





INSERT £1 & 20p COINS
SLOWLY & ONE AT A TIME

ONLY INSERT COINS AT
TIME OF PARKING

NO PARKING AT OUT OF
ORDER METER

'P' DENOTES PENALTY TIME

HOURS, CHARGES & OTHER
CONDITIONS SEE OTHER SIDE

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r's Forward

I be the last Annual Report of the Committee, as its work is incorporated in a new committee developing the co-operative approach to the London boroughs on transport issues. The new committee represents an opportunity to demonstrate the ability of London's councils to co-operate effectively in delivering transport services and to protect the capital.

Over the twelve months of the Parking Appeals Committee have been busy, with a further significant rise in the number of appeals. The main role of the Parking Appeals Service is to settle disputes between motorists and councils over parking fines, clamping and removal activities. London council has operated its own parking enforcement system for some time, but there are no signs of demand for the appeals abating. The total work of the appeals represents a little under one per cent of the parking penalties issued, however, one in ten of several million tickets is a very large number of appeals. Similarly, the number of calls to the other principal public service, the TRACE system, has continued to rise. The committee's members, contractors and staff have met the increasing demand without any reduction in the quality of service delivered. The committee has anticipated that its workload would fluctuate, and outside contractors – both from the public and private sector – perform almost all administrative support functions whilst the members are employed on a part-time basis. The committee is able to manage peaks and troughs in demand to be easily managed.

This year has also seen the continuation of the positive attitude shown to the work of the committee by elected members from all London's councils. London's authorities have diverse political, social and traffic management needs and it is encouraging to see members co-operating to deliver the best possible service for London. In particular, I would like to pay tribute to the work of Barbara Keep CC, of the Corporation of London, a member of the Parking Committee since its inception and a member of its management sub-committee. Her death this year was a loss to the committee and all involved in London local government.

Next year will bring fresh challenges for the new Transport Committee, as local government prepares for a new approach from central government to tackling London's problems at a strategic level. I am confident all concerned can rise to meet these challenges.



Sally Powell

Sally Powell

Chair, Parking Committee for London

Introduction

The Parking Committee for London (PCfL) was established under the Road Traffic Act 1991.

That act gave PCfL its main statutory tasks, to support the work of the parking adjudicators and set the levels of parking penalties, although other functions have since been added to our workload.

This report covers the year 1996/7, a year which saw an increase in the amount of parking enforcement work undertaken by London's councils and a surge in the number of appeals handled by the Parking Appeals Service. Despite the increase in workload we continued to provide a high standard of service, and service levels were largely unaffected.

PCfL now has the following statutory functions:-

- appoint adjudicators to hear parking appeals, and provide accommodation and administrative support (Parking Appeals Service).
- set the levels of parking penalties and other enforcement charges, and set the level of discount for early payment of penalties.
- set the levels of penalties for decriminalised contraventions in bus lanes, and set the level of discount for early payment of penalties.
- provide the additional support needed to enable the adjudicators to determine appeals on bus lane contraventions.

In addition the PCfL provides other services including:-

- TRACE – a 24 hour helpline service for drivers whose cars have been towed away or stolen.
- dissemination of information to drivers on parking law.
- IT and other services for London's councils in respect of parking enforcement.
- setting training standards for parking attendants.
- maintaining a code of practice on parking enforcement.

PCfL is largely concerned with 'decriminalised' contraventions of parking controls enforced by council parking attendants. Criminal parking acts – obstruction, offences on priority 'red' routes, inside security sensitive areas and stopping on motorways etc., are still the responsibility of the police and magistrates' courts.

Developments in 1996/7

Parking Enforcement Outside London

In 1997 Winchester City Council became the first authority outside London to enforce parking controls under the 1991 Road Traffic Act, followed by Wiltshire County Council. The Parking Appeals Board has provided an adjudication service for councils in these areas in addition to London, on a regional basis until the authorities outside London can make their own arrangements.

Powers and Legislation

This year also saw the passage into law of the new Local Authorities Act 1996 which provided provision for the enforcement of offences in bus lanes. Penalty charge notices can now be issued to owners of vehicles detected by cameras as driving in bus lanes in London, and other councils and the adjudicators have similar powers and responsibilities in respect of bus lane offences. To date PCfL has not exercised any of its powers under the Act as the Secretary of State has yet to approve a system type suitable for enforcement of bus lane offences. However, even once this approval is forthcoming, it is still likely to be some time before all councils can systematically enforce against motorists who abuse bus lanes.

London Bus Priority Network

London Bus Priority Network, a series of management measures designed to improve bus reliability, has moved considerably towards full implementation during this year. The network is pan-London and involves the co-ordination of neighbouring boroughs and the Metropolitan Police Director. This year PCfL undertook to introduce waiting and loading restrictions on the network and to press each council for a coordinated effort in enforcement against offenders. As a result bus lane hours will be reduced to some extent, red surface markings will become the norm for all bus lanes and bus stop clearways should be in place at all network bus stop. In addition councils will

be encouraged to improve liaison between parking managers, bus operations managers and London Transport Buses. This is to enable the targeting of problem areas on the Network where illegal parking is causing significant operational problems. Councils are urged to respond with extra patrols to ensure there is a high level of deterrence against offending in bus priority measures. Also, PCfL is urging all councils to patrol all their bus lanes at the start of operational hours with tow trucks, removing and impounding any vehicles still parked in them.

Health Emergency Badge

For many years doctors, nurses and health visitors have used BMA Car Badges to ensure they were not subject to parking enforcement action when on patient visits in the community. However, the BMA, who issued the badges, unilaterally restricted applications for new badges to doctors only at the beginning of 1996. PCfL felt this was unreasonable, in particular given the growth in the delivery of community health care in recent years. During this year we have worked with the professional associations representing doctors and community nurses to develop an alternative to the BMA Car Badge, which is called the Health Emergency Badge. PCfL has insufficient staff to administer the scheme on a day to day basis and so during the end of this year another council was sought to act as our agent on behalf of all the London boroughs. The London Borough of Ealing was finally selected, and it is hoped that the first Health Emergency Badges will be issued to doctors and nurses during the summer of 1997. The BMA Badge will be derecognised shortly afterwards.

Hire Companies

The Road Traffic Act requires that hire companies submit to local councils a copy of the hire agreement as well as the name and address of the hirer to the enforcement authorities every time a ticket is issued to one of their vehicles and



effort to alleviate matters PCfL and a number of the larger hire companies have developed a system where notification can take place on a simplified, and eventually automated, basis, with copies of the actual hire agreement only being produced in the event of a query by the council, a dispute by the motorist or an appeal. The system has been agreed in principle, and should come into operation sometime later in 1997.

Traffic Signs

In previous Annual Reports the PCfL has

information on parking. In particular, traffic signs are often either confusing or fail to convey the necessary meaning. It is pleasing to report that this year the Department of Transport undertook to look at ways of improving the signing regulations, and a working group of PCfL and council officers have looked at a number of possible changes to the system. It is hoped that the Secretary of State for Transport will respond with new traffic signs regulations in the near future that provide councils with the flexibility to meet local needs and give motorists the

Parking Appeals Service

Ground

Parking Appeals Service (PAS) exists to provide support for the Parking Adjudicators, acting as an independent appeal tribunal with the power to overturn councils' decisions on liability and penalty charges.

Cases are heard by a single adjudicator, an experienced lawyer, who considers the evidence presented either in person or by post) and then gives the outcome. It is important to understand that the Committee has no influence on the outcome of appeal. The adjudicators are independent and make their decisions on the merits of the law alone. A full statistical summary of the activities of the Parking Appeals Service can be found on page 44.

Appeal Volumes and Service Levels

The appeals service has seen a significant rise in the number of appeals over last year, considerably more than the modest rise in the number of parking tickets issued. This led to a short-term backlog of cases awaiting decision towards the end of 1996. Many adjudicators worked extra shifts to clear this backlog whilst PCfL appointed, recruited and trained eleven new adjudicators. We now have sufficient numbers to deal with the volumes of appeals being received. The delays caused by the increase in workload were very short by judicial standards, a matter of days in most cases. By April 1997 we had a total of 26 adjudicators, and a list of their names and dates of appointment can be found on page 48. At the end of April 1997 the number of appeals registered per month was still rising slightly, and a significant monthly variation in the number of appeals was apparent. It seems likely that adjudicators and PAS will have to retain their flexible approach to working practices in order to meet fluctuating demand.

The Parking Appeals Service exists to provide the administrative and other support required by the adjudicators to facilitate fair and impartial hearing of parking appeals.

In doing so we seek to provide levels of service which are among the best in the judicial arena and remove all unnecessary formality and delay from the process of hearing parking appeals. For instance, in every case we aim to notify both parties following the receipt of an appeal with two working days, schedule the first hearing within 35 days (the minimum allowed under the law is 28 days), and notify both parties of the outcome in writing within two working days.

In order to achieve such high levels of customer care the appeals service is supported by a case management system which is heavily IT based. This system automatically schedules hearings, enables the imaging of almost all paper-based evidence and processes cases so that adjudicator's

hearing commences, the adjudicator can call up all the evidence on screen immediately, and their decisions can be recorded directly onto the system. Other routine case management functions, such as adjournment of cases and generation of letters, is also handled by the system.

The development of the IT system and most of the routine administrative work needed to keep PAS running smoothly is undertaken by Electronic Data Systems (EDS), other work being undertaken by the Clerk to the Appeals Service and other PCfL staff.

In last year's annual report we noted that PAS was unable to adequately deal with the volumes of correspondence generated following an appeal decision that either a council or motorist was unhappy with. PAS still receives a huge number of letters of this kind, however, following the recruitment of an extra member of staff reply times have been significantly reduced. System enhancements, planned to be

implemented in the latter part of 1997, should improve matters further.

Improving Customer Satisfaction

In an effort to further improve the performance of the Parking Appeals Service our stationery and forms have been comprehensively redesigned to improve clarity. In addition, two customer satisfaction surveys have been undertaken. The first was aimed at local authority officers, and lessons learned from that have already been fed back to the adjudicators, EDS and PAS staff. The second, larger, survey is of appellants (and a small sample of persons who could have appealed but chose not to). This survey was still underway at the time of writing this report. PAS has also produced a comprehensive guide for local authority officers engaged in preparing evidence for appeals. The purpose of this was to encourage officers to present their evidence in a standard format and understand better what the adjudicators and PAS expected from them. This was well received by council officers.





Important Appeal Decisions

The year saw a number of significant appeal decisions with implications for both motorists and the public. Of particular interest was the case of Ms Francis, the registered keeper of a vehicle which she left in a garage for repair. Whilst with the garage the vehicle acquired a number of parking penalties, which the garage owner neither paid nor informed Ms Francis of. She later received a number of demands for payment from Wandsworth council which she challenged, first through Representations to the council, and later on appeal to an adjudicator.

The adjudicator ruled that the garage was the keeper for the purposes of the Road Traffic Act and ruled that Wandsworth should issue Notices to Owner to the garage. Wandsworth Council disputed this decision, and sought a judicial review of the adjudicator's ruling. The council's attempt to overturn the adjudicator's decision was unsuccessful, so the council further applied to the Court of Appeal to overturn the decision of the High Court.

On the 10th July 1996 the Court of Appeal ruled that Ms Francis, not the garage, was the keeper of the vehicle for the purposes of the Road Traffic Act, and further ruled that whenever a keeper's name appears on the DVLA register in Swansea that person is always liable to pay the penalty except

where the vehicle had been sold before, bought after or hired during the offence.

The Adjudicators' Recommendations

The adjudicators produce a report on their work each year, which is enclosed in this document as the Joint Report of the Parking Adjudicators. As in previous years, this year's report contains a number of recommendations for improvements to the parking enforcement system. The recommendations from last year's report, along with comments on what action was taken over the issues raised, are shown below. One of the most significant recommendations last year was that PAS asked all councils to ensure that the processing of parking penalties and associated challenges is undertaken promptly. A number of authorities had in the past taken many months, in some cases over a year, to send simple statutory notices to motorists. This can bring the whole enforcement system into disrepute and seriously prejudice any challenge the motorist may wish to make. Almost all London's councils now manage to produce the required notices in a timely fashion and deal promptly with incoming complaints and representations. A change to the law, proposed by PCfL, will hopefully be introduced into legislation in future years to create a statutory limit on the amount of time local authorities have to produce notices under the Road Traffic Act.

Adjudicators' Recommendations from previous Joint Annual Report

The adjudicators recommend that every local authority ensures that full vehicle details, namely the make, model and colour, as well as the registration mark, are always clearly shown on the Notice to Owner. Many local authorities have modified their Notice to Owners in the light of this recommendation. PCfL will continue to press all authorities to do so.

We recommend that ... the first Notice to Owner to be sent within six months of the contravention. Most local councils now do not process late PCNs, and proposed legislative changes will make it impossible for them to do except where no keeper details have been provided by DVLA.

The adjudicators recommend that all local authorities co-operate in an initiative to develop new model traffic management orders to cover the fundamental principles of these orders. Local authorities still continue to produce their own traffic orders.

The adjudicators regret that no Regulations have yet issued by the Secretary of State in exercise of his power under the Road Traffic Regulation Act 1984. The Secretary of State has still not made any

ng Penalties

ound

ts the levels of decriminalised parking in London (under the Road Traffic Act and recently acquired responsibility for penalties in respect of contraventions in es (under the London Local Authorities 16). In addition PCfL sets the release fees for vehicles clamped or impounded following a offence. In the Road Traffic Act these are referred to as 'additional parking charges'.

els of penalty were set in 1995 in three

Band A £60

Band B £40

Band C £30

and can be applied to different areas of the city. The objective adopted by the Committee in determining the penalty band applicable in any area is to use the lowest level of penalty consistent with adequate deterrence, taking into account the need for consistency of enforcement across London. PCfL must also follow the guidance on the subject issued by the Secretary of State for Transport whose approval must be sought for any change to penalty levels. Penalty levels do not reflect the cost of enforcement nor the likelihood of debt recovery, despite the encouragement of the Secretary of State to make parking schemes more effective.

Current Levels of Parking Penalty

The Committee considered but rejected several requests for an across-the-board rise in penalties in London this year. However, this year saw the Committee resolve to extend Band A to all offences in Croydon Town Centre and Romford Town Centre and to raise penalties in off-street car parks in Enfield to £40. These changes came into effect at the end of the financial year.

As from 1st April 1997 the levels of parking penalties in London are:-

Penalty Band A – £60

Barking & Dagenham	Barking Town Centre only
Bromley	Bromley Town Centre waiting restriction offences (yellow lines) only
Bexley	Bexleyheath Town Centre only
Camden	South of Euston Road only City of London
Croydon	Croydon Town Centre only
Hackney	
Havering	Romford Town Centre only
Islington	
Kensington & Chelsea	
Lewisham	North of A205 only
Southwark	North of A205 only
Lambeth	North of A204 only
Westminster	South of Marylebone Road only

In addition, band A applies to all offences committed on designated parking bays on red routes.

Penalty Band B – £40

All areas and all offences except where bands A or C apply.

Penalty Band C – £30

Bromley	Offences committed on designated parking bays (e.g. meter overstaying), and in car parks regulated under Section 35 of the Road Traffic Act 1984.
Harrow	Offences committed in off street car parks regulated under Section 35 of the Road Traffic Act 1984.
Hounslow	Offences committed in off street car parks regulated under Section 35 of the Road Traffic Act 1984.
Kingston	Offences committed in off street car parks regulated under Section 35 of the Road Traffic Act 1984.

Minor variations to the above scheme occur on roads which form borough boundaries so that no

g Penalties

nt Rate

el of discount for early payment of a PCN
by PCfL at 50% shortly after the passing
oad Traffic Act. There have been no
to the level of discount for a PCN since.

pose of the discount is to encourage early
t by motorists of penalties. However,
when clamped or towed away, the
t is unable to challenge the PCN through
resentations and appeals procedure until
e discount period has expired. PCfL
ed changing the law through the London
authorities Act 1997 to enable motorists
promptly and challenge the PCN all the
an appeal if necessary. Following
ion to this provision it was dropped from
ft bill and did not become law. It is now
that any change to the procedure can be
unless the government brings forward
als to simplify the appeals procedure in
oad traffic legislation.

Additional Parking Charges

ets the levels of charges for clamping,
l, storage and disposal of illegally parked
s. These charges were reviewed this year,
view to increasing them if they are
ient to cover costs, and where possible,
em in line with Home Office set charges
ilar police activity. It was concluded that
as no pressing need for an increase and
ere have been no changes to the levels of
harges for 1995/6.

n 1st April 1997 the level of other
nal parking Charges in London are:—

e from clamp £38

e from pound £105

storage fee £12 per day

al fee £50

Bus Lane Offences

To date, PCfL has not set the penalty levels or
discount rate for offences in bus lanes. When
councils are ready to begin enforcement of these
offences the Committee will consider what levels
of penalty are sufficient to deter offences and
consistent with similar police fixed penalties.



ier Activities

CE – 0171 747 4747

CE is a 24 hour-a-day helpline for motorists whose cars have gone missing. With the police, the Metropolitan Police and 33 London councils all with powers to move vehicles from the highway, and tens of thousands of vehicles stolen each year, it is a great help for a driver to know where their vehicle is and to be able to find it if it suddenly goes missing. One call to CE will check all police, DVLA and council records, and also holds information on vehicles impounded to and between pounds. Unfortunately, thousands of motorists call us each day to discover their cars have in fact been stolen.

CE provides information for those that need to know the location of pounds, how to reach them, the authority removed the vehicle, which authority removed the vehicle (and if possible the reason it was removed), what fines, penalties, deposits and other fees are payable to recover the vehicle and which payment methods can be used.

The number of calls answered by TRACE rose significantly over the twelve months to April 1997, averaging 12,500 a month. This increase is likely to continue as more councils use their powers to remove vehicles which are illegally parked, the Metropolitan Police continue to remove vehicles for obstruction and other offences and DVLA are set to remove an increasing number of vehicles towards the end of 1997. In addition, levels of car theft in London are showing no signs of abating.

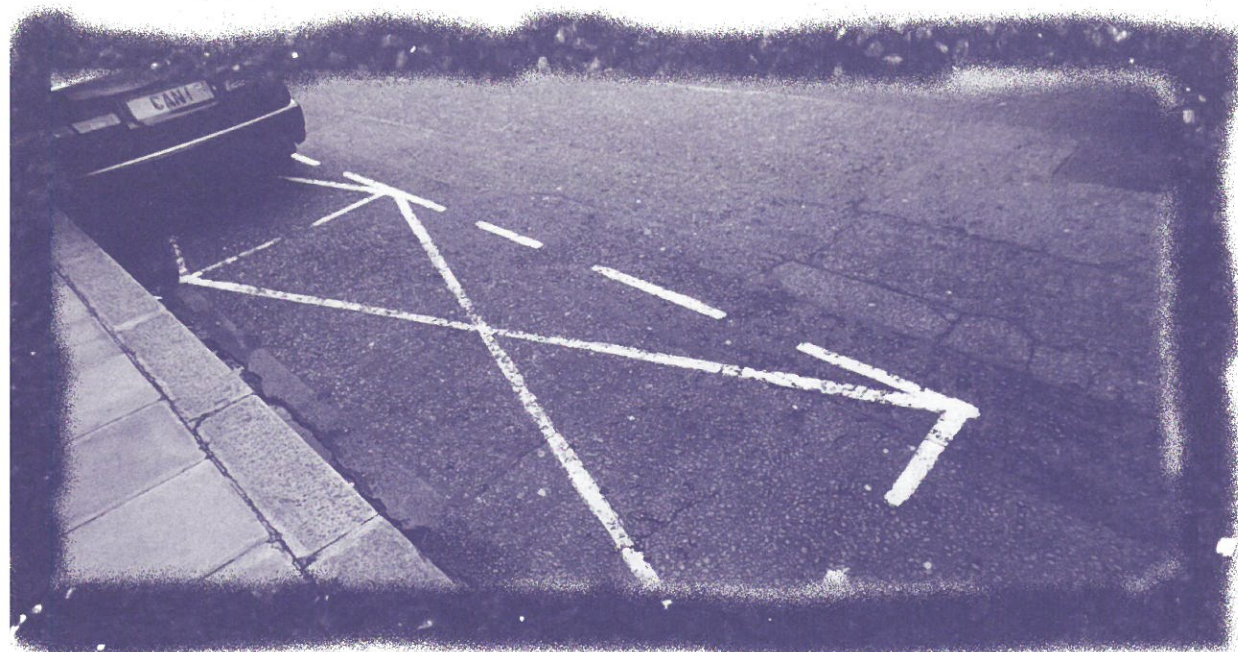
Motorists often call TRACE in a state of distress. Either their car is stolen or impounded and whatever the case, they are likely to find themselves having to spend some considerable time and effort, not to mention money, getting out of the situation. Thus callers are entitled to expect a quick answer when calling TRACE and, once they have got through, the information they require should be made available to them immediately. We aim to answer TRACE calls within three minutes or answer and 'queue' the call for no more

than 90 seconds. A full breakdown of statistical information on the performance of TRACE can be found on page 25. Day-to-day provision of the TRACE service is contracted out to EDS.

External Relations

PCfL aims to reduce the number of parking offences committed in London by ignorance of parking controls. There are numerous misconceptions about parking law, for instance many motorists still believe there is a five minute period of grace before a parking ticket can be issued, and we aim to do our best to educate the public about their rights and obligations. Where possible we disseminate information in conjunction with relevant bodies, e.g. London's councils, Traffic Director for London, the Metropolitan Police, London Tourist Board etc.

This year has seen us distribute thousands more leaflets on covering topics such as pavement parking, loading and unloading goods and information for diplomats. Our series of leaflets

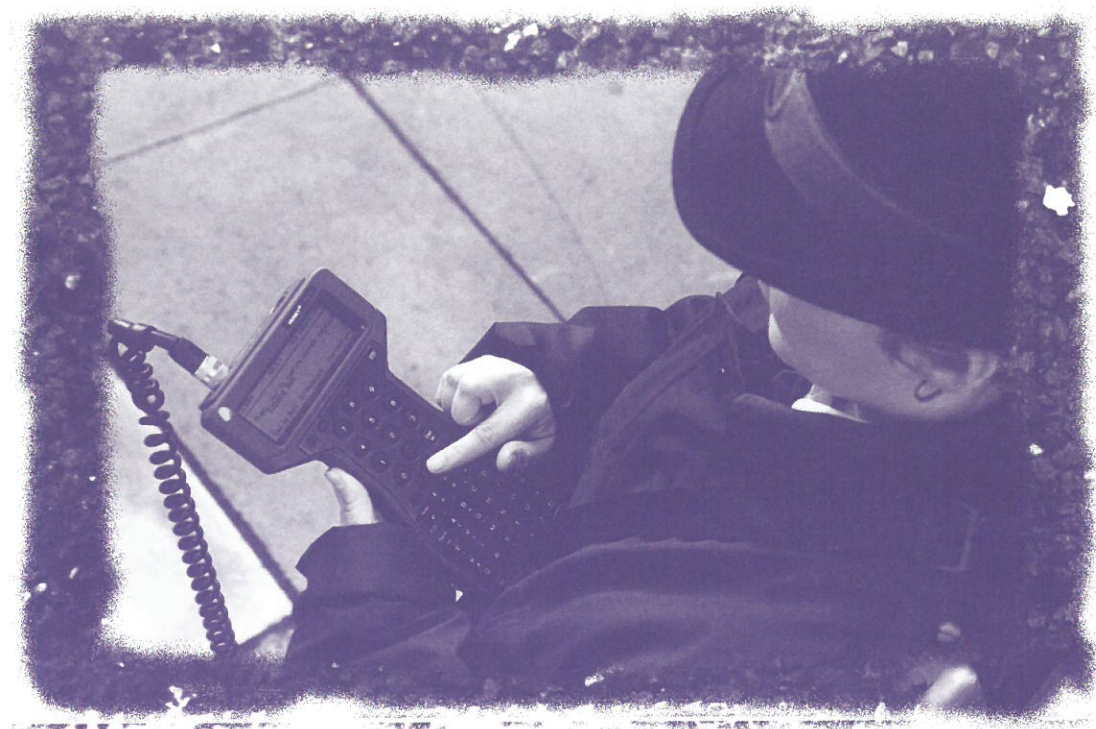


parking law for tourists has continued to be in high demand, although our single most sought after information leaflet was, as in previous years, that for orange badge holders. Regrettably the demand for this leaflet reflects the fact that a large number of disabled drivers are unaware of the exact extent of the exemption from parking law offered by the orange badge. Fortunately, however, most councils are lenient with orange badge holders who are penalised after accidentally infringing parking rules, and will often cancel the first ticket a badge holder gets after breaking the law.

This year also saw PCfL take on responsibility for the publication of the London Tourist Coach Parking Map, a valuable tool for visiting coach drivers, showing locations of coach parks, coach ban areas and visitor attractions. In common with our tourist information leaflets, this is published in a number of popular European languages. Publication was only made

Mackintosh Musicals, who acted as sponsor of this year's map. The map is of enormous benefit not only to the British and European coach trade, but also to Londoners, as it minimises the amount of inconvenience caused by coaches visiting the capital.

Press interest in parking in London remains high. PCfL receives numerous media enquiries each week, although many are redirected to other authorities, typically London's councils, the Traffic Director or the Metropolitan Police. Countering misconceptions among journalists is a significant part of our work. A number of broadcasters and publications produced articles this year about the work of PCfL, Parking Appeals Service or the system of parking enforcement in London generally. Most were positive or sympathetic in their commentary on PCfL and its services with the exception of one ill-informed and critical article in a national broadsheet. This year also saw the Evening



has taken a keen interest in parking issues, writing in a series of articles on all aspects of parking planning, control and enforcement. The Standard plays an important role in informing motorists of their rights and shaping their views on public policy, and it is heartening to see the editorial staff of the paper giving parking such priority. A considerable amount of press interest was also focused on the plight of district nurses and health visitors who were expected to pay parking fines after visiting patients, and more information on PCfL's response to this problem can be found on page 4.

London Parking Director and Chief Executive made themselves available for an interview to any media organisation seeking

including *BBC TV News, Daily Mirror, Daily Telegraph, Does He Take Sugar?, Evening Standard, GMTV, LBC, London News Network, Readers' Digest, You & Yours* and numerous other local and national publications and programmes.

The impact of parking policy goes beyond traffic management:— traders are affected if loading or customer parking is inhibited; business efficiency suffers if London's traffic congestion worsens; tourists can have a visit to London marred by clamping and so on. PCfL is sensitive to the needs of the community as a whole and in order to play its part in London's governance appropriately seeks to be well informed on issues surrounding transport, law enforcement

To this end we have maintained contact with the AA, Association of Civil Enforcement Agencies, Association of London Government, British Medical Association, City of London Police, Council on Tribunals, Department of Transport, Disabled Drivers' Association, Dispatch Association, Environmental Transport Association, Foreign and Commonwealth Office, Freight Transport Association, Government Office for London, Greater London Association of Disabled, London Cycling Campaign, London First, London Regional Passengers' Committee, London Research Centre, London Tourist Board, London Transport, Lord Chancellor's Department, Metropolitan Police, Pedestrians' Association, RAC, Road Haulage Association, Royal College of Nursing, Royal Parks Agency and the Traffic Director for London.

In addition we have received numerous visitors including delegations from the South Korean Government, Kent Constabulary, the Transport Minister, the Local Government Management Board, the Norwegian Parking Association, and the local authorities of the City of Utrecht (the Netherlands) City of St Petersburg (Russia) and the City of Reykjavik (Iceland). PCfL officers have made presentations at the British Parking Association Annual Conference (Parkex), the European Transport Forum, Herriott-Watt University, Institute of Highways Incorporated Engineers, TAG, London Transport Conference, PTRC Conference, University of Westminster and for the West Yorkshire local authorities. PCfL officers have also worked hard to brief local authority officers from across the UK who have expressed an interest in establishing decriminalised systems of parking enforcement in their own areas.

Services for London's Councils

PCfL provides a range of IT services for London's councils aimed at assisting them in their parking enforcement operations. In keeping

service levels for members of the public, we aim to offer an equally high standard of service to our council customers. A survey of council officers who rely on our services conducted this year revealed high levels of satisfaction with the services provided, with an average satisfaction rating of around 80%, one service achieving 93% satisfaction, even our lowest scoring service achieved a 53% satisfaction rating. One request from the councils which became apparent after the survey was for more regular and faster communication of information from PCfL to the councils. We have now introduced a fax bulletin to ensure all borough officers are up to date on the latest developments in parking law enforcement. A breakdown on the performance of each of the PCfL's IT services against agreed service levels can be found on page 25.

Most services are provided via a modem link from each council to PCfL. PCfL installs a PC with modem in the council's ticket processing department, and this automatically handles the interfacing with our other systems. Nearly all the work associated with providing these services to local authorities is undertaken by our IT and services contractor EDS.

DVLA Enquiries

PCfL's most heavily utilised service is a link from each council to DVLA. When a penalty charge is unpaid, or a vehicle is left unclaimed in a car pound, the council needs to locate the last known keeper of the vehicle. Each council submits a list of the number plates (vehicle registration marks or VRMs) for vehicles they require keeper information on, and the following day PCfL transmits back information obtained on these vehicles from DVLA. The system is highly efficient when compared to the traditional method of filing in a paper based request and posting it to Swansea. A full statistical breakdown on the operation of the DVLA link can be found on page 25.

Activities

Parking Enforcement Centre Link

er heavily used service is the link from
ls to PCfL and from PCfL to the Parking
ement Centre (PEC) in Cardiff. Parking
es which have either not been subject to
eal, or have been appealed unsuccessfully,
main unpaid can be registered at the
County Court under a streamlined
ure laid down in the Road Traffic Act.
urt when acting in this capacity is known
Parking Enforcement Centre.

uncils can register batches of up to 1,000
ia the PCfL link to the PEC. If the debt,
egistered, still remains unpaid, the councils
oly for a Warrant of Execution. Again, this
done following an automated procedure
he PCfL link.

gh councils are free to register debts
ly and directly with the court, almost all
to use the PCfL link as it is faster and
than the alternatives.

UK and Commonwealth Office Link

ats have a largely undeserved reputation
remier parking offenders in London. In
they are usually parked legally, and
f parking privileges by diplomats is rare.
atic immunity is not a licence to park
re, and this point is made to every
itic mission in London. Diplomats are
d with special parking bays near their
es and sometimes outside official
ies as well. Apart from this concession
nder the Vienna Convention, diplomats
ected to obey every parking rule in exactly
e way as any other road user in London.
ly some diplomats do get parking
s and, as a consequence of their
ty, they cannot be served with Notice to
nor have debts registered against them
EC. However, the Foreign Office will

the offences committed by vehicles with
diplomatic VRMs.

The FCO link enables councils to batch up
information on unpaid diplomatic parking
penalties and transmit them to PCfL. We in turn
produce a monthly file for the FCO who can
chase the offenders for outstanding fines.
Although technically the embassies and missions
can refuse to pay any fine or penalty, in practice
the system is so efficient the payment rate from
PCNs issued to diplomatic vehicles is
substantially better than that for vehicles
registered in the usual way at Swansea.

A breakdown of the transactions on the FCO
link can be found on page 25.

Payment Information Exchange

PCfL's payment exchange allows PCfL to collect
payments on behalf of any council and forward
them to the appropriate authority, and allows
councils and the police to collect money on
behalf of one another and clear outstanding
balances at the end of each month. The purpose
of this is to enable appellants who are visiting
the central London hearing centre to make
payment if their appeal is unsuccessful, to create
an easy payment facility for people with very
large numbers of parking penalties from a
variety of different authorities and enable
councils and the police, if in receipt of a cheque
that should have been directed at a different
authority, to bank the money and then redirect
it. This makes life harder for people who try to
evade payment by deliberately sending cheques
to the wrong place and makes life easier for
otherwise law abiding citizens who wish to make
quick and convenient payments.

The system updates councils and the police on
payments received on their behalf on a daily
basis, but cheques are only issued once a month
to minimise accountancy and banking costs. For
a full breakdown of Payment Information

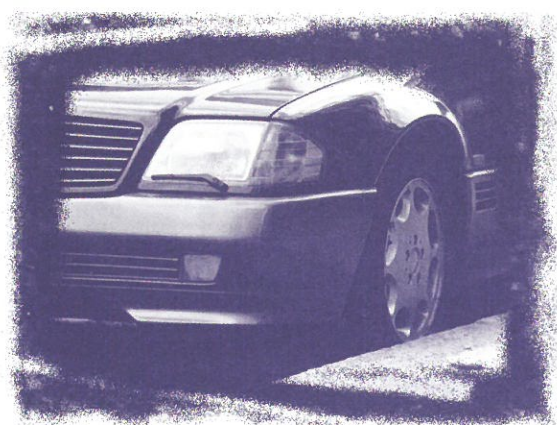
Persistent Evaders Database

PCfL maintains a database of vehicles with multiple unpaid tickets which have been outstanding for some time (over 56 days) and have not been subject to a legal challenge. The purpose of this database, which is compiled from information received from each London council and then re-transmitted back to them, is to enable enforcement authorities to target scarce clamping and towing resources on the vehicles most likely to leave a ticket unpaid. In future years the system should really come into its own – under recently passed legislation owners will soon be required to pay all back penalties if their car is clamped for any one parking offence. The law requiring this is now in place, but PCfL is awaiting the regulations giving effect to this as they must be made by the Secretary of State for Transport. When this occurs use of the Evaders Database is likely to increase.

Training Standards

PCfL developed a training standard for parking attendants several years ago to ensure all parking attendants had the same basic level of competency to carry out their duties under the Road Traffic Act. The training courses for parking attendants are provided by their employer or by a third party training organisation, but PCfL certificates approved courses. The structure of the scheme is modular, with each trainee learning certain core skills, backed up with essential local information and followed by a probationary period on the street. Only after all modules have been completed is the trainee fully qualified.

To promote mobility of parking attendants across different councils and contractors, PCfL issues certificates to verify that an approved course has been completed, and maintains a database of all fully qualified parking attendants. All of London's councils are committed to employing only fully trained and certificated parking attendants. The



most work this year has been concentrated on developing the existing standards, in conjunction with the Security Industries Training Organisation and the British Parking Association, to a National Vocational Qualification (NVQ) level two standard for parking attendants, on-street and off-street. Eventually PCfL training standards will provide the basis for a universally recognised scheme that will apply to the whole of the UK. It is intended to submit the proposed Parking NVQ to the National Council for Vocational Qualifications, for accreditation towards the later half of 1997.

To support the work of parking attendants on the street, PCfL publishes the Parking Attendant's Handbook, which is a guide to the key rules and exemptions to parking controls. The handbook is designed to complement the training that attendants have already received on

Committee Support Administration

Committee Meetings

The PCfL Committee is made up of one councillor from each London council. It meets twice a year, this year on 25 June 1996 and 19 December 1996. Most policy and operational issues are dealt with in detail by the Sub-Committee, which met five times this year on 17 July, 24 September, 19 November 1996 and 15 January and 25 March 1997. The Sub-Committee's membership is drawn from the main Committee and a list of members of both can be found on this page and page 21.

Staff

PCfL's policy is to keep the number of staff employed by the organisation to a minimum. By 1997 the total number of PCfL staff was nine, considerably more being employed on our behalf by our IT contractors EDS for PCfL work.

Nick Lester	London Parking Director
John Sheppard	Chief Adjudicator
Barry Hornett	Administration and Finance Manager
John Axelson	Clerk to the Parking Appeals Service
John Law	Communications Officer
Robert Brown	PA to Chief Adjudicator
John Vigo	PA to London Parking Director
John Powis	Administrative Officer
John Dwyer	Administrative Assistant

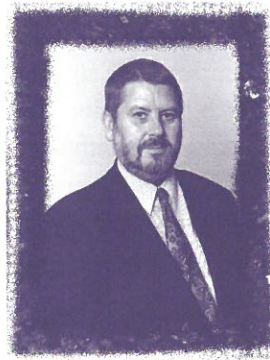
Members of the Parking Committee for London

On the 25 June 1996 Cllr Sally Powell was re-elected Chair of the Parking Committee for London for 1996/97. Cllr Brian Marsh was elected as Deputy Chair. Cllr Malcolm Hyland, Cllr Beryl Brand and Cllr Liam Curran were elected as Vice Chairs.

Sub-Committee members elected were Cllr Sally Powell, Cllr Brian Marsh, Cllr Malcolm Hyland, Cllr Beryl Brand, Cllr Liam Curran, Cllr Maureen Dewar and Mrs Barbara Keep.



Nick Lester



Barry Hornett

**Members of the Parking Committee for
London (at 31st March 1997)**

**Barking &
Dagenham**

Cllr Royston Patient
Cllr Jean Bruce (Deputy)
Cllr L E Bunn (Deputy)

Barnet

Cllr Nicholas Kissen
Cllr Jim Tierney (Deputy)
Cllr Sheila Gottsche (Deputy)

Bexley

Cllr B Brand
Cllr B W Olliver (Deputy)

Brent

Cllr P Pendsay
Cllr Janice Long (Deputy)

Bromley

Cllr Malcolm Hyland
Cllr Philip Jones (Deputy)

Camden

Cllr Brian Woodrow
Cllr Deborah Sacks (Deputy)
Cllr E James (Deputy)

**City of
London**

Mrs Barbara Keep
John A Barker (Deputy)

Croydon

Cllr Pat Ryan
Cllr Peter Hopson (Deputy)
Cllr Rod Matlock (Deputy)

**Ealing
Enfield**

Cllr O'Neil (Deputy)
Cllr Verna Horridge
Cllr G Devitt (Deputy)
Cllr Terry Smith (Deputy)

Greenwich

Cllr A M Moon

Hackney

Cllr Brian Marsh
Cllr Gerry Ross (Deputy)
Cllr Josh Lamb (Deputy)

**Hammersmith
& Fulham**

Cllr Sally Powell
Cllr Josie Wicks (Deputy)

Haringey

Cllr Maureen Dewar
Cllr L Arnold (Deputy)
Cllr Peter Daly (Deputy)

Harrow

Cllr P Budden
Cllr Chamberlain (Deputy)
Cllr Ann Swaine (Deputy)

Havering

Cllr Ray Harris
Cllr Chris Purnell (Deputy)

Hillingdon

Cllr Christine Saunders
Cllr Mike Nash (Deputy)
Cllr Peter Ryerson (Deputy)

**Hounslow
Islington**

Cllr S S Dhaliwal
Cllr Michael Boye-Anawomah
Cllr Richard Greening
(Deputy)

**Kensington
& Chelsea**

Cllr L A Holt
Cllr Mary Weale (Deputy)

**Kingston-
upon-Thames**

Cllr Mary C Watts
Cllr David Twigg (Deputy)
Cllr Jonathan Oates (Deputy)

Committee Support Administration

Ham	Cllr Liam Curran Cllr Glyn Austin (Deputy) Cllr Till (Deputy)
Don	Cllr Michael Brunt Cllr P M Jones (Deputy) Cllr S Blann (Deputy)
Ham	Cllr Bryan Collier Cllr Chris Seddon Cllr Ian Corbett
Edge	Cllr Simon Green Cllr D J Milton (Deputy)
London- Thames	Cllr B Miller Cllr M Elengorn (Deputy) Cllr D Carr (Deputy)
Wark	Cllr Nick Dolezal Cllr Linda Bailey (Deputy) Cllr Howard Latham (Deputy)
	Cllr Mike Cooper Cllr Michael Shaw Cllr Arnold Shaw (Deputy)
Hamlets	Cllr B Harris Cllr J Rainer (Deputy) Cllr John Ryan (Deputy)
Ham Forest	Cllr E M Jones Cllr M N Nasim (Deputy) Cllr D Murray (Deputy)
Worth	Cllr Guy Senior Cllr Clive Dixon (Deputy) Cllr Nadhim Zahawi (Deputy)
Minster	Cllr Robert Moreland Cllr Francis Blois (Deputy)



bles and Statisical Information

king Penalties



 **Band A**

 **Band B**

 **Band A/B**

TRACE	Calls answered	Average speed of Answer (seconds)
Month		
April 96	11369	12
May	12042	11
June	11052	10
July	12851	14
August	11606	11
September	12351	10
October	13876	10
November	13903	13
December	11540	12
January 98	13474	14
February	12809	10
March	12961	10
Total	149834	11

DVLA

Number of DVLA Keeper enquiries recieved from councils	355,862
% entries sent to DVLA within one day	99.54
% replies sent to councils within one day	99.73

PEC

Number of Registrations proceeded	306,727
% sent with one day	100
Number of warrants processed	216.475
% sent within one day	100

FCO

Number of Transactions proceeded	50
----------------------------------	----

PIE

Number of LA PIE payment records processed	2,103
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Tables and Statistical Information

London Borough PCNs	PCNs 1995/96	PCNs 1996/97
City of London	20,432	22,344
Barnet	84,864	105,932
Brent	61,163	73,347
Bromley	67,104	81,252
Buckingham	45,335	54,235
Camden	204,427	261,208
Corporation of London	99,825	98,746
Croydon	110,059	111,066
Ealing	86,689	114,061
Enfield	68,308	92,705
Greenwich	58,741	68,638
Hackney	70,138	72,542
Hammersmith & Fulham	107,000	135,336
Haringey	79,602	93,740
Harrow	56,987	72,615
Havering	33,445	29,220
Hillingdon	54,979	46,677
Isle of Wight	65,957	87,372
Kingston	93,025	76,411
Kingston & Chelsea	217,333	221,087
Merton Upon Thames	43,434	39,982
Newham	51,876	49,655
Redbridge	50,206	61,367
Richmond	37,801	43,062
Southwark	56,481	82,352
Stambridge	43,723	58,850
Stratford Upon Thames	71,768	95,572
Sutton	73,045	72,732
Tottenham	41,491	44,643
Tower Hamlets	71,735	94,152
Waltham Forest	112,245	112,972
Wandsworth	102,641	106,058
Westminster	804,769	807,030
Total / average for London	3,246,628	3,586,961

London Borough Activities		1995/96	1996/97
Council	Activity		
Brent	removals	3,645	3,533
Camden	clamps	14,472	16,164
	removals	5,720	6,204
Corporation of London	clamps	1,694	2,159
	removals	1,562	1,952
Croydon	removals	3,442	4,739
Enfield	clamps	925	0
	removals	1,717	1,208
Hackney	clamps	2,628	5,964
	removals	286	676
Hammersmith & Fulham	removals	2,153	2,135
Havering	clamps	0	41
Kensington & Chelsea	clamps	10,612	12,374
	removals	5,228	8,271
Lambeth	removals	–	5,137
Southwark	clamps	959	4,031
	removals	162	1,067
Wandsworth	removals	1,556	1,808
Westminster	clamps	19,696	23,304
	removals	17,381	16,160
Total	clamps	50,986	64,037
	removals	42,060	51,682

ME

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CONTROL SYSTEMS LIMITED

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COINS ACCEPTED



SEE DISPLAY
FOR FEE PAID
EXPIRY TIME



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COINS

£2.40 PER HOUR

MINIMUM CHARGE
10 PENCE



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Chief Adjudicator's Foreword

I have pleasure in introducing the fourth annual report of the parking adjudicators. It is again a joint report of all the adjudicators. The difference is that this report is presented by 27 Parking Adjudicators, a factor significant in itself. The first Joint Report was presented by four Adjudicators, the next two by sixteen. During the period of this Report the number of parking adjudicators increased to twenty seven, the Parking Committee for London having made eleven new appointments at their meeting in December 1996.

This report formally covers our work during the annual year 1996/7. However since it will be presented to the Parking Committee for London at their final meeting in December 1997 before they evolve into the Traffic Committee for London the adjudicators consider it to be an opportune time to examine a number of issues which were identified as of importance during the year 1996/7 but were finally subject to test cases later in 1997.

Many of the issues examined in this report have been raised in our previous annual reports. We return to them because they continue to form a significant proportion of our work and the newly appointed adjudicators have come to them fresh and wish their views to be represented.

Last year the Annual Report of the Parking Adjudicators showed that we received 20,166 appeals in the year 1995/6. This year's Report shows that 27,069 appeals were lodged, an

during the period of this Report.

I must emphasise that the increase in the number of appeals lodged should not be taken as a deterioration in the quality of borough activities. It simply reflects the extent to which the Road Traffic Act 1991 decriminalised scheme has become established within London. Similarly, the numbers of appeals lodged against particular councils do not necessarily give an indication of the quality or quantity of parking enforcement in that particular borough. The reasons for the different volumes of appeals are varied and complex. I caution against a simplistic analysis of our statistics. It must also be borne in mind that only 1% of Penalty Charge Notices issued result in appeals to Adjudicators. While this is a small proportion it is clear that important and generally relevant issues are raised on appeal. The matters covered by this report are a clear demonstration of that point.

Having regard to increase in appeals I am pleased that our performance statistics shown at page 44 demonstrate that Adjudicators were able to cope with the volumes of appeals within our targets for the throughput of cases and waiting times for appellants at the hearing centre. For the overall period a personal appeals took an average of 37.103 days between the Notice of Appeal being received and a determination by an Adjudicator. An average of

attending for a personal hearing were seen within 15 minutes of their arrival.

It will be seen that relatively few of our appeals are concerned with vehicles which have been clamped or removed. In the past we have recommended that vehicles to be removed are photographed in situ prior to removal. This practice may well have some bearing on the small number of appeals we receive and the relatively high proportion that are refused.

By July 1996 it was apparent that the increase in the workload required the appointment of more Adjudicators.

Advertisements were placed in the Bar News and Guardian Gazette and interviews were held.

11 appointments made by the Parking Committee for London at their meeting in December 1996, bringing the total number of Adjudicator to 27 including the Chief Adjudicator.

Last year our annual report concentrated on the issue of notices, both the Penalty Charge Notice and the Notice to Owner and on giving notice generally.

During the year from April 1996 to April 1997 the dominant issue for Adjudicators was that of ownership, and the meaning of owner within the Road Traffic Act 1991. In particular the case of Francis v the London Borough of Wandsworth which was subject to Judicial Review in the High Court and finally considered by the Court of Appeal when it became





11 appointments were
made bringing the
total number of
Adjudicator to 27

is discussed in detail in the section of this report dealing with 'ownership'.

A significant development during the year was Winchester City becoming the first council outside London to adopt the Road Traffic Act 1991 powers. The London Adjudicators are pleased to assist Winchester by determining their appeals.

We look forward to including Oxford, High Wycombe, Maidstone and Watford in our Annual Report next year.

In March 1997 the Parking Committee for London commissioned the School of Public Policy at Birmingham University to undertake a survey of Experiences and Expectations of appellant users of the Parking Appeals Service. The research was conducted throughout the summer and full report has just become available. A full analysis of their findings will be presented in next year's annual report.

Finally, the Parking Committee for London are to merge with three other London wide transport committees at the beginning of 1998 becoming the Transport Committee for London. The Adjudicators welcome any initiatives which result in greater efficiency. I have had verbal assurances that there are no plans to change the Parking Appeals Service or for any steps to be taken which would affect the Adjudicators. However the assessment of resources and staff which will take place will provide a welcome

increased workload and enable the organisation to be structured to provide genuine independence for the whole tribunal, Adjudicators and staff.

The Parking Adjudicators would like to take this opportunity to record that in creating the Parking Appeals Service the Parking Committee for London have set a standard for tribunals which is widely regarded as a model for the future. The Adjudicators congratulate them for their continued insight and commitment to quality of service. We look forward to improving and developing our service under the auspices of the new committee.

Caroline
Sheppard

Caroline Sheppard

1 December 1997

Chief Adjudicator

Introduction

This year considerable confusion about the nature of an Adjudicator's function has emerged. Many people appeal believing we are an ombudsman with powers to investigate maladministration. From appellants' correspondence it is clear that many are sensitive to the penal nature of the scheme – they use phrases such as 'I am innocent until proved guilty'. On the other hand, many councils consider that Adjudicators should take an administrative approach – complaining that Adjudicators accept unsupported evidence of an appellant.

The function of an Adjudicator is judicial. They must make findings of fact and apply the law. They reach their findings on the basis of the evidence before them and conduct proceedings in the manner appropriate for clarification of issues.

These differing perceptions have practical effect in the understanding of the burden and standard of proof.

The issue was fully aired in *Douglas*¹ and *Reason*²

The Adjudicator's judgment confirmed that the local authority must prove that:

- (i) the parking attendant believed a contravention occurred;
- (ii) a Penalty Charge Notice was properly served;
- (iii) a Notice to Owner was properly served on the owner, and the owner's representations were rejected by a reasoned notice of rejection.

The burden of proof falls upon the appellant if he seeks to bring himself within an exception or exemption (eg if claiming to have been loading or unloading).

has overcome the burden of proof, an Adjudicator will take into account all relevant circumstances. The weight given to any piece of evidence being a matter for the Adjudicator.

Both *Douglas*¹ and *Reason*² came before the Adjudicator on review. Where a legal argument has not been fully aired before the original Adjudicator, it may be in the interests of justice that this be considered again. (However, the discretion to review will be exercised sparingly, because of the principle of finality.)

Often the Clerk to the Parking Appeals Service will write to the party seeking the review asking them to set out the grounds upon which the review is sought. This is to ensure both that the review is only allowed in appropriate cases, and that the other party knows precisely the points under consideration.



The function of an adjudicator is judicial. They must make findings of fact and

Traffic Management Orders

The council must show that a contravention of the relevant Traffic Management Order (TMO) occurred, and that the Penalty Charge Notice has been correctly issued, for every appeal.

Adjudicators rely on councils to submit a summary of, or an extract from, the applicable TMO. This is important because adjudicators have no means of knowing that a contravention has occurred without it – TMOs are diverse and individual.

For example, some orders specify the manner in which a pay and display ticket must be displayed, others simply say it must be capable of being read from the

outside. An authority which does not provide requisite information will be at risk in the face of an appellant who does not admit the contravention.

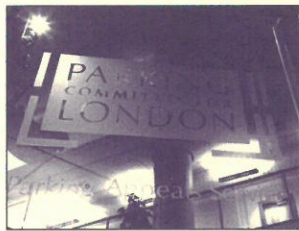
This raises the question each time a motorist crosses a borough boundary, how are they to know what they may or may not do?

Parking Appeals were intended to be swift. It was not intended that an Adjudicator should search through vast number of TMOs (Camden alone has over fifty) in every case. Given time constraints on considering appeals, and the need for co-ordination, the only realistic alternative to providing statutory information by councils would be the adoption of uniform orders. Standardised orders would provide Adjudicators with straight forward points of reference for confirming the nature of parking restrictions and

Adjudicators have noted the recommendation contained in the Government's consultation document that the authorities should consider using the Parking Committee to co-ordinate their parking policies. The Adjudicators see benefits in such an approach.

Adjudicators are concerned about the non-accessibility of TMOs. They have heard cases from appellants who have been charged as much as £40

for a copy of an order. Such charges are disproportionate to the penalty. An Appellant should have ready access to the provisions upon which the authority rests their case.



The Adjudicators recommend that:

- local authorities consider copying appropriate extracts from the relevant Order to all appellants;
- they ensure copies of all Orders are widely available for public inspection at, for example, council offices and libraries; and
- the Traffic Committee determines as part of its Code of Practice on Parking Enforcement appropriate charges for a Traffic Management Order and includes details of the charges in public information and leaflets.

Issue of Penalty Charge Notice

In our annual report for 1994/5 we commented that many appellants complained about not receiving the penalty charge notice. During the year covered by this report at least four thousand appeals were considered where this was the matter of complaint.

The Road Traffic Act 1991 provides

66. 1.—(1) Where [...] a parking attendant has reason to believe that a penalty charge is payable [...] he may —

- (a) fix a penalty charge notice to the vehicle
- (b) give such a notice to the person appearing to be in charge of the vehicle.

Paragraph 1, Schedule 6 states

1.—(1) Where—

- (a) a penalty charge notice has been issued [...]
 - (b) the period of 28 days for payment of the penalty charge has expired without that charge being paid,
- the London authority concerned may serve a notice ('notice to owner')[...]

If the Penalty Charge Notice (PCN) has neither been affixed to the vehicle nor handed to the driver the authority is not entitled to serve a Notice to Owner. Some authorities serve Notices to Owner in the knowledge that the PCN was not issued. An award of costs was made against an authority in such a case. They stated in their notice of rejection of representations that the PCN was not issued, but they nevertheless required payment of the penalty. When the motorist appealed the council did not contest.

This does not make the task in determining if the PCN was issued an easy one. Adjudicators are entitled to be confident that Notices to Owner are not sent in cases where the PCN has not been affixed to the vehicle or handed to the driver.



If the Penalty Charge Notice (PCN) has neither been affixed to the vehicle nor handed to the driver the authority is not entitled to serve a Notice to Owner.

Affixed to the Vehicle

Frequently appellants admit parking at the location shown, but claim no PCN was on their vehicle when they returned. The first they know of the alleged offence is on receipt of the Notice to Owner. The councils often present evidence – such as a record of the tax disc number, together with an endorsement such as ‘fixed to vehicle’ – as proof that the PCN was served. The council will usually point out that if the

PCN is removed by malicious third parties or the wind, the penalty is still payable.

It seems unlikely that weather or mischievous individuals can account for the very large number of appeals on this basis. Anecdotally, certain boroughs and indeed certain streets, seem to generate a disproportionate number of this kind of appeal.



Handed to the Person Appearing to be in Charge

It is often said by drivers that, whilst the parking attendant was seen, no PCN was ever offered or given. This can conflict directly with the parking attendant's note such as ‘handed to driver’. This raises the question of who is telling the truth. Such cases are difficult to decide.

The purpose of the statutory scheme is to promote the free flow of traffic. In these cases the threat of the issue of the PCN has achieved that purpose, by removing the vehicle from its location. Pursuing penalties in the knowledge that the PCN has not

the scheme operates to raise revenue. This belief is also reflected against those local authorities who operate the scheme correctly. Such a belief, if generally held by the public, would risk bringing the whole statutory scheme into disrepute.

The parking attendant could be prevented from giving the driver the PCN because of threats of violence. Whilst such behaviour cannot be condoned, it does not feature very often in appeals. Such incidents do not justify the abandonment of the requirement to give the PCN to the driver.

Postal Service'?

A provision in the current London Local Authorities Bill provides for postal service of Penalty Charge Notices in an attempt to overcome problems of threatening or even violent drivers refusing to accept PCNs, and the perceived problem of 'drive-aways'.

Parking attendants have a difficult task to perform. However, often a PCN was not in fact given to the driver or affixed to the vehicle, despite the recorded evidence to the contrary. The Road Traffic Act's success depends on public confidence in the authorities who exercise the powers.

A large number of appellants who claim not to have received the PCN are upset that the Notice to Owner (sent by post) is the first indication of a penalty charge. The strength of feeling generated is probably a good indicator of the much larger number who would feel the system to be unfair, capricious and oppressive if postal service were to be adopted.

The present system has the advantage of fairness and certainty. If the PCN is on the vehicle when the driver returns s/he can straightaway see what contravention is alleged – either accepting it or raising a lawful exemption.

The Adjudicators see grave difficulties with the proposal to issue Penalty Charge Notices by post and urge the London authorities and the Department of the Environment, Transport and the Regions to reconsider it.

Orange Badges

The Orange Badge scheme does not give rise to a large proportion of appeals but difficulties arise where such appeals come before Adjudicators.

How permits are issued is not a matter for the Adjudicators, although they are aware that many councils consider the scheme is misused. However, sentiments expressed in evidence such as, 'the council is currently cracking down on Orange Badge abuse' are of no relevance to an appeal and give appellants the impression that their representations have been rejected as a matter of policy.

While local authorities may properly have a policy with regard to abuse of the Orange Badge scheme, they have a statutory duty to consider each case on its own merits.

A large number of appellants who claim not to have received the PCN are upset that the Notice to Owner is the first indication of a penalty charge

Central London

The biggest proportion of cases concern PCNs issued in Camden, the City of London, the Kensington & Chelsea and Westminster. Each operate their own schemes and Orange Badge holders are not entitled to the exemptions which apply in the rest of the country.

Appeals are often made by Orange Badge holders who did not realise their Badge did not apply in central London (or that their location was within the central area). These are not valid grounds of appeal. The leaflet issued by the Department of Transport explains that different principles apply in central London but makes no impression on a badgeholder outside the central area who may not be going to central London at the time. It also makes no attempt to explain the rules which apply within central London.

Each of the four central London boroughs operates their own local disabled badge schemes (blue, red, white and green) and apply different concessions to Orange Badge holders. For example: in Kensington & Chelsea, Orange Badge holders may park on yellow lines for up to twenty minutes to pick up/set down a disabled person. In neighbouring Westminster Orange Badge holders may park for one hour in penalty time after payment on a meter. In the City, Orange Badge

holders may park at a permit bay for at least three hours in the day. In Camden, four hours is the limit.

Camden's scheme in particular causes problems. The Orange Badge scheme applies in most of the borough except in a part south of the Euston Road. Orange Badge holders frequently say there is nothing to show where the badge scheme starts and ends. The area includes University College Hospital and sometimes applicants incur a PCN when attending hospital.

Adjudicators have had considerable difficulty in establishing precisely what rules applied where. In the end they prepared a document setting out the schemes throughout the central London area together with a colour chart. It is regrettable that this information is not readily available to Orange Badge holders coming to central London.

The Adjudicators recommend that the four relevant local authorities attempt to achieve greater harmonisation of the regulations which apply to Orange Badge Holders within central London. They also recommend that better steps are taken to inform badge holders of what is required of them and, in particular, precisely where the different rules apply.

Each of the four central London boroughs operates their own local disabled badge schemes (blue, red, white and green) and apply different concessions to Orange Badge holders.

Reasons for Rejection and Disclosure

An appeal is a challenge to the council's rejection of the appellant's original representation. In our Annual Report for 1994/5 we commented on the failure of many councils to give proper reasons in their Notices of Rejection. Adjudicators regret that common practice on the part of some authorities is to serve standard form notices stating their decision without giving any reasons. In other instances, representations have been made on the ground that the vehicle was sold, but the reason given for rejecting it deal with the contravention itself, such as, 'your vehicle was seen parked on a single yellow line'.

Under the *Road Traffic Act* the authority's statutory duty is twofold: first, consider the representations; second, serve a notice of their decision. The interests of justice require that a person who has made representations should at least know the basis of the decision for rejecting them.

These interests aside, however, there are other reasons why authorities should explain why representations are rejected:

- the owner is entitled to know;
- giving reasons is a safeguard against arbitrariness;
- reasons helps an owner considering an appeal.

Adjudicators often find that appellants are exasperated by what appears to be a faceless bureaucracy that has not given any proper consideration to what are often genuine, if sometimes misguided, grounds of representation. Adjudicators are seen by appellants as their last chance of finding

even when the decision goes against them. Properly addressing original representations would improve public perception of councils.

The Adjudicators believe the number of appeals would diminish if appellants felt that their original representations had been properly considered and could see the reasons for their rejection. A rejection without reasons encourages an appellant to go further. They are likely to be annoyed that their representations do not appear to have received proper consideration and to want to know why. This view is echoed in the Government's consultation on *Traffic Management and Parking Guidance*.

The table on page 44 shows the percentage of appeals which local authorities did not contest. Adjudicators seldom know the reason why an appeal is not contested. That five local authorities do not contest half of the appeals lodged against them is a matter of concern and would indicate that greater attention should be given to the consideration of representations.

Failing to give reasons puts local authorities at risk of costs. Adjudicators find on occasion an underlying failure to properly consider representations. If an appellant is forced to appeal with representations that should have been accepted, an Adjudicator may make an award of costs against the local authority.

This arose in the case of *Chase*³. In that appeal the local authority relied on a vehicle excise licence number recorded in their computer system as

been recorded by the parking attendant. She made an order of costs against the Council. On review of that costs order, it was accepted that the purported vehicle excise licence information was derived from the Driver and Vehicle Licensing Authority computer. The Adjudicator considered that, had this evidence been disclosed to the appellant at the representations stage, the error in the local authority system would have come to light without the need for an appeal, let alone a review.

The Adjudicator held:

Where the owner raises a point in representations in respect of which the authority has relevant evidence, that evidence should be disclosed at that (representation) stage: it should not be withheld until any appeal is made. The reason for this is not just that for an authority to withhold evidence in such circumstances would be patently unfair: disclosure of evidence at that stage also limits the number of unnecessary appeals to the Parking Appeals Service...

Adjudicators consider it particularly helpful for disclosure of records of a tax disc number in all cases where representations are made that the car was not there or that a PCN was not issued. Most councils require the owner to send them a copy of their disc for inspection. Appellants tend to be sceptical about this; in his case Mr Chase said he regarded it as 'fishing'.

Appellants, particularly at personal hearings, occasionally produce new evidence which the local authority have not seen. Adjudicators will consider an adjournment in order to consider new evidence but

Bearing in mind that the burden of proving the contravention lies with the authority, the Adjudicators recommend that authorities review their rejection letters to ensure they disclose material evidence and contain proper reasons for rejecting original representations.



Costs

The award of costs is an exceptional remedy. The system is designed to provide swift, inexpensive justice. The parties do not see the need to employ lawyers, thus the award of costs is therefore rarely appropriate.

Under *Regulations*⁴ the Adjudicator shall not normally award costs and expenses unless either party has acted frivolously or vexatiously or that their conduct was wholly unreasonable. Additionally, an order may be made against a local authority where the Adjudicator considers the disputed decision was wholly unreasonable.

During the period covered by this report the Adjudicators made 34 awards of costs, 33 against local authorities and one against an Appellant. The typical circumstances are local authorities found to be wholly unreasonable when an appellant has made representations that their vehicle could not have been where alleged but this was rejected without consideration.

Appellants are often unclear as to the question of costs, sometimes worried about their own liability or believing they can claim against the council if their appeal is allowed. *The Road Traffic Act 1991* requires local authorities to 'indicate the nature' of the power to award costs. The indication should be construed in light of regulations, that is to say that costs are not normally awarded. Appellants occasionally indicate that they see the mention of costs as a threat to deter them from appealing.

The Adjudicators recommend that local authorities examine the text in their Notices of Rejection dealing

Owner Liability

A ground for representations and appeal is that the person to whom the Notice to Owner was sent was not the owner of the vehicle. The Adjudicators determined 1584 cases last year on the grounds of ownership.

In the 1991 Act, 'owner' is specifically defined as 'the person by whom the vehicle is kept'. The person ordinarily liable for parking infringements is therefore the keeper of the vehicle, who may or may not be the owner.⁶

'Keepership' was considered by the Court of Appeal⁵ on a judicial review from the Parking Adjudicator. The Appellant, Miss Francis, left her car with a garage for a month. During this time it was parked illegally and received seven PCNs, about which Miss Francis knew nothing until she received Notices to Owner. Where an appellant relied upon having disposed of the 'keepership' of a vehicle, the Court of Appeal held that this necessarily involved 'both a degree of permanence and the right to use the vehicle on the road'. As a result, where a car is left with a garage for repair the garage will not usually become liable for parking penalties.

Registered keepers have difficulty in accepting that they are liable for penalties when their car has been illegally parked by a garage. Often, during one period of repair, a vehicle collects a number of PCNs. In Miss Francis' case, the value of Penalty Charge Notices issued was £420.

Hire Firms

Liability for penalties came under review again in *Autolease*⁶ and other cases.

The case held that for the hire firm to avoid liability particulars listed in the *Road Traffic (Owner Liability) Regulations 1975*. If a vehicle hire firm could not bring itself within regulations then, because of the garages case, it was unlikely that keepership would pass to the hirer because hiring lacks a degree of permanence.

However, where the hire agreement is part of a financing arrangement it was held that keepership may well lie with the lessee. The lessee has both the right to use the vehicle on the road and also a sufficient degree of permanence to fall within the criteria for keepership.

Finally, the Adjudicator considered the registered keeper of a 'courtesy' car, which is lent by a garage to a customer (free of charge) whilst the customer's is being repaired. It was held that such arrangements lack the permanence to transfer keepership from the garage. Thus the garage owners in the 'courtesy' car cases are in the same position as the individual who leaves his or her car with a garage for repair.

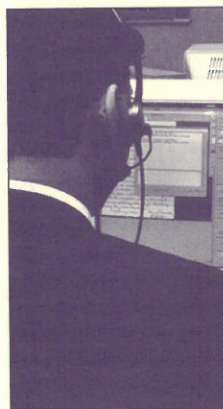
The Court of Appeal decision in the *Wandsworth* case confirms the importance of the accuracy of Driver and Vehicle Licensing Authority record as to who keeps a vehicle at any particular time.

The Adjudicators reiterate the recommendation made in their first Annual Report that the Department of the Environment, Transport and the Regions, the Driver and Vehicle Licensing Authority and the other

Winchester

The City of Winchester was the first authority outside London to adopt the powers of the *Road Traffic Act 1991*. The *Winchester Special Parking Area Order* nominated the London Parking Adjudicators to determine appeals.

The first appeal was received on 20 January 1997 and twenty-two had been lodged by the end of March. Details of Winchester appeals for the period of this report are shown at figure in appendix two.



Appendix One

Appeal Outcomes by Borough

Total Number of Appeals lodged: 27069
of which rejected out of time: 598
Total Number of Appeals decided: 24748

	Total Appeals	Allowed	(of which no contest)	% of 'allowed' which were 'no contest'	Refused	(of which withdrawn)
Council						
Barking & Dagenham	300	180	43	14.33	120	0
Barnet	1532	836	281	18.34	696	3
Bexley	305	201	96	31.48	104	3
Brent	994	426	63	6.34	568	5
Bromley	400	187	76	19.00	213	0
Camden	3873	2321	471	12.16	1552	9
Corporation of London	675	293	80	11.85	382	1
Croydon	530	251	153	28.87	279	0
Ealing	1179	848	658	55.81	331	5
Enfield	435	180	71	16.32	255	1
Greenwich	229	152	112	48.91	77	0
Hackney	786	574	135	17.18	212	3
Hammersmith & Fulham	1708	785	313	18.33	923	4
Haringey	458	313	155	33.84	145	2
Harrow	266	108	45	16.92	158	2
Havering	441	245	73	16.55	196	2
Hillingdon	581	402	295	50.77	179	1
Hounslow	160	138	62	38.75	22	0
Islington	336	310	166	49.40	26	0
Kensington & Chelsea	967	485	142	14.68	482	2
Kingston Upon Thames	102	36	11	10.78	66	1
Lambeth	510	319	118	23.14	191	1
Lewisham	691	425	209	30.25	266	2
Merton	98	46	27	27.55	52	1
Newham	933	522	126	13.50	411	3
Redbridge	171	72	30	17.54	99	0
Richmond Upon Thames	432	162	66	15.28	270	0
Southwark	194	126	25	12.89	68	1
Sutton	410	257	172	41.95	153	0
Tower Hamlets	591	381	313	52.96	210	1
Waltham Forest	569	249	79	13.88	320	2
Wandsworth	760	404	211	27.76	356	2
Westminster	2122	1812	886	28.82	310	1

Successful Appeals on the Ground 'Relevant Amount Exceeded' as a Percentage of Allowed Appeals

Council	Appeals allowed 'Relevant Amount Exceeded' as a % of Allowed Appeals
Barking & Dagenham	10.56
Barnet	21.77
Bexley	7.46
Brent	19.25
Bromley	7.49
Camden	16.59
Corporation of London	12.63
Croydon	2.79
Ealing	4.95
Enfield	6.11
Greenwich	5.92
Hackney	17.60
Hammersmith & Fulham	4.46
Haringey	8.63
Harrow	9.26
Havering	6.53
Hillingdon	4.48
Hounslow	10.14
Islington	18.06
Kensington & Chelsea	12.58
Kingston Upon Thames	2.78
Lambeth	12.54
Lewisham	3.53
Merton	6.52
Newham	27.97
Redbridge	1.39
Richmond Upon Thames	8.02
Southwark	17.46
Sutton	3.11
Tower Hamlets	1.57
Waltham Forest	9.64
Wandsworth	2.97
Westminster	8.33

Appeal Outcomes by Hearing Type

	Total	Allowed (inc. no contest)	Refused (inc. withdrawn)
Hearing Type			
Personal	6746	5100	1646
Postal	18002	8946	9056
Total Hearings	24748	14046	10702

Appeal Outcomes by Ground of Appeal

	Total	Allowed (inc. no contest)	Refused (inc. withdrawn)
Ground			
Offence not committed	12415	5317	7098
Relevant amount exceeded	3542	1618	1924
Appellant is not the Owner	1514	977	537
Multiple Grounds	545	173	372
Other	484	122	362
Vehicle taken without contest	154	58	96
We are a hire company	140	59	81
Valid orange badge on display	99	32	67
Traffic order not valid	51	6	45
Less than 15 min had elapsed	23	6	17
Total	18967	8368	1059

Appeal Outcomes by Type of Appeal

	Total	Allowed (inc. no contest)	Refused (inc. withdrawn)
Hearing Type			
Schedule 6 (5) (1) (<i>appeal against PCN</i>)	23085	13335	9685
Section 71 (<i>appeal against clamp/remove</i>)	1544	633	903
Regulation 11 (<i>Review of previous decision</i>)	117	76	41
Schedule 6 (8) (7)	2	2	0

Average Time for Decision per Appeal Hearing

	Average time in minutes
Hearing Type	
Personal	22
Postal	13
All appeals	16

Note: some appeal hearings include decisions on liability to pay more than one PCN

Average Time taken from Receipt of Appeal to Adjudicated Decision

	days
Hearing Type	
Personal	38
Postal	45
All appeals	43

Average Time taken from Receipt of an Appeal to the Adjudicated Decision – Only One Case Hearing

	days
Hearing Type	
Personal	37
Postal	40
All appeals	39

Note: there has only been one session for this case

Average Personal Hearing Waiting Time

	No. of Hearings	as a %
Waiting Time		
Less than 15 mins	3325	77.89
15-30 mins	640	14.99

Appendix Two

Appeal Outcomes for Winchester

Council	Allowed	(of which no contest)	Refused	(of which withdrawn)
Winchester	7	5	10	0

Appendix Three

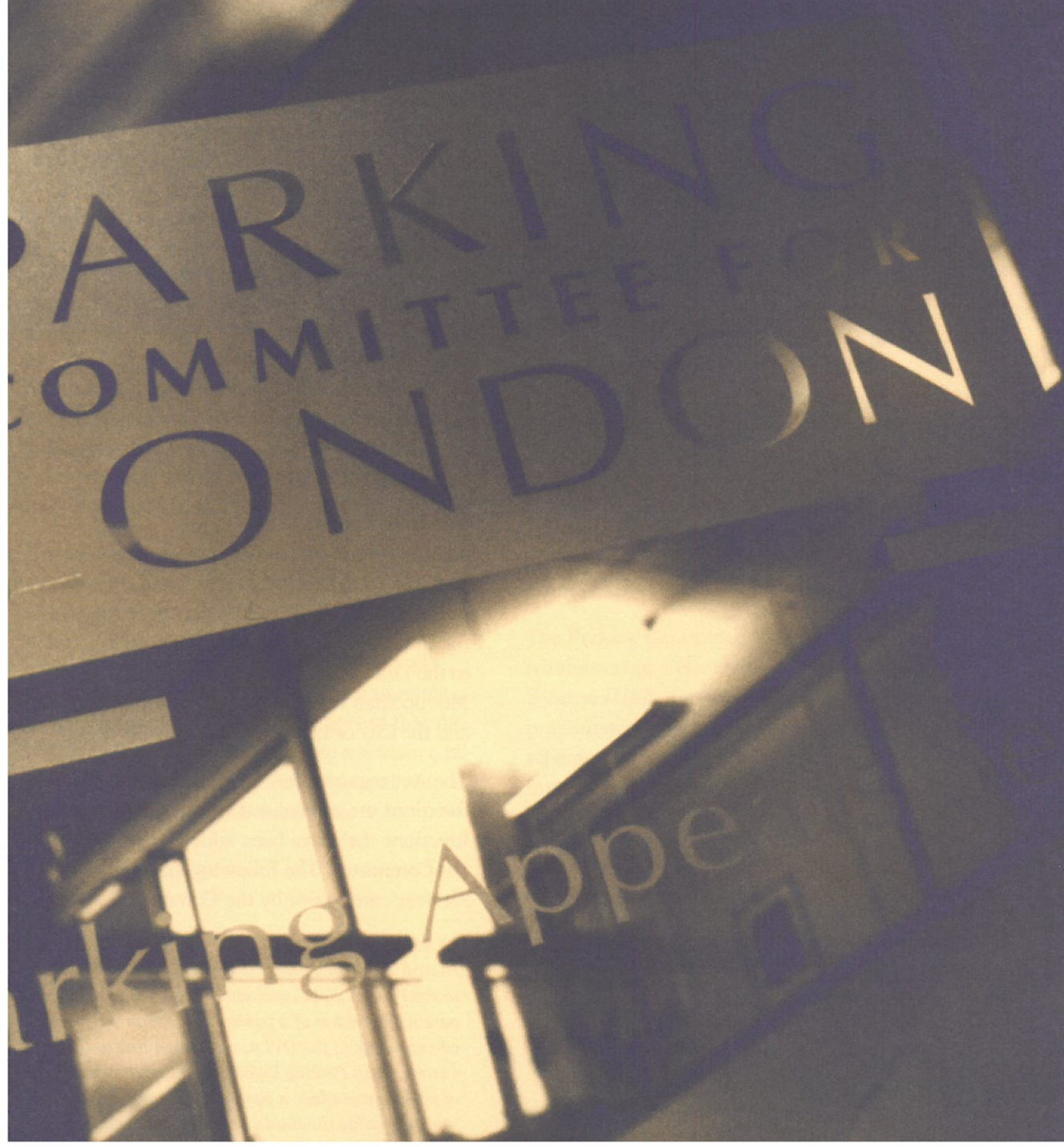
Chief Adjudicator

Caroline Sheppard

Adjudicators 1996/7

Robin Allen	(appointed December 1996)
Michel Aslangul	(appointed December 1996)
Hugh Cooper	(appointed December 1995)
Richard Crabb	(appointed December 1994)
Neeti Dhanani	(appointed December 1996)
Sarah Dobbryn	(appointed December 1996)
Henry Michael Greenslade	(appointed December 1994)
Usha Gupta	(appointed July 1993)
Caroline Hamilton	(appointed December 1996)
Gary Hickenbottom	(appointed December 1994)
Monica Hillen	(appointed July 1993)
Edward Houghton	(appointed December 1994)
Andrew Keenan	(appointed July 1993)
Brian James CBE	(appointed December 1994)
Verity Jones	(appointed December 1996)
Barabara Mensah	(appointed December 1994)
Ronald Norman	(appointed December 1996)
Neena Rach	(appointed December 1994)
Kathleen Scott	(appointed December 1996)
Jennifer Shepherd	(appointed December 1994)
Sean Stanton-Dunne	(appointed December 1996)
Gerald Styles	(appointed December 1994)
Timothy Thorn	(appointed December 1996)
Susan Turquet	(appointed December 1994)
Diana Witts	(appointed December 1996)
Paul Wright	(appointed December 1994)

Financial Statements and Accounts
Year ended 31 March 1997



Report of the Chair to the Consortium Members

The Chair of the Parking Committee for London (the Committee) has pleasure in presenting the financial statements for 1996/97, the fourth year of operation of the Committee.

Responsibilities of the Committee's Officers

The Committee's Officers are required to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the Committee and of its result for that period. In preparing those financial statements, the Committee's Officers are required to select suitable accounting policies and then apply them consistently, make judgements and estimates that are reasonable and prudent and to prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Parking Committee for London will continue.

The Committee's Officers are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the Committee and are also responsible for safeguarding the assets of the Committee and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Principal Activities

The Committee is a statutory body, established under s.73 of the Road Traffic Act 1991. That Act makes provision for the transfer of responsibility for enforcing most parking regulations in London to the London local authorities from the Metropolitan Police, their traffic warden services and the City of London Police.

The Act requires that a number of specific functions are carried out by the Committee, plus functions that have been added by resolution of the Committee. The following are the agreed services carried out by the Committee:

"an adjudication service, setting additional parking charges (including penalties), a Code of Practice, links to the Foreign and Commonwealth Office on diplomatic parking, provision of a public information service, a common link to the DVLA, a common link to the County Court Parking Enforcement Centre, a database of persistent evaders, a payment exchange system, setting training standards, certain public relations activities, and maintaining a general overview of local authority enforcement in London"

Committee Activity and Support During 1996/97

The Committee and its Sub-Committee are advised and supported by a management team, the London Parking Director, Chief Adjudicator, Administration and Finance Manager and a small core support team which includes a Communications/Publicity Officer and the Clerk to the Parking Appeals Service.

The full Parking Committee for London met twice and the Sub-Committee met five times.

Accounts for 1996/97

The Committee's financial year of 1996/97 saw the first typical year of London boroughs carrying out their full parking enforcement regulations in London.

The approved estimated expenditure budget for the year was £3,368,795 which took into account boroughs exercising their full enforcement powers and the Committee's support services providing the full range of services related to them.

Gross expenditure was lower than anticipated in the budget estimates and service related income was higher, resulting in balances being higher.

The Committee in considering its budget and policy on balances for 1997/98 agreed to retain a cashflow contingency and further agreed that the remaining balances be used to help maintain a nil growth in the net expenditure budget and reduce some costs and charges to boroughs.



Looking Forward to 1997/98

Borough activities should be at a steady operational level, with a small increase in use of PCFL services.

Use of the Parking Appeals Service by outside London authorities is increasing and related expenditure will remain at no cost to the London boroughs.

The Parking Committee for London will be administering a Health Emergency Badge Scheme (HEB) for emergency health practitioners which supersedes the old BMA scheme for doctors. This scheme will be self financing and at no additional cost to the London boroughs.

The Committee in December 1996 approved a net estimated expenditure budget of £2,935,000 for 1997/98.

Handwritten signature of Sally Powell

Councillor Sally Powell

Auditors' Report to the Consortium Members

We have audited the financial statements on pages 53 to 59.

Respective Responsibilities of the Committee and Auditors

As described in the Report of the Chair on page 50, the Committee's Officers are responsible for the preparation of financial statements. It is our responsibility to form an independent opinion, based on our audit, on those statements and to report our opinion to you.

Basis of Opinion

We conducted our audit in accordance with Auditing Standards issued by the Auditing Practices Board. An audit includes examination, on a test basis, of evidence relevant to the amounts and disclosures in the financial statements. It also includes an assessment of the significant estimates and judgements made by the Committee in the preparation of the financial statements, and of whether the accounting policies are appropriate to the Parking Committee for London's circumstances, consistently applied and adequately disclosed.

We planned and performed our audit so as to obtain all the information and explanations which we considered necessary in order to provide us with sufficient evidence to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or other irregularity or error. In forming our opinion we also evaluated the overall adequacy of the presentation of information in the financial statements.

Opinion

In our opinion the financial statements give a true and fair view of the state of affairs of the Parking Committee for London as at 31 March 1997 and of its surplus for the year then ended.

Chartered Accountants
Registered Auditors
Fairfax House
Fulwood Place
Gray's Inn
London
WC1V 6UB

Income and Expenditure for the Year Ended 31/4/97

	Notes	1997	1996
Income			
	2	3,902,888	3,571,132
Expenditure			
Operating Costs		2,134,498	2,282,814
Accommodation		419,327	454,345
Staffing Costs		307,767	269,518
Computer Costs		96,536	28,886
Overheads		203,592	161,352
		3,161,720	3,196,915
Operating Result		741,168	374, 217
Interest Receivable			
		70,016	83,227
Retained Surplus for the Year			
		811,184	457,444
Balance Brought Forward		883,309	425,865
Retained Surplus Carried Forward			
		1,694,493	883,309

There were no recognised gains or loses other than the surplus for the year.

The results for the year arise from continuing operations.

The notes on pages 55 to 59 form part of these financial statements.

Balance Sheet

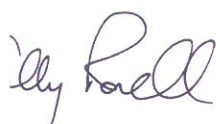
1 March 1997

	Notes	1997	1996
Fixed Assets			
Intangible Fixed Assets	3	329,290	376,735
Current Assets			
Debtors	4	799,676	520,754
Cash at Bank and in Hand		1,361,64	1,238,794
		2,161,290	1,759,548
Liabilities			
Accounts Due Within One Year	5	796,087	1,252,974
Net Current Assets			
		1,365,203	506,574
		1,694,493	883,309
Financed By			
Income and Expenditure Account		1,694,493	883,309

The notes on pages 55 to 59 form part of these financial statements.



Peter
London Parking Director



S Powell
Member, Parking Committee for London

Notes to the Financial Statements for the Year Ended 31/4/97

1. Accounting Policies

The Committee has adopted the following accounting policies which should be read in conjunction with the financial statements set out on pages 52 to 54 which have been prepared under the historical cost convention.

(i) Income and expenditure

Income and expenditure is accounted for on an accruals basis.

(ii) Fixed assets and depreciation

Fixed assets are stated at cost less depreciation. Depreciation is provided on all tangible fixed assets at rates calculated to write off the cost less estimated residual value of each asset evenly over its useful life as follows:-

Furniture and fittings	10% on cost
Computer, communications and security equipment	25% on cost
Leasehold improvements	over the term of the lease

(iii) Leased assets and obligations

Where assets are financed by leasing agreements that give rights approximating to ownership ("finance leases"), the assets are treated as if they had been purchased outright. The amount capitalised is the present value of the minimum lease payments payable during the lease term. The corresponding lease commitments are shown as obligations to the lessor.

Depreciation on the relevant assets is charged to the profit and loss account.

Lease payments are treated as consisting of capital and interest elements, and the interest is charged to the profit and loss account using an approximation to the annuity method.

All other leases are "operating leases", and the annual rentals are charged to the profit and loss account on a straight-line basis over the lease term.

2. Income

	1997	1996
Borough levies for the year	3,845,548	3,484,929
Other Income - publication sales	3,541	7,386
- training levies	1,384	24,187
- press and publicity	49,995	49,495
- other	2,420	5,135

otes for the Financial Statements for e Year Ended 31/4/97

Tangible Fixed Assets

	Leasehold improvements	Computer, communications and security equipment	Furniture and fittings	Total
st				
1 April 1996	259,209	102,486	129,618	491,313
ditions	-	6,663	-	6,663
31 March 1997	259,209	109,149	129,618	497,976
preciation				
1 April 1996	36,002	50,637	27,939	114,578
urges for year	17,281	23,865	12,962	54,108
31 March 1997	53,283	74,502	40,901	168,686
Book Value				
March 1997	205,926	34,647	88,717	329,290
31 March 1997	223,207	51,849	101,679	376,735

ebtors

	1997	1996
es receivable	607,143	371,248
er debtors	152,141	106,034
ayments	40,392	43,472
	799,676	520,754

editors

	1997	1996
unts Due within one year		
to Boroughs	89,608	426,946
ronic Data Services Limited	-	18,104
e Creditors	283,334	205,157
ials	423,145	602,767

6. Taxation

The Parking Committee for London is exempt from charges to Income Tax, Corporation Tax and Capital Gains Tax under S519, Income and Corporation Taxes Act 1988.

7. Lease Commitments

Annual commitments under operating leases at 31 March 97

Land and Buildings

Expiring after five years

	1997	1996
	100,000	100,000

8. Financial Commitments

The terms of the IT agreement with EDS stipulate that a minimum annual payment of £1,938,073 is payable to EDS for the third year of the contract. The Parking Committee for London is contracted to make up the difference between the charges paid up to the anniversary date and the minimum payment.

The £1,938,073 minimum was not achieved via the contractual charges at the conclusion of the third year of the contract (July 1997) and a shortfall of £362,805 exists. All of this balance has been accrued in the 1996/97 accounts.

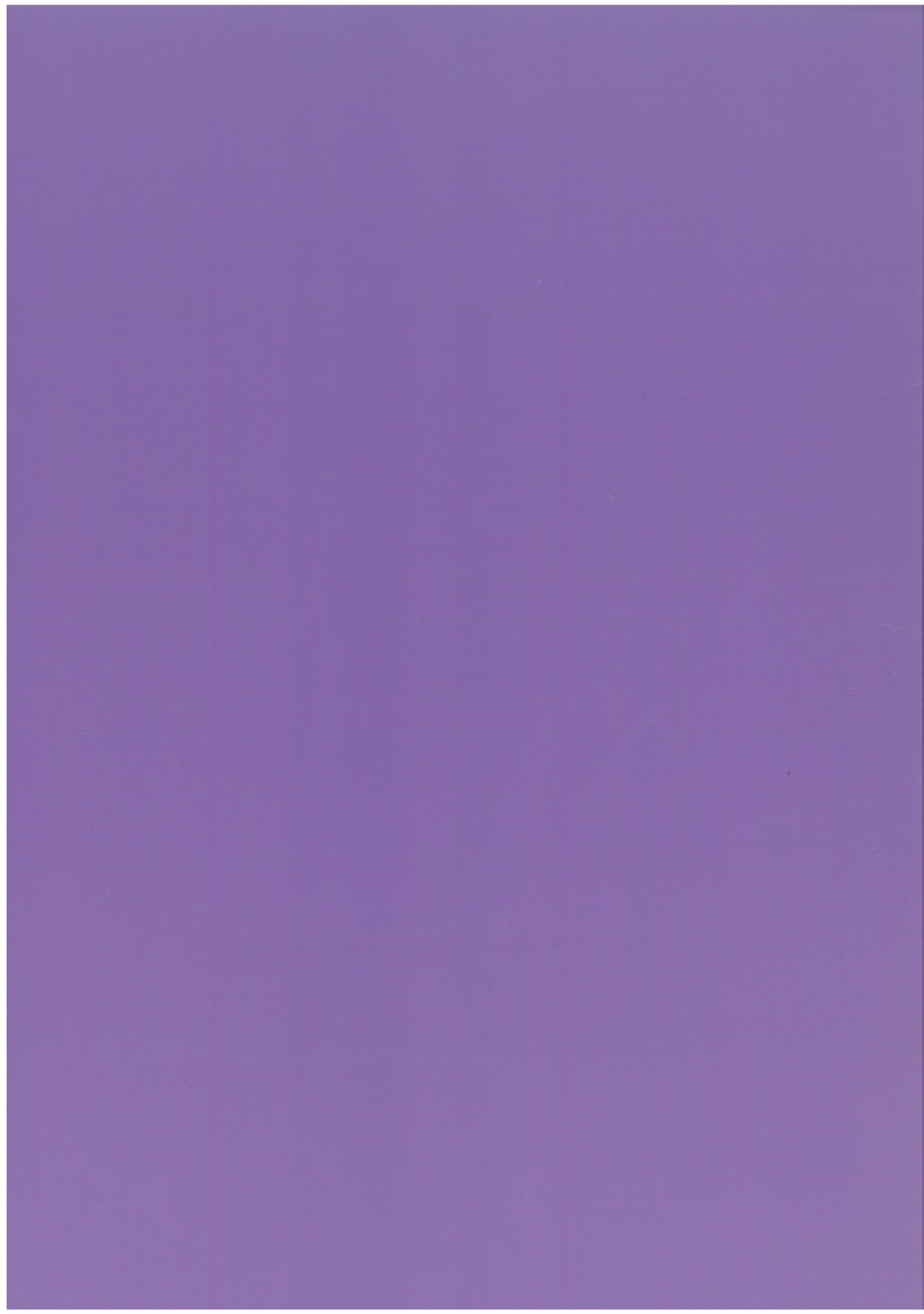
Detailed Income and Expenditure Account for the Year Ended 31 March 1997

	1997	1996
Income		
ough Levies	3,845,548	3,484,929
er Income	57,340	86,203
	3,902,888	3,751,132
rest Receivable	70,016	83,227
	3,972,904	3,654,359

	1997	1996
Expenditure		
Operating Costs		
Services	1,951,365	2,167,936
Education	183,133	114,878
	2,134,498	2,282,814
Accommodation Costs		
t	100,000	100,000
es	172,948	195,899
Management Charge	16,892	16,838
it and Heat	15,923	17,246
irance	21,284	18,523
vice Charge	68,631	82,249
ining	5,381	5,092
urity	987	1,217
preciation - Leasehold Improvements	17,281	17,281
	419,327	454,345
Staffing Costs		
ce Administration	304,294	264,364
porary Staff	2,051	250
ning	1,422	4,904
	307,767	269,518
Computer Costs		
ardware Maintenance	2,220	2,191
plies	2,000	838
preciation - Computer Equipment	23,865	25,352
s on Disposal - Computer Equipment	-	505
ware Development Costs	68,451	-
	96,536	28,886

	1997	1996
Expenditure cont'		
Brought Forward	2,958,128	3,035,563
Overheads		
Publication Costs Including Publicity	29,388	31,926
Maintenance	2,847	5,446
Photocopying	3,562	3,897
Telephone	39,494	15,024
Postage	28,267	25,359
Meeting Expenses	1,593	1,856
Travel Expenses	4,440	3,137
Stationery	24,559	24,968
Audit and Accountancy	6,000	3,150
Consultancy	34,606	2,129
Legal and Professional	8,397	1,740
Subscriptions	1,861	1,792
Depreciation - Furniture	12,962	12,773
Sundry	5,616	3,820
Training	-	24,335
	203,592	161,352
Total	3,161,720	3,196,915

	1997	1996
Surplus for the Year		
Income	3,972,904	3,654,929
Expenditure	3,161,720	3,196,915
Total	811,184	457,444





PARKING
COMMITTEE FOR
LONDON

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London SW1Y 4TE
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Facsimile 0171 747 4848**