

# **LONDON BOROUGH OF BRENT**

## **EXECUTIVE**

**DATE: 21 July 2003**

**FROM THE DIRECTOR OF ENVIRONMENT**

**FOR ACTION**

**NAME OF WARDS  
ALL**

**REPORT TITLE :  
Transportation and Parking Enforcement Best Value Review**

### **1.0 SUMMARY**

- 1.1 This report sets out the key findings and recommendations of the Transportation and Parking Enforcement Best Value Review.

### **2.0 RECOMMENDATIONS**

- 2.1 That Members agree the recommendations contained in section 8 of the Self Assessment Report (Appendix A).
- 2.2 That Members note the contents of the Report of Panel's Findings (Appendix B).
- 2.3 That Members agree the final Action Plan (Appendix C).

### **3.0 FINANCIAL IMPLICATIONS**

- 3.1 There are financial Implications linked to three of the proposed Actions. Bids will be made for additional funding from future years revenue budgets. They are;

<b>Action</b>	<b>Expenditure needed in</b>		
	<b>2004/05</b>	<b>2005/06</b>	<b>Future Years</b>
Develop a computerised asset register of existing signs and lines.	150k	50k	0k
Publish details of approved parking schemes using the most appropriate methods, including web sites.	20k	20k	20k
That a programme of post scheme CPZ reviews is undertaken within 6 months of CPZ schemes being completed	70k	120k	120k

#### **4.0 STAFFING IMPLICATIONS**

- 4.1 The actions necessary from the Best Value review will be carried out by the in-house teams within the Transportation and Parking Enforcement using additional staffing resources as appropriate

#### **5.0 ENVIRONMENTAL IMPLICATIONS**

- 5.1 The items contained in the Best Value Review Final Action Plan are directly linked to delivering The Corporate Strategy particularly Promoting the Quality of Life and the Green Agenda and Achieving Service Excellence.

#### **6.0 LEGAL IMPLICATIONS**

- 6.1 There are no legal implications.

#### **7.0 DETAIL**

- 7.1 The Best Value review of Transportation and Parking Enforcement commenced in May 2001 under the Review Team process. The review team comprised an independent chair, a cross section of Members, a representative of the Metropolitan Police, a representative of the local community and officers from the Finance, Policy & Regeneration, Transportation and Streetcare Service Units. In October 2002 the review was changed to the Panel Process and it was agreed that the final report, in the form of a self assessment report, would be submitted to the Panel in January 2003.
- 7.2 The Panel met with offices of Transportation and Parking Enforcement for two days in January to scrutinise the report. An amended report titled 'Best Value Review Transportation & Parking Enforcement Self Assessment Report' was presented to the Panel in May and they then reported on their findings. The Self Assessment Report is attached as appendix A and the Report of Panel's Findings is attached as appendix B.
- 7.3 The Action Plan was amended to include the Panel's recommendations and the documents were presented to the Best Value Strategic Group on 9 July 2003. The Final Action Plan is attached as Appendix C.
- 7.4 The key findings of the Self Assessment were grouped into those Actions which the Units have to work on in partnership and those which the Units have carry out on an individual basis. Briefly the Actions cover the following areas;

7.5

Joint	Transportation	Parking
Organisational Structure	Strategies	Income Collection
Customer Service	Road Safety	Representations & Appeals
Signs & Lines	Accidents	Customer Service
CPZ Operational Times	Public Transport	Off Street Car Parks
Staff Development	Customer Service	Performance Indicators
	Staff Development	
	Performance Indicators	
	The Use of Consultants	
	Financial Management	
	Controlled Parking Zones	
	Scheme Delivery	

The Action Plan contains detailed action to be taken under all the above headings.

- 7.6 The Audit Commission Inspection took place during the week commencing 16 June and their Draft Report is due to be released on 21 July 2003

## 8.0 BACKGROUND INFORMATION

### Details of Documents:

- 8.1 Best Value Review Transportation & Parking Enforcement Self Assessment Report.
- 8.2 Transportation & Parking Best Value Review Report of Panel's Findings
- 8.3 Transportation and Parking Best Value Review 2003 Final Action Plan
- 8.4 Any person wishing to inspect the above papers should contact Mrs J Kear, Transportation Service Unit, Brent House, 349 High Road, Wembley, Middlesex HA9 6BZ, Telephone: 0208 937 5049

**Richard Saunders**  
**Director of Environment**

