

# London Councils' Transport & Environment Committee

## Proposal to Rebrand the Parking & Traffic Appeals Service (PATAS)      Item No:

**Report by:** Nick Lester-Davis      **Job title:** Corporate Director of Services

**Date:** 15 April 2015

**Contact Officer:** Spencer Palmer

**Telephone:** 0207 934 9908      **Email:** [spencer.palmer@londoncouncils.gov.uk](mailto:spencer.palmer@londoncouncils.gov.uk)

**Summary:** Proposal to Rebrand the Parking and Traffic Appeals Service (PATAS)

**Recommendations:** Members are asked to agree the proposed changes set out in this report.

### Background

The Parking and Traffic Appeals Service (PATAS) is the administrative service, which supports the Parking and Traffic Adjudicators and the Road User Charging Adjudicators.

When decriminalised parking enforcement commenced, the service was known as the Parking Appeals Service (PAS) but, following the introduction of a wider range of civil enforcement of moving traffic and bus lane contraventions in about 2000, the name was changed to the Parking and Traffic Appeals Service (PATAS). This name has remained since then even after the addition of support to the Road User Charging Adjudicators in 2003. However, more recently, with the addition of appeals against enforcement of other non-traffic related contraventions, principally to do with littering and waste collections, contained within the London Local Authorities Act 2009 and the Deregulation Act 2015, the name has become increasingly inappropriate. Concerns have been raised primarily, but not solely, by adjudicators that:

- the inclusion of littering and environmental issues within the remit of the adjudicators is confused by the name simply referring to parking and traffic;

- it is possible that adjudicators may be asked to undertake further appeals in environmental areas in the future; and
- the use of the term 'service' confuses the public who, in many cases, do not understand that the adjudicators represent a formal tribunal.

## **Proposed Name Change**

The move from Angel Square to Chancery Exchange combined with the change in service delivery with the new contract in July will require a wholesale redesign of stationery and forms, as well as website modifications, new signing and a degree of media support to publicise the change of address. The change to primarily on-line appeals will, in particular, mean that current forms will become redundant after July, while the change to the support contractor also means that all letters are being redesigned. After July, London Councils will no longer be printing appeal forms while we have given up pre-printing stationery for some years. The adjudicators, therefore, have proposed that this opportunity is taken to rebrand the appeals service as this can be achieved at very low marginal cost at this point.

It is proposed that for public facing activities the old single service name will no longer be used but, instead, the two tribunals will use their own terminology, as agreed with the adjudicators:

- Environment and Traffic Adjudicators (ETA)
- Road User Charging Adjudicators (RUCA)

If there is a need to refer to the two tribunals collectively, they will be known as the London Tribunals, while the administrative support team for the tribunals, who work flexibly between the two tribunals, as needed, will be known as the London Tribunals Support Service.

The administration service for the Road User Charging Adjudicators is provided by London Councils on a contractual basis to the GLA (with whom the duty lies), and those adjudicators are appointed by the Lord Chancellor. The GLA have already agreed to the proposed name change and subject to approval of this report, the Ministry of Justice and Lord Chancellor will be formally notified of the change.

## **Recommendation**

Members are asked to agree the proposed changes set out in this report.

To achieve the changes with little additional cost does need a decision to be made now as designs for forms, stationery and signs are being finalised for the new service and premises. This will limit the additional costs largely to the design costs.

## **Legal implications**

There are no legal implications from this change

## **Financial implications**

By making the change at this stage, the financial costs are limited to design costs which are estimated at £6,000. This can be met out of existing PATAS budgets.

## **Equalities Implications**

There are no equalities implications of this change