



**Notes of the London Regional Group Meeting
Held on: 2nd December 2015**

At: Conference Suite, London Councils, 59½ Southwark Street, SE1 0AL

MINUTES

Item Notes

1. Welcome and Introductions

- Introducing the London team – Cheryl Vickers, Newlyn, Chair, Angela O'Shea, Rocky Dattoo and Antony Powell

2. Introducing the London group supporters for 2015/16 - Tim Daniels, Videalert

- Technical 1sts – digital video platform, historically company's expertise was video analytics but has evolved into the digital video platform.
- RDS units can cover up to 4 sites so in a recent proposal for a prospective client VideAlert's solution was only 27 RDS units for 41 sties.
- Launched an on-demand location based service for a fixed period – eg bus lane enforcement at x junction for 12months. Client doesn't need to invest in any infrastructure and at the end of the agreed period VideAlert's equipment can be readily removed/moved
- Future might be developing technology for multi storey car parks to deter tailgating

3. Handling complaints about contractors – Andrew Hopley, Local Government Ombudsman

- LGO expects motorists to use the appeals processes that are in place, so important to make sure the motorist knows the correct avenue for parking appeals, not corporate complaints.
- LAs can outsource the job of parking management and other services, but not the responsibility so they need to take complaints about their contractors seriously
- Rosendales – Debtor complained to bailiff company about behaviour of bailiffs recorded on body worn camera, bailiff company said bailiffs could've behaved better but no further action, complained to LA – LA "thoroughly investigated" but it transpired the LA hadn't even looked at the video footage.
- Complainant has 12m to come to the LGO. If the council receives a complaint keep any video footage for at least 3m and tell the complainant how long they keep evidence for. If policy is to keep it for x months – contractor entitled to delete after that time but good practice to extend this whenever there's been a complaint until such time the complaint is resolved.
- ICO guidance states companies may keep any evidence that they require, for any length of time that they feel it is necessary AS LONG AS the holding company can prove, via auditable processes, the reasons why they need that

data and the methods of monitoring and destruction of the data at the end of that process or when it is no longer necessary/required. ([See ICO Code page 20 for further details](#)).

- Imperative that costs are clearly broken down – impact of taking control of goods regulations has resulted in a dramatic drop in complaints about bailiff charges as charges are now fixed/clear. Believe complaints generally have dropped. Picture mirrored by bailiff experience.
- Capture info as soon as possible – if there's a delay be honest and clear why, what the new timeframe is (eg xx is on holiday for 3 weeks and needs to be interviewed as part of the investigation)
- If you're wrong, say so.
- LAs have a link officer at the LGO who is able to give advice if they're unsure of jurisdiction/how to progress, contractor can ask LA to liaise with LGO too. Corporate complaints team should know who the LGO link officer is.

4. Review of the new Environmental and Transportation Adjudication Service (formerly PATAS) IT system from a user's perspective.

- Specification coming out from London Councils in January 2016. LAs will have 6m to implement these changes
- Hackney have had a few difficulties with the portal as they couldn't see the tasks, Northgate Services have now identified the problem but the delay caused a huge backlog
- Late registration is the main issue, some cases have gone as far as bailiff and then notifications of appeals have come through which is expensive for the LAs. In the first month 36% of notifications went out late but by month 3 this was at nearly 100%. Focusing on resolving these issues and staff training has been a priority so the original timeframe has slipped. The process has been collaborative between London Councils and IT providers which has been really positive, despite the challenges of the timeframes slipping. London Councils welcome feedback. As a result of some feedback from Westminster they are changing data displays.
- Bromley and Bexley's experience similar to Hackney's but improving. Hackney has lost a lot of appeals because the portal interface meant their photographic evidence wasn't viewable. Form Ks might provide an alternative method for submitting this info at the moment.
- Main positive is that Hackney can now submit appeals online which they couldn't do with the previous system.
- Hillingdon have found it to be a much smoother process with a positive transition.
- London Councils provided additional training which was really helpful.
- IT development is compromised by missed deadlines from London Councils but moving forward now.

5. Smarter Parking for Smarter Cities – Jose Luis Leiros, Appacar

- Efficient, sustainable technology – parking technology is part of the smarter future
- Pay by phone, radars, sensors all require infrastructure so trialling community-led solutions – driveway rental, car shares, telling the community you're leaving a spot with social media

- Hardware is still expensive to for a city to install and for the user sensors are not yet delivering sufficiently accurate to be useful eg there's a spot available 500m away but by the time you get there it's gone.
- Autonomous cars – technology available now. This will be reality sooner than we thought. Technology is learning fast. Car might drop you at your destination then go and park elsewhere or go and pick someone else up so fewer cars on the road in use more of the time. If car needs to park the car will interact with the database about available parking spaces and use artificial intelligence to decide where to park.
- Cars are computers with wheels and sensors - android auto, Apple car play let developers write programmes / apps for cars.
- Appacar app lets you track where people are when they want to book a space, length of time between looking and parking, how long they park for, how many people are successful, allows enforcement officers to be targeted because they are sent to the spaces where motorists tell them have been occupied by unauthorised vehicles.
- No difference in the way bays are numbered and signed, but drivers can be categorised with their identity so blue badge holder may not be charged or electric vehicles can have longer.

6. Update on TCE Regulations note from EASIG Chair, Paul Sharpe

- Year 1 review: You will be aware that the MOJ are conducting a year 1 review regarding the impact of the TCOG Regulations and Fee regulations following their implementation on 6 April 2014. The intention of the review is to identify any “Unforeseen Consequences” that may have become evident during the initial 18 months. The format of this review was stakeholders were invited to provide feedback via written submission and CIVEA, HCEA, BPA, and IRRV all did so. In addition the 3rd sector, lobbying groups and debtors were all provided with the opportunity to do so via a dedicated e-mail address. The responses have been evaluated by a team within the MOJ were not involved in the drafting and implementation of the regulations. The MOJ have recently completed meetings with those stakeholder groups that provided feedback and the expert working groups that also contributed to the drafting of the new rules. The message from the MOJ is that the report to Ministers would be finalised by the end of December and would be considered by Ministers in January before a public release/ pronouncement early next year regarding the review and any recommendations. Unofficially those who attended seem to feel that there are no major deal breakers It is proposed to hold a meeting of EASIG late January/ early February once the report is published to update members
- A Ten Minute Bill, entitled the ‘Regulation of Enforcement Agents (Collection of Tax Arrears) Bill’ was presented to Parliament on the 28th of October. The Bill calls for a new legally binding code of practice for enforcement agents and an independent ombudsman scheme for debtors to lodge complaints and seek redress.
- Ten Minute Rule Bills are a form of Private Members Bill and, as their name suggests, allow an MP to speak for ten minutes in the Chamber outlining their views and the proposals which the Bill will contain. Private Members Bills very seldom become law, mainly because of the lack of time allowed for such bills and the fact that in most cases they do not receive government support;

something which is vital if they are to stand any chance of reaching the statute book. The Bill was given its first reading without any dissenting voices and it was originally listed for second reading 20th November. However, as there were already nine other Bills listed in front of it for second reading (and usually only the first two or three are dealt with in the time available) it was decided to remove the Bill from the list and put it in again later in the parliamentary session. It will now appear in the list of Parliamentary business for Friday 11th March 2016. However, as there are currently five Bills scheduled to receive their second readings before it that day there is very little chance that it will be reached and as a result, will not be able to proceed any further as there are no other days available for Private Members Bills during this parliamentary session. Although the Bill will almost certainly not become law, we felt that it would be useful to have a meeting with the MP concerned (Yvonne Fovargue (Makerfield)(Lab)) in order that we can put across the enforcement profession's point of view. CIVEA will be meeting with her shortly.

- It is unlikely that this will impact upon the changes in law implemented but does demonstrate that enforcement remains a hot topic.

7. [BPA and parking sector updates](#)

- Remember to put your budgets in for new £1 coin and £5 note please!
- Old £1 coin will be de-monetised within 6m of its release (which is expected in early 2017)
- Calendar on the website is causing problems – meetings disappear (RD to refer to head office)
- End to end journey next round of funding from Innovate UK is a pot of £2.5M, deadline is Jan 2016.
- Need more time for BPA updates on the next agenda so we can discuss items rather than read through the presentation at pace.

8. **AOB – ideas for future meetings**

- Don't want London regional the same day as the Members' Dinner in 2016 please – several people not here today because of the clash
- Ideas for Parkex – great networking event, being in an open environment for the seminar theatre makes it harder to hear

Meeting close, followed by networking lunch

Next London Regionals: Tuesday 17th May 2016 and Tuesday 6th December 2016