



INDIVIDUAL CABINET MEMBER DECISION-MAKING
RECORD OF DECISION

PART A

DETAILS OF REPORT <i>(Officers to complete this section prior to issuing to cabinet member)</i>	
Title of report	Parking Customer Services Strategy
Decision-maker	Cabinet Member for Environment, Transport and Recycling
Earliest date when decision can be taken	8 December 2010
Key decision – Yes/No?	Yes
Date published on forward plan	September 2010
Date sent to Cabinet Member	30 November 2010
Recommendations	<p>It is recommended that the Cabinet Member for Transport, Environment and Recycling agree to the following service improvements to the parking service.</p> <p>Agrees to the introduction of a range of service improvements:</p> <ul style="list-style-type: none"> • That all (Highways) new residents parking permit applications can be made online, by telephone and by postal application • That all (Highways) residents parking permit renewal applications can be made online, by telephone and by postal application • That all (Highways) resident's visitors parking permit applications can be made online, by telephone and by postal application • That all (Highways) other permit types (business, contractor, suspensions and dispensations) can be applied for by email, by telephone and by postal application • That an 0800 (free phone) number is made available to customers as well as the existing 0844 local rate number (which will be retained for customers using mobiles) • That photographic evidence of Penalty Charge Notices (PCN's) is viewable on line • That PCN reviews can be made on line, by email and

	<p>by post (these must be made "in writing")</p> <p>That as a consequence, noting a 50% reduction in footfall to date, (full year 55,000 customers currently projected at 27,500 before new initiatives are introduced) that walk in face to face services (other than assisted self service) in relation to the services currently provided from the Parking Shop be withdrawn.</p> <p>That all additional actions identified within the Community Impact Assessment (detailed in this document) are implemented.</p>
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ORIGINATING AUTHOR'S DETAILS	
<i>(Officers to complete this section prior to issuing to cabinet member)</i>	
Lead officer (Name and job title)	Gill Davies, Strategic Director of Environment and Housing
Report author (Name and job title)	Des Waters, Head of Public Realm
Contact number	0207 525 2080

PART B
(Cabinet Member to complete this section)

DECISION(S)
AGREE RECOMMENDATIONS
REASONS FOR DECISION
SERVICE ENHANCEMENT

ALTERNATIVE OPTIONS CONSIDERED
NONE
REPRESENTATIONS RECEIVED
NONE
ADDITIONAL ADVICE RECEIVED
NONE

ANY INTERESTS DECLARED

(Note: If the decision-maker has a prejudicial interest in the matter the report must be referred to the full cabinet for decision).

Please refer to the definitions of personal and prejudicial Interests in the members code of conduct. If members are still unsure as to whether an interest is personal or prejudicial they should contact Legal Services for advice.

NONE

DECLARATION

I approve/~~reject~~ the recommendations set out in the report.*

or

~~I approved an alternative course of action set out in Part B.*~~

or

~~I have referred this matter to the Full Cabinet for decision.*~~

(* - Please delete as appropriate)

Signed... Barnett Poynton Dated... 8th DECEMBER 2010

Cabinet Member

Please return completed hard copy of the form to Ian Millichap, Bola Roberts Constitutional Team, Southwark Council 160 Tooley Street London SE1 2TZ – tel: 020 7525 7225 fax: 020 7525 7284.

