relevant contracts
- Comparisons with other areas for numbers of tickets, numbers of PCN's issued/cancelled and numbers of Parking Attendants.
- Comparisons with rural and urban settings
- Best Practice in other Authorities.

Witnesses: (who, why?)

- Head of Public Space Services
- Executive Member for Traffic and Transportation
- Chorley Borough Councillors, including Councillor Mrs I Smith
- Representative from contractor (NCP)/ Parking Attendants
- Representative from Chorley Chamber of Trade, Disability Liaison Group, Markets Liaison Group
- Members of the Public/residents?

Consultation/Research: (what, why, who?)

- Letters to the local press
- Views of Town Centre Forum
- Questionnaire by Members of the Public, Councillors, Parish Councillors
- Parking Attendants

Site Visits: (where, why, when?)

- Town Centre
- A neighbouring authority or an authority outside of Lancashire: to be determined
- A Parking Attendant training session

Officer Support:

Lead Officer:	Alan Capstick
Democratic Services:	Ruth Hawes
Corporate Policy Officer:	To be identified as required

Likely Budget Requirements:

<u>Purpose</u>	<u>£</u>
Site visits	50
Questionnaire	1,100
Postage and administration	50
Total	1,200

Target Body¹ for Findings/Recommendations

Overview and Scrutiny Committee