

**ANNUAL MEETING OF THE
PATROL ADJUDICATION JOINT COMMITTEE
Agenda**

Date: Tuesday 14th July 2026
Time: 11.00 am
Venue: Bevin Hall, Local Government Association, 18 Smith Square,
London, SW1P 3HZ

1. **Appointment of Chair**
To appoint a Chair for the municipal year 2026/27.
2. **Appointment of Vice Chair**
To appoint a Vice Chair for the municipal year 2026/27.
3. **Apologies for Absence**
To note any apologies for absence received and report verbally any additional apologies received on the day (Pages 4-7, enclosed).
4. **Declarations of Interest**
To provide an opportunity for Members and Officers to declare any disclosable pecuniary and non-pecuniary interests and for Members to declare if they have pre-determined any item on the agenda.
5. **Minutes of the Previous Meeting**
To approve the minutes of the previous meeting of the PATROL Adjudication Joint Committee held on 15th July 2025 as a correct record (Pages 8-18, enclosed).
6. **Chair's Update (Verbal Update)**
To provide the Joint Committee with a general update since the last meeting.

7. **Chief Adjudicator's General Progress Report**
To receive the Chief Adjudicator's General Progress Report (Pages 19-24, enclosed).
8. **Adjudicators' Annual Report**
To receive the Adjudicators' Annual report (Pages 25-44, enclosed).
9. **Appointment of Adjudicators for a Five-Year Period**
To confirm the appointment of an additional eleven adjudicators for a five-year period (Pages 45-47, enclosed).
10. **PATROL Annual Return 2025-26**
To report the outturn and end of year position, and the findings of the Internal Auditors, for the year 2025-26 (Pages 48-69, enclosed).
11. **Budget Monitoring Update for 2026-27**
To consider a report on the Income and Expenditure position at 31st May 2026 for the year 2026-27 including the Reserves position at 31st May 2026 against the approved Reserves levels in order to comply with the approved Financial Regulations (Pages 70-75, enclosed).
12. **Expenditure Falling Outside of the Financial Regulations**
To consider a report on any expenditure falling outside of the Financial Regulations (Pages 76-78, enclosed).
13. **Upgrade of Systems and Infrastructure**
To consider a report requesting approval of funds from the Technology Reserve to improve systems and infrastructure of the organisation (Pages 79-81, enclosed).
14. **Risk Management Documentation**
To note the latest review of the Risk Register and Risk Framework (Pages 82-86, enclosed).
15. **Establishment of the Executive Sub Committee**
To establish an Executive Sub Committee and appoint members for the period until the annual meeting of the Joint Committee in July 2027 (Pages 87-90, enclosed).
16. **Adjudicator Feedback**
To note a report which summarises feedback from the adjudicators on the administration, IT and financial services relating to the Tribunal (Pages 91-130, enclosed).

17. **Public Affairs Report**

To note the Public Affairs report during 2026 (Pages 131-138, enclosed).

18. **Driving Improvement Awards - Update from Cornwall Council, Winners 2025**

To receive a report updating the Joint Committee on how Cornwall Council (the winners of the Driving Improvement Awards 2025) utilised the funding allocated to deliver an awareness campaign focusing on the theme 'Abuse of Blue Badges (Pages 139-257, enclosed).

19. **Driving Improvement Awards-Announcement of Winners 2026**

To announce the winners of the Driving Improvement Awards 2026.

20. **Date of next meeting**

To note the date of the next meeting as follows:-

Tuesday 13th July 2027-venue TBC.

For requests for further information or to submit apologies please contact: Sarah Baxter, Democratic Services and Policy Manager Tel: 01625 445576 E-Mail: sbaxter@patrol.gov.uk

For further information on any of the reports contained within the agenda, please contact Laura Padden, Director of PATROL, email: info@patrol.gov.uk

ITEM 3

PATROL Adjudication Joint Committee – 14th July 2026

Apologies

Councillors

Councillor Eileen Hamilton – Amber Valley Borough Council

Councillor Paul Kelly – Barnsley Council

Councillor Anthony Hedley – Basildon Borough Council

Councillor Andy Konieczko – Basingstoke & Deane Borough Council

Councillor Susan Findlay – Blaby District Council

Councillor Nadeem Ayub – Bolton Council

Councillor Jim Clune – Borough of Broxbourne Council

Councillor Ian Walker – Bradford Council

Councillor Nigel George – Caerphilly County Borough Council

Councillor Alex Beckett – Cambridgeshire County Council

Councillor John Parkes – Cannock Chase Council

Councillor Connie Nolan – Canterbury City Council

Councillor Dan De'Ath – Cardiff Council

Councillor Karen Davies – Carmarthenshire County Council

Councillor Terry Sherlock – Chelmsford City Council

Councillor Kate Sarvent – Chesterfield Borough Council

Councillor John Cross – Chichester District Council

Councillor Adrian Lowe – Chorley Council

Councillor Daniel Rogerson – Cornwall Council

Councillor Tony Dale – Cotswold District Council

Councillor John McNicholas – Coventry City Council

Councillor Marilyn Peters – Dartford Borough Council

Councillor Dan Thomas – Devon County Council

Councillor Glyn Jones – Doncaster City Council
Councillor Tim McGuinness – Durham County Council
Councillor Martin Foster – East Lindsey District Council
Councillor Daniel Lach – East Sussex Council
Councillor Polly Blakemore – Folkestone & Hythe Council
Councillor Vanessa King – Guildford Borough Council
Councillor Alan Oliver – Hart Council
Councillor Amanda Napper Councillor – Hartlepool Borough Council
Councillor Helen Campbell – Hertfordshire County Council
Councillor Mark Ieronimo – Hull City Council
Councillor Tony Brennan – Knowsley Council
Councillor Warren Goldsworthy – Lancashire County Council
Councillor Geoff Whittle – Leicester City Council
Councillor Andrew Hamilton-Gray – Leicestershire County Council
Councillor Nick Kortalla-Bird – Lewes District Council
Councillor Brian Yeates – Lichfield District Council
Councillor Javeria Hussain – Luton Borough Council
Councillor Don Pritchett – Melton Borough Council
Councillor Guy Cochran – Mid Devon District Council
Councillor Kerrie Bradburn– Milton Keynes Council
Councillor Paula Keay – Mole Valley District Council
Councillor Wyndham Fryer-Griffiths – Neath Port Talbot County Borough Council
Councillor Rhian Howells – Newport City Council
Councillor Mark Canniford – North Somerset Council
Councillor Michael Wyatt – North West Leicestershire District Council
Councillor Patience Ifediora – Nottingham City Council
Councillor Jacob Williams – Pembrokeshire County Council
Councillor John Stephens – Plymouth City Council
Councillor Peter Candlish – Portsmouth City Council
Councillor Carl Quartermain – Redcar & Cleveland Borough Council
Councillor Louisa Addiscott – Rhondda Cynon Taf County Borough Council

Councillor Andrew Walmsley – Rossendale Borough Council
Councillor Rob Wilson – Shropshire Council
Councillor Jacqui Rayment – Southampton City Council
Councillor Robert Leadenham – South Kesteven District Council
Councillor Karen Pittuck – South Tyneside Council
Councillor Rob Broom – Stevenage Borough Council
Councillor Gary Edgerton – St Helens Borough Council
Councillor Finlay Gordon-McCusker – Stoke-on-Trent City Council
Councillor Mark Wynn – Sunderland City Council
Councillor Matt Furniss – Surrey County Council
Councillor David Foster – Tamworth Borough Council
Councillor Mick Barry – Tendring District Council
Councillor Maureen Flood – Test Valley Borough Council
Councillor Paul Rainbow – Three Rivers District Council
Councillor Stephen Adshead – Trafford Council
Councillor Rob Wormington – Tunbridge Wells Borough Council
Councillor Robert Clegg – Vale of White Horse District Council
Councillor Katya Dray – Warwick District Council
Councillor Stephen Shaw – Warwickshire County Council
Councillor Adam Bridgewater – West Devon Council
Councillor Adrian Owens – West Lancashire Borough Council
Councillor Peter Thornton – Westmorland & Furness Council
Councillor Paul Kenny – Wigan Council
Councillor Kelsie Learney – Winchester City Council
Councillor Elizabeth Grey – Wirral Council
Councillor Jabba Riaz – Worcester City Council
Councillor Tom Wells – Worcestershire County Council
Councillor David Bithell – Wrexham Council
Councillor Roger Berry – Wyre Council
Councillor Nathan Desmond – Wye Forest District Council

Officers

Jason Passfield – Adur District Council, Advisory Board

Rob Shoebridge – Derby City Council, Advisory Board

Lorraine Rushton – Cheshire East Council, Advisory Board

Marc Samways – Hampshire County Council, Advisory Board

Emma Barker – Sheffield City Council, Advisory Board

Minutes of a meeting of the

PATROL Adjudication Joint Committee

held on 15 July 2025 held in the Bevin Hall, Ground Floor, 18 Smith Square, London,
SW1P 3HZ

PRESENT

Councillor Graham Burgess – Hampshire County Council in the Chair
Councillor Sam Riches – Lancaster City Council, Vice Chair

Councillor David Pidwell – Bassetlaw District Council
Councillor Rob Bryher – Bristol City Council
Councillor Gabrielle Bunn – Broxtowe Borough Council
Councillor Colin Hutchinson – Calderdale Borough Council
Councillor Terry Sherlock – Chelmsford City Council
Councillor Marilyn Peters – Dartford Council
Councillor Jon Andrews – Dorset Council
Councillor Ian Hollidge – East Sussex County Council
Councillor Liz Frost – Epsom and Ewell Borough Council
Councillor Michelle Morris – Fylde Borough Council
Councillor Kirsten Bradley – Gosport Borough Council
Councillor Barry Durkin – Herefordshire Council
Councillor Helen Campbell – Hertfordshire County Council
Councillor Paul Richards – Hertsmere Borough Council
Councillor Mark Ieronimo – Hull City Council
Councillor Vanessa Churchman – Isle of Wight Council
Councillor Simon Morgan – Maldon District Council
Councillor Juna Sathian – Newcastle City Council
Councillor Jonathan Pessol – North Kesteven District Council
Councillor Chris Aldred – North Yorkshire Council
Councillor Carl Quartermain – Redcar & Cleveland Borough Council
Councillor Michael Cressey – Runnymede Borough Council
Councillor Christine Guinness – Rushmoor Borough Council
Councillor Henry Nottage – Sheffield City Council
Councillor Subhash Mohindra – Slough Borough Council
Councillor Guy Pannell – South Hams District Council
Councillor Paul Barnes – South Holland District Council
Councillor Mary Bing Dong – Spelthorne Borough Council
Councillor Grace Baynham – Stockport Council
Councillor Lorraine Grocott – Stratford District Council
Councillor Martin Allen – Tandridge District Council

Councillor Maureen Flood – Test Valley Borough Council
Councillor Corinna Huxley – Thanet District Council
Councillor Sarah Nelmes – Three Rivers District Council
Councillor Luke Chapman – Tonbridge & Malling Borough Council
Councillor Jermain Atiya-Alla – Torbay Council
Councillor Geof Driscoll – Uttlesford District Council
Councillor Katya Dray – Warwick District Council
Councillor Mike Eyles – Westmorland & Furness Council
Councillor Taylor Wright – Wiltshire Council
Councillor Karl Perks – Worcestershire County Council

Also in attendance:

Sarah Bussey – Brighton & Hove City Council
Paul Nichols – Brighton & Hove City Council
Mark Fletcher – National Highways
Marc Samways – Hampshire County Council

Officers in attendance:

Sarah Baxter – PATROL
Andy Diamond – PATROL
Patrick Duckworth – PATROL (Communications Consultant)
Laura Padden – PATROL
Caroline Hamilton – Traffic Penalty Tribunal

1.APPOINTMENT OF CHAIR

Consideration was given to the appointment of Chair for the 2025/26 year.

RESOLVED

That Councillor Graham Burgess be appointed as Chair for the 2025/26 year.

2.APPOINTMENT OF VICE CHAIR

Consideration was given to the appointment of Vice Chair for the 2025/26 year.

RESOLVED

That Councillor Sam Riches be appointed as Vice Chair for the 2025/26 year.

3.APOLOGIES FOR ABSENCE

In addition to the apologies listed within the agenda pack further apologies were received as follows:-

Councillor Baljinder Anota West, Borough Council of King's Lynn & West Norfolk Council, Councillor Connie Nolan, Canterbury City Council, Councillor Rob Parkinson, Cherwell District Council, Councillor Yasmin Khan, Crawley Borough Council, Councillor Dan Thomas, Devon County Council, Councillor John Shuttleworth, Durham County Council, Councillor Simon Leifer, Elmbridge Borough Council, Councillor Matthew Vizard, Exeter City Council, Councillor Barry Durkin Herefordshire Council, Councillor Paul Wilmhurst, Lincolnshire City Council, Councillor Javed Hussain, Luton Borough Council, Councillor Rhian Howells, Newport City Council, Councillor Graham Plant, Norfolk County Council, Councillor Rhys Sinnett, Pembrokeshire County Council, Councillor Andrew Morgan, Rhondda Cyon Taf Borough Council, Councillor Tracy Dickinson St Helens Borough Council, Councillor Alan Ashbery, Surrey Heath Council, Councillor Rob Larden, Walsall Council, Councillor Nigel Golby, Warwickshire County Council and Councillor Richard Butler, West Northamptonshire Council.

Further apologies were also received from Rob Shoebridge, Derby City Council.

4.DECLARATIONS OF INTEREST

There were no declarations of interest.

5.MINUTES OF THE PREVIOUS PATROL ADJUDICATION SERVICE JOINT COMMITTEE MEETING HELD ON 9 JULY 2024

RESOLVED

That the minutes of the previous PATROL Adjudication Service Joint Committee meeting held on 9 July 2024 be approved as a correct record and signed by the Chair subject to an amendment to Councillor Sherlock's name in the list of those present from Tony to Terry and subject to the inclusion of Councillors Paul Barnes, South Holland District Council and Helen Walker, North Devon Council in the list of those present.

6.CHAIR'S UPDATE

The Chair paid tribute to Councillor Stuart Hughes who had been chair of the Joint Committee since 2019 and who had recently lost his seat on Devon County Council. In addition, he provided the committee with an overview of his experience as a member of Gosport and Hampshire Councils as well as his time working in the Royal Navy.

7. CHIEF ADJUDICATOR'S GENERAL PROGRESS REPORT

Consideration was given to the Chief Adjudicator's General Progress report.

The Chief Adjudicator, Caroline Hamilton attended the meeting and provided a summary of the general progress report including statistics relating to the number of

appeals received, the number of PCNs issued, types of hearings held, proxy cases and case closure times.

RESOLVED

That the report be noted.

8.ADJUDICATORS' ANNUAL REPORT

Consideration was given to the Adjudicators' Annual report.

Within this report the Chief Adjudicator, Caroline Hamilton highlighted the work of the adjudicators over the year including the numbers of appeals determined, the training undertaken and the judicial review cases that had arisen over the year. It was noted that the purpose of the report was to give an in-depth picture of the work of the adjudicators and to promote transparency within the tribunal.

RESOLVED

That the report be noted.

9.REAPPOINTMENT OF ADJUDICATORS FOR A FIVE-YEAR PERIOD

Consideration was given to a report advising the Committee of the re-appointment of adjudicators.

On behalf of the Committee the Chair thanked adjudicators Gillian Ekins and Jill Yates for their contribution to the Traffic Penalty Tribunal over the years and wished them both the best of luck for the future.

It was noted that the recommendation in the report in respect of the re-appointment referred 'to a five-year period from 22nd May 2030'. The recommendation should have read 'to a five year-period to 22nd May 2030' and not 'from'.

A subsequent question was raised concerning how local councils obtained moving traffic powers. The Chief Adjudicator explained that it was the responsibility of individual councils to apply to the government for such powers. She acknowledged not all councils wanted to enforce beyond their current capabilities and emphasised that it would be inappropriate for the tribunal to engage with those councils who had chosen not to apply.

RESOLVED

That the re-appointment of the listed adjudicators for a further five-year period to 22nd May 2030 or until their 70th birthday if sooner be noted.

10.DRAFT ANNUAL RETURN 2024/25

Consideration was given to a report on the draft Annual Return for the year 2024/25.

RESOLVED

That the Joint Committee for PATROL:-

1. Noted the outturn position against the 2024/25 budget included with the report **(Appendix 1) – subject to external audit validation.**

2. Approved the **surplus** for the year of £431,741 to be added to the Joint Committee's Reserves. This excluded the £208,930 being the total of Highways England (Dartford-Thurrock River Crossing) and Halton Borough Council.

3. Determined that the Executive Sub Committee review the basis for defraying expenses, following budget monitoring at the half year point, at their meeting in October 2025.

4. Noted the Balance Sheet **(Appendix 2)** and Cash Flow **(Appendix 3)** and audit timetable.

5. Noted the Small Bodies Draft Annual Return submitted for External Audit **(Appendix 4)**.

6. Noted the Annual Internal Audit Report 2024/25 **(Appendix 5)**.

11.BUDGET MONITORING UPDATE FOR 2024/25

Consideration was given to a report on the Income and Expenditure position at 31st May 2025 for the year 2025/26 including the reserves position at 31st May 2025 against the approved reserves levels in order to comply with the approved financial regulations.

Members raised questions regarding the budget surplus, the impact of staff vacancies on PATROL's operations and whether PATROL's finances could contribute towards improving road marking and signage to help reduce the number of road traffic accidents.

In response members were advised that as a consequence of covid several positions had not been filled. This, alongside the government's announcement to allow councils to apply for moving traffic powers meant it was unclear what the impact on appeal volumes would be and therefore the status quo regarding the unfilled vacancies remained. Recently a 'mini' restructure had since taken place with revisions to existing posts and the creation of an additional post to assist the Communications Consultant.

In addition, it was noted that the financial figures had been skewed and the reason the organisation ended the year in deficit was due to changes to National Highways' IT systems resulting in a delay to PCNs being issued. Consequently, any income received from those PCNs was deferred to the next financial year.

The Director advised that at the previous budget-setting meeting, proposals were submitted to reduce the PCN charge to local authorities, with the deliberate intention of ending the year in deficit by using accumulated reserves rather than requiring increased contributions from councils.

It was noted that thanks to implemented efficiency savings, the organisation had recovered funds faster than expected since the losses incurred during the Covid period. However, as IT spending had been restricted, officers anticipated that the system, would likely require replacement soon. Any future surpluses would therefore be allocated towards IT tendering and contracted services to support this transition. While the budget was expected to show a deficit, officers had set a prudent budget and it is possible this would not ultimately be the case.

RESOLVED

1. That the Income and Expenditure position at 31st May 2025 for the year 2025/26 be noted.

2. That the Reserves position at 31st May 2025 against the approved reserves levels be noted.

12. EXPENDITURE FALLING OUTSIDE OF THE FINANCIAL REGULATIONS

To consider a report on expenditure falling outside of the Financial Regulations 2024/25.

RESOLVED

That the report be noted.

13. RISK MANAGEMENT FRAMEWORK

Consideration was given to a report providing a summary of the most significant threats facing the Joint Committee which may prevent or assist with the achievement of its objectives.

A question was raised regarding whether PATROL had been subject to any cyber-attacks. In response, the Director, confirmed that she was not aware of the organisation having experienced any such incidents and regular systems checks and protocols were in place to test the systems' resilience.

RESOLVED

That the current assessment of risk be noted.

14. ESTABLISHMENT OF THE EXECUTIVE SUB COMMITTEE

Consideration was given to a report setting out arrangements for the Joint Committee to establish an Executive Sub Committee and its Terms of Reference for the coming year.

A request was made for the Standing Orders to include reference to the process regarding arrangements relating to the Executive Sub Committee.

RESOLVED

1. That an Executive Sub Committee to act on behalf of the Committee until its annual meeting in July 2026 be established by the Joint Committee, in accordance with paragraph two and appendix one of the report and that members be appointed to the Executive Sub Committee for the forthcoming year.

2. That the Terms of Reference of the Executive Sub Committee be approved.

3. That it be noted the dates of the two Executive Sub Committee meetings would take place on 14th October 2025 and 20th January 2026.

15. THE WINNERS OF THE DRIVING IMPROVEMENT AWARDS 2024-UPDATE

Consideration was given to a report updating members of the Joint Committee on how Brighton & Hove City Council and North Essex Parking Partnership (the winners of the Driving Improvement Awards 2024) utilised the £25,000 funding which was allocated to them to deliver their awareness campaigns around the abuse of Civil Enforcement Officers.

Members were informed that the roll out of the campaign to interested authorities would commence within the next few weeks.

RESOLVED

That the report be noted.

16. PATROL/TPT SUMMER GROUPS

Consideration was given to a report providing the Joint Committee with a summary of the PATROL / TPT User Groups held in June 2025 including key topics discussed, attendance analysis, financial performance and recommendations for future delivery.

RESOLVED

1. That the report be noted.

2. That the Joint Committee give its support to the following proposals put forward by officers in respect of how future user groups should be organised:-

- (i) Continue delivering in person user groups within the current budget framework where service need and useful content permits.
- (ii) Introduce more measures to reduce no-shows and last-minute cancellations.
- (iii) Offer hybrid or virtual options for less accessible regions (e.g. Wales), to avoid event cancellations.
- (iv) Prioritise cities with high attendance rates for future events, while testing remote formats in low-turnout areas.
- (v) Implement virtual/digital user engagement sessions (full programme to be considered) between live events to further broaden and develop user engagement.
- (vi) The Chief Adjudicator and Director would determine individual applications for 1-2-1 authority engagement sessions and would prioritise user needs vs expenditure before committing to individual authority visits.

17. AN OVERVIEW OF THE KEY CASES WEBSITE AND THE JUDICIAL PROCESS

Members received a presentation from Caroline Hamilton, Chief Adjudicator on the Key Cases Website and the Judicial Process.

Highlighted within the presentation was information on the tribunal and its place in the judiciary, the key characteristics of the tribunal, who adjudicators are, judicial reviews, decisions and tribunal aims.

Members asked if there was data available concerning the number of appeals against a particular adjudicator and whether the Chief Adjudicator reviewed cases involving recurring issues. In response, she confirmed that while adjudicators' decisions could not be appealed, appellants may apply for a review in accordance with the regulations. She further noted that where a pattern of similar issues arose involving a particular council, she was able to make recommendations to the relevant local authority.

RESOLVED

That the presentation be noted.

18. PUBLIC AFFAIRS REPORT

Consideration was given to a report which provided an overview of current traffic management issues.

Laura Padden, the Director of PATROL also provided a more detailed update in relation to the following matters:-

- **Pavement parking** - Update expected by the end of the year from government. In Wales no further progress to report due to officials prioritising the introduction of a 20mph speed limit throughout the country.
- **PCN Amounts** - Ongoing lobbying to government for the Joint Committee to be granted the authority to determine PCN amounts. Proposals put forward by PATROL related to depoliticising the process by placing decision-making powers in the hands of local community leaders. In addition, officers had made a request for regulatory adjustments to eliminate the requirement for first-class post notification and enable continuation of digital correspondence once initiated.
- **Use of ANPR in Public Car Parks** - Request for councils be given the same powers to use ANPR in public car parks, similar to those used by private operators.
- **PCN Rate Increase** – The initial government statement issued had suggested a review of the PCN amount, however this was followed by a contradictory statement affirming support for motorists and confirming that government had no current plans to raise the charge. A formal meeting request has been submitted to the Minister for further discussion.
- **Moving Traffic Powers** - The fourth tranche for councils wanting to apply for moving traffic powers had recently closed and it was anticipated that only four councils had applied. It was felt that implementation of such powers remained cost-prohibitive for many councils and was consequently one of the reasons why the take up had been lower during this tranche.
- **Private Parking and Recovery Fees** - A new government consultation had recently been announced seeking feedback on a revised Private Parking Code of Practice. Councils were urged to respond and officers from PATROL were planning to revisit previous submissions which would continue to advocate for ANPR enforcement powers for local authorities and parity in PCN charges between public and private sectors, essentially reinforcing the position held previously when the original consultation was published.
- **Restricting Generation of Surplus Funds from Parking** - The 'Plan for Drivers' raised concerns about whether councils should retain revenue from enforcement activities. The Treasury had initially proposed absorbing surplus revenue — a position broadly opposed by councils. Engagement with the DfT unfortunately had not resulted in clarity. Government acknowledged the volume of responses relating to the question had been high and therefore was committed to replying, though timings remained unclear.

- **Driving Improvement Awards** - Councils had been invited to submit campaigns targeting Blue Badge misuse. Four authorities had made the shortlist. Following the meeting, the winning council would be announced at the Driving Improvement Awards ceremony.

The following questions/comments were raised:-

- (i) Parking of vehicles on corners needed to be brought to attention of the relevant organisations and that legislation should be amended to make it illegal for any vehicles to be parked on corners.
- (ii) Significant issues with white vans parking on streets had failed to be addressed.
- (iii) How was the inefficient number of electric car charging points being dealt with?
- (iv) Why were adjudicators forced to resign at 70 years old?
- (v) A total pavement parking ban would be unworkable.
- (vi) How were the thoughts of the Joint Committee reported to government?
- (vii) PCN increases would potentially have a significant financial impact on low-income families.

In response the Director advised she would investigate further the possibility of producing guidance for councils around the issue of electric vehicle parking bays particularly regarding the enforcement aspect, however this could also include on the number of charging points currently available.

In terms of the judicial retirement age, this had been increased to 75 for senior judges in an effort to tackle the court system's backlog; however, as PATROL and the Traffic Penalty Tribunal were not listed in the legislation's appendices of affected bodies, and could not benefit from the Ministry of Justice's multi-million pound judicial recruitment exercise, a decision had previously been taken by the Joint Committee for the retirement age to remain at 70.

In response to the comment about the opinions of the Joint Committee being communicated to government, the Director confirmed that officers usually captured the feeling and opinions of members at meetings of the Joint Committee and Executive Sub Committee prior to drafting any correspondence to the DfT. The chair would then have sight of any documentation and give final sign off prior to the communication being sent. Whilst the Director understood the concerns of the member around increasing the PCN amount she emphasised that the drive for inciting change was that the penalties being issued were in some cases lower than the parking charges and that ultimately the penalty issued was for an infringement of the traffic laws.

Given not all comments of the members were in favour of supporting an increase in the PCN charge, the chair asked for an informal show of hands from the committee as to who was in support or against a potential increase. Many of the members present supported an increase.

Finally, disappointment was expressed by one member that the second reading of the Pavement Parking Bill (a Private Members' Bill) had been postponed until October. A question was asked as to whether the Bill was in alignment with the views of PATROL and if the Bill failed what would be the next steps. In response the Director confirmed that the best option moving forward would be for government to put forward a proposal that at the least allowed for flexibility.

RESOLVED

That the public affairs report be noted.

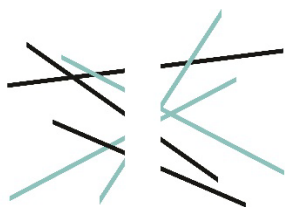
19.DATE OF NEXT MEETING

It was noted that the date of the next meeting of the PATROL Adjudication Joint Committee would take place as follows:-

Tuesday 14th July 2026 - venue to be confirmed.

The meeting commenced at 11am and concluded at 12.50pm.

Councillor Graham Burgess (Chair)



Traffic Penalty Tribunal England and Wales

General Progress Report – to March 2026

1. Appeals summary

1.1 PCNs appealed – General Trends

The below table and graph show PCNs appealed to the Tribunal from 1 April 2021 to 31 March 2026. These figures include Statutory Declarations and Witness Statements.

PCNs appealed

taken from Annual Stats

	Totals		Like for Like *		Parking and BL/MT only		
	number	% change	number	% change	number	% change	
2021/22	26,337	45.3%	19,682	8.6%	11,809	20.0%	full year
2022/23	29,963	13.8%	21,693	10.2%	12,208	3.4%	full year
2023/24	37,038	23.6%	25,335	16.8%	14,552	19.2%	full year
2024/25	38,493	3.9%	30,327	19.7%	15,847	8.9%	full year
2025/26	34,380	-10.7%	27,669	-8.8%	18,484	16.6%	full year

* Like for Like excludes CAZ & Oxford CC

Full year

	PCNs appealed				
	22/23	23/24	24/25	25/26	YoY change
Parking - England	6,949	8,933	9,596	10,970	14.3%
Parking - Wales	612	756	770	975	26.6%
Bus Lanes	4,544	4,699	4,424	4,280	-3.3%
Moving Traffic	103	164	1,057	2,259	113.7%
Dartcharge	8,478	9,567	13,559	8,311	-38.7%
LFV	9	25	31	50	61.3%
Mersey Gateway	998	1,185	881	805	-8.6%
CAZ	8,270	11,703	8,166	6,680	-18.2%
Oxford CC	0	0	0	31	#DIV/0!
Durham	0	6	9	19	111.1%
Total	29,963	37,038	38,493	34,380	-10.7%

like for like - exc Oxford CC

38,493

34,349

-10.8%

Key points:

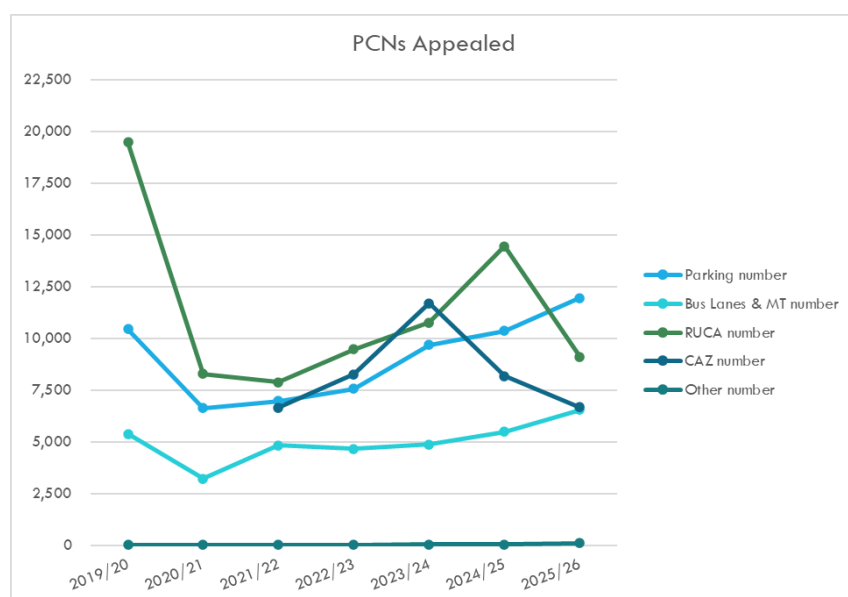
- Overall decrease in PCNs appealed between 24/25 and 25/26 of 10.7%

Split between types of appeals.

	Cases			
	2025/26		2024/25	
Parking - England	10,253	42.1%	8,987	36.2%
Parking - Wales	903	3.7%	737	3.0%
Bus Lanes	3,667	15.1%	3,869	15.6%
Moving Traffic	1,963	8.1%	852	3.4%
Dartcharge	2,390	9.8%	3,861	15.6%
LFV	49	0.2%	30	0.1%
Mersey Gateway	385	1.6%	471	1.9%
CAZ	4,701	19.3%	6,010	24.2%
Durham	18	0.1%	9	0.0%
Oxford CC	28	0.1%	0	0.0%
Total	24,357	100.0%	24,826	100.0%

Key points:

- Parking and Moving Traffic now account for a larger proportion of appeals received (45.8 and 8.1% compared to 39.2% and 3.4% respectively)
- CAZ appeals account for 19.3% of appeals received (a drop from 24.2% in 24/25)



2. PCNs Issued

This data is provided by enforcing authorities directly to the PATROL portal monthly.

	2024/25			2025/26		
	PCNs Issued	PCNs Appealed	Appeal Rate %	PCNs Issued	PCNs Appealed	Appeal Rate %
Bus Lanes - England	1,913,982	4,424	0.23%	1,918,974	4,280	0.22%
Bus Lanes & MT - Wales	522,138	1,057	0.20%	856,643	2,259	0.26%
Parking - England	6,425,415	9,596	0.15%	7,022,126	10,970	0.16%
Parking - Wales	236,516	770	0.33%	242,014	975	0.40%
Dartcharge	3,019,126	13,559	0.45%	2,434,249	8,311	0.34%
Mersey Gateway	621,586	881	0.14%	621,576	805	0.13%
Oxford CC				105,284	31	0.03%
CAZ	1,007,202	8,166	0.81%	799,420	6,680	0.84%
LFV + Durham	6,577	40	0.61%	12,081	69	0.57%
Total	13,752,542	38,493	0.28%	14,012,367	34,380	0.25%

	24/25 to 25/26	
	Change in number of PCNs Issued	Change in number of PCNs Appealed
Bus Lanes - England	0.3%	-3.3%
Bus Lanes & MT - Wales	64.1%	113.7%
Parking - England	9.3%	14.3%
Parking - Wales	2.3%	26.6%
Dartcharge	-19.4%	-38.7%
Mersey Gateway	0.0%	-8.6%
Oxford CC		
CAZ	-20.6%	-18.2%
LFV + Durham	83.7%	72.5%
Total	1.9%	-10.7%

Key points:

- The overall appeal rate has dropped from 0.28% to 0.25%
- The comparison of change in PCNs issued WITH change in PCNs appealed however shows some anomalies
 - BL England – an increase in PCNs issued BUT decrease in PCNs appealed
 - Moving Traffic Wales – a 64.1% increase in PCNs issued but a much larger increase in PCNs appealed (113.7%)
 - Parking Wales – a small increase in PCNs issued (2.3%) but a much alrger increase in PCNs appealed (26.6%)

3. Hearings

The tables below show a breakdown of the decision methods over the last few years. These numbers exclude cases closed by No Contest which make up around 25% of cases closed.

	Cases requiring a Decision				
	TOTAL	F2F	Video + Tel	E-decision	
2025/26	16,634	0	3,394	13,240	full year
2024/25	16,069	0	3,389	12,680	full year
2023/24	14,656	0	3,372	11,284	full year
2022/23	11,167	0	2,348	8,819	full year
2021/22	9,258	0	1,919	7,339	full year
2020/21	7,405	0	1,210	6,195	full year
2019/20	15,365	6	3,706	11,653	full year
2018/19	13,818	14	3,099	10,705	full year
2017/18	11,134	596	1,924	8,614	full year

	Cases requiring a Decision				
	TOTAL	F2F	Video + Tel	E-decision	
2025/26	100.0%	0.0%	20.4%	79.6%	full year
2024/25	100.0%	0.0%	21.1%	78.9%	full year
2022/23	100.0%	0.0%	21.0%	79.0%	full year
2021/22	100.0%	0.0%	20.7%	79.3%	full year
2020/21	100.0%	0.0%	16.3%	83.7%	full year
2019/20	100.0%	0.0%	24.1%	75.8%	full year
2018/19	100.0%	0.1%	22.4%	77.5%	full year
2017/18	100.0%	5.4%	17.3%	77.4%	full year

4. Proxy cases

For the small percentage of people who do find it initially difficult to go online, the TPT provides 'Assisted Digital' support. Assisted Digital is an active form of engagement with appellants to 'walk

through' the online appeal submission process and / or complete it on their behalf (by 'proxy'). Contact with the TPT team remains available throughout the process should it be required.

The average number of cases dealt with by proxy per month is currently just **5% for the 12 months 2025/26**.

5. Case closure and Status

Appealing to the Traffic Penalty Tribunal is a judicial process, and while it is not appropriate to set rigid timescales, the TPT's objective is to provide a Tribunal service that is user focused, efficient, timely, helpful and readily accessible. Case resolution times provide a window on the efficiency and usability of the online appeals system, as well as the associated improved business processes.

At 1st May 2026 there were 2,439 PCNs that were awaiting a decision.

Decisions Outstanding as at 12/05/26

Authority	Number PCNs
Dartcharge	640
Bradford CAZ	118
Birmingham CAZ	300
Brighton & Hove Parking	32
Mersey Gateway	38
Birmingham Bus Lanes	49
Bristol CAZ	30
Manchester Parking	32
Birmingham Parking	49
Liverpool Parking	26
Cardiff Moving Traffic	34
Medway Moving Traffic	48
Oxfordshire Congestion Charge	36
Reading Parking	31
Sheffield CAZ	28
< 25 PCNs per LA	948

note: does NOT include WS/SD

2,439

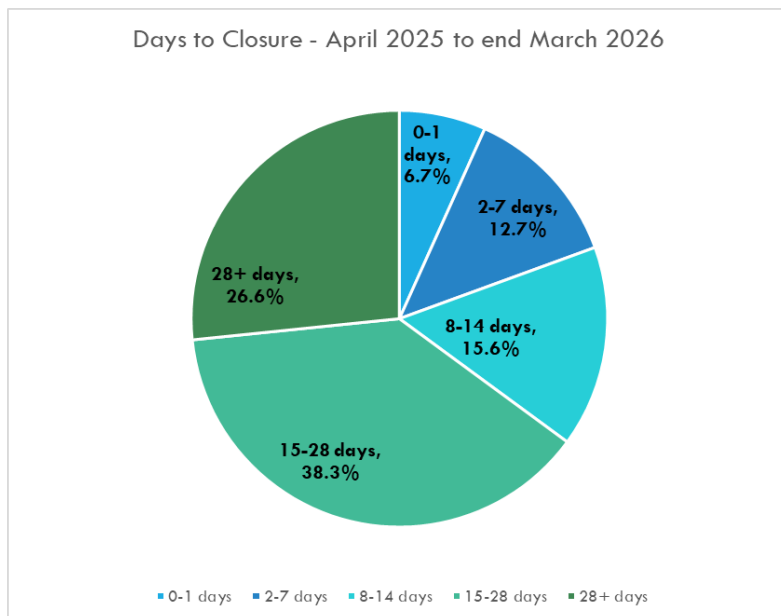
The data below shows appeal case closure times for cases closed between April 2025 and end March 2026.

April 25 to March 26

Case Closure	
0-1 days	6.7%
2-7 days	12.7%
8-14 days	15.6%
15-28 days	38.3%
28+ days	26.6%

100%

Case Closure	
7%	0-1 day
27%	Less than 7 days
45%	Less than 14 days
82%	Less than 28 days
18%	More than 29 days



6. Outcomes

In October 2024 we conducted an extensive piece of work to look at outcomes and their relationship to timescales for conclusion of cases.

This is shown below and covers the period January 2024 to October 2024.

	Allow.	CO	Dis.	Mults.	No Cont.	Reg Rej.	With.	WS - Can.	WS - Enf.	TOTAL
0-1 days	7	26	2	8	691	387	59	6	72	1,258
	0.6%	2.1%	0.2%	0.6%	54.9%	30.8%	4.7%	0.5%	5.7%	100.0%
2-7 days	44	399	124	385	2,067	499	102	11	106	3,737
	1.2%	10.7%	3.3%	10.3%	55.3%	13.4%	2.7%	0.3%	2.8%	100.0%
8-14 days	136	386	732	380	1,471	179	67	50	125	3,526
	3.9%	10.9%	20.8%	10.8%	41.7%	5.1%	1.9%	1.4%	3.5%	100.0%
15-28 days	742	438	2,548	741	566	34	31	130	1,521	6,751
	11.0%	6.5%	37.7%	11.0%	8.4%	0.5%	0.5%	1.9%	22.5%	100.0%
29-49 days	604	129	1,946	348	21	8	5	25	129	3,215
	18.8%	4.0%	60.5%	10.8%	0.7%	0.2%	0.2%	0.8%	4.0%	100.0%
50+ days	184	52	449	152	2	3	0	6	19	867
	21.2%	6.0%	51.8%	17.5%	0.2%	0.3%	0.0%	0.7%	2.2%	100.0%
	1,717	1,430	5,801	2,014	4,818	1,110	264	228	1,972	19,354

Key Points:

- The majority of cases closed within a day are closed via No Contest (54.9%) or Registration Rejected (30.8%). A similar pattern is seen for 2-7 days.
- Beyond 14 days, the majority of cases closed are Disallowed (37.7%, 60.5% and 51.8%)
- The majority of Allowed cases take 50+ days to close (21.2%)
- The majority of Dismissed cases are closed between 29 and 49 days (60.5%)

PATROL Adjudication Joint Committee

Date of Meeting:	14 th July 2026
Report Title:	Annual Report 2025-26
Report of	Caroline Hamilton, The Chief Adjudicator

1.0 Purpose of Report

- 1.1.** This report presents the adjudicators' 2025-2026 annual report to the joint committee.

2.0 Recommendation

- 2.1** To note the adjudicators' report and its content attached as appendix one to the report.

3.0 Reason for Recommendation

- 3.1** Under the Traffic Management Act 2004, the adjudicators are required to present an annual report to the joint committee. The report serves to advise the committee of the work undertaken by the independent adjudicators during the reporting year, providing appeal outcome statistics and an update on judicial outcomes, key cases and any matters that impact the work of the adjudicators. Once presented to the committee, the report is published on the tribunal's website at <https://www.trafficpenaltytribunal.gov.uk/> supporting open justice and increasing the public understanding of the tribunal's work.

4.0 Background

- 4.1** The adjudicators are the independent office holders appointed under the Traffic Management Act 2004 to determine appeals against civil traffic penalties. The requirement for the office holder adjudicators to provide an annual report is at section 8(5)(a) of the Traffic Management Act 2004, under Regulation 16(6) of the Civil Enforcement of Road Traffic Contraventions (Approved Devices, Charging Guidelines and General Provisions) (England) Regulations 2022, under Regulation 12(3) of The Road User Charging Schemes (Penalty

Charges, Adjudication and Enforcement) (England) Regulations 2013 and under Regulation 16(6) at Part IV of the Civil Enforcement of Road Traffic Contravention (General Provisions) (Wales) Regulations 2013.

5.0 Implications

5.1. Finance

5.1.1 N/A

6.1 Risk Management

6.1.1 N/A

7.1 Legal

7.1.1 The presentation of the annual report is a legal requirement as details at item 4 above.

6.0 Recommendation

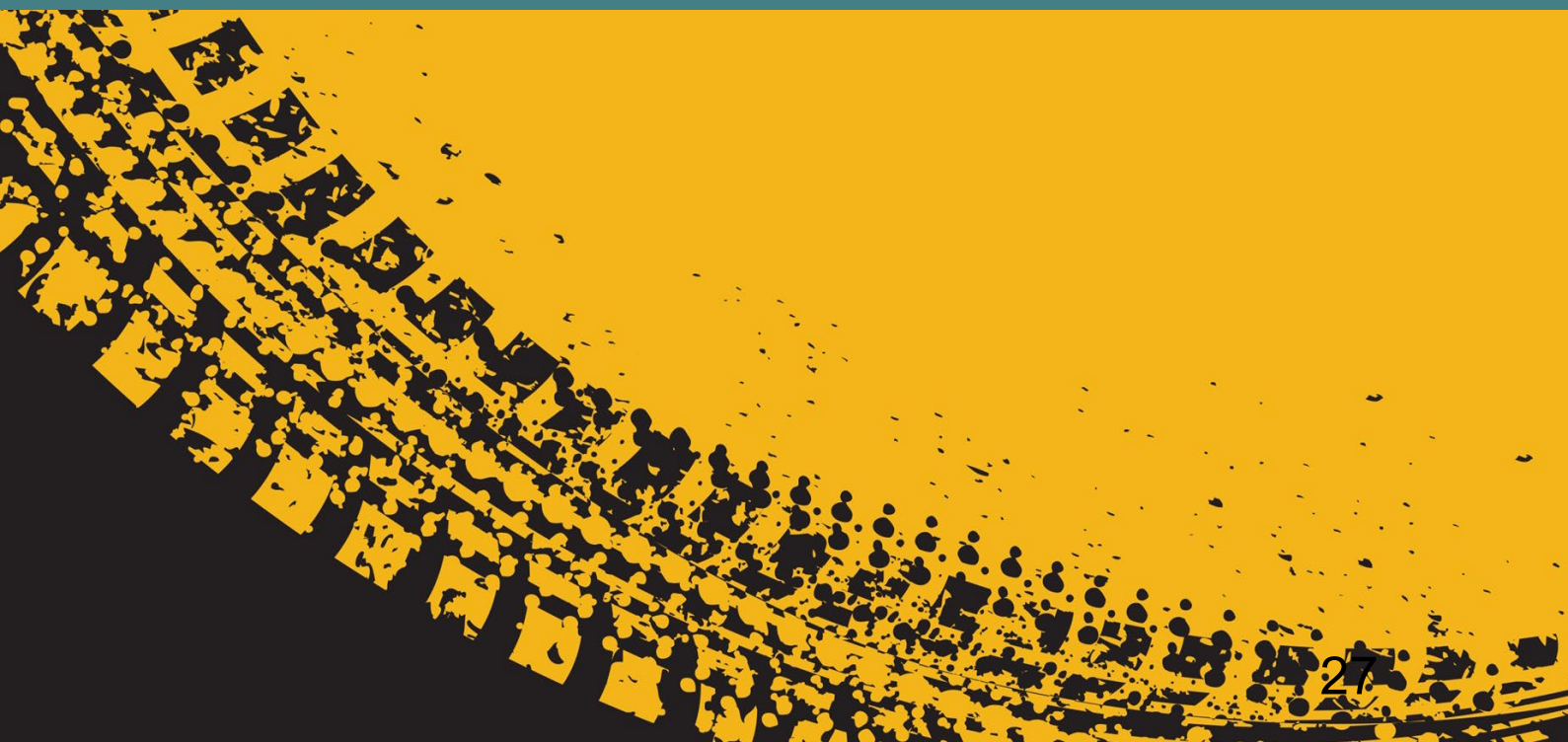
6.1 To note the presentation of the report.



**Traffic Penalty
Tribunal**
England and Wales

Annual Report

2025–26



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Background

The Traffic Penalty Tribunal (TPT) decides motorists' appeals against penalty charge notices (PCNs), issued by local authorities and charging authorities in England (outside London) and Wales, for traffic contraventions.

This includes appeals against PCNs issued by over 300 local authorities in England and Wales for **parking, bus lane** and **moving traffic** contraventions, as well as for **clean air zones** and **littering from vehicles** (England only).

The TPT also decides appeals against penalties from other road user charging schemes in England, including the Dartford-Thurrock River Crossing (**'Dart Charge'**) and the Mersey Gateway and Silver Jubilee Bridge Crossings (**'Merseyflow'**).

Appeals to the TPT are decided by 21 part-time adjudicators, together with the Chief Adjudicator, Caroline Hamilton. All the adjudicators are independent, impartial lawyers, whose appointments are subject to the Lord Chancellor's consent. They are supported by a team of administrative staff.

The independent TPT is funded by a Joint Committee of the 300+ authorities that enforce the traffic restrictions: **Parking and Traffic Regulations Outside London (PATROL)**. These authorities are fulfilling a statutory requirement to make provision for independent adjudication against the civil penalties they issue.

- The TPT decides appeals against ~29,000 PCNs a year.
- Most appeals are completed fully online, with attendance hearings (via telephone or video) also available.
- Appellants unable to get online receive Assisted Digital support by phone, Live Chat or post.
- 25% of cases are completed in 7 days, with over 40% within 14 days.



Chief Adjudicator's Foreword

Caroline Hamilton

The independent adjudicators at the Traffic Penalty Tribunal are pleased to present their 2025–26 Annual Report to the PATROL Joint Committee, providing appeal outcome statistics, information and an insight into the adjudicators' work during the reporting year.

The adjudicators are independent, impartial office holders appointed under the terms of the *Traffic Management Act 2004* and the *Transport Act 2000* (for road user charging schemes) to determine appeals against civil fixed traffic penalties issued by authorities in England (outside London) and Wales.

Although it is a statutory requirement for adjudicators to present an annual report to the Joint Committee, the Tribunal is pleased to take the opportunity to promote a wider understanding of the appeal process and the work of the adjudicators. This not only supports open and transparent justice, with appeal statistics and annual reports all published on the Tribunal's website at tpt.gov.uk, but also aims to remove misunderstanding by sharing clear information on the appeal process and its legal requirements to all stakeholders.

Open access to our work also promotes public confidence in the Tribunal by providing motorists with a fuller understanding of the statutory fixed penalty scheme, representation and appeal process, and the remit of the independent adjudicators.

Gaining a better understanding of the law and its application is crucial in this jurisdiction, where motorists frequently incur civil penalties because of misinformation or error, rather than simply disregarding the regulations or restrictions. Motorists without a proper understanding of their obligations, or the process underpinning the enforcement of a civil penalty under a fixed penalty scheme, may be further disappointed by the outcome of an appeal – the limited nature of the appeal jurisdiction not being intuitive.

To further assist motorists in this respect, the Tribunal (with the support of the PATROL Joint Committee) launched the *Traff-iCase* key cases website, available at keycases.info. This site provides online access to all traffic tribunal adjudicator and Court determinations that clarify the law and illustrate motorists' rights and obligations in clear, straightforward terms, potentially reducing the number of unwitting contraventions and appeals without merit. A report on the *Traff-iCase* site, now in its second year, is available on Page 15.

The function of the impartial adjudicator determining an appeal is restricted to the assessment of the evidence submitted by the parties to the appeal, making findings of fact on that evidence and applying the law as it stands to those facts. Their power is similarly limited by the statutory provisions.

An adjudicator's obligation – further to the assessment of the facts – is to apply the law. They are impartial, have no discretion and cannot take mitigating circumstances into account. They are required to apply the law even if they may have sympathy with the facts as presented by a motorist or enforcement authority officer. This limitation can mean that their role is challenging, and that they receive unwarranted criticism for simply carrying out their function as required and defined by law.

With this report, the adjudicators welcome the opportunity of promoting open justice and increasing public understanding of our work.

Caroline Hamilton
April 2026



1. Workload

1.1 New schemes

This reporting year has seen increases in authorities enforcing across all penalty jurisdictions for which the Traffic Penalty Tribunal adjudicators decide appeals. This includes 30 new authorities implementing moving traffic enforcement powers, the launch of the Oxford Congestion Charge and more councils now enforcing littering from vehicles restrictions.

Parking



One additional council, Huntingdonshire District Council, commenced civil parking enforcement in the reporting year.

Parking PCNs are usually issued to vehicles by a civil enforcement officer. In certain, regulated circumstances, however, they may be issued by post and / or based on evidence from an approved camera device and automatic number plate recognition (ANPR); for example, outside schools or on Red Routes.

Moving traffic and bus lanes



Moving traffic enforcement has significantly extended in the reporting year with the following authority areas in England and Wales approved for, or commencing, enforcement: Bolton, Brighton & Hove, Bury, Calderdale, Cornwall, Devon, Dorset, Dudley, Hull, Kirklees, Knowsley, Leicestershire, Merthyr Tydfil, Milton Keynes, North Somerset, North Yorkshire, Nottinghamshire, Plymouth, Portsmouth, Sandwell, Sefton, Slough, Solihull, Southend-on-Sea, Stockport, Suffolk, Sunderland, Wiltshire, Wolverhampton and York.

Additionally, bus lane contraventions are now enforced by the county councils of East Sussex and West Sussex.

Enforcement and adjudication proceedings for parking, bus lane and moving traffic PCNs are governed by the *Civil Enforcement of Road Traffic Contraventions (Representations and Appeals) (England) Regulations 2022* (England) and the *Civil Enforcement of Road Traffic Contraventions (Representations and Appeals) (Wales) Regulations 2013* (Wales).

More information on these regulations and those for other civil traffic restrictions can be found on the *Traff-iCase* website at: keycases.info/legislation-and-regulations.



Road user charging schemes

The Tribunal determines appeals arising from PCNs issued to vehicles having failed to pay for use of several road user charging schemes outside London, including clean air zones. Enforcement and adjudication proceedings for road user charging schemes are governed by the *Road User Charging Schemes (Penalty Charges, Adjudication and Enforcement) (England) Regulations 2013*.

Dart Charge



Appeals relating to PCNs issued to vehicles having failed to pay the crossing charges that apply at the Queen Elizabeth II Bridge and through the Dartford Tunnels, which cross the River Thames between Dartford, Kent, and Thurrock, Essex. The charging authority and respondent to an appeal is the Secretary of State for Transport.

Merseyflow



Appeals relating to PCNs issued to vehicles having failed to pay the crossing charges that apply for travel across both the Mersey Gateway and Silver Jubilee Bridges, which cross the River Mersey between Runcorn and Widnes, Cheshire. The charging authority is Halton Borough Council.

Congestion charging schemes



- **Durham Road User Charge Zone:**
Appeals relating to non-payment for entry into the Durham City Centre Peninsula, where the charging authority is Durham County Council.
- **Oxford Congestion Charge:**
Appeals relating to non-payment for use of certain vehicles at six temporary locations in the city centre of Oxford, where the charging authority is Oxfordshire County Council.

Clean air zones

The adjudicators determine appeals from zones in Bath, Birmingham, Bradford, Bristol, Newcastle/Gateshead, Oxford (Zero Emission Zone), Portsmouth and Sheffield. There are four types of clean air zone:



A: Applying to buses, coaches, taxis and private hire vehicles (PHVs).

B: Applying to buses, coaches, taxis, PHVs and heavy goods vehicles (HGVs).

C: Applying to buses, coaches, taxis, PHVs, HGVs, vans and minibuses.

D: Applying to buses, coaches, taxis, PHVs, HGVs, vans and minibuses, as well as private cars (also an option to include motorcycles).

The schemes are self-declaratory, the responsibility resting with the motorist to check their vehicle's status to establish if a charge is due at: gov.uk/clean-air-zones.

Littering from vehicles



The Tribunal determines appeals relating to penalty notices issued under the *Littering From Vehicles Outside London (Keepers: Civil Penalties) Regulations 2018* (made under the *Environmental Protection Act 1990*). Enforcement and adjudication are governed by the Schedule to the *Road User Charging Schemes (Penalty Charges, Adjudication and Enforcement) (England) Regulations 2013*, as if each reference to charging authority were a reference to the litter authority.

A littering offence is committed when litter is thrown, dropped or otherwise deposited from a vehicle (whether or not by the vehicle's keeper). Penalties may be up to £500. Local authority areas currently enforcing are: Amber Valley, Bedford, Blackburn with Darwen, Bradford, Buckinghamshire, Hinckley and Bosworth, Canterbury, Charnwood, Cumberland, Dover, Dorset, Hartlepool, Leicester, Manchester, Mid Devon, Milton Keynes, Mole Valley, Newcastle, North West Leicester, South Gloucestershire, Stroud, Sunderland, Teignbridge, Telford & Wrekin, Wigan and Wychavon.

1.2 Appeal volumes and outcomes

Though this reporting year has seen a modest decrease in the overall number of appeals, there has been a significant increase in moving traffic enforcement as more local authorities adopt powers to enforce these restrictions using approved cameras.

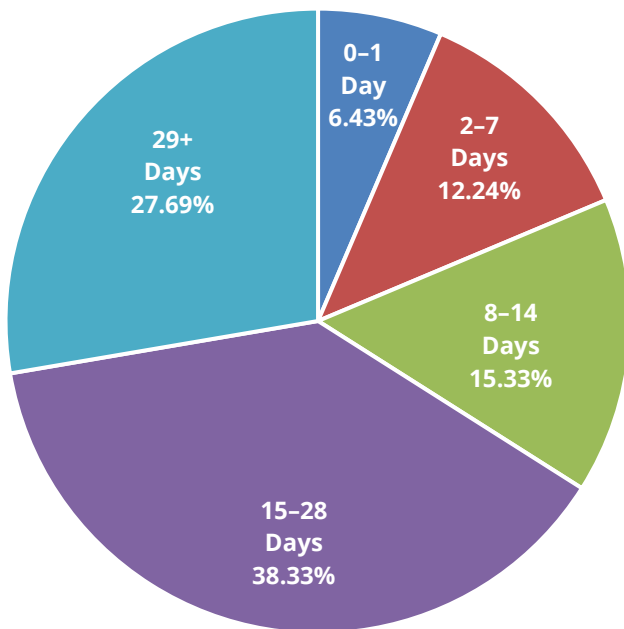
The number of clean air zone and road user charging appeals has decreased, however, reflecting motorists' growing knowledge of these schemes and likely familiarity with the signage and conditions in place (these signs are now included in the Department for Transport's *Know your traffic signs* publication at: gov.uk/government/publications/know-your-traffic-signs).

Total appeals, 2025–26 (previous year shown in brackets)

- Appeals registered by adjudicator: 24,357 (24,825)
- Statutory Declarations / Witness Statements: 3,468 (3,555)
- Appeals determined: 21,514 (21,780)
- Appeals allowed: 7,152 (7,789), of which 4,831 (5,465) were not contested
- Appeals refused: 10,029 (8,570), of which 337 (245) were withdrawn

TOTAL: 27,825 (28,300)

**Chart: Case closure at the Tribunal 2025-26
(% of cases against number of days open)**



- 0-1 Day
- 2-7 Days
- 8-14 Days
- 15-28 Days
- 29+ Days

A note on the data

The statistics in this section of the report detail the number of appeals received, registered and determined at the Tribunal.

Please note: Some appeals will have been registered before the reporting period began (1 April 2025) but determined in the reporting year; others will have been registered in the reporting year but not yet determined when the report was prepared.

Some registered appeals contain multiple linked PCNs; for example, for bridge crossings or other road user charging schemes involving multiple journeys. Each of these PCNs are separately appealed and determined, with some cases including both allowed and dismissed PCNs. This can create a perceived discrepancy in registration and outcome figures, which are presented by case.

Finally, the Tribunal strives to determine appeals efficiently and does not have a backlog of cases. Delays may arise, however, when settlement offers are made by a respondent with a view to disposing of a matter by Consent Order (see following page).

Appeals process

A statutory right of appeal only arises when the requirements of Part 2 of Schedule 1 to *The Civil Enforcement of Road Traffic Contraventions (Representations and Appeals) (England) Regulations 2022* (the '2022 Appeals Regulations') or Part 2 of *The Road User Charging Schemes (Penalty Charges, Adjudication and Enforcement) (England) Regulations 2013* (the '2013 RUC Regulations') – applying to littering from vehicles, as well as road user charging – are met. In Wales, *The Civil Enforcement of Road Traffic Contraventions (Representations and Appeals) (Wales) Regulations 2013* (the '2013 Welsh Regulations') apply.

Appeals made at the wrong time, from the wrong person or without adequate information may be rejected. In 2025–26, **1,367** (1,339 previous year) **appeals were received at the Tribunal, which due to a deficiency, were not registered** by the Proper Officer or independent adjudicator. If an appeal is rejected, the prospective appellant is provided with reasons, allowing them to correct any failures or provide further information allowing the registration of the appeal to be re-assessed.

The registration of an appeal is an ongoing period of review for the respondent authorities.

Some appeals are submitted with supporting evidence not provided to the authority at the representation stage (e.g. evidence of sale or hire, medical evidence or bank statements). This evidence will be considered by the authority and, if satisfactory, an appeal will not be contested by that authority and the penalty cancelled. Having considered the grounds of appeal, the respondent authority may also exercise a discretion in the motorist's favour by offering to accept a reduced penalty amount for a further period, or – in such cases that apply – indicating that it is willing to accept a late road user charge.

Appellants are also able to withdraw a registered appeal before its determination. This can arise when evidence submitted by the council is viewed further or more closely (in particular, CCTV recordings that the motorist may not have accessed on the council's website, or CCTV evidence showing the location, signs and markings in place).

Once withdrawn, the appellant has 14 days to settle the penalty amount.

Consent Orders can also be achieved via the appeals portal. Adjudicators may seek clarification on an issue or provide a party with details of established case law that may result in a better understanding and a compromise of proceedings before the appeal is determined by the adjudicator. **1,070** (1,670 previous year) **Consent Orders** were issued in the reporting year.

Referrals from the County Court

Orders issued by the Traffic Enforcement Centre are referred to the adjudicator under Regulation 23 of *The Civil Enforcement of Road Traffic Contraventions (Approved Devices, Charging Guidelines and General Provisions) (England) Regulations 2022* (the '2022 Enforcement Regulations') or Regulation 19 of the 2013 RUC Regulations and the 2013 Welsh Regulations.

The Order of the County Court does not cancel the PCN or a motorist's liability to a charging authority for a road user charge, and this process should not be used unless one of the Grounds for referral to the adjudicator is established:

- (a) that representations were made but a Notice of Rejection was not received
- (b) that an appeal had been lodged to the adjudicator but no response had been received / the appeal outcome is pending / the appeal has been allowed
- (c) the penalty has been paid.

On receipt of the referral, the adjudicator will determine whether a statutory right of appeal has been established, or whether a direction, including a payment direction, should be issued.

In the reporting year, **2,571** (1,824 previous year) **payment directions** were made further to the referral of an Order issued by the Traffic Enforcement Centre.

Further information on the appeals and enforcement process for penalties under the jurisdiction of the adjudicators can be found on the Traffic Penalty Tribunal website at: [tpt.gov.uk](https://www.tpt.gov.uk).

The individual appeal types (parking, bus lane, moving traffic, clean air zones, road user charging and littering from vehicles) had the following numbers and outcomes (previous year shown in brackets).

Parking



Received: 11,156 (9,724). Determined: 9,787

Appeals allowed:	3,519 (3,363), inc. 2,064 (1,892) not contested
Appeals refused:	5,309 (4,119), inc. 111 (65) withdrawn

Bus Lane



Received: 3,667 (3,869). Determined: 3,299

Appeals allowed:	1,160 (1,337), inc. 866 (963) not contested
Appeals refused:	1,650 (1,545), inc. 86 (36) withdrawn

Moving Traffic



Received: 1,963 (852). Determined: 1,850

Appeals allowed:	531 (247), inc. 321 (161) not contested
Appeals refused:	1,033 (415), inc. 49 (8) withdrawn

Clean Air Zone



Received: 4,701 (6,010). Determined: 3,726

Appeals allowed:	1,681 (1,211), inc. 1,337 (893) not contested
Appeals refused:	1,856 (2,305), inc. 32 (65) withdrawn

Dart Charge



Received: 2,390 (3,861). Determined: 2,384

Appeals allowed:	467 (788), inc. 450 (754) not contested
Appeals refused:	93 (134), inc. 46 (61) withdrawn

Merseyflow



Received: 385 (471). Determined: 393

Appeals allowed:	236 (363), inc. 228 (353) not contested
Appeals refused:	46 (27), inc. 11 (9) withdrawn

Durham RUC* Zone



Received: 18 (9). Determined: 19

Appeals allowed:	6 (2), inc. 1 (1) not contested
Appeals refused:	11 (8), inc. 0 (0) withdrawn

Oxford Cong** Charge



Received: 28. Determined: 11

Appeals allowed:	4 , inc. 4 not contested
Appeals refused:	7 , inc. 1 withdrawn

Littering from Vehicles



Received: 49 (30). Determined: 45

Appeals allowed:	18 (8), inc. 4 (4) not contested
Appeals refused:	27 (19), inc. 1 (0) withdrawn

* RUC: Road User Charge

** Cong: Congestion

1.3 Method of decisions

The automated case management system: Fast Online Appeals Management (FOAM)

The Tribunal's online appeals system was created with the aim of providing a service that is user-focused, efficient, timely, helpful and readily accessible. FOAM has proven to be reliable and efficient, being embraced by Tribunal users – nearly 95% of appellants choose to carry out their appeal fully online. The adjudicators respect, however, that using an online system does not suit all users. To ensure access to justice remains for this group, appeals to the Tribunal may still be lodged by post or email. In the reporting year, 5.6% of appeals (a small rise on 4.63% in 2024–25) were lodged in this way. When an 'offline' appeal is received at the Tribunal, the administrative team transfers the notice of appeal to FOAM, allowing the authority to respond to the appeal in the usual way, but with evidence and communications sent to the appellant by post or email.

Types of hearing

The Tribunal provides the parties to an appeal an opportunity to select their preferred type of hearing: either by giving oral evidence (**personal hearing**) or without attendance (**postal ['e-Decision']**, based solely on submitted evidence). In this summary jurisdiction, there is not usually a need for evidence to be tested by cross-examination or supplementary oral submissions. Most appeals are justly determined without attendance, but it is recognised that some motorists prefer to speak directly to an adjudicator. If no hearing type is selected, the case will be automatically allocated to an adjudicator for a postal determination on the evidence submitted by the parties. The adjudicator can, however, mandate attendance of 'any person including a party to the appeal', if necessary.

Postal ('e-Decisions'):

13,232 in reporting year (12,681 in 2024–25).

Personal hearings:

3,297 in reporting year (3,283 in 2024–25):
2,141 (2,146): phone; **1,156** (1,137): video.

Parties to the appeal wishing to present evidence orally can do so by attendance at a personal hearing by telephone or video.

Adjudicators are responsible for managing the hearings and, under the 2022 Appeals Regulations, the 2013 Welsh Regulations and the 2013 RUC Regulations, must conduct proceedings '*...in the manner most suitable to the clarification of the issues and generally to the just handing of the proceedings...*' Whether personal or postal hearing, the adjudicator – having considered evidence submitted by the parties – provides full written reasons for the decision.

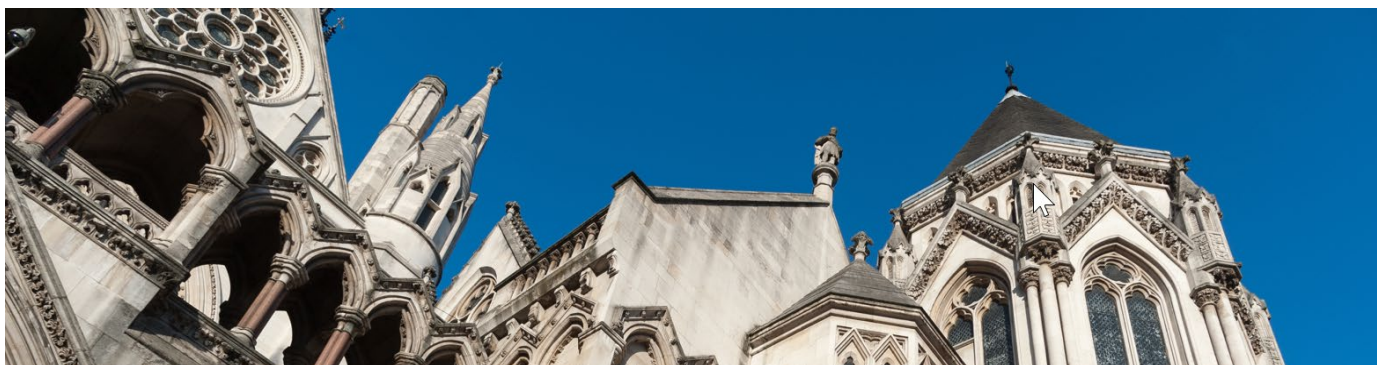
1.4 Costs

The 2022 Appeal Regulations, the 2013 Welsh Regulations and the 2013 RUC Regulations state:

- (1) An adjudicator must not normally make an order awarding costs and expenses.
- (2) But, subject to sub-paragraph (3), an adjudicator may make an order awarding costs and expenses—
 - (a) against a party (including an appellant who has withdrawn an appeal or an enforcement authority which has consented to an appeal being allowed), if the adjudicator considers that—
 - (i) the party has acted frivolously or vexatiously, or
 - (ii) the party's conduct in making, pursuing or resisting an appeal was wholly unreasonable;
 - (b) against an enforcement authority, where the adjudicator considers that the disputed decision was wholly unreasonable.
- (3) An order must not be made against a party unless that party has been given an opportunity to make representations against the making of the order.
- (4) An order must require the party against whom it is made to pay to the other party a specified sum in respect of the costs and expenses incurred by that other party in connection with the proceedings.

The recipient of a Notice of Rejection of Representations served by an authority has a statutory right of appeal to the adjudicator without having to pay an issuing or application fee. Unlike other Courts or tribunals, an award of costs in favour of a successful party does not routinely apply. This is to ensure that the Tribunal is accessible to all, with motorists not discouraged from appealing through fear of further charges or being ordered to pay costs. Costs may be awarded under the regulations only if the opposing party acts in a way that is found by the adjudicator to be '*frivolous, vexatious or wholly unreasonable*'. This is a high threshold of improper conduct – costs in this jurisdiction are not the norm. Costs can also only reflect expenses that have been incurred regarding the actual appeal, with no powers to make an award of compensation.

A limited number of applications (**72** from appellants / **0** from authorities, compared with 96 / 4 in the previous reporting year, respectively), as well as the lack of costs awarded, in the reporting year (down from 6 awards last year) reflects the high threshold required and the adjudicators' limited powers.



2. Judicial Review

An inherent part of the statutory scheme is that proceedings before the adjudicator are final. The review process under the regulations is limited. It is not a fresh or further appeal. It is the High Court that oversees the work of the adjudicators by way of judicial review.

Judicial review is also designed to be limited, allowing a decision of the expert tribunal to be challenged on only three grounds:

- (a) The decision is unlawful, that it is a decision the adjudicator was not entitled to make.
- (b) The decision is a decision that no reasonable tribunal would have made in the circumstances; or
- (c) The decision has been made in a procedurally unfair manner.

The High Court Judge will review the lawfulness of the decision and may uphold it, quash it or return a case to the adjudicator for re-determination. Decisions of the High Court are in turn appealable on a point of law to the Court of Appeal (and beyond).

Adjudicators welcome decisions of the higher Courts as they provide finality and clear direction as to the correct application of the law. This allows cases to be determined consistently; adjudicators being obliged to apply binding interpretations furnished by detailed judgments. Clarity on the law in turn provides motorists and councils with respective clarity on their obligations, rights and responsibilities.

This reporting year saw a number of judicial review applications and outcomes.

2.1 Outcomes – permission granted

The King on the application of Dr Jason Piper v The Adjudicator and Thurrock Council (interested party) AC-2025-LON-004079

**Original Traffic Penalty Tribunal Appeal:
*Dr Jason Piper v Thurrock Council (TPT TK00114-2509)***

Continuation notices are awaited

2.2 Applications – permission refused / case not progressed

The King on the application of Aleksandra Oksztel v The Traffic Penalty Tribunal and Rotherham Metropolitan Borough Council (interested party) AC-2024-LDS-000104

Original Traffic Penalty Tribunal Appeal:

Aleksandra Oksztel v Rotherham Metropolitan Borough Council (TPT RH00001-2401)

The appeal decision

The appeal was refused by the independent adjudicator for the following reasons:

- “
1. *This appeal was submitted on behalf of Ms Oksztel by her father, Dr Robert Oksztel. Dr Oksztel said that, while his daughter was driving, a warning light came on in her car and she did not know what it meant. She was suffering from anxiety from a previous car accident, and felt she had to stop immediately so pulled into the parking bay.*
 2. *He went on to say that she then contacted her father who told her that it was the battery in her key fob. She was unable to re-start the car. He had spare batteries so drove to where she had parked and changed the battery for her a few minutes later. He had purchased the battery in advance and provided a receipt which was dated some time before the date of the alleged contravention.*
 3. *He did not explain why Ms Oksztel was not waiting with the car for him to arrive.*
 4. *The council rejected the representations because of the date of the receipt for the replacement battery and they said that it was a driver's responsibility to ensure that the car is not parked in breach of restrictions before it was left unattended.*
 5. *A failed battery in a key fob is not an emergency which justifies parking in a restricted parking bay and, had Ms Oksztel felt it necessary to pull in immediately the warning light came on, I would have expected her to remain with the car, if her father was only a few minutes away. Had she done so, she could simply have explained what had happened to the officer.*
 6. *I therefore find that the contravention did occur and I dismiss the appeal. Ms Oksztel is required to pay the penalty charge to the council within 28 days.”*

The application for review

The reviewing adjudicator identified no ground for review.

The application for judicial review

The Court identified no realistic prospect of success in establishing that the decision was irrational, cogent reasons having been provided by the original and reviewing adjudicator. The adjudicator has no power to alter the level of penalty imposed.

A renewal application was rejected on 9 January 2026. An application to set that rejection aside was made by the claimant on 21 January. This was refused on 31 March, the Court noting that the prospects for success in the claim were nil.

Original Traffic Penalty Tribunal Appeal:

Mr Syed Azhar Qazmi v Nottingham City Council TPT NG00012-2501

The appeal decision

The appeal was refused by the independent adjudicator for the following reasons:

“

1. *It is not in issue that Mr Qazmi drove his car in this bus lane on the date mentioned on the PCN. Mr Qazmi appealed on the basis that the car is a licensed private hire vehicle (PHV) and PHVs are permitted in the bus lane from 7pm to 7am. He states he sent the required documentation when requested to the Council but they said they never received it. In support of his representations, he provides photographs of his PHV licence permitting him to work as a PHV driver, and a screenshot of a job sheet for the relevant date, together with a photograph of the vehicle displaying a City of Wolverhampton PHV identification plate.*
2. *The Council contests the appeal. They accept that between 7pm-7am PHVs are permitted to use the bus gate but state the appellant produced a photograph showing a City of Wolverhampton PHV identification plate which had expired on 22.1.2024. They add once Mr Qazmi served his notice of appeal, they requested via the messaging facility on the case, a copy of his PHV licence for vehicle registration KE630XF and photographs of the vehicle displaying the City of Wolverhampton Council identification plate. But Mr Qazmi failed to provide this evidence.*
3. *From the evidence provided by the appellant it is clear he is a licensed by the City of Wolverhampton as PHV driver until 6.7.2025. But to have the benefit of the exemption for authorised vehicles it is for Mr Qazmi to prove (on the balance of probabilities) that the vehicle KE63 OXF, seen in the footage using the bus gate, was at the time licensed as a PHV and was also being used as such.*
4. *In order to do so Mr Qazmi has provided to the Tribunal an undated photograph of the vehicle displaying the appropriate PHV plate issued by the City of Wolverhampton showing an expiry date of 23.7.2025. He has not served a copy of the PHV licence issued for the vehicle KE63 OXF, showing the date of issue and expiry date. He has given no explanation for his failure to do so or why when requested by the Council to provide the PHV licence for the vehicle he failed to do so and instead uploaded an image of the vehicle with a PHV plate on it showing an expiry date of 22.1.2024, well before use of the bus gate.*
5. *I accept there is a job sheet for the correct date and time and insurance cover for the vehicle to be used as a PHV and an image of the vehicle with a PHV plate that is valid now, but I have no evidence from Mr Qazmi to show on 11.12.2024 the vehicle had a valid PHV licence. If it did, I cannot understand why a copy of the PHV licence for the vehicle has not been produced to the Council or to this Tribunal and why an image of an out of date plate on the vehicle was provided in the formal representations made in December 2024.*
6. *In the light of such discrepancies, I would expect a clear explanation from Mr Qazmi as to the licensing history of the vehicle KE63 OXH, particularly an outline of when the PHV licence for the vehicle was renewed following expiry in January 2024 and reasons why the PHV licence for the vehicle (as opposed to his PHV driving licence) is not available. Without this evidence Mr Qazmi has not shown that the vehicle was a licensed PHV at the time it was used in the bus gate on 11.12.2024.*
7. *I therefore find insufficient evidence to prove the vehicle was entitled to be exempted from the clearly signed bus gate restriction. I find the contravention occurred.*
8. *The appeal is dismissed. Mr Qazmi is liable to pay the penalty charge.”*

The application for review

The reviewing adjudicator identified no ground for review.

The application for judicial review

The Claimant served a notice of discontinuance on 9 January 2026 and the case was closed.

2.3 Applications received – application issued, outcome pending

The King on the application of Unipex Aggregate Recovery Ltd v The Traffic Penalty Tribunal and Vale of Glamorgan Council (interested party) AC-2026-CDF-000053

Original Traffic Penalty Tribunal Appeal:

Unipex Aggregate Recovery Ltd v Vale of Glamorgan Council VG00005-2601

The appeal decision

The appeal was refused by the independent adjudicator for the following reasons:

“Parties

1. *This is an appeal regarding a penalty charge notice (PCN) issued by Vale of Glamorgan Council.*

The Appellant’s case

2. *The Appellant has provided a full explanation of the grounds of appeal under the heading ‘explanation’ on the online system and in their document at evidence item 1. Representations were made at the informal and formal stages. I have read all of these in full.*
3. *The Appellant’s case before this Tribunal is that the vehicle broke down at approximately 8.30pm on the 9th November 2025. The Appellant and a colleague returned the following day (10th November 2025) at approximately 2.30pm to attend to the vehicle. The delay in attending was due to the need to charge a battery pack which the Appellant says took 12 hours. The Appellant purchased a new battery a few days later and may have a receipt but has not provided this. The Appellant submits that ‘mechanical assistance’ referred to in the informal representations meant that the assistance provided by a colleague was mechanical in nature. The colleague has not provided a written statement. The Appellant confirmed, in the formal representations, that the vehicle did not require professional assistance.*
4. *The Appellant submits that although the Council does not need to disprove the Appellant’s case, the Council cannot question the Appellant’s account of events in a situation where the Council refuses to obtain and examine the CCTV. The Appellant says that only the Council can obtain CCTV and therefore the Appellant has been prejudiced by the refusal to do so and the Council has not been able to properly exercise their discretion. The Appellant contends that in refusing to obtain the CCTV, the Council has failed to exercise their public law duty and has behaved in a manner that is too rigid.*
5. *The Appellant states that regarding the statutory grounds of appeal, as the vehicle had broken down, the Appellant was not in control of the vehicle.*

The Council’s Case

6. *The Council’s case is that the PCN was issued because the vehicle was seen parked for longer than permitted at the location.*

7. *The Council's case is that the vehicle was first observed at 10.42am and the PCN was issued at 11.50am.*
8. *The Council submits that CCTV is for the use of public protection and not for parking matters.*

Findings of Fact

9. *I have considered all the evidence submitted, including the representations from the Appellant.*
10. *If I accept that the vehicle had broken down, I then need to consider whether this provides a ground of appeal and whether the lack of CCTV means that the Council did not properly exercise their discretion not to cancel the PCN. I do not find either of these to be the case for the reasons set out below.*
11. *I do not accept that the Appellant had no other option but to wait for a battery pack to be charged or that this necessitated a delay until 2.30pm the following day. The Appellant has demonstrated a relaxed approach to attempting to move the vehicle which did not include leaving a note with the vehicle or attempting to contact the Council to explain the situation. The Appellant (or someone on their behalf) could have returned to the vehicle on the morning of the 10th November 2025 so as to provide an explanation to anyone lawfully requiring an explanation (the CEO). I find that the vehicle was parked at the location in contravention of the restrictions in place and that the vehicle was under the control of the Appellant. The CCTV showing the vehicle being recovered at 2.30pm does not therefore have a material bearing on the outcome of the case. The Council were justified in not obtaining the CCTV and have demonstrated that they did consider the representations made by the Appellant.*

Outcome of the Appeal

12. *The Council has considered the representations made by the Appellant and have declined to exercise their discretion to cancel the penalty charge. It is not open to me as an adjudicator to exercise such a discretion. I must apply the grounds of appeal as set out in the regulations.*
13. *The Appellant's representations do not satisfy any of the grounds of appeal and amounts to mitigation only. As an adjudicator, I do not have discretion to consider mitigating circumstances. I do not find compelling reasons to refer the case back to the Council.*
14. *The appeal is dismissed. I decide this appeal in favour of the Council as I am satisfied, from the evidence before me, that the penalty was validly imposed in relation to the use of the vehicle and that none of the grounds of appeal are made out.*

Amount to be paid

15. *The amount to be paid is the sum of £50. This Tribunal does not have the power to reduce the amount outstanding."*

The application for review

The reviewing adjudicator identified no ground for review.



3. *Traff-iCase* Website: Two-Year Update

The *Traff-iCase* website (keycases.info) is a publicly accessible library of key cases from civil traffic enforcement appeals across the UK, together with related Court judgments. Launched in March 2024, the site is curated by the Traffic Penalty Tribunal adjudicators.

3.1 Aims and objectives

The website's purpose is to provide a reliable, searchable body of cases to help explain and clarify the law and issues of traffic enforcement that frequently confuse and divide opinion, and which are often misinterpreted. Its target users are motorists – particularly so to illustrate their obligations clearly – and local authorities, as well as the media and other stakeholders.

A case is included on the website only if it provides guidance regarding the interpretation and application of the law and regulations. The expectation is that clear, straightforward information presented through the cases will ultimately lead to a reduction in the number of unwitting contraventions or appeals without merit. The site allows motorists not accepting of the authority's application or assessment of the law (as detailed in a formal Notice of Rejection of Representations document) to research issues that might relate to their case and consider the law independently before deciding whether to lodge an appeal.

3.2 Scope of cases

The case library has grown to 81 key cases from England (inside and outside London), Wales and Scotland, covering 106 distinct issues across the full range of civil traffic restrictions: parking, bus lanes, moving traffic, clean air and congestion charge schemes, bridge crossings and littering from vehicles. The most searched issues include mitigating circumstances, signs and lines, Blue Badges, service of PCNs and the 50% discount.

3.3 User acquisition and activity

Links to *Traff-iCase* are available to users via the Traffic Penalty Tribunal's website and the appeals management system, with authorities also encouraged to include the link in their correspondence to motorists. Further efforts have been made to seed the link in popular consumer channels, including the leading consumer advice service, Money Saving Expert, established earlier this year.

The site has attracted 8,000 unique users to date. Users average five page views per active visit and spend nearly seven minutes on the site per session. These figures are consistent with purposeful, task-oriented use rather than incidental browsing. 38% of all user sessions result in a key case being opened and read – the primary action the site is designed to facilitate – while returning users account for 30% of all traffic, indicating an established base of repeat visitors.

3.4 Looking ahead

The aim is to extend the geographic reach of *Traff-iCase* to include Northern Ireland, as well as incorporating more traffic schemes, such as Merseyflow and new congestion charging schemes in England. Elsewhere, with the Government's announcements this year on new civil enforcement powers for local authorities targeting pavement parking, adjudicator guidance and, in time, decisions, will be central to clarifying their appropriate application in line with regulations. *Traff-iCase* is well placed to serve as a reference channel for both motorists and authorities as this work develops.

4. Training and Appraisal

4.1 Training

The adjudicators attended their annual training conference in Wilmslow on 1 December 2025. The mandatory session allows the adjudicators, who work remotely, to meet and exchange experiences, sharing knowledge and best practice. It is also an opportunity for those who usually only communicate via the case management system or email – adjudicators and staff alike – to meet in person.

Discussions were held on case management issues, ancillary applications, administrative needs and support, as well as data protection. Focused sessions on enforcement camera certification and the *Equality Act 2010* followed.

The Tribunal is fortunate to benefit from the knowledge brought by several adjudicators holding appointments in the wider Courts and Tribunals Judiciary. Sharing and adopting approaches that have proved efficient in other jurisdictions allows the adjudicators to learn from each other, achieving the most efficient appeal journey possible for Tribunal users.

Additional virtual group meetings are held bi-annually (or when the need arises), in order to supplement the in-person training. These meetings provide adjudicators with further opportunities to raise issues that could benefit from discussion; for example, new key cases or processes ensuring that regulations are interpreted and applied consistently.

4.2 Appraisal

Appraisal is mandatory at the Tribunal, with the organisation following the judicial skills and abilities framework issued to Courts and Tribunal Judiciary and reviewed in 2025 by the Lady Chief Justice and the Senior President of Tribunals.

Appraisal is an opportunity for adjudicators to reflect on and review their work, ensuring that standards are maintained and that knowledge is kept up to date. The appraisal exercise also assists in maintaining public confidence in judicial performance, with expected standards kept under review and the law and regulations applied consistently.

Appraisals that were due in July 2025 took place as planned and were completed by September 2025. The skills and abilities scrutinised included:

- (a) Legal and judicial skills – including: legal knowledge and analytical skills, sound judgment and decisiveness.
- (b) Communication skills and personal qualities – including: effective active listening, written communication skills, appropriate authority in the conduct of a hearing and an efficient use of judicial resources.
- (c) Effective working – including: diligence and efficiency, timely decisions and a collegiate and inclusive approach.

Appraisal is welcomed by adjudicators, who recognise that a review of their work is always helpful, however experienced they may be. Appraisal discussions assist in their development and progression, should they wish to develop their work and judicial career by applying for other Courts and Tribunals appointments.

Thanks are extended to senior adjudicator Michael Greenslade, from London Tribunals, who assisted in the appraisal exercise. The Tribunal's next round of appraisals is due in July 2028.



5. The Adjudicators

The Tribunal endeavours to work closely with colleagues at London Tribunals and a number of adjudicators are office holders at both tribunals (including Transport for London's Road User Charging Tribunal).

Current full adjudicator list:

1. Philippa Alderson**
2. Andrew Barfoot
3. David Binns
4. Teresa Brennan*
5. Michael Burke*
6. Joanne Coombe**
7. George Dodd**
8. Cordelia Fantinic*
9. Bhopinder Gandham
10. Joanne Garbett
11. Natalie Goffe**
12. Toby Halliwell
13. Caroline Hamilton*
14. Martin Hoare*
15. Annie Hockaday
16. Judith Ordish
17. Belinda Pearce**
18. James Richardson
19. Mackenzie Robinson*
20. Timothy Thorne*
21. Sarah Tozzi
22. Rhys Williams

The Tribunal is also grateful to its administrative support teams, their hard work and efficiency allowing the adjudicators to focus on determining appeals in a timely, proportionate manner.

Retirements and adjudicator recruitment

This reporting year saw the retirement of adjudicators Katherine Cartwright, Gillian Ekins and Jill Yates, who we thank for their strong commitment to the Tribunal. We wish them a long and happy retirement.

These retirements, coupled with appeal numbers having risen in the reporting year, led to a recruitment exercise being launched in January 2026. Candidates, who must meet the judicial appointment eligibility requirement, have been identified and the final stages of appointment are underway.

The expectation is that 11 newly appointed adjudicators will undergo training in July 2026.

* Environment and Traffic Adjudicators at London Tribunals

** Road User Charging Adjudicators and Environment and Traffic Adjudicators at London Tribunals



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Tribunal**
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PATROL Adjudication Joint Committee

Date of Meeting:	14 th July 2026
Report Title:	Appointment of Adjudicators
Report of:	Caroline Hamilton, The Chief Adjudicator

1.0 Purpose of Report

- 1.1** To advise the appointment of 11 adjudicators under the terms of the Traffic Management Act 2004 and Transport Act 2000.

2.0 Recommendation

- 2.1** To confirm the appointment of the adjudicators listed in Appendix One of the report until 22nd May 2030 as recommended by the Chief Adjudicator. This date mirrors the appointment renewal date for the cohort of current adjudicators.

3.0 Reason for Recommendation

- 3.1** The appointment of adjudicators ensures that there remains a sufficient cohort of trained adjudicators (all part-time, fee-paid office holders) available to determine registered appeals, allowing the tribunal users to continue to receive timely, efficient and cost-efficient appeal outcomes.

4.0 Background

- 4.1** Under the delegated power from the PATROL Joint Committee to the Chief Adjudicator, the adjudicators are to be appointed for a period not exceeding five years.
- 4.2** The adjudicators are appointed as Parking and Traffic Adjudicators for England under the Traffic Management Act 2004 and Regulation 16 of The Civil Enforcement of Road Traffic Contraventions (Approved Devices, Charging Guidelines and General Provisions) (England) Regulations 2022. By virtue of

this appointed the adjudicators also have jurisdiction to determine appeals under Regulation 12 of the Road User Charging (Penalty Charges, Adjudication and Enforcement) England Regulations 2013 and Regulation 18 of the Littering from Vehicles outside London (Keepers: Civil Penalties) Regulations 2018. The adjudicators are also appointed as Traffic Adjudicators for Wales under Regulation 16 at Part 4 of the Civil Enforcement of Road Traffic Contraventions (General Provisions) (Wales) Regulations 2013.

5.0 Implications

5.1 Finance

- 5.1.1** The adjudicators are independent office holders, determining appeals on a fee paid basis.

6.1 Risk Management

- 6.1.1** The appointment of adjudicators ensures that the tribunal is able to determine appeals justly, with timely, efficient and cost-efficient appeal outcomes.

7.1 Legal

- 7.1.1** Under the Civil Enforcement of Road Traffic Contraventions (Approved Devices, Charging Guideline and General Provisions) (England) Regulations 2022 and the Civil Enforcement of Road Traffic Contraventions (General Provisions) (Wales) Regulations 2013, any decision to appoint an independent adjudicator cannot have effect without the consent of the Lord Chancellor.

Newly appointed adjudicators

1. Laura Angus
2. Davide Corbino
3. Kajal Dasani
4. David Gibbs
5. Louise Hutt
6. Gilda Kiai
7. Amy Lush
8. Rhodri Owen
9. Gill O'Regan
10. Alex Taylor
11. Ruth Szabo-Khalastchi

PATROL Adjudication Joint Committee

Date of Meeting:	14 th July 2026
Report Title:	PATROL Annual Return 2025-26
Report of:	Laura Padden, Director, PATROL

1.0 Report Summary

- 1.1** To report the outturn and end of year position, and the findings of the Internal Auditors, for the year 2025-26.

2.0 Recommendations

That the Joint Committee:

- 2.1** Notes the findings of the Internal Audit Report for 2025-26 (**Appendix 1**).
- 2.2** Notes the outturn position against the 2025-26 budget included within the report and at **Appendix 2**.
- 2.3** Approves the **surplus** for the year of £355,534 to be added to the Joint Committee's Reserves.
- This excludes £224,208 being the total of National Highways (Dartford-Thurrock River Crossing) and Halton Borough Council (Mersey Gateway Crossing) ringfenced reserves.
- 2.4** Determines that the Executive Sub Committee review the basis for defraying expenses, following budget monitoring at the half year point, at their meeting in October 2026.
- 2.5** Notes the Balance Sheet at **Appendix 3** and the Cash Flow at **Appendix 4**
- 2.6** Notes the Small Bodies Annual Return format at **Appendix 5**

3.0 Reasons for Recommendations

- 3.1 To comply with the Financial Regulations.

4.0 Background and Options

- 4.1 The PATROL Executive Sub Committee approved (on 14th October 2025) the recommendation that **‘the work undertaken by BDO is ceased’**. This was for the reasons set out below:

The Joint Committee approved the appointment of BDO LLP to ‘audit’ the annual returns for the periods 2024/25, 2025/26 and 2026/27 (3 years) at its meeting in January 2025.

From April 2015, the implementation of the Local Audit and Accountability Act 2014 meant that Joint Committees are no longer required to have their own accounts separately prepared and audited. However, the Joint Committee decided to continue with this practice in the interests of transparency and accountability.

BDO LLP have now written to PATROL to inform us that the nature of the work that they undertake for PATROL should not be classified or reported under the term ‘audit’ but ‘agreed upon procedures’ as this is the nature of the work they perform.

They have also sought our agreement that their report is not shared, minuted or published without their permission.

PATROL has sought legal advice in relation to this request and has been advised that the item is unlikely to meet the test to be a Part II item and that it is unlikely that an exemption from disclosure would apply in the event of receipt of a request under the Freedom of Information Act 2000.

On this basis, we recommend that the Executive Sub Committee approve the recommendation that the work undertaken by BDO is ceased. The term ‘agreed upon procedures’ does not give the same level of assurance as the term ‘audit’ and is likely to be confusing for the reader. In addition, preparation of the report is extremely time consuming, and the work by BDO will cost circa £4000 for 2025/26. If we are unable to publish a report by BDO to give assurance externally, it would seem prudent that the decision to appoint BDO is reversed. And that:

Additionally, we are able to place reliance on the Internal Audit work undertaken by Cheshire East Council as our host authority that gives assurance transactions are in accordance with all policies approved by Joint Committee or Executive Sub Committee and that any anomalies are reported as soon as known.

- 4.2 This report now sets out for approval the FINAL Annual Return for the year 2025-26 and ask the committee to note the Internal Audit Report (**Appendix 1**) and the reviewed Small Bodies Annual Return (**Appendix 5**) contained within the report.
- 4.3 The Internal Audit Report is shown at **Appendix 1**. The Internal Auditors gave a **GOOD** assurance on controls within the organisation reporting no issues. This is the highest level that can be awarded.

- 4.4** At the meeting of the Executive Sub Committee held on 20th January 2026 it was agreed to adopt the revenue budget estimates set out in this report.
- 4.5** The outturn position for PATROL to 31st March is enclosed at **Appendix 2**
The Balance Sheet for PATROL at 31st March 2026 is enclosed at **Appendix 3**
The Cash Flow for the year at 31st March 2026 is enclosed at **Appendix 4**
The reviewed Small Bodies Annual Return Format is enclosed at **Appendix 5**
- 4.6** Should it be that there is need for greater expenditure than that provided for in the approved budget, there is a recommendation to authorise the Director to incur additional expenditure, provided such expenditure does not exceed the income for the year in question.
- 4.7** Should it be that the revenue account for the year falls into deficit then the surplus (reserves) from previous years is available. This would be reported to the committee at the subsequent meeting.
- 4.8** Should there be greater income than expenditure in the year in question, then there is a recommendation that this be transferred to reserves in the following year.
- 4.9 Income and Expenditure Summary**

SUMMARY TO DATE			
	31/03/2026	31/03/2026	31/03/2026
	Year to Date	Budget	Var to Budget
Income	3,617,494	3,291,031	326,463
Expenditure	3,037,751	3,507,646	469,895
Surplus / (Deficit)	579,742	-216,615	796,357
Breakdown of Surplus			
PATROL	355,534	-200,748	556,282
Halton Borough Council	53,215	15,891	37,324
National Highways	170,993	-31,758	202,751
	579,742	-216,615	796,357

A positive variance in Income of £326,463 and a positive variance in Expenditure of £469,895 combine to give a result which was £796,357 better than budgeted (budgeted £216,615 deficit). The total surplus for the year was £579,742.

Of this amount £355,534 relates to PATROL (for the year in question) and the balance is ringfenced to Halton Borough Council (in respect of the Mersey Gateway Crossing) and National Highways (in respect of the Dartford River Crossing).

Income:

- Income for the year 2025/26 is £326,463 (9.9%) higher than budgeted
- Moving Traffic Income is £117,356 (119%) higher due to a higher than expected take up of powers which we prudently do not budget for
- Clean Air Zones Income is £98,824 lower than budgeted due to the maturing of schemes
- Parking Income is £261,761 higher than budgeted reflecting increased enforcement levels.
- A new scheme 'Oxford Congestion Charge' added £26,321 to the positive variance (not budgeted)
- These trends are used to determine the current budget for 26/27

Expenditure:

- Total Expenditure was £3,037,751 against a budget £3,507,646 – a positive variance of £469,895 (13.4%)
- The largest saving was on staff costs - £261,715 (17.5%). This relates to:
 - £75,000 for Stakeholder Engagement Manager role unfilled after previous role holder left the organisation
 - £20,000 saving on Finance Assistant role – gap between role holders (no handover required)
 - £35,000 – saving on timing and cover for maternity Leave post
 - £19,037 lower than anticipated NI costs
 - £58,937 lower than anticipated pension costs
- Supplies and Services were underspent by £119,693 (42.4%) which relates to:
 - £3,771 – Hearing Venue costs not required
 - £50,000 – Adjudicator Counsel Advice not required
 - £5,000 – website redesign not utilised
 - £2,000 – media monitoring undertaken in house
 - £17,293 – External Consultants Fees not utilised
 - £28,442 – Joint Committee Legal Advice not required
 - £6,755 – savings on workshops
- Adjudicator costs were underspent by £57,320 (5.2%) of this
 - £20,439 relates to savings on recruitment
 - £27,551 relates to savings on the annual conference
- £11,019 relates to savings on travel costs for attending meetings and staff mileage claimed
- Where known, these trends were reflected in the 26/27 budget setting process

Small Bodies Annual Return Format:

The Small Bodies Annual Return (SBAR) Form was previously prepared for review by Internal Audit and subsequent submission to, and sign off by, External Audit.

The removal of the requirement for External Audit means that this is no longer required, however for transparency and to allow for consistency of reporting we have prepared the

reports in the same format as the SBAR. This has been submitted for review by Internal Audit and is enclosed at **Appendix 5**.

The summary balances are shown below:

	31st March 2025	31st March 2026
1 Balances Brought forward	4,402,537	4,637,105
2 (+) Income from local taxation and/or levy	0	0
3 (+) Total other receipts	3,624,106	3,617,494
4 (-) Staff costs	2,223,150	2,265,866
5 (-) Loan interest/capital repayments	0	0
6 (-) All other payments	1,166,388	886,735
7 (=) Balances carried forward	4,637,105	5,101,998
8 Total cash and short term investments	4,078,788	4,554,699
9 Total fixed assets and long term assets	0	0
10 Total borrowings	0	0

4.10 Reserves

The Reserves position at 31st March 2026 for PATROL is summarised below:

PATROL Only				
	Reserves	Approved	Free Reserves	Movement
Opening Reserves 2024/25	4,106,385	2,222,251	1,884,134	996,463
Reserves for year 2024/25	431,741			
Drawdown 2024/25	-21,272			
Opening Reserves 2025/26	4,516,853	2,333,708	2,183,145	299,011
Reserves for year 2025/26	355,534			
Drawdown 2025/26	0			
Closing Reserves 2025/26	4,872,388	2,333,708	2,538,680	355,534

The Reserves balance as at 31st March 2026 for PATROL (excluding amounts ringfenced for National Highways and Halton Borough Council are £4,872,388 of which FREE Reserves are £2,538,680.

This amount includes the accumulated Reserves brought across from the BLASJC of £713,799.

4.11 Internal Audit Report 2025-26

Internal Audit is provided by the Host Authority (Cheshire East Council).

The Internal Audit Report is at **Appendix 1**.

There are NO recommendations for actions or improvement.

The historical number of recommendations is shown below:

	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25	2025/26
Low	1	0	2	0	0	0	0
Medium	3	0	0	0	0	0	0
High	0	0	0	0	0	0	0
TOTAL	4	0	2	0	0	0	0

The level of assurance is **GOOD** which is the highest level that can be awarded.

5.0 Implications

5.1 Finance

5.1.1 To adhere to the Financial Regulations and provide assurance to the committee.

6.0 Risk Management

6.1.1 To provide assurance on the financial stability of the Joint Committee and to inform the Risk Management Framework.

Appendix 1 – Annual Internal Audit Report:

Internal Audit – Assurance Report PATROL (Parking and Traffic Regulations Outside London) 2025–26

Status: Final

Report Date: 15 June 2026

Prepared by: Lucy Draper

Distribution List

Draft reports should not be shared with anyone outside of the distribution list below without prior approval from the Audit Manager.

Draft Report:

- Laura Padden – PATROL, Director
- Erica Maslen – PATROL, Central Services Manager
- Tracey Howgate – PATROL, Finance Manager

Final reports should not be shared with anyone outside of the distribution list without prior approval from the Audit Manager and Final Report Owner.

Final Report:

- Laura Padden – PATROL, Director
- Erica Maslen – PATROL, Central Services Manager
- Tracey Howgate – PATROL, Finance Manager

Final Report Owner:

- Laura Padden – PATROL, Director

Executive Summary

1. Background

1.1 PATROL (Parking and Traffic Regulations Outside London) has been established to enable councils undertaking civil parking enforcement in England and Wales and civil bus lane and moving traffic enforcement in Wales to exercise their functions under:

- Section 81 of the Traffic Management Act 2004 (TMA) and Regulations 17 and 18 of The Civil Enforcement of Parking Contraventions (England) General Regulations 2007 (the English General Regulations).
- Section 81 of the TMA and Regulations 16 and 17 of the Civil Enforcement of Road Traffic Contraventions (General Provisions) Wales Regulations 2013 (the Welsh General Provisions Regulations).
- Regulations 12 and 13 of The Road User Charging (RUCA) Schemes (Penalty Charges, Adjudication and Enforcement) (England) Regulations 2013 (the Road User Charging Regulations).
- Regulation 18 of The Littering from Vehicles Outside London (Keepers: Civil Penalties) Regulations 2018.

1.2 These functions are exercised through PATROL in accordance with Regulation 16 of the English General

Regulations and Regulation 15 of the Welsh General Provisions Regulations.

1.3 The Bus Lane Adjudication Service Joint Committee (BLASJC) was established to enable councils in England undertaking civil enforcement of bus lanes to exercise their functions under Regulation 11 of The Bus Lane Contraventions (Penalty Charges, Adjudication and Enforcement) (England) Regulations 2005 (the Bus Lane Regulations).

1.4 Until March 2023, these functions were exercised through BLASJC in accordance with Regulation 12 of the Bus Lane Regulations. However, legislation was introduced to transfer the bus lane enforcement regime outside London from the Transport Act 2000 to the bus lane enforcement provisions in the Part 2 of Schedule 8 of the 2004 Act. Meaning there was no longer a requirement for a separate Bus Lane Adjudication Service Joint Committee or Bus Lane Adjudication Service Joint Committee Executive Sub Committee.

1.5 Under the above legislation and regulations, councils operating civil traffic enforcement functions are responsible for funding the provision of adjudication. The councils carry out this duty through a Joint Committee.

1.6 The PATROL Adjudication Joint Committee performs this function in accordance with legislation and regulations,

Executive Summary

and the constituent authorities of the Joint Committee defray expenses in such a proportion as the Joint Committee decides.

- 1.7 The Traffic Penalty Tribunal also provides adjudication in respect of penalties issued for failure to pay the road user charge at the Dartford-Thurrock River Crossing, the Mersey Gateway Bridge and the Durham Road User Charge Zone and in relation to Clean Air Zones, Moving Traffic offences and Littering from Vehicles penalty notices.
- 1.8 PATROL is classed as a small relevant body in accordance with the Accounts and Audit Regulations 2015, and prior to 2015/16 had to complete a Small Bodies Annual Return (SBAR) summarising their annual activities at the end of each financial year. This requirement was removed in 2015/16 by the Accounts and Audit Regulations 2015; however, the Body has decided to complete the SBAR on an annual basis as good practice and in the spirit of openness and transparency.
- 1.9 Cheshire East Council was appointed as the Host Authority to the PATROL Adjudication Joint Committee and Bus Lane Adjudication Joint Committee on 1 January 2013. As part of this role, the Council has delivered the Body's Internal Audit service.

- 1.10 Where reference is made to policies and procedures in this report, these are PATROL's, not Cheshire East Council's unless specified otherwise.

2. Scope of Review and Risks Covered

- 2.1 PATROL staff have home based contracts operating under home working agreements with a small office base for use when required. As such, Internal Audit has carried out the programme of testing remotely and placed reliance on information being supplied electronically.
- 2.2 In order to complete Section 4 of the 2025/26 SBAR, we had to determine whether the 10 stated internal control objectives have been achieved throughout the 2025/26 financial year to a standard adequate to meet the needs of the Body. The control objectives are:
 - A. Appropriate accounting records have been kept properly throughout the year.
 - B. The Joint Committee's financial regulations have been met, payments were approved and VAT appropriately accounted for.
 - C. The Joint Committee assessed the significant risks to achieving its objectives and reviewed the adequacy of arrangements to manage these.
 - D. The annual taxation or levy or funding requirements resulted from an adequate budgetary process; progress against the budget was regularly monitored; and reserves were appropriate.

Executive Summary

- E. Expected income was fully received, based on correct prices, properly recorded and promptly banked; and VAT was appropriately accounted for.
- F. Petty cash payments were properly supported by receipts, expenditure was approved and VAT appropriately accounted for.
- G. Salaries to employees and allowances to members were paid in accordance with body approvals, and PAYE and NI requirements were properly applied.
- H. Asset and investment registers were complete and accurate and properly maintained.
- I. Periodic and year-end bank account reconciliations were properly carried out.
- J. Accounting statements prepared during the year were prepared on the correct accounting basis, agreed to the cash book, were supported by an adequate audit trail from underlying records, and where appropriate, debtors and creditors properly recorded.

2.3 To satisfy the above control objectives, we carried out a programme of audit testing on the following areas:

- Assets
- Banking and Cheques
- Budgetary Control
- Income
- Payroll
- Procurement
- Purchase Cards

- Risk Management

2.4 PATROL did not operate a petty cash/imprest system during 2025/26 (Control F on the SBAR). However, they do have seven purchase cards linked to their bank account. As such, and as per the testing carried out in previous years, a review of processes and controls in operation in relation to the cards was undertaken.

2.5 Where sample testing was undertaken, sampling was proportionate to the volume of transactions in relation to the PATROL, Bus Lanes, RUCA, Mersey Gateway, Clean Air Zones, moving traffic and littering. Furthermore, the samples selected included transactions completed throughout the whole of 2025/26 to ensure that the findings are as comprehensive and reliable as possible and capture an accurate reflection of the practices in place. Although reasonable assurance can be drawn from these findings it is never possible to give complete assurance that all issues have been uncovered, as we are unable to test every transaction.

2.6 We have previously issued a draft report to present our key findings and actions (reported on an exception basis), to confirm the factual accuracy of the findings and agree recommended actions where appropriate. This final report is issued now as agreed.

Executive Summary

3. Key Findings and Recommended Actions

- 3.1. A total of 77 controls have been tested covering all areas detailed in the control objectives on the SBAR. This draft report is intended to highlight any areas where improvements are required, either in the control itself or to improve compliance with the controls.
- 3.2. As a result of the testing, no issues were identified during the review and as such, no recommended actions have been raised in this report.

4. Conclusion and Opinion

- 4.1 The audit concluded that the 10 control objectives detailed on the 2025/26 SBAR are effectively managed for the PATROL Adjudication Joint Committee. **Appendix A** confirms the results of the audit work as it will be entered on the SBAR.
- 4.2 Internal Audit uses a formal opinion system, details of which are given in **Appendix B**. Based upon the findings and actions raised, a “Good Assurance” opinion has been given.

Good Assurance:

Controls are in place to mitigate against the risks identified in the Terms of Reference. Testing has shown that controls are working effectively and consistently to ensure that key risks are well managed.

- 4.3 The audit has been conducted in accordance with the Global Internal Audit Standards in the UK Public Sector (GIAS).

Appendix A – Summary of Results for the Small Bodies Annual Return

Section	Objective	Agreed		
		Yes	No	Not Covered
A	Appropriate accounting records have been kept properly throughout the year	✓		
B	The Joint Committee's financial regulations have been met, payments were approved and VAT appropriately accounted for	✓		
C	The Joint Committee assessed the significant risks to achieving its objectives and reviewed the adequacy of arrangements to manage these	✓		
D	The annual taxation or levy or funding requirement resulted from an adequate budgetary process; progress against the budget was regularly monitored; and reserves were appropriate	✓		
E	Expected income was fully received, based on correct prices, properly recorded and promptly banked; and VAT was appropriately accounted for	✓		
F	Petty cash payments were properly supported by receipts, expenditure was approved and VAT appropriately accounted for	✓ *		
G	Salaries to employees and allowances to members were paid in accordance with body approvals, and PAYE and NI requirements were properly applied	✓		
H	Asset and investment registers were complete and accurate and properly maintained	✓		
I	Periodic and year-end bank account reconciliations were properly carried out	✓		
J	Accounting statements prepared during the year were prepared on the correct accounting basis, agreed to the cash book, were supported by an adequate audit trail from underlying records, and where appropriate, debtors and creditors properly recorded	✓		

* PATROL no longer operate a petty cash system, however there are seven purchase cards linked to the bank account, therefore, a review of processes and controls in operation in relation to the cards was undertaken.

Appendix B – Audit Opinion and Priority Rating for Individual Findings

Audit Opinion

An overall opinion on the control environment will be given on completion of the audit work. This opinion relates **only** to those risks identified or systems tested. Where the audit opinion given is either limited or no assurance, consideration will be given to including those areas in the Annual Governance Statement.

There are four possible opinions: good assurance, satisfactory assurance, limited assurance, and no assurance.

The following table explains the various assurance levels in terms of the controls in place and how testing has shown them to be operating. It also gives an indication as to the priority rating of recommendations you might expect at each assurance level, although please note this is for guidance only as the final opinion lies at the discretion of the Auditor.

Assurance Level	Explanation
Good Assurance	Controls are in place to mitigate against the risks identified in the terms of Reference. Testing has shown that controls are working effectively and consistently to ensure that key risks are well managed. No high level recommendations have been made although there may be a small number at medium level. Some changes in the control environment may be beneficial to enhance performance and realise best practice.
Satisfactory Assurance	Controls are adequate to address the risks identified in the terms of reference. Testing has shown that there are some inconsistencies in the application of the controls, and attention is needed to improve the effectiveness of these controls. Recommendations will normally be no higher than medium level.
Limited Assurance	Controls are either not designed to mitigate the risks identified in the terms of reference, or testing has shown there to be significant non-application of controls. There are likely to be a number of high priority recommendations and/or a large number at the medium level. Attention is needed to improve the quality and effectiveness of the control environment in order to ensure key risks can be managed well.
No Assurance	There is an absence of controls to mitigate against the risks identified in the terms of reference. The majority of recommendations made are high priority, and key risks are not being properly managed. Urgent attention is required by management to improve the control environment. This area may be considered for inclusion in the organisation's Annual Governance Statement. It may also be appropriate for this area to be included in the sections/directorate Risk Register, and for the action plan to address these fundamental weaknesses to become part of the Service Delivery Plan.

Appendix B – Audit Opinion and Priority Rating for Individual Findings

Every audit finding and supporting recommendation will be rated in line with the criteria shown below. Timescales for necessary actions will be discussed with service managers, but the broad expectations for consideration and implementation are outlined below.

Priority	Explanation		
	Risk	Controls and Testing	Timescale
High	Action is required to mitigate against a risk which is assessed as likely to arise, and having a high impact should it do so. A fundamental risk may involve failure to: • Meet key business objectives • Meet statutory objectives • Adhere to Cheshire East policies • Prevent fraud or material error	Controls to mitigate risks identified in the terms of reference are either absent or poorly designed. Testing has shown that controls are significantly failing to work as intended.	This action needs immediate consideration by management. Implementation of necessary actions may take longer, but an action plan to address the issues should be developed immediately.
Medium	Action is required to mitigate against a risk which is assessed as being likely to arise OR having a significant impact if it should arise.	Controls to mitigate risks identified in the terms of reference are in place. Testing has shown that controls are working as intended, with some minor inconsistency.	This action needs to be considered by management within 3 months. Implementation of necessary actions may take longer, but an action plan to address the issues should be developed within 3 months.
Low	Action is required to mitigate against a risk which is assessed as having a low impact or being unlikely to arise. Implementation of these actions will further strengthen internal control and improve potential for achieving best practice.	Controls to mitigate risks identified in the terms of reference are in place. Testing has shown that the controls are being applied consistently and effectively.	This action needs to be considered by management within 6 months. Implementation of necessary actions may take longer, but an action plan to address the issues should be developed within 6 months.

Appendix 2 – Outturn for the year to 31st March 2026:

	Year to Date						Full Year				
	31/03/2026	31/03/2026	31/03/2026	31/03/2026	31/10/2025	Var to	31/03/2026	31/03/2026	31/03/2026	31/03/2025	
	Year to Date	Budget	Var to Budget	Var to Budget	Prior YTD	Current Yr	Forecast	Full Year	Var to Budget	Prior Year	Var to Prior
	Outturn	Budget			Result	Yr					
Income:											
PATROL *	1,840,305	1,578,544	261,761	16.6%	1,724,265	116,040	1,840,305	1,578,544	261,761	1,724,265	116,040
Bus Lane Income	477,009	469,968	7,041	1.5%	481,397	-4,388	477,009	469,968	7,041	481,397	-4,388
Moving Traffic Income	215,945	98,589	117,356	119.0%	127,294	88,650	215,945	98,589	117,356	127,294	88,650
Road User Charging:											
National Highways - Income	608,562	600,763	7,799	1.3%	754,782	-146,219	608,562	600,763	7,799	754,782	-146,219
Halton Borough Council - Income	155,394	160,860	-5,466	-3.4%	155,397	-3	155,394	160,860	-5,466	155,397	-3
Clean Air Zones - Income	181,343	280,167	-98,824	-35.3%	232,366	-51,023	181,343	280,167	-98,824	232,366	-51,023
LFV - Income	1,580	1,140	440	38.6%	3,697	-2,118	1,580	1,140	440	3,697	-2,118
Congestion Charge Income	26,321	0	26,321	0.0%	0	26,321	26,321	0	0	0	0
Bank Interest Received	109,383	100,000	9,383	9.4%	131,680	-22,297	109,383	100,000	9,383	131,680	-22,297
Sale of Assets	0	0	0	0.0%	290	-290	0	0	0	290	-290
Other Income	1,652	1,000	652	65.2%	12,939	-11,288	1,652	1,000	652	12,939	-11,288
Total Income	3,617,494	3,291,031	326,463	9.9%	3,624,106	-6,612	3,617,494	3,291,031	300,142	3,624,106	-32,933
Expenditure:											
Adjudicators	1,049,696	1,107,016	57,320	5.2%	905,431	-144,264	1,049,696	1,107,016	57,320	905,431	-144,264
Staff	1,232,204	1,493,919	261,715	17.5%	1,248,329	16,125	1,232,204	1,493,919	261,715	1,248,329	16,125
Premises / accommodation	80,888	89,560	8,672	9.7%	79,425	-1,463	80,888	89,560	8,672	79,425	-1,463
Transport	12,481	23,500	11,019	46.9%	14,664	2,184	12,481	23,500	11,019	14,664	2,184
Supplies and Services	162,407	282,100	119,693	42.4%	199,094	36,687	162,407	282,100	119,693	199,094	36,687
IT	434,457	449,384	14,927	3.3%	476,408	41,951	434,457	449,384	14,927	476,408	41,951
Services Management and Support	62,670	58,807	-3,863	-6.6%	61,040	-1,630	62,670	58,807	-3,863	61,040	-1,630
Audit Fees	-420	3,360	3,780	112.5%	2,415	2,835	-420	3,360	3,780	2,415	2,835
Bad Debts - movement on provision	3,370	0	-3,370	0.0%	-3,370	-6,741	3,370	0	-3,370	-3,370	-6,741
Total Expenditure	3,037,751	3,507,646	469,895	13.4%	2,983,435	-54,316	3,037,751	3,507,646	469,895	2,983,435	-54,316
Surplus / (Deficit)	579,742	-216,615	796,357		640,670	-60,928	579,742	-216,615	770,036	640,670	-87,249
		0			0	0		0	-26,321		-26,321
Breakdown of Surplus	579,742	-216,615	796,357	-367.6%	640,670	-60,928	579,742	-216,615	770,036	640,670	-87,249
PATROL *	355,534	-200,748	556,282	-277.1%	431,741	-76,207	355,534	-200,748	556,282	431,741	-76,207
Halton Borough Council	53,215	15,891	37,324	234.9%	45,468	7,747	53,215	15,891	37,324	45,468	7,747
National Highways	170,993	-31,758	202,751	-638.4%	163,462	7,531	170,993	-31,758	202,751	163,462	7,531

Appendix 3 – Balance Sheet as at 31st March 2026:

	Apr-25 p1	May-25 p2	Jun-25 p3	Jul-25 p4	Aug-25 p5	Sep-25 p6	Oct-25 p7	Nov-25 p8	Dec-25 p9	Jan-26 p10	Feb-26 p11	Mar-26 p12	Mar-25 CLOSING
Current Assets													
LA Debtors	589,167	156,362	100,857	673,545	353,514	212,816	708,837	381,022.20	64,581	662,632	182,431	99,568	50,831
Other Debtors	58,607	54,673	124,509.21	147,631	119,507	117,509	168,340	69,005	21,343	17,467	-18,419	96,386	102,994
VAT													
Cash and Bank	3,950,676	4,241,830	4,007,838	3,910,033	4,070,377	3,985,672	3,929,210	4,021,260	4,273,487	4,229,731	4,689,175	4,547,634	4,071,518
Total	4,598,450	4,452,866	4,233,205	4,731,208	4,543,397	4,315,997	4,806,387	4,471,288	4,359,411	4,909,829	4,853,187	4,743,587	4,225,343
Current Liabilities													
Trade Creditors	65,775	158,159	150,645	152,822	173,127	148,727	149,482	7,086	129,453	8,441	124,386	131,882	199,581
Other Public Bodies													
Other Creditors	-112,676	-219,069	-643,690	-138,300	-344,877	-653,901	-261,023	-445,931	-711,741	-225,063	-355,446	-490,292	-611,343
Total	-46,901	-60,910	-493,045	14,522	-171,750	-505,173	-111,540	-438,845	-582,288	-216,623	-231,060	-358,410	-411,762
Net Current Liabilities	4,645,351	4,513,776	4,726,249	4,716,686	4,715,147	4,821,170	4,917,927	4,910,132	4,941,699	5,126,452	5,084,247	5,101,998	4,637,105
Long Term (Liabilities)/Assets	0	0	0	0	0								
NET ASSETS	4,645,351	4,513,776	4,726,249	4,716,686	4,715,147	4,821,170	4,917,927	4,910,132	4,941,699	5,126,452	5,084,247	5,101,998	4,637,105
Financed By:													
Reserves BF	4,637,105	4,637,105	4,637,105	4,637,105	4,637,105	4,637,105	4,637,105	4,637,105	4,637,105	4,637,105	4,637,105	4,637,105	4,402,536
Reserves drawdown	-12,767	-56,104	-62,030	-75,944	-75,944	-75,944	-92,188	-92,188	-92,188	-104,103	-104,103	-114,849	-406,102
Current Year Surplus	21,012	-67,226	151,174	155,525	153,986	260,009	373,010	365,216	396,782	593,450	551,245	579,742	640,670
TOTAL NET WORTH	4,645,350	4,513,775	4,726,249	4,716,686	4,715,147	4,821,170	4,917,927	4,910,132	4,941,699	5,126,452	5,084,247	5,101,997	4,637,105
	0	0	0	0	0	0	0	0	0	0	0	0	0

Appendix 4 – Cash Flow for the Year to 31st March 2026:

	Apr-25 p1	May-25 p2	Jun-25 p3	Jul-25 p4	Aug-25 p5	Sep-25 p6	Oct-25 p7	Nov-25 p8	Dec-25 p9	Jan-26 p10	Feb-26 p11	Mar-26 p12	Mar-25 p12
Opening Cash Balance	4,071,518	3,950,676	4,241,830	4,007,838	3,910,033	4,070,377	3,985,672	3,929,210	4,021,260	4,273,487	4,229,731	4,689,175	4,171,525
Decrease / (Increase) in LA Debtors	-538,336	432,805	55,505	-572,688	320,031	140,698	-496,021	327,814	316,441	-598,051	480,201	82,863	220,938
Decrease / (Increase) in Other Debtors	44,387	3,934	-69,836	-23,121	28,124	1,998	-50,831	99,335	47,662	3,876	35,886	-114,805	-38,266
Decrease / (Increase) in VAT Debtor	0	0	0	0	0	0	0	0	0	0	0	0	0
Increase / (Decrease) in Trade Creditors	-133,805	92,383	-7,513	2,177	20,304	-24,399	755	-142,396	122,367	-121,012	115,945	7,496	-61,707
Increase / (Decrease) Public Body Creditors	0	0	0	0	0	0	0	0	0	0	0	0	0
Increase / (Decrease) in Other Creditors	498,667	-106,392	-424,622	505,390	-206,576	-309,024	392,878	-184,908	-265,810	486,677	-130,383	-134,846	-108,048
Movement on Reserves	8,246	-131,575	212,474	-9,563	-1,539	106,023	96,757	-7,795	31,567	184,753	-42,205	17,751	-112,924
Closing Cash Balance	3,950,676	4,241,830	4,007,838	3,910,033	4,070,377	3,985,672	3,929,210	4,021,260	4,273,487	4,229,731	4,689,175	4,547,634	4,071,518
	0	0	0	0	0	0	0	0	0	0	0	0	0

Joint Committees

Return for the financial year ended 31 March 2026

The return on pages 2 to 5 is made up of four sections:

- Sections 1 and 2 are completed by the person nominated by the Joint Committee
- Section 3 is completed by the Joint Committee's internal audit provider.

From April 2015, the implementation of the Local Audit and Accountability Act 2014 meant that Joint Committees are no longer required to have their own accounts separately prepared and audited. However, the Joint Committee decided to continue with this practice in the interests of transparency and accountability.

At the Executive Sub Committee meeting on 14th October 2025, it was **Resolved** that:

approval be given for the cessation of the work undertaken by BDO following instruction from them as set out in the background to the report.

This form follows the same format as presented in previous years to provide assurance to the Joint Committee of continuity of good practice. It continues to be reviewed and signed by Cheshire East Council Internal Audit, but not externally audited.

Section 1 – Governance statement 2025/26

We acknowledge as the members of

Enter name of
reporting body here:

PARKING & TRAFFIC REGULATIONS OUTSIDE LONDON ADJUDICATION
JOINT COMMITTEE

Our responsibility for ensuring that there is a sound system of internal control, including the preparation of the accounting statements. We confirm, to the best of our knowledge and belief, with respect to the accounting statements for the year ended 31 March 2026, that:

		Agreed		'Yes' Means that the body:
		Yes	No*	
1	We approved the accounting statements prepared in accordance with the guidance notes within this Return.	Y		Prepared its accounting statements and approved them.
2	We maintained an adequate system of internal control, including measures designed to prevent and detect fraud and corruption and reviewed its effectiveness.	Y		Made proper arrangements and accepted responsibility for safeguarding the public money and resources in its charge
3	We took all reasonable steps to assure ourselves that there are no matters of actual or potential non-compliance with generally accepted good practice that could have a significant financial effect on the ability of the body to conduct its business or on its finances and have reported our financial results to our host authority for inclusion in their accounts.	Y		Has only done what it has the legal power to do and has complied with general accepted good practice
4	We carried out an assessment of the risks facing the body and took appropriate steps to manage those risks, including the introduction of internal controls and/or external insurance cover where required.	Y		Considered the financial and other risks it faces and has dealt with them properly.
5	We maintained throughout the year an adequate and effective system of internal audit of the body's accounting records and control systems.	Y		Arranged for a competent person, independent of the financial controls and procedures, to give an objective view on whether internal controls meet the needs of the body.
6	We took appropriated action on all matters raised during the year in reports from internal audit and external reviews.	Y		Responded to matters brought to its attention by internal and external reviewers.
7	We considered whether any litigation, liabilities or commitments, events or transactions, occurring either during tor after the year-end, have a financial impact on the body and where appropriate have included them in the accounting statements.	Y		Disclosed everything it should have about its business activity during the year including events taking place after the year-end if relevant.

The governance statement is approved by the
Joint Committee and recorded as minute
reference

MINUTE REFERENCE

Date

DD/MM/YYYY

Signed by:

Chair

SIGNATURE REQUIRED

Signed by:

Clerk

SIGNATURE REQUIRED

*Note: Please provide explanations on a separate sheet for each 'No' response.
Describe how the joint committee will address the weaknesses identified.

Enter name of reporting body here:

**PARKING & TRAFFIC REGULATIONS OUTSIDE LONDON ADJUDICATION
JOINT COMMITTEE**

	Year ending		Notes and guidance
	31 March 2025 £	31 March 2026 £	
1 Balances brought forward	4,402,537	4,637,105	Total balances and reserves at the beginning of the year as recorded in the body's financial records. Value must agree to Box 7 of previous year.
2 (+) Income from local taxation and/or levy	-	--	Total amount of local tax and/or levy received or receivable in the year including funding from a sponsoring body. Excluding any grants received.
3 (+) Total other receipts	3,624,106	3,617,494	Total income or receipts as recorded in the cashbook less the taxation and/or levy (line2). Include any grants received here.
4 (-) Staff costs	2,223,150	2,265,866	Total expenditure or payments made to and on behalf of all employees. Include salaries and wages, PAYE and NI (employees and employers)), pension contributions and employment expenses.
5 (-) Loan Interest/capital repayments	-	-	Total expenditure or payments of capital and Interest made during the year on the body's borrowings (if any).
6 (-) All other payments	1,166,388	886,735	Total expenditure or payments as recorded in the cashbook less staff costs (line 4) and loan Interest/capital repayments (line 5).
7 (=) Balances carried forward	4,637,105	5,101,998	Total balances and reserves at the end of the year. Must equal (1+2+3) – (4+5+6)
8 Total cash and short term investments	4,078,788	4,554,699	The sum of all current and deposit bank accounts, cash holdings and short term investments held as at 31 March – to agree with bank reconciliation.
9 Total fixed assets plus other long term investments and assets	-	-	The original Asset and Investment Register value of all fixed assets, plus other long term assets owned by the body as at 31 March
10 Total borrowings	-	-	The outstanding capital balance as at 31 March of all loans from third parties (including PWLB)

I certify that for the year ended 31 March 2026 the accounting statements in the return present fairly the financial position of the Joint Committee and its income and expenditure, or properly present receipts and payments, as the case may be.

Signed by Responsible Financial Officer:

 SIGNATURE REQUIRED

Date 26/06/2026

I confirm that these accounting statements were approved by the Joint Committee on:

DD/MM/YYYY

and recorded as minute reference:

MINUTE REFERENCE

Signed by Chair of meeting approving these accounting statements:

SIGNATURE REQUIRED

Section 3 – Annual internal audit report 2025/26 to

Enter name of reporting body here:

PARKING & TRAFFIC REGULATIONS OUTSIDE LONDON ADJUDICATION
JOINT COMMITTEE

The Joint Committee's internal audit service provider, acting independently and on the basis of an assessment of risk, carried out a selective assessment of compliance with relevant procedures and controls expected to be in operation during the financial year ended 31 March 2025.

Internal audit has been carried out in accordance with the Joint Committee's needs and planned coverage.

On the basis of the findings in the areas examined, the internal audit conclusions are summarised in this table. Set out below are the objectives of internal control and alongside are the internal audit conclusions on whether, in all significant respects, the control objectives were being achieved throughout the financial year to a standard adequate to meet the needs of the Joint Committee.

Internal control objective	Agreed? Please choose one of the following		
	Yes	No*	Not covered**
A. Appropriate accounting records have been kept properly throughout the year.	Y		
B. The Joint Committee's financial regulations have been met, payments were approved and VAT was appropriately accounted for.	Y		
C. The Joint Committee assessed the significant risks to achieving its objectives and reviewed the adequacy of arrangements to manage these.	Y		
D. The annual taxation or levy or funding requirements resulted from an adequate budgetary process; progress against the budget was regularly monitored; and reserves were appropriate.	Y		
E. Expected income was fully received, based on correct prices, properly recorded and promptly banked; and VAT was appropriately accounted for.	Y		
F. Petty cash payments were properly supported by receipts, all petty cash expenditure was approved and VAT appropriately accounted for.	Y		
G. Salaries to employees and allowances to members were paid in accordance with the body approvals, and PAYE and NI requirements were properly applied.	Y		
H. Asset and investments registers were complete and accurate and properly maintained.	Y		
I. Periodic and year-end bank account reconciliations were properly carried out.	Y		
J. Accounting statements prepared during the year were prepared on the correct accounting basis, agreed to the cash book, were supported by an adequate audit trail from underlying records, and, where appropriate, debtors and creditors were properly recorded.	Y		

For any other risk areas identified by the Joint committee (list and other risk areas below or on separate sheets if needed) adequate controls existed:

Name of person who carried out the internal audit:

Josie Griffiths

Signature of person who carried out the internal audit:

SIGNATURE REQUIRED

Date:

15/06/2026

*Note: If the response is 'no' please state the implications and action being taken to address any weakness in control identified (add separate sheets if needed).

**Note: If the response is 'not covered' please state when the most recent internal audit work was done in this area and when it is next planned, or, if coverage is not required, internal audit must explain why not (add separate sheets if needed).

PATROL Adjudication Joint Committee

Date of Meeting: 14th July 2026

Report Title: Budget Monitoring Update for 2026-27

Report of: Laura Padden, Director, PATROL

1. Purpose of Report

- 1.1. To report the Income and Expenditure position at 31st May 2026 for the year 2026-27 in order to comply with the approved Financial Regulations.
- 1.2. To report the Reserves position at 31st May 2026 against the approved Reserves levels in order to comply with the approved Financial Regulations

2. Recommendations

- 2.1. To note the Income and Expenditure position at 31st May 2026 for the year 2026-27
- 2.2. To note the Reserves position at 31st May 2026 against the approved Reserves levels

3. Reasons for recommendations

- 3.1. To comply with the approved Financial Regulations
- 3.2. To inform the Risk Register

4. Background

- 4.1. At 31st May 2026 Income is £1,492 over budget (positive variance).

4.2 Expenditure is under budget by £135,192 (positive variance).

Of this, £48,880 relates to staffing for senior posts vacated and not yet filled and the annual uplift budgeted not yet agreed.

£23,260 relates to the release of the Year End Bad Debts Provision – paid and therefore not required.

£24,588 is a result of Adjudicator costs being less than budgeted, this is volume driven and also relates to the annual uplifted budgeted but not yet published or backdated.

There is a £15,098 positive variance against IT costs largely due to the cost of new adjudicator equipment not yet purchased / accounted for.

The positive variance of £19,805 for Supplies and Services mainly relates to £13,500 for legal costs provided for but not required to date.

4.3 This results in a surplus to date of £156,545 against a budgeted surplus of £19,862 (a positive variance of £136,684).

Of this £156,545, £110,566 relates to PATROL with the balance being ring- fenced to National Highways (£35,869) and Halton Borough Council (£10,111).

The detail is provided at **Appendix 1**.

The Balance Sheet and Cash Flow are additionally shown at **Appendix 2** for information.

SUMMARY TO DATE			
	31/05/2026	31/05/2026	31/05/2026
	Year to Date	Budget	Var to Budget
Income	622,311	620,819	1,492
Expenditure	465,765	600,957	135,192
Surplus / (Deficit)	156,545	19,862	136,684
Breakdown of Surplus			
PATROL	110,566	16,877	93,689
Halton Borough Council	10,111	2,055	8,056
National Highways	35,869	930	34,939
	156,545	19,862	136,684

4.4 Reserves to date are summarised as follows:

	To Date	Budget	Var to Budget
Reserves b/f from 25/26	5,101,997	5,101,997	0
Surplus / (Deficit) for year 26/27 - YTD	156,545	19,862	136,684
Drawdown of Reserves 2026/27	0		
Closing Balance	5,258,542	5,121,858	136,684
<i>Approved Reserves</i>	<i>2,418,309</i>	<i>2,418,309</i>	<i>0</i>
FREE Reserves to Date	2,840,233	2,703,549	136,684
less:			
NH balance to date	245,543	210,604	34,939
MG balance to date	30,046	21,989	8,056
PATROL FREE Reserves to date	2,564,644	2,470,956	93,689

At 31st May 2026 there is a Reserves balance of £5,258,542 giving a Free Reserves balance of £2,840,233.

Of this FREE Reserves Balance, £245,543 is ring-fenced to National Highways and £30,046 ring-fenced to Halton Borough Council. This leaves a balance of FREE Reserves to PATROL of £2,564,644.

5. Implications

5.1 Finance

5.1.1 Assurance of financial health and therefore limited financial risk.

6.1 Risk Management

6.1.1 Assurance of financial health and therefore limited financial risk.

Appendix 1:

PATROL Outturn to 31/05/2026

	Year to Date						Full Year				
	31/05/2026 Year to Date	31/05/2026 Budget	31/05/2026 Var to Budget	31/05/2026 Var to Budget	01/04/2025 Prior YTD	Var to	31/03/2027 Forecast	31/03/2027 Full Year	31/03/2027 Var to Budget	31/03/2026 Prior Year	Var to Prior
Income:											
PATROL *	323,001	326,246	-3,245	-1.0%	289,324	33,677	1,957,476	1,957,476	0	1,840,305	117,171
Bus Lane Income	79,411	69,078	10,333	15.0%	70,968	8,443	414,466	414,466	0	477,009	-62,543
Moving Traffic Income	39,691	35,927	3,763	10.5%	29,962	9,729	215,563	215,563	0	215,945	-382
Road User Charging:											
National Highways - Income	99,125	103,534	-4,409	-4.3%	88,686	10,439	621,202	621,202	0	608,562	12,640
Halton Borough Council - Income	23,423	27,470	-4,047	-14.7%	19,840	3,583	164,818	164,818	0	155,394	9,424
Clean Air Zones - Income	26,838	37,509	-10,670	-28.4%	32,161	-5,323	225,052	225,052	0	181,343	43,709
LFV - Income	70	556	-486	-87.5%	292	-223	3,335	3,335	0	1,580	1,755
Congestion Charge Income	13,503	0	13,503	0.0%	0	13,503	0	0	0	26,321	0
Bank Interest Received	17,250	20,000	-2,750	-13.8%	20,312	-3,062	120,000	120,000	0	109,383	10,617
Sale of Assets	0	0	0	0.0%	0	0	0	0	0	0	0
Other Income	0	500	-500	-100.0%	197	-197	3,000	3,000	0	1,652	1,348
Total Income	622,311	620,819	1,492	0.2%	551,742	70,569	3,724,912	3,724,912	0	3,617,494	133,739
Expenditure:											
Adjudicators	181,217	205,805	24,588	11.9%	181,235	18	1,274,829	1,274,829	0	1,049,696	-225,133
Staff	190,845	239,725	48,880	20.4%	317,834	126,989	1,438,351	1,438,351	0	1,232,204	-206,147
Premises / accommodation	13,717	15,072	1,355	9.0%	13,673	-44	90,432	90,432	0	80,888	-9,544
Transport	1,890	4,250	2,360	55.5%	2,819	929	25,500	25,500	0	12,481	-13,019
Supplies and Services	21,537	41,342	19,805	47.9%	23,685	2,148	248,049	248,049	0	162,407	-85,642
IT	69,375	84,473	15,098	17.9%	67,242	-2,133	506,835	506,835	0	434,457	-72,378
Services Management and Support	10,445	10,291	-154	-1.5%	10,173	-272	61,747	61,747	0	62,670	923
Audit Fees	0	0	0	0.0%	560	560	0	0	0	-420	-420
Bad Debts - movement on provision	-23,260	0	23,260	0.0%	1,748	25,008	0	0	0	3,370	3,370
Total Expenditure	465,765	600,957	135,192	22.5%	618,969	153,204	3,645,743	3,645,743	0	3,037,753	-607,990
Surplus / (Deficit)	156,545	19,862	136,684		-67,227	223,772	79,169	79,169	0	579,741	-474,251
		0			0	0		0	0		26,321
Breakdown of Surplus	156,545	19,862	136,684	688.2%	-67,227	223,772	79,169	79,169	0	579,741	-474,251
PATROL *	110,566	16,877	93,689	555.1%	-67,725	178,291	61,262	61,262	0	355,534	-294,272
Halton Borough Council	10,111	2,055	8,056	392.1%	1,820	8,291	12,329	12,329	0	53,215	-40,886
National Highways	35,869	930	34,939	3758.2%	-1,321	37,190	5,578	5,578	0	170,993	-165,415

Appendix 2:

BALANCE SHEET - PATROL

	Apr-26 p1	May-26 p2
Current Assets		
LA Debtors	731,108	219,268
Other Debtors	124,431	81,630
VAT		
Cash and Bank	4,206,351	4,679,816
Total	5,061,889	4,980,714
Current Liabilities		
Trade Creditors	11,529	10,747
Other Public Bodies		
Other Creditors	-140,965	-288,576
Total	-129,436	-277,829
Net Current Liabilities	5,191,325	5,258,543
Long Term (Liabilities)/Assets		
NET ASSETS	5,191,325	5,258,543
Financed By:		
Reserves BF	5,101,997	5,101,997
Reserves drawdown	0	0
Current Year Surplus	89,327	156,545
TOTAL NET WORTH	5,191,325	5,258,543

CASH FLOW - PATROL

	Apr-26	May-26
	p1	p2
Opening Cash Balance	4,547,634	4,206,351
Decrease / (Increase) in LA Debtors	-631,540	511,840
Decrease / (Increase) in Other Debtors	-28,045	42,801
Decrease / (Increase) in VAT Debtor	0	0
Increase / (Decrease) in Trade Creditors	-120,353	-782
Increase / (Decrease) Public Body Creditors	0	0
Increase / (Decrease) in Other Creditors	349,327	-147,611
Movement on Reserves	89,327	67,218
Closing Cash Balance	4,206,351	4,679,816

PATROL Adjudication Joint Committee

Date of Meeting: 14th July 2026

Report Title: Expenditure Falling outside of the Financial Delegations

Report of: Laura Padden, Director, PATROL

1.0 Report Summary

1.1 To report any expenditure falling outside of the Financial Delegations.

2.0 Recommendations

2.1 To note the report at **Appendix 1**.

3.0 Reasons for Recommendations

3.1 To comply with the Financial Regulations.

4.0 Background and Options

4.1 The PATROL Executive Sub Committee approved the Financial Regulations and the Scheme of Financial Delegations 2026/27 at its meeting on Tuesday 20th January 2026.

4.2 The Scheme of Financial Delegations sets out (under section 2) that:

The following limits apply to the approval of submission of tenders; acceptance of tenders; post contract negotiations; agreeing variations and lease, hire or rental agreements.

<i>Up to £2,000</i>	<i>a written quotation submitted by the requisitioner and authorised by the Budget Manager</i>
<i>Between</i>	<i>three written quotations submitted against an outline</i>

<i>£2,000 and £30,000</i>	<i>specification by the Budget Manager</i>
<i>£30,000 to £172,514 (EU threshold)</i>	<i>formal tender process to at least three candidates authorised by the Director</i>
<i>EU threshold to £250,000</i>	<i>follow EU tender rules initiated by the Director</i>

4.3 There may be occasions when it is not practical, or in the best interest of the Joint Committee, to obtain 3 quotes for expenditure for between £2,000 and £30,000.

4.4 The Financial Regulations (section 1.7) and Scheme of Financial Delegations allow that 3 quotes need not be obtained, but that the Director will report this to the Joint Committee as follows:

The Director can allow exceptions to these Regulations if it is believed that the best interests of the Joint Committee would be served if the Regulations were not applied. A written record of these decisions must be kept and reported to the Joint Committee at the next available meeting.

5.0 Implications

5.1 Finance

5.1.1 Compliance with approved procedures and controls.

6.1 Legal Implications

6.1.1 None.

7.1 Risk Management

7.1.1 Financial resilience is monitored within the Risk Management Strategy.

Appendix 1:

01/04/25 to 31/03/26

Financial		
Supplie	Year 25-26	Comment
1	251,022.12	Knowledge Base - System development
2	56,170.73	Specialist communications consultancy.
3	49,731.11	Landlord
4	23,341.91	Data Storage - ongoing commitment
5	20,156.85	Knowledge Base (IT Support)
6	18,023.25	Ongoing commitment - server hosting (IT). Previously known as Melbourne Hosting
7	14,927.22	Existing IT Data Centre
8	11,400.12	Network provision and Support - ongoing
9	10,778.80	Live Chat - preferred supplier
10	8,939.28	Ongoing contract - Market Survey done
11	8,829.12	Adjudicator Training - preferred venue
12	8,739.00	Knowledge Base (IT Support)
13	7,853.96	Online centralised booking for travel. Best prices sought.
14	7,515.75	Network Protection - Vulnerability Scanner - ongoing supplier
15	6,600.00	Ongoing Commitment - PC Phone System
16	6,324.66	2 factor security for FOAM
17	6,204.40	Recruitment Charge - preferred candidate
18	6,033.31	Preferred Venue for Hotel Stays - London and Other
19	5,459.36	Reporting Tool
20	5,200.00	Preferred IT Supplier
21	5,118.23	Mobile Comms - all staff
22	4,973.00	Staff Development - preferred supplier
23	4,757.68	Temp Resource and Recruitment. Best candidates.
24	4,376.63	Preferred IT Supplier
25	4,294.83	IT ticket management and workload planning
26	4,140.30	Preferred Venue
27	4,103.81	Award Winner - Driving Improvement Awards
28	3,838.68	Knowledge Base (IT support)
29	3,837.20	Preferred venue
30	3,648.49	Existing IT System Supplier
31	3,537.05	Telephone Lines provider
32	2,940.00	Appointed External Auditor - now ceased
33	2,728.18	On Line training for staff - preferred supplier
34	2,664.65	Energy Supplier
35	2,507.09	Out of Pocket Expenses
36	2,328.00	Existing IT System Supplier
37	2,290.00	Preferred Venue
38	2,256.38	Various Supplier - Office Items
39	2,250.00	Preferred venue - Workshop
40	2,178.00	Existing IT System Supplier
41	2,016.12	Existing off site storage supplier

**Supplier names have been anonymised due to commercially sensitive information*

PATROL Adjudication Joint Committee

Date of Meeting: 14th July 2026

Report Title: Upgrade of Systems and Infrastructure

Report of: Laura Padden, Director, PATROL

1.0 Report Summary

To consider a report requesting approval of funds from the Technology Reserve to improve systems and infrastructure of the organisation.

2.0 Recommendations

That the Joint Committee approve a drawdown of up to £75,000 to support the purchase of critical IT infrastructure and systems to improve tribunal system performance and stability.

3.0 Reasons for Recommendations

Required under the Joint Committee Financial Regulations and to comply with the approved Reserves Policy Statement, approved at Executive Sub Committee held on 20th January 2026.

4.0 Background

Due to the unprecedented, rapid increases in the cost of sourcing IT equipment, our budget estimates that were approved at January's meeting of the sub-executive committee are no longer sufficient to cover the cost of essential maintenance and upgrades.

Server hardware pricing has increased significantly since the budget was set, and continues to rise rapidly due to the demand for equipment in AI data centres, and increased component and energy costs. Manufacturers now prioritise equipment for AI platforms, which has reduced availability and increased lead times for standard server equipment and associated components such as CPUs, memory, SSDs and networking hardware.

The key areas of expenditure required are as follows:

Production Data Centre Improvements

Additional Physical Server

Our storage requirements for email, appeals reporting, and network file usage increase regularly. Although we have decreased the number of backups we hold in our primary datacentre to allow these important back-office applications enough storage to continue working, we need to add an additional physical server to increase the storage available to these systems. This additional server will support an increase in tribunal users, system usage, and retention of backups, especially with the increased usage expected by the introduction of pavement parking regulations.

Replacement of Network Switches

The network switches in our primary datacentre are only compatible with older copper wire technologies, which are slowing the performance of our back-end applications and causing systems to crash. By replacing these aging network switches with modern devices that support fibre optic connections, we can allow data to flow 25 times faster than it does currently, improving system performance and prevent applications from crashing as frequently.

Disaster Recovery Site Improvements

Firewall

The Disaster Recovery site allows for continuous service of back-office applications should the primary datacentre fail but currently relies on a network firewall device always being available in the primary datacentre. By adding a firewall to the DR site, we will be able to provide the means for all the hosted applications to carry on working should the entire primary site be unreachable. Any downtime would be reduced to minutes, rather than hours.

As a result of changing prices, budgeting for server and network infrastructure has become increasingly difficult. Pricing can vary substantially between quotation stages, lead times are often unpredictable, and vendors are frequently unable to guarantee pricing for extended periods. A quoted price for the additional physical server increased from £17,000 to £27,500 within a matter of months. Network switches increased from their already inflated price of £31,558 to £33,594 within 5 days of receiving the original quote.

We therefore seek approval from the Joint Committee to draw down from the Technology Reserve in 2026/2027 to support the required improvements. This reserve is a specific reserve set aside to *'Support further improvements to our IT structure'* and was approved at the January meeting to the value of £364,574. We intend to request approval for an initial drawdown of £75,000 to support this initiative, with any further drawdowns being proposed for approval separately at subsequent meetings.

By purchasing this equipment outright, the organisation will also benefit from not being subject to interest repayments on lease agreements or substantial increases at lease renewal stage.

5.0 Implications

5.1 Finance

5.1.1 To adhere to the Financial Regulations.

6.1 Risk Management

6.1.1 To inform the Risk Management Framework.

PATROL Adjudication Joint Committee

Date of Meeting:	14 th July 2026
Report Title:	Risk Management
Report of:	Laura Padden, Director, PATROL

1.0 Purpose of Report

- 1.1 To provide councillors with a summary of the most significant threats facing the Joint Committee which may prevent or assist with the achievement of its objectives.

2.0 Recommendation

- 2.1 To note the current assessment of risk which is attached as appendix one to this report.

3.0 Reasons for Recommendation

- 3.1 To report on arrangements for identifying, managing and reporting risk.

4.0 Background

- 4.1 It is the role of the Joint Committee or its Executive Sub Committee to review the risk management documentation at each meeting. This review aims to provide assurance on the adequacy of the risk for the organisation. Risk management is not about being risk averse, it is about effectively managing risks that could affect the achievement of objectives and ensuring that an appropriate risk culture is in place.
- 4.2 A risk is concerned with a threat, or a possible future event, which will adversely or beneficially affect the Joint Committee's ability to achieve its objectives. Risk management is central to good governance and is all about people making the best decision at all levels within the organisation.
- 4.3 A strong risk register and framework:

- Strengthens governance effectiveness
- Provides a focusing mechanism
- Balances the scale of risk and reward
- Enables better decision making

4.4 The Joint Committee summarises its risk appetite as follows:

“We will avoid risks that threaten our ability to undertake our principal objectives in a way that provides quality and value. We will maintain a sufficient level of reserves to support liquidity and absorb short-term fluctuations in income and expenditure beyond our control.”

There are presently 5 threats on the Corporate Risk Register. These are currently measured as being “low” or “medium” scale risks. The classification of risk is set out below.

Risk Matrix

		Consequence				
		5	4	3	2	1
Likelihood	5	25	20	15	10	5
	4	20	16	12	8	4
	3	15	12	9	6	3
	2	10	8	6	4	2
	1	5	4	3	2	1

4.5 Background to Corporate Risks:

4.6 Local authorities who undertake civil parking and bus lane enforcement are required by statute to make provision for independent adjudication. The relationship between the adjudicators and the Joint Committee is derived from and governed by the Traffic Management Act 2004.

4.7 The main function of the Joint Committee is to provide resources to support independent adjudicators and their staff who together comprise the Traffic Penalty Tribunal. The tribunal’s appeal streams include:

- Parking
- Bus Lanes
- Moving Traffic
- Road User Charging (Dartford-Thurrock River Crossing, Mersey Gateway Bridge Crossing and Charging Clean Air Zones)
- Littering from vehicles

4.8 The objectives of PATROL include:

- a) A fair adjudication service for Appellants including visible independence of adjudicators from the authorities in whose areas they are working.
- b) Consistency in access to adjudication.
- c) A cost effective and equitable adjudication service for all Parking Authorities and Bus Lane authorities in England and Wales.
- d) Flexibility to deal with a wide range of local authorities with varying levels of demand for adjudication.

The relationship between the adjudicators and the PATROL Adjudication Joint Committee is underpinned by a Memorandum of Understanding. The overriding principle of this memorandum is that the adjudicators are independent judicial office holders exercising a judicial function.

- 4.9** The adjudicators and the Joint Committee is committed to a fair adjudication service for appellants including visible independence of adjudicators from the authorities in whose area they are working.
- 4.10** The Director is responsible for coordinating the review of the Risk Management documentation with input from the Senior Management Team.
- 4.11** Following this scrutiny, risk levels are reported to the PATROL Committee or its Executive Sub Committee. The risk management documentation was reviewed in April 2026 by the Director and the Senior Management Team where a minor amendment was made to the wording of CR1. This amendment does not impact on the rating for the risk. The remaining risks remain unchanged.
- 4.12** Additional assurance is provided by Internal and External Audit. PATROL is not required to prepare and publish audited accounts but does so to promote transparency.

5.0 Implications

5.1 Finance

- 5.1.1** As reported within this report and financial reports on the agenda.

6.1 Risk Management

- 6.1.1** As detailed in the risk management documentation.

Risk Register-Reviewed April 2026

Risk No.	Risk	Risk Description including impact	Risk Owner(s)	Inherent Likelihood	Inherent Impact	Inherent Rating	Risk Accepted	Direction	Controls	Inherent Likelihood	Inherent Impact	Residual Rating	Comments
CR1	Inability to meet demand for service	(Cause) The tribunal provides a statutory function which is available to all vehicle owners who receive a Notice of Rejection of Representations in respect of specified penalties. (Threat) the tribunal is unable to meet its statutory obligations (impact) appellants are unable to appeal penalties.	Chief Adjudicator and Stakeholder Engagement & Systems Manager	1	3	3	Yes	→	This rating remains unchanged. The tribunal has a fully scalable online system and a flexible adjudicator and staffing model. The online process is complimented by assisted digital support for appellants who are unable to make their appeal online. The tribunal continues to refine and develop the online system in response to user feedback. Since the recruitment of adjudicators from London to the Traffic Penalty Tribunal, we have a number of adjudicators that have retired or moved on to full time positions. Following a successful competition to recruit more adjudicators in January 2026, 11 new adjudicators will be recommended for appointment at July's AGM. A further four candidates have been added to a reserve list should appeal volumes continue to increase following the introduction of new footway and obstruction powers expected 26/27.	1	3	3	No further action
CR2	Lack of Financial Resilience	(Cause)The basis for defraying Joint Committee expenses is based on variable rather than fixed charges. This means that the Joint Committee must manage unforeseen significant fluctuations in either Income or Costs such that (threat) Reserves are significantly eroded and (impact) financial obligations cannot be met.	Director and Central Services Manager	1	5	5	Yes	→	This rating remains unchanged. The reserves levels have now been restored to their minimum threshold. We continue to strictly monitor income and expenditure and in the light of the decision to reduce the PCN charge without a negative impact on our operations; however, we will continue to keep our monitoring and controls in place and be reactive to any fluctuations.	1	5	5	No further action
CR3	Loss of Data Confidentiality, Integrity & Availability (C,I,A)	(Cause) The Tribunal operates an on-line appeal system to improve the quality and flexibility for tribunal users. Support systems are also underpinned by a range of technologies. With this deployment of technologies, the risk of security breaches increases. This could result in the inability of IT to support the needs of the organization and users such that (threat) the statutory service is not accessible to all and (impact) appeals cannot be adjudicated online. Potential breach of General Data Protection Regulations 2016 and Data Protection Act 2018.	Director and Stakeholder Engagement & Systems Manager	3	3	9	Yes	→	This rating remains unchanged. A range of digital security monitoring features, data management procedures and training are regularly deployed in accordance with GDPR and DPA 2018. These measures have been reviewed in light of homeworking. We have also created a dedicated, full-time role for the monitoring of cyber security and data protection, as well as the addition of a Cyber Security Risk Register, phishing simulations and additional cyber security training. The hosting of the appeal system has transferred from the EU to UK.	3	3	9	No further action
CR4	Lack of Resource Planning	(Cause) Insufficient adjudicator or staff resources to support the needs of the organisation such that (threat) the organisation is unable to meet its statutory obligations and (impact) the quality or timeliness of the adjudication process, administrative standards or the achievement of development objectives compromised.	Chief Adjudicator and Director	2	2	4	Yes	→	This rating remains unchanged in the light of reduced appeals since the pandemic. We have now completed a mini restructure and filled the outstanding staff vacancies that we were carrying for the implementation of moving traffic regulations and their associated appeals. Ongoing monitoring of caseload and volumes to assess and regularly review capacity. Some recent and forthcoming departures of adjudicators may require a recruitment campaign to ensure that adjudicator numbers remain stable and recruitment options are currently being considered.	2	2	4	No further action
CR5	Lack of preparation for business continuity	(Cause) that an internal or external incident occurs which renders the organisation unable to utilise part or all of its infrastructure such that (impact) the organisation is unable to deliver some or all of its services resulting in (impact) reduced accessibility to our service.	Central Services Manager and Stakeholder Engagement & Systems Manager	1	4	4	Yes	→	This risk remains unchanged. A detailed DR plan to mitigate risk is held and reviewed each year and planned technology upgrades have taken place to further support business continuity. This is accessible to all managers and has clearly defined responsibilities.	1	4	4	No further action

Impact Levels	Impact	Definition
0	There is no impact on the organisation	Loss of service for > 30 Minutes
1	There is a minimal impact on the organisation	Loss of service for > 2 Hours
2	There is a minor impact on the organisation	Loss of service for > 8 Hours
3	There is a moderate impact on the organisation	Loss of service for > 1 Day
4	There is a serious impact on the organisation	Loss of service for > 3 Days
5	There is a severe impact on the organisation	Loss of service for > 7 Days
Likelihood Levels		Definition
0	Never	0% chance of successful exercise of threat during a one-year period
1	Rare	1% chance of successful exercise of threat during a one-year period
2	Unlikely	2% - 5% chance of successful exercise of threat during a one-year period
3	Possible	5% - 10% chance of successful exercise of threat during a one-year period
4	Likely	10% - 25% chance of successful exercise of threat during a one-year period
5	Very Likely	> 25% chance of successful exercise of threat during a one-year period
Risk Levels = Impact Level x Likelihood Level	Definition	
0	No risk	
1 - 4	Very low risk	
5 - 9	Low risk	
10 - 14	Medium risk	
15 - 20	High risk	
21 - 25	Critical risk	

PATROL Adjudication Joint Committee

Date of Meeting:	14 th July 2026
Report Title:	Establishment of the Executive Sub Committee
Report of:	Sarah Baxter, Democratic Services and Policy Manager

1.0 Purpose of Report

- 1.1 This report sets out arrangements for the Joint Committee to establish an Executive Sub Committee and its Terms of Reference for the coming year.

2.0 Recommendations

- 2.1 That the Joint Committee establishes an Executive Sub Committee to act on behalf of the Committee until its annual meeting in July 2026, and that it appoints members of the Executive Sub Committee for the forthcoming year.
- 2.2 Reviews and approves the Terms of Reference of the Executive Sub Committee attached as appendix one to the report.
- 2.3 Notes the date of the meetings of the Executive Sub Committee to be held on 13th October 2026 and 19th January 2027.

3.0 Reasons for Recommendations

- 3.1 To enable the Joint Committee to conduct their business effectively.

4.0 Background

- 4.1 Members are aware that as each Council becomes a party to the PATROL Adjudication Service Joint Committee Agreement it is required to appoint a member to represent their Council on the Joint Committee, however within the terms of reference of the Joint Committee there is also the ability to establish an Executive Sub Committee.
- 4.2 Many of the day-to-day functions of the Joint Committee have already been delegated to officers. Those functions that have not been delegated have been

examined and it is felt that if the Joint Committee decides, an Executive Sub-Committee could deal with a significant number of these non-delegated functions without the need for the full Committee to meet again.

- 4.3** Any terms of reference for such Sub Committees need to be agreed by the Joint Committee as and when each Sub Committee is established.
- 4.4** The functions recommended by officers for delegation to the Executive Sub-Committee is detailed in the Appendix to this report.
- 4.5** The size of the Executive Sub Committee is recommended by officers to comprise a minimum of 8 in number for PATROL, including the Chair of the Joint Committee and at least one each representing District, County, Unitary, Metropolitan councils and at least one from an English authority and one from a Welsh authority.

5.0 Implications

5.1 Legal

- 5.1.1** The PATROL Adjudication Joint Committee agreement makes provision for the establishment of sub committees.

6.1 Risk Management

- 6.1.1** The recommendations enable the Joint Committee to conduct its business effectively.

7.1 Financial

- 7.1.1** The recommendations reduce expenditure for the Joint Committee and the participating authorities.

APPENDIX ONE

PATROL ADJUDICATION SERVICE JOINT COMMITTEE Executive Sub Committee - Terms of Reference

Delegation of the following functions to the PATROLAJC Executive Sub-Committee: -

1. Financial Matters

- (a) Deciding on the level and proportion PATROLAJC member Councils shall contribute to the costs and expenses of the adjudication service.
- (b) Establishing and adopting not later than 31st January in each year a budget of estimated expenditure for the ensuing year commencing 1st April and approving accounts for the previous financial year by 30th June each year.
- (c) Accepting tenders for the supply of goods, services, materials, equipment, building and civil engineering works in excess of £250,000 per contract.
- (e) All financial matters not delegated to officers under the Joint Committee's Financial Regulations.
- (f) Reviewing the Joint Committee's Reserves Policy Statement and Risk Register.

2. Human Resources

- (a) Subject to the approval of the Lead Authority to consider applications for early retirement where there would be a financial cost to the PATROLAJC.

3. Advisory Board

Making additional appointments to or amending existing appointments to the Advisory Board.

4. New Council members to the PATROLAJC Agreement

Noting new council members.

5. Ad hoc delegations

The Joint Committee may from time to time make specific delegations to the Executive Sub Committee to progress business. The results of such delegations will be reported to the Joint Committee at its next meeting. The

Executive Sub Committee may from time-to-time delegate actions to the Advisory Board.

6. Chair of the Executive Sub Committee

The chair elected for the Joint Committee will assume the same position on the Executive Sub Committee.



PATROL Adjudication Joint Committee

Date of Meeting:	14 th July 2026
Report Title:	Traffic Penalty Tribunal Adjudicator Feedback Survey
Report of:	Caroline Hamilton, Chief Adjudicator

1.0 Purpose of Report

- 1.1** To present the findings from the Adjudicator Feedback Survey and outline recommendations to maintain strengths and identify opportunities for incremental improvements to induction, training, systems, communications and payments processes.
- 1.2** Attached as an appendix to the report are the full survey results.

2.0 Recommendation

- 2.1** To note the report.

3.0 Reasons for Recommendation

- 3.1** To keep the Joint Committee updated.

4.0 Background

- 4.1** The tribunal undertook a feedback survey of adjudicators to assess satisfaction with induction, training, case allocation, IT systems, administrative support, communications and payments.
- 4.2** A total of 13 responses were received from 21 adjudicators, representing an overall response rate of approximately 62%. Given the relatively small size of the adjudicator cohort, this constituted a strong and representative sample and provided a reliable basis for assessing operational experience and identifying areas for improvement.
- 4.3** The purpose of the survey was to capture both quantitative ratings and qualitative feedback to inform service planning and improvements.

5.0 Overview

5.1 Induction and Training

Induction was rated positively, with the majority describing both IT / FOAM and legal / judicial induction as excellent or good. All respondents reported feeling prepared or very prepared to begin hearings and e-decisions.

The recent training session was rated helpful or very helpful by all respondents, and most feel that ongoing training provision throughout the year is sufficient.

Feedback suggested interest in additional topical updates and greater opportunities for peer discussion. Potential subjects included Clean Air Zone cases, ownership liability issues, case law developments and the increasing prevalence of AI-generated appeal submissions.

Overall, induction and training looked to be working effectively, with scope for minor enhancements rather than redesign.

5.2 Case Allocation and Hearings

Respondents reported that:

- Hearing lists were manageable
- Allocations were fair
- Notice periods were sufficient
- The top-up system operated satisfactorily

These areas recorded consistently high satisfaction levels.

A small number of comments highlighted perceived unfairness where hearings were cancelled at short notice after preparation time had already been incurred. Replacement e-decisions did not always fully compensate for that preparation time. While this affected only a minority of cases, it has presented an opportunity to review arrangements to ensure fairness.

5.3 Systems and Technology

The FOAM case management system was rated extremely highly, with almost all respondents describing it as excellent. IT support was viewed as responsive and effective, with most issues resolved promptly.

Microsoft Teams hearings were considered reliable, and the hearing assistance arrangements on the day of hearings were universally praised.

Minor suggestions for improvement were primarily usability-based, including:

- Clearer date ordering of case lists
- Improved search functions
- Linked case visibility

- Small formatting improvements

These represented incremental refinements rather than systemic issues.

5.4 Communication and Administrative Support

Communication and support from the tribunal team were among the most positively rated aspects of the service.

All respondents indicated they felt supported, and administrative services were rated very highly. Comments consistently referenced responsiveness, professionalism, friendliness and efficiency.

These findings suggested a strong and effective team culture, which should be maintained.

5.5 Payments

Most respondents were satisfied or very satisfied with the speed of payments, and only occasional historic issues were reported.

However, fewer respondents indicated that there was a lack of explanation on how payments were calculated for more complex cases, such as multi-PCN appeals. This suggested that while payment processes themselves were effective, greater clarity or guidance would be beneficial.

5.6 In conclusion the survey demonstrated consistently high levels of satisfaction across all areas of tribunal operations.

5.7 FOAM, administrative support, communications, IT reliability and payment timeliness were clear strengths and should be maintained.

5.8 Opportunities for improvement were limited to targeted enhancements, including additional topical training, improved payment clarity, review of late cancellation arrangements and minor system refinements.

5.9 Overall, adjudicators reported feeling well supported, confident in systems and positive about their experience of working with the tribunal.

6.0 Implications

6.1 Finance

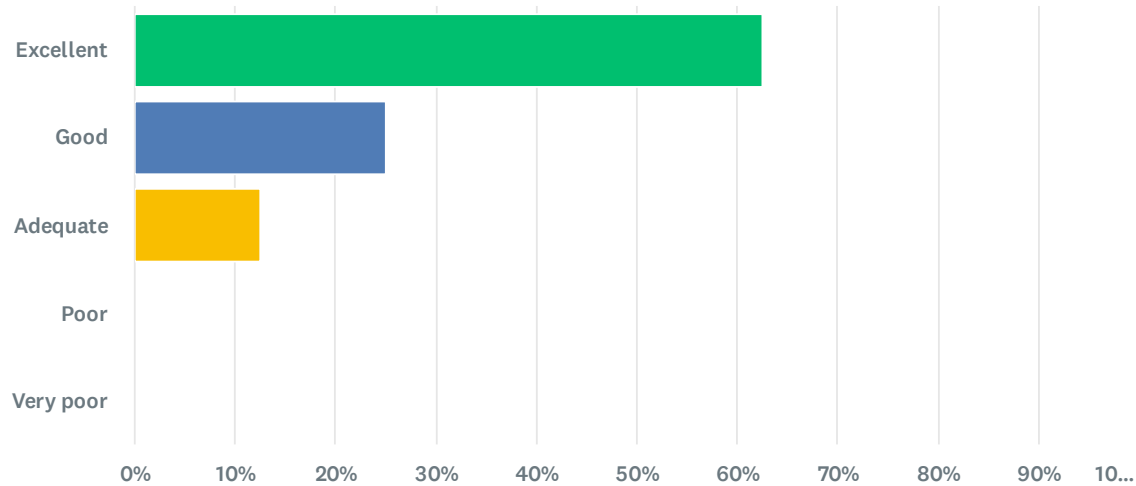
6.1.1 Minimal financial implications.

6.1.2 Potential costs could arise if changes were introduced to late cancellation compensation arrangements. This would require further modelling.

6.1.3 Other recommendations related primarily to communications, guidance and minor system improvements, which could be accommodated within existing resources.

Q1 How would you rate the induction you received in relation to IT systems and the use of FOAM when you joined the tribunal?

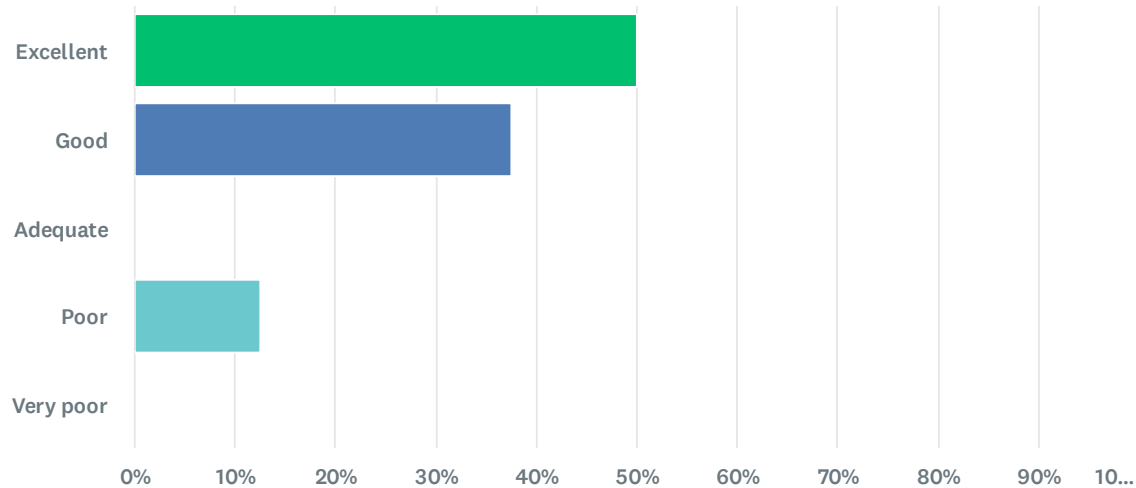
Answered: 8 Skipped: 5



Answer Choices	Percentage	Responses
Excellent	62.50%	5
Good	25.00%	2
Adequate	12.50%	1
Poor	0%	0
Very poor	0%	0
Total		8

Q2 How would you rate the induction you received in relation to law and judicial skills when you joined the tribunal?

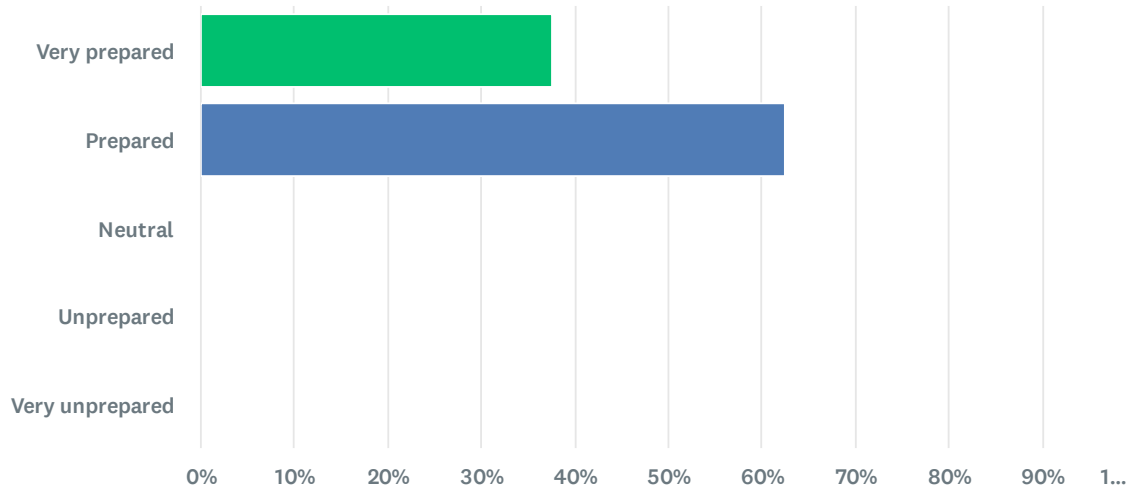
Answered: 8 Skipped: 5



Answer Choices	Percentage	Responses
Excellent	50.00%	4
Good	37.50%	3
Adequate	0%	0
Poor	12.50%	1
Very poor	0%	0
Total		8

Q3 How well prepared did you feel to start hearings and e-decisions after your induction?

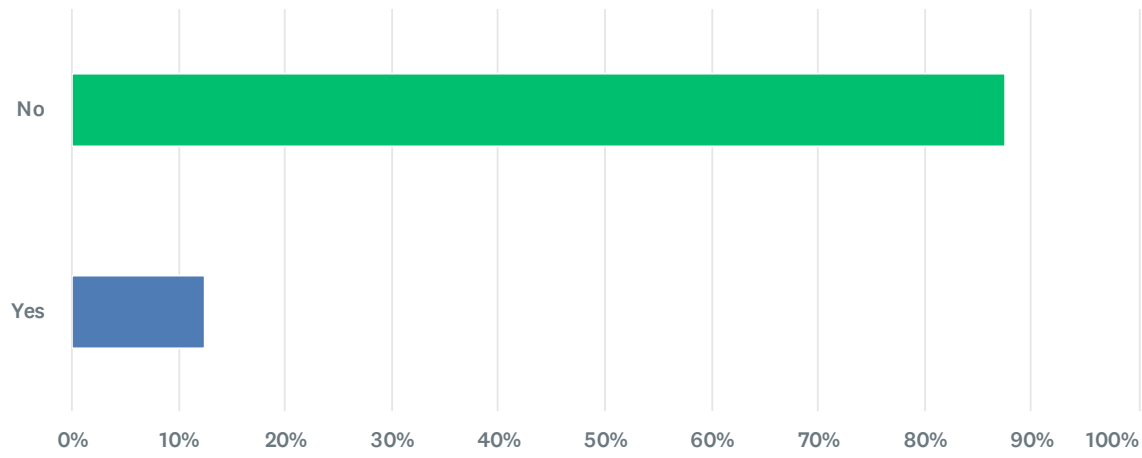
Answered: 8 Skipped: 5



Answer Choices	Percentage	Responses
● Very prepared	37.50%	3
● Prepared	62.50%	5
● Neutral	0%	0
● Unprepared	0%	0
● Very unprepared	0%	0
Total		8

Q4 Was anything missing from your induction?

Answered: 8 Skipped: 5

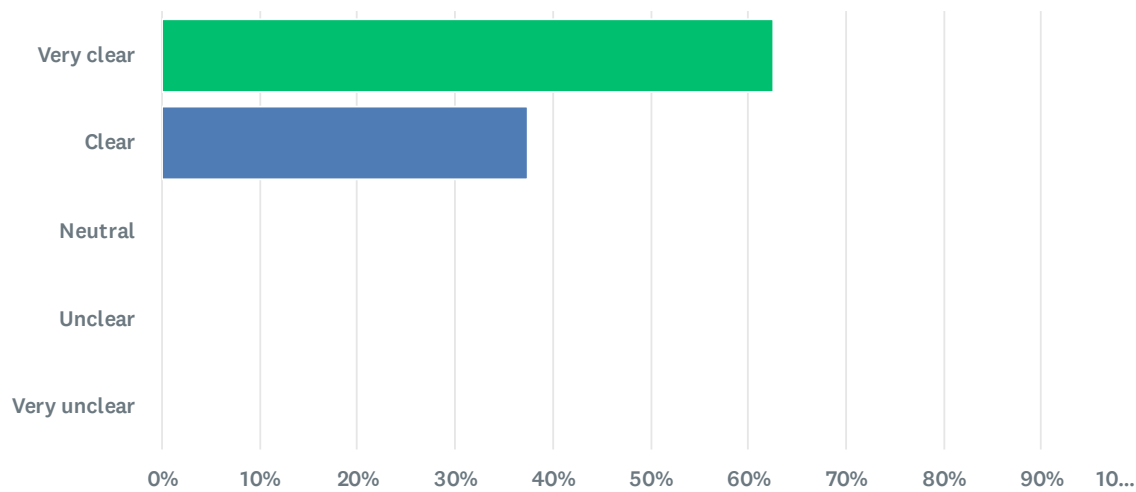


Answer Choices	Percentage	Responses
● No	87.50%	7
● Yes	12.50%	1
💬 Show comments		
Total		8

#	IF YES, PLEASE DESCRIBE	DATE
1	No training re CAZ or Merseyflow or Dart	1/20/2026 8:44 AM

Q5 How clear was the information provided about pay and fee structures?

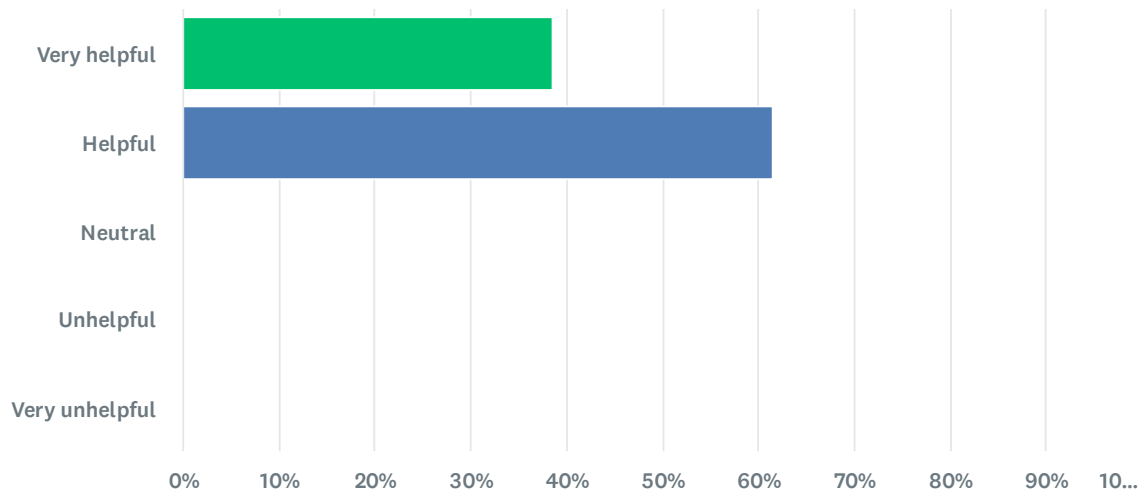
Answered: 8 Skipped: 5



Answer Choices	Percentage	Responses
● Very clear	62.50%	5
● Clear	37.50%	3
● Neutral	0%	0
● Unclear	0%	0
● Very unclear	0%	0
Total		8

Q6 How helpful was the recent December training session?

Answered: 13 Skipped: 0



Answer Choices	Percentage	Responses
● Very helpful	38.46%	5
● Helpful	61.54%	8
● Neutral	0%	0
● Unhelpful	0%	0
● Very unhelpful	0%	0
Total		13

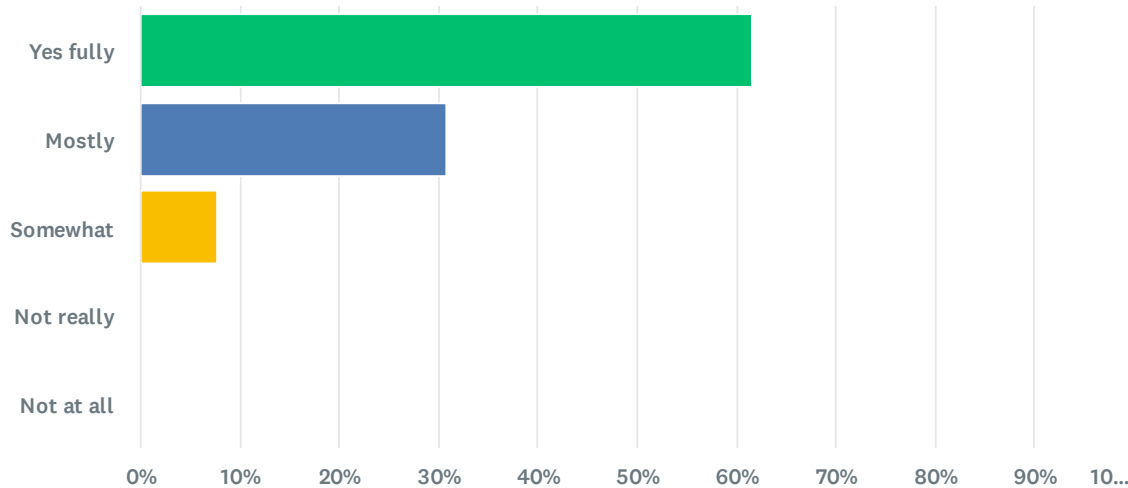
Q7 What would you like to see included in next year's training?

Answered: 13 Skipped: 0

#	RESPONSES	DATE
1	Bradford CAZ taxi cases	1/26/2026 3:12 PM
2	The different vehicle ownership regulations.	1/22/2026 10:39 AM
3	I really value any discussion with other Adjudicators about their approaches to appeals and sharing experiences.	1/20/2026 9:09 AM
4	more informal discussions about common issues that arise. There should have been more discussion re Equality Act and less about camera enforcement/DVLA. Last session should have been earlier in the day	1/20/2026 8:44 AM
5	Cases update.	1/19/2026 8:08 PM
6	Legal Updates Participation by heads of similar Traffic Tribunals in London and Scotland and Northern Ireland	1/16/2026 3:28 PM
7	Discussion re common contentions.	1/15/2026 12:27 PM
8	-	1/13/2026 7:35 PM
9	Discussion as to the differences ownership liability between the jurisdiction types - particularly the test for CAZ owner liability.	1/13/2026 1:06 PM
10	More group work on approach to issues, there is always something to learn from colleagues	1/13/2026 12:02 PM
11	Legal updates, discussions about problematic locations/issues. Future developments for the tribunal and staff.	1/12/2026 9:52 PM
12	Maybe something about AI - I think there is a big increase in the AI generated grounds of appeal which are often lengthy and need to be dealt with. These submissions have increased the time it takes to read and decide an appeal.	1/12/2026 7:03 PM
13	The effect of AI on the adjudication process - how to deal with AI generated appeal documents, checking assertions about previous decisions and authorities without excessive time being taken up.	1/12/2026 2:36 PM

Q8 Do you feel you receive enough ongoing training and updates throughout the year?

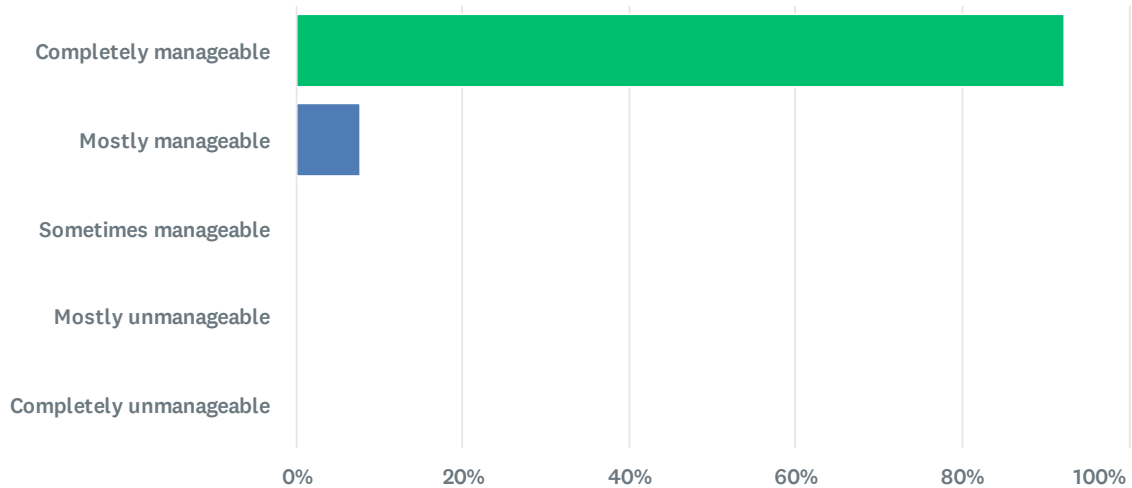
Answered: 13 Skipped: 0



Answer Choices	Percentage	Responses
● Yes fully	61.54%	8
● Mostly	30.77%	4
● Somewhat	7.69%	1
● Not really	0%	0
● Not at all	0%	0
Total		13

Q9 Is the listing of Microsoft Teams video / telephone hearings manageable?

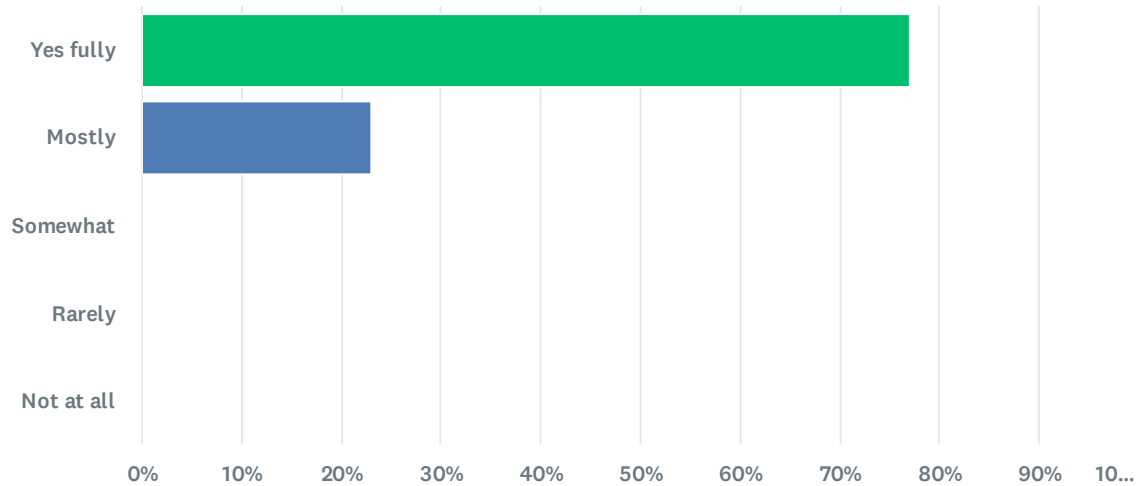
Answered: 13 Skipped: 0



Answer Choices	Percentage	Responses
● Completely manageable	92.31%	12
● Mostly manageable	7.69%	1
● Sometimes manageable	0%	0
● Mostly unmanageable	0%	0
● Completely unmanageable	0%	0
Total		13

Q10 Do you feel that hearings and e-decisions are allocated fairly among adjudicators?

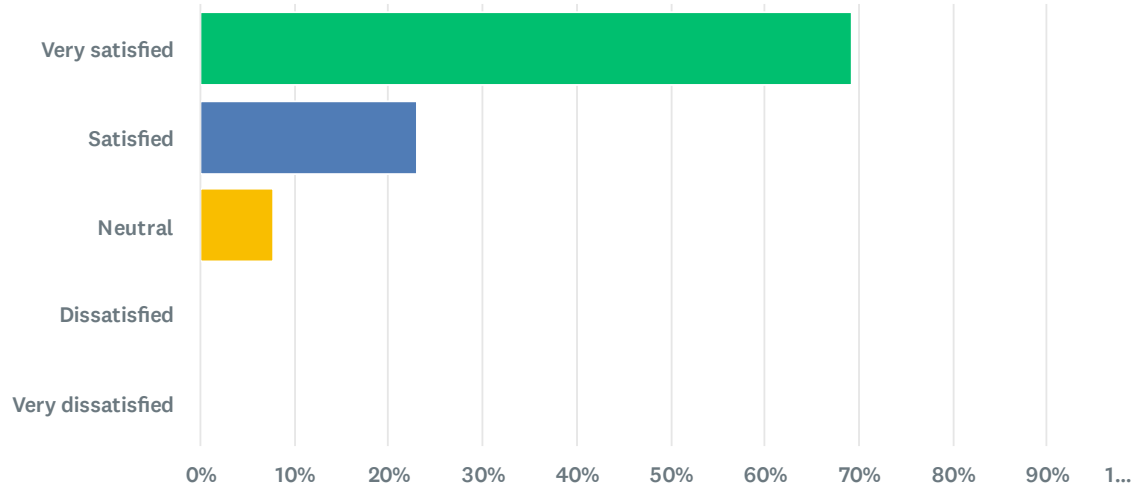
Answered: 13 Skipped: 0



Answer Choices	Percentage	Responses
● Yes fully	76.92%	10
● Mostly	23.08%	3
● Somewhat	0%	0
● Rarely	0%	0
● Not at all	0%	0
Total		13

Q11 When your hearing days are not fully utilised, how satisfied are you with the top-up system (adding e-decisions)?

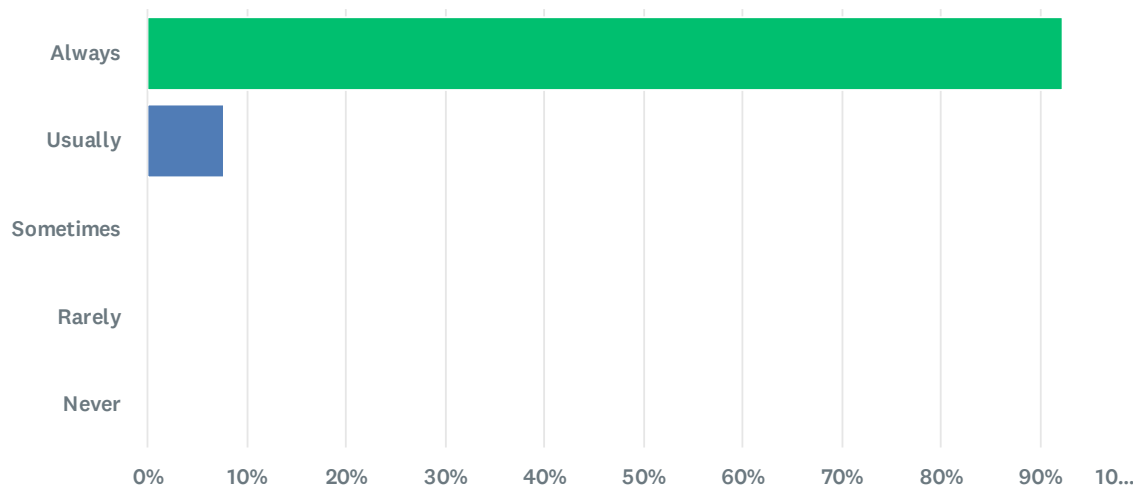
Answered: 13 Skipped: 0



Answer Choices	Percentage	Responses
● Very satisfied	69.23%	9
● Satisfied	23.08%	3
● Neutral	7.69%	1
● Dissatisfied	0%	0
● Very dissatisfied	0%	0
Total		13

Q12 Do you receive enough notice for hearing allocations?

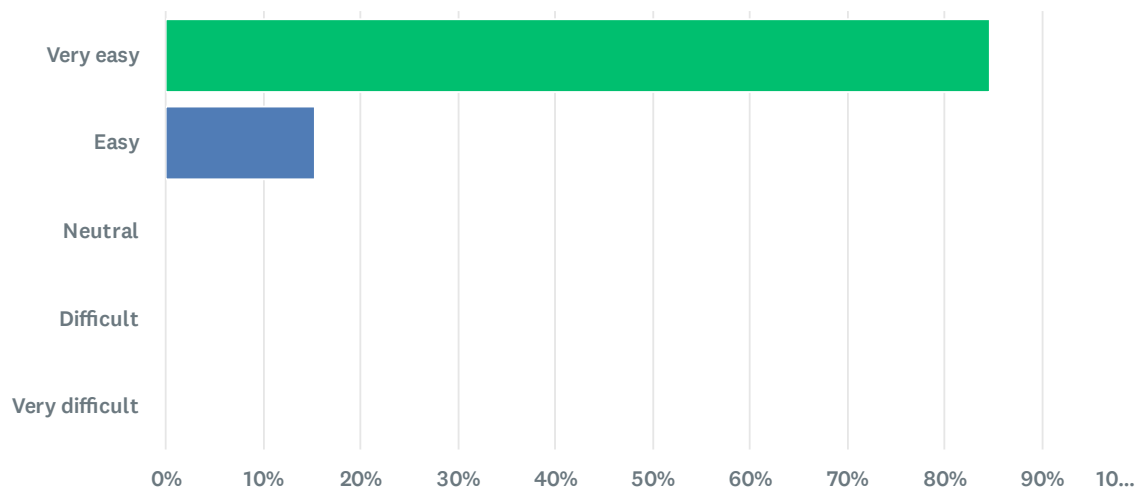
Answered: 13 Skipped: 0



Answer Choices	Percentage	Responses
● Always	92.31%	12
● Usually	7.69%	1
● Sometimes	0%	0
● Rarely	0%	0
● Never	0%	0
Total		13

Q13 How easy is it to submit availability through the Xoyondo poll?

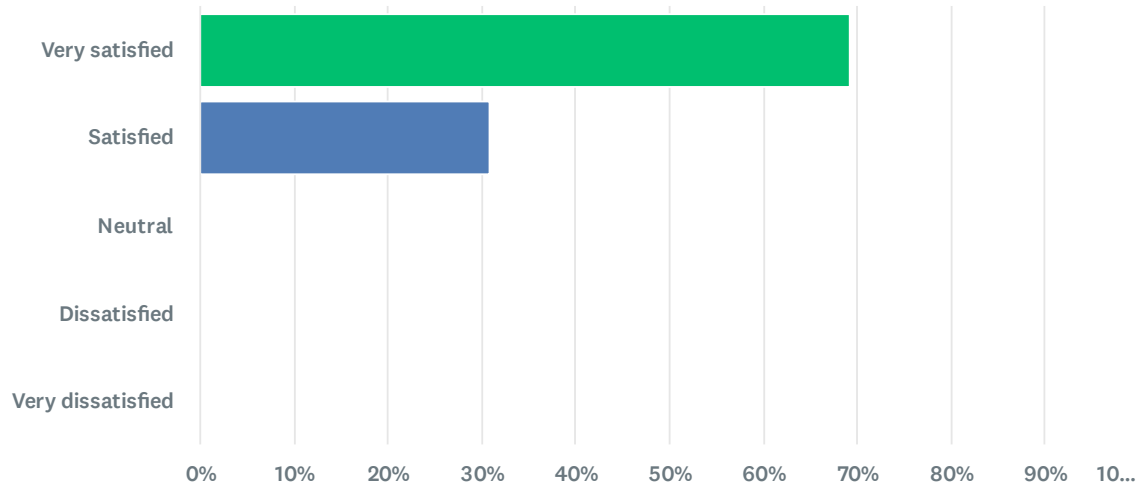
Answered: 13 Skipped: 0



Answer Choices	Percentage	Responses
Very easy	84.62%	11
Easy	15.38%	2
Neutral	0%	0
Difficult	0%	0
Very difficult	0%	0
Total		13

Q14 How satisfied are you with the current process for notifying you of hearing cancellations?

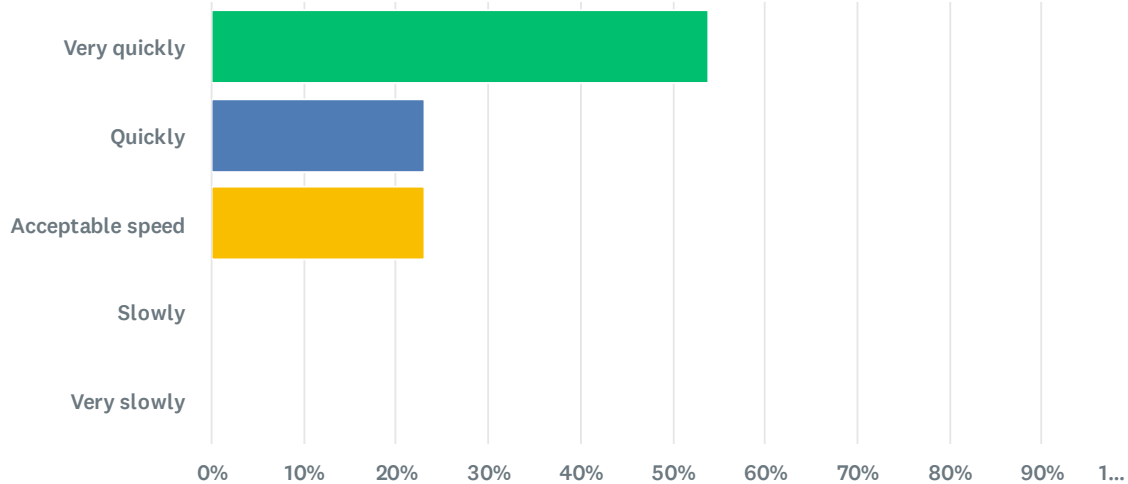
Answered: 13 Skipped: 0



Answer Choices	Percentage	Responses
● Very satisfied	69.23%	9
● Satisfied	30.77%	4
● Neutral	0%	0
● Dissatisfied	0%	0
● Very dissatisfied	0%	0
Total		13

Q15 How quickly do you receive replacement work (e-decisions / hearings) when cancellations occur?

Answered: 13 Skipped: 0



Answer Choices	Percentage	Responses
● Very quickly	53.85%	7
● Quickly	23.08%	3
● Acceptable speed	23.08%	3
● Slowly	0%	0
● Very slowly	0%	0
Total		13

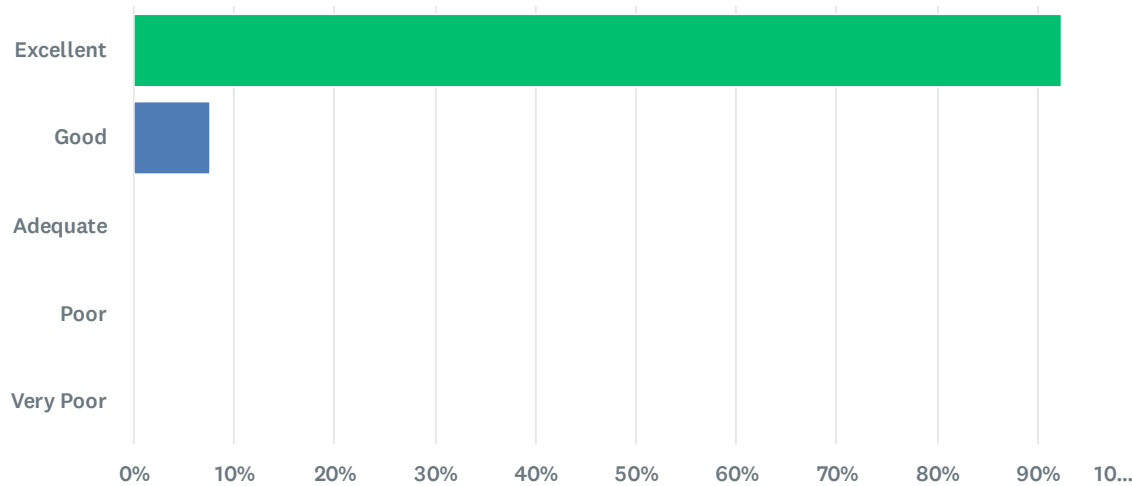
Q16 How fair do you feel the current cancellation process is in relation to your time and preparation?

Answered: 13 Skipped: 0

#	RESPONSES	DATE
1	Very fair	1/26/2026 3:12 PM
2	The current process is generally fair.	1/22/2026 10:39 AM
3	I have never felt that it was unfair.	1/20/2026 9:09 AM
4	I am not sure what the current cancellation process is so I can't answer this question.	1/20/2026 8:44 AM
5	I think the process works well and is fair.	1/19/2026 8:08 PM
6	fair	1/16/2026 3:28 PM
7	satisfactory	1/15/2026 12:27 PM
8	Fair.	1/13/2026 7:35 PM
9	I little unfair when cancellation happens less than 48 hrs before hearing (as often they do) - i have expended time in reading and preparing the case - a "replacement" e-decision does not compensate me for that lost time. I think it would be fairer simply to pay us as if the cancelled hearing had gone ahead where cancellation is 48 hrs or less before the hearing date (as used to happen and as happens in other jurisdictions)	1/13/2026 1:06 PM
10	Fair	1/13/2026 12:02 PM
11	Very fair.	1/12/2026 9:52 PM
12	When I've prepared a case for hearing and it is conceded by the Council less than 24 hours before the hearing we do not get paid. I don't feel that this is fair.	1/12/2026 7:03 PM
13	Very fair	1/12/2026 2:36 PM

Q17 How would you rate your overall experience using the tribunal's case management system (FOAM)?

Answered: 13 Skipped: 0



Answer Choices	Percentage	Responses
● Excellent	92.31%	12
● Good	7.69%	1
● Adequate	0%	0
● Poor	0%	0
● Very Poor	0%	0
Total		13

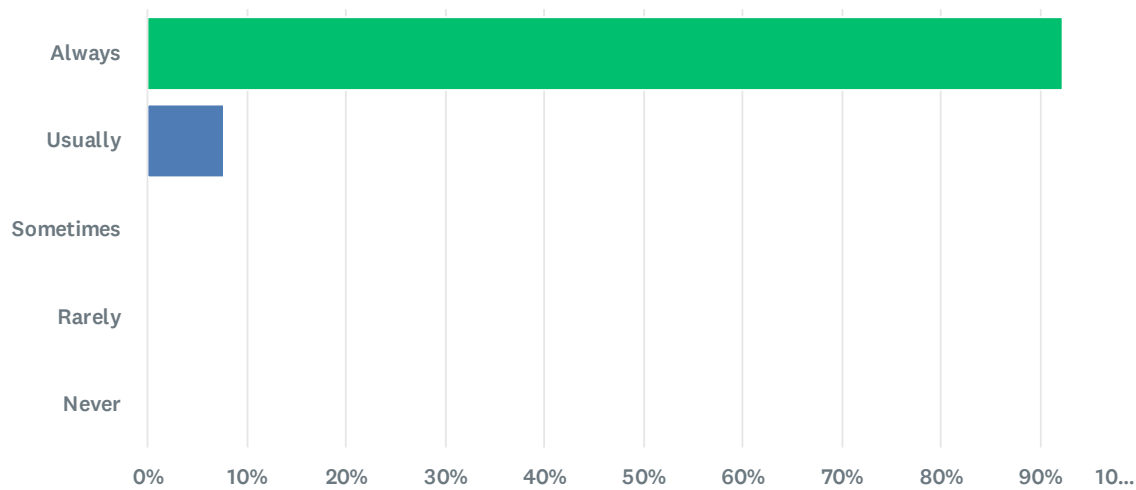
Q18 Is there anything you feel needs developing or improving in the system?

Answered: 13 Skipped: 0

#	RESPONSES	DATE
1	No	1/26/2026 3:12 PM
2	Further development to identify and list linked cases.	1/22/2026 10:39 AM
3	I think FOAM is excellent. The recent improvements make it work even better (e.g. now seeing any other cases and being easily able to select them).	1/20/2026 9:09 AM
4	It would help if when I look at the cases in 'hearing arranged' they were in date order so I knew which cases were due for hearing first. I find that if I open a case and then look at it and go back to the list the order in which the cases appear have changed	1/20/2026 8:44 AM
5	the FOAM system works extremely well and is easy to use. Perhaps the search function for "issues" could be improved.	1/19/2026 8:08 PM
6	NIL	1/16/2026 3:28 PM
7	N/A	1/15/2026 12:27 PM
8	No	1/13/2026 7:35 PM
9	the messaging still seems to copy me in on administrative comms re the hearing which I don't really need to see. the formatting of layout on the final decision document can be a but of a pain	1/13/2026 1:06 PM
10	No, the only issue is when appellants or Council are slow or fail to respond to messages, it's not clear what info they are given in advance to make it clear they should engage with the appeal	1/13/2026 12:02 PM
11	Possibly the ability to use a larger font in the WS decision box or perhaps I just don't know how to do so.	1/12/2026 9:52 PM
12	It would be useful for cost application cases to go back into the list of cases to be decided so that they are not forgotten about.	1/12/2026 7:03 PM
13	No	1/12/2026 2:36 PM

Q19 If you encounter IT issues, are you able to get support quickly?

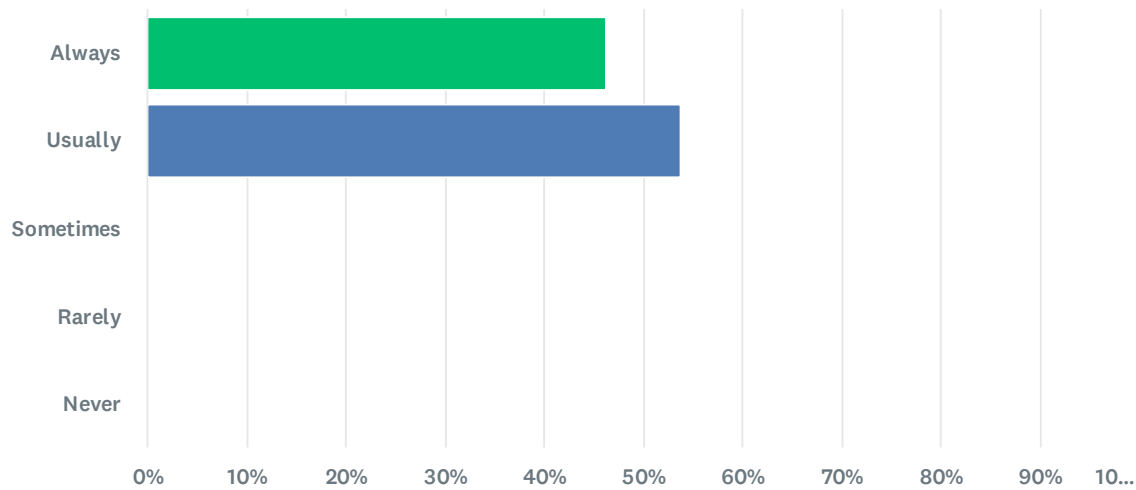
Answered: 13 Skipped: 0



Answer Choices	Percentage	Responses
Always	92.31%	12
Usually	7.69%	1
Sometimes	0%	0
Rarely	0%	0
Never	0%	0
Total		13

Q20 How often are IT issues resolved on the first attempt?

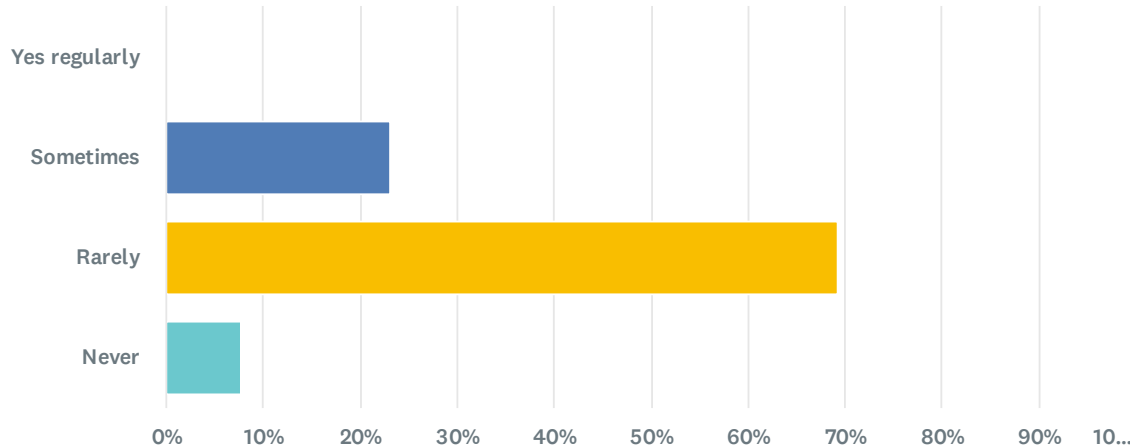
Answered: 13 Skipped: 0



Answer Choices	Percentage	Responses
● Always	46.15%	6
● Usually	53.85%	7
● Sometimes	0%	0
● Rarely	0%	0
● Never	0%	0
Total		13

Q21 Have you experienced problems with passwords or access to systems?

Answered: 13 Skipped: 0



Answer Choices	Percentage	Responses
● Yes regularly	0%	0
● Sometimes	23.08%	3
● Rarely	69.23%	9
● Never	7.69%	1
Show comments		
Total		13

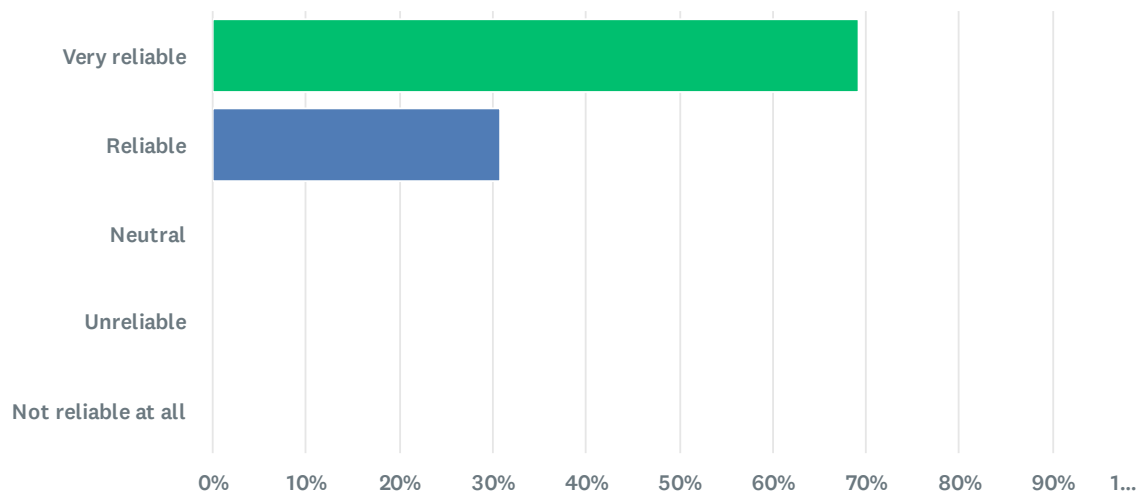
#	IF YES, PLEASE DESCRIBE	DATE
1	When email has been being worked on - however, we were given notice so I was able to set my code to come via the Microsoft app instead and could access FOAM	1/20/2026 9:09 AM
2	due to my own errors	1/20/2026 8:44 AM
3	Recently re Microsoft Outlook	1/15/2026 12:27 PM
4	Got locked out after accidentally using out of date password. They system does not warn for	1/13/2026 1:06 PM

Traffic Penalty Tribunal Adjudicator Feedback Survey

	how long the lockout will persist which left me in some panic as i have hearings imminent	
5	Outlook problem a while ago	1/13/2026 12:02 PM
6	Christmas 2024, issues not resolved for a while because of the holidays and I had to have a new computer, it was because of a systems incompatible update as I recall. Access to FOAM has in recent months been problematic, issues with Resolver now resolved.	1/12/2026 9:52 PM

Q22 How reliable is Microsoft Teams for hearings?

Answered: 13 Skipped: 0

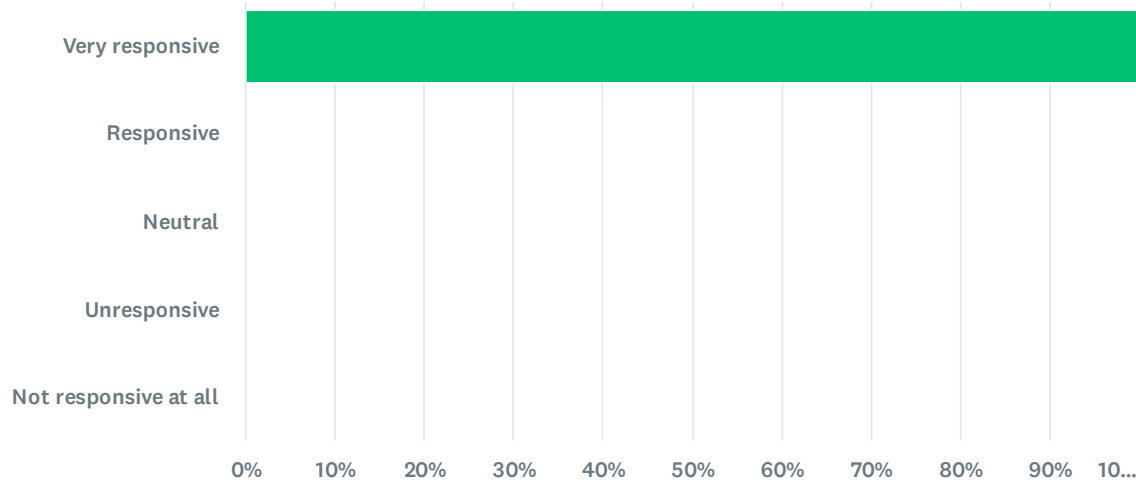


Answer Choices	Percentage	Responses
● Very reliable	69.23%	9
● Reliable	30.77%	4
● Neutral	0%	0
● Unreliable	0%	0
● Not reliable at all	0%	0
Show comments		
Total		13

#	IF NOT RELIABLE, PLEASE EXPLAIN WHY	DATE
	There are no responses.	

Q23 If appellants do not join hearings on Microsoft Teams, how responsive are the tribunal team in assisting?

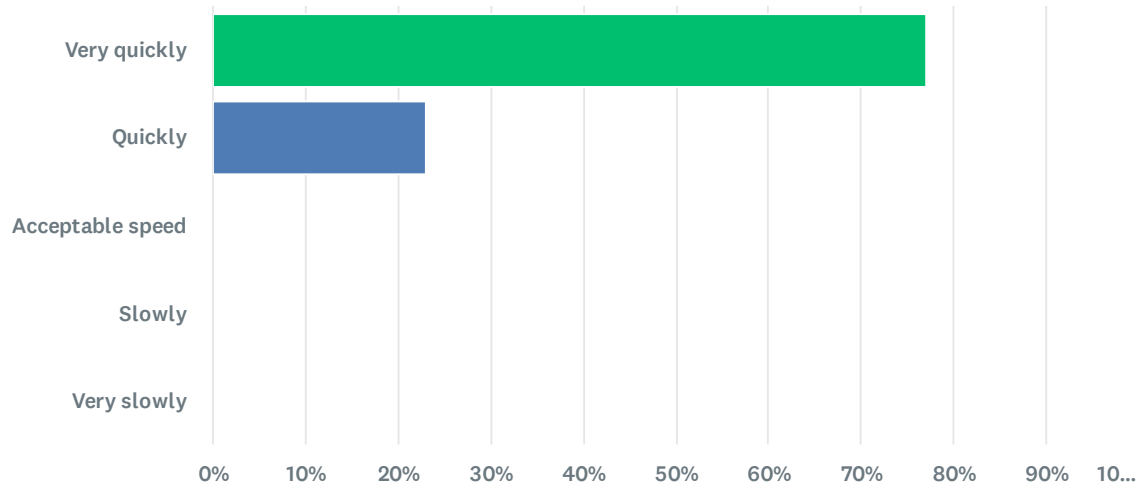
Answered: 13 Skipped: 0



Answer Choices	Percentage	Responses
● Very responsive	100.00%	13
● Responsive	0%	0
● Neutral	0%	0
● Unresponsive	0%	0
● Not responsive at all	0%	0
Total		13

Q24 How quickly are messages in FOAM responded to by the tribunal team?

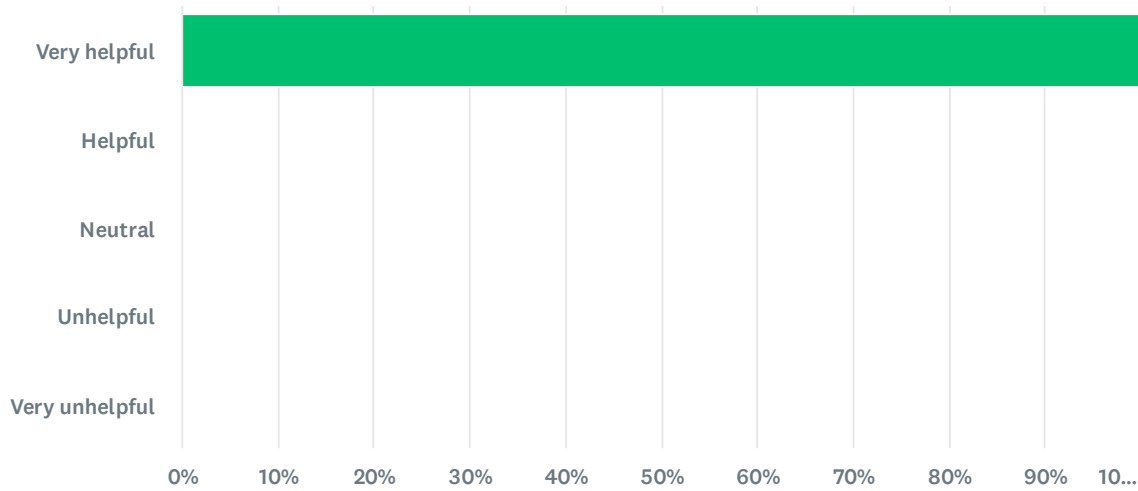
Answered: 13 Skipped: 0



Answer Choices	Percentage	Responses
Very quickly	76.92%	10
Quickly	23.08%	3
Acceptable speed	0%	0
Slowly	0%	0
Very slowly	0%	0
Total		13

Q25 How helpful is the hearing assistance thread on the day of hearings?

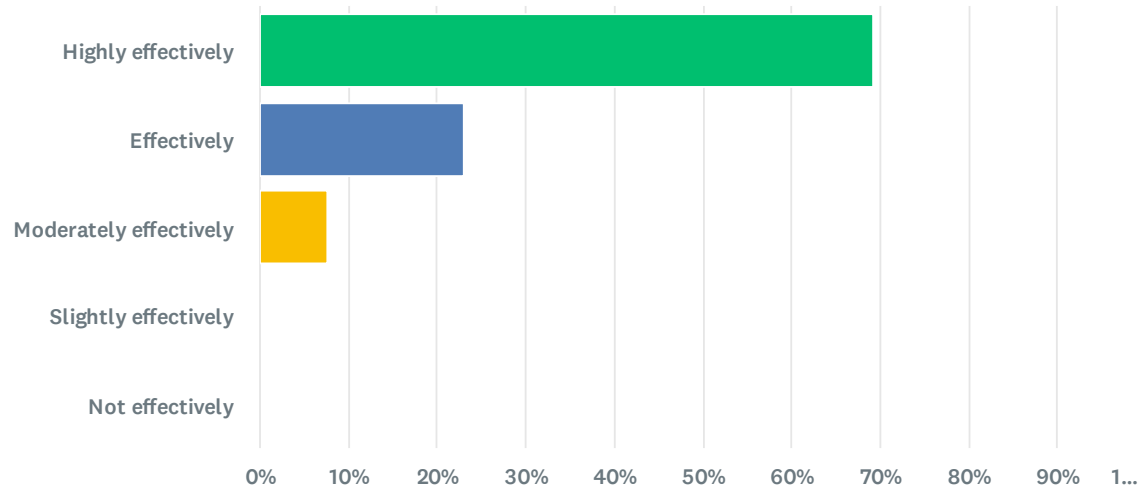
Answered: 13 Skipped: 0



Answer Choices	Percentage	Responses
● Very helpful	100.00%	13
● Helpful	0%	0
● Neutral	0%	0
● Unhelpful	0%	0
● Very unhelpful	0%	0
Total		13

Q26 How effectively does the tribunal communicate changes and updates (e.g. training dates, process updates)?

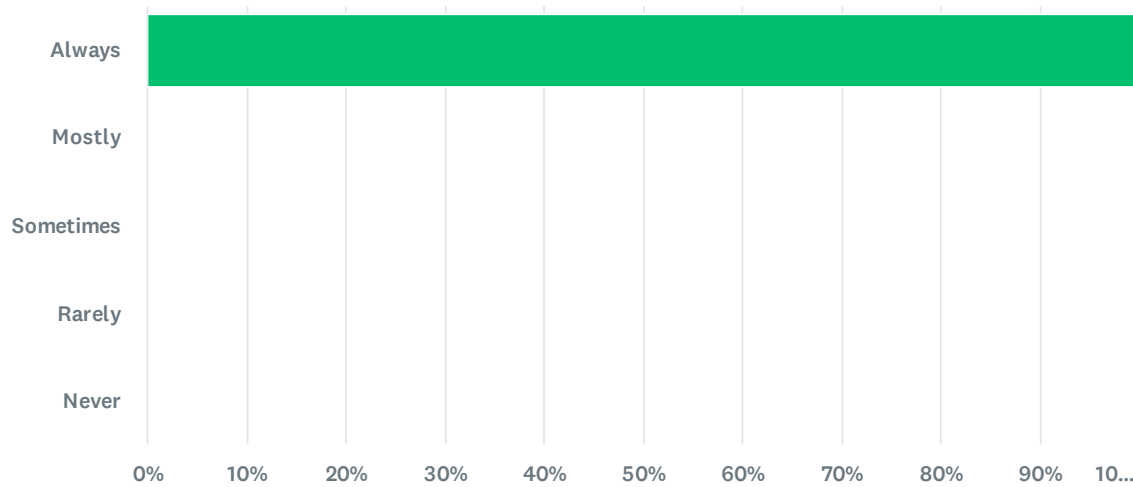
Answered: 13 Skipped: 0



Answer Choices	Percentage	Responses
● Highly effectively	69.23%	9
● Effectively	23.08%	3
● Moderately effectively	7.69%	1
● Slightly effectively	0%	0
● Not effectively	0%	0
Total		13

Q27 Do you feel supported by the tribunal team?

Answered: 13 Skipped: 0



Answer Choices	Percentage	Responses
● Always	100.00%	13
● Mostly	0%	0
● Sometimes	0%	0
● Rarely	0%	0
● Never	0%	0
Show comments		
Total		13

#	IF YOU DON'T FEEL SUPPORTED, PLEASE EXPLAIN WHY	DATE
	There are no responses.	

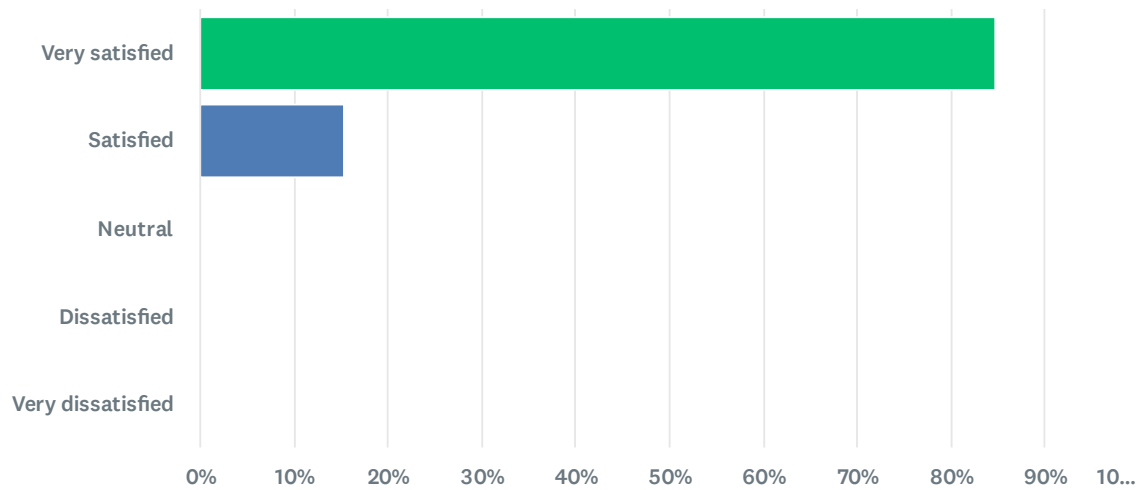
Q28 Is there anything the tribunal could do faster or more efficiently?

Answered: 13 Skipped: 0

#	RESPONSES	DATE
1	No	1/26/2026 3:12 PM
2	No	1/22/2026 10:39 AM
3	I think the Tribunal is very fast and efficient. I don't have any suggestions for improvement.	1/20/2026 9:09 AM
4	no	1/20/2026 8:44 AM
5	No. I feel the ability to access the FOAM system and email from other official laptops ought to be permitted in order to allow working on TPT cases in all situations (rather than have to carry an additional laptop).	1/19/2026 8:08 PM
6	NIL	1/16/2026 3:28 PM
7	N/A	1/15/2026 12:27 PM
8	-	1/13/2026 7:35 PM
9	No - all really good and well managed	1/13/2026 1:06 PM
10	No	1/13/2026 12:02 PM
11	I can't think of anything. Although I was unaware of your appointment and it would have been nice to be introduced!	1/12/2026 9:52 PM
12	No	1/12/2026 7:03 PM
13	No	1/12/2026 2:36 PM

Q29 How satisfied are you with the speed of payments?

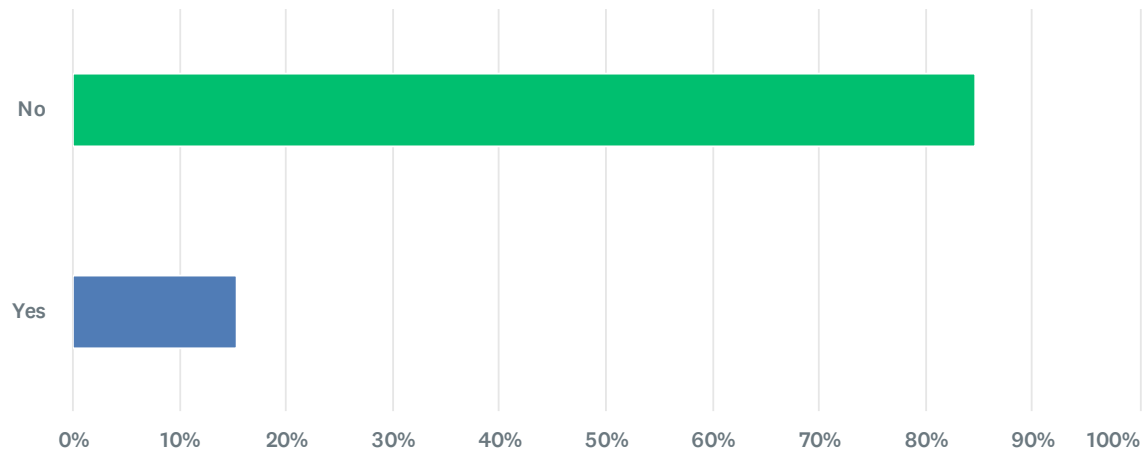
Answered: 13 Skipped: 0



Answer Choices	Percentage	Responses
Very satisfied	84.62%	11
Satisfied	15.38%	2
Neutral	0%	0
Dissatisfied	0%	0
Very dissatisfied	0%	0
Total		13

Q30 Have you experienced any issues with payments?

Answered: 13 Skipped: 0

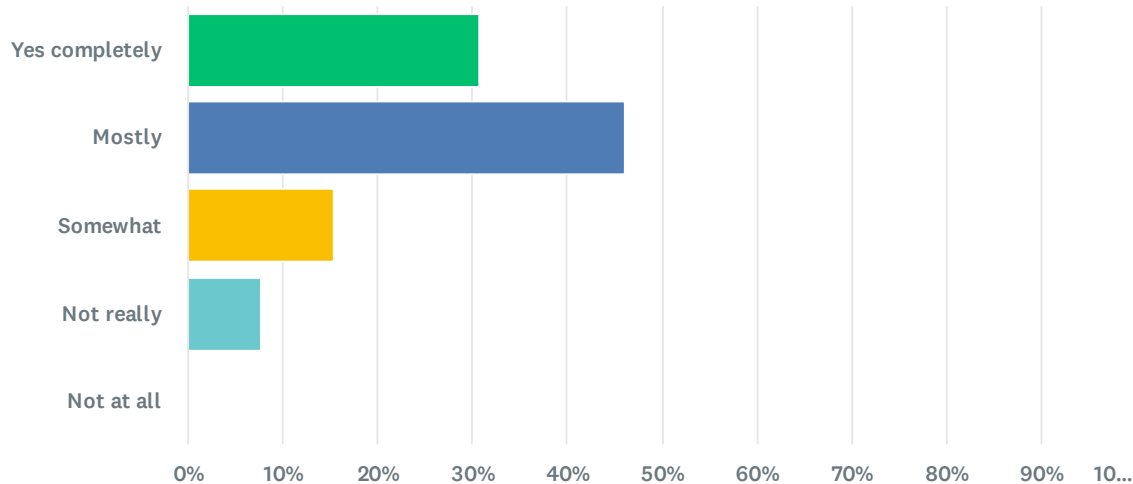


Answer Choices	Percentage	Responses
● No	84.62%	11
● Yes	15.38%	2
🗨 Show comments		
Total		13

#	IF YES, PLEASE PROVIDE EXAMPLES	DATE
1	Very occasionally, have queried a payment deduction for multiple cases.	1/26/2026 3:12 PM
2	Historical issues where I wasn't paid, I was missed off the payments list, it's happened twice in 2 years!	1/12/2026 9:52 PM

Q31 Are you clear on how payments are calculated for multi-PCN appeals or multi-case appeals?

Answered: 13 Skipped: 0

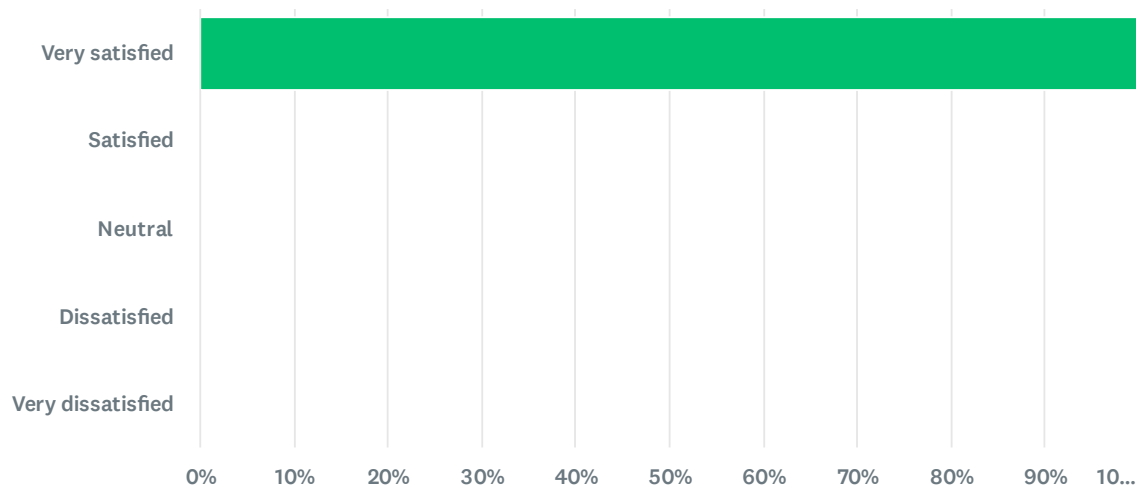


Answer Choices	Percentage	Responses
● Yes completely	30.77%	4
● Mostly	46.15%	6
● Somewhat	15.38%	2
● Not really	7.69%	1
● Not at all	0%	0
Show comments		
Total		13

#	IF UNCLEAR, PLEASE EXPLAIN FURTHER	DATE
1	I am unsure as to how these payments are decided upon and whether it is possible to query a calculation.	1/19/2026 8:08 PM

Q32 How satisfied are you with admin services overall?

Answered: 13 Skipped: 0



Answer Choices	Percentage	Responses
● Very satisfied	100.00%	13
● Satisfied	0%	0
● Neutral	0%	0
● Dissatisfied	0%	0
● Very dissatisfied	0%	0
Show comments		
Total		13

#	IF DISSATISFIED, PLEASE EXPLAIN WHY	DATE
1	Lovely admin team	1/12/2026 7:03 PM

Q33 Please provide examples of good practice that should be continued.

Answered: 13 Skipped: 0

#	RESPONSES	DATE
1	Prompt email notification of hearings	1/26/2026 3:12 PM
2	The hearings assistance arrangements.	1/22/2026 10:39 AM
3	Quick responses to emails and enquiries, friendly tone.	1/20/2026 9:09 AM
4	no example	1/20/2026 8:44 AM
5	Good, clear effective communication.	1/19/2026 8:08 PM
6	Keeping me informed and up to date	1/16/2026 3:28 PM
7	All	1/15/2026 12:27 PM
8	The RingCentral support during hearings, to locate missing participants, is phenomenally good. All emails received from admin regarding scheduling hearings or payroll set a very high standard in courtesy.	1/13/2026 7:35 PM
9	All contacts are very responsive and very good natured. There is obviously good moral amongst staff and they appear to feel valued	1/13/2026 1:06 PM
10	Prompt communication by email and message Good use of Ringcentral for IT issues Approachable staff	1/13/2026 12:02 PM
11	Good and clear lines of communication between adjudicators and tribunal colleagues. Such helpful, friendly, courteous and efficient support.	1/12/2026 9:52 PM
12	Very responsive admin team and hearing team	1/12/2026 7:03 PM
13	The whole system of communication and support is very responsive - difficult to single out one thing.	1/12/2026 2:36 PM

Q34 Please provide examples of any issues or challenges the tribunal can learn from.

Answered: 13 Skipped: 0

#	RESPONSES	DATE
1	Very occasionally fresh evidence has been in the message chain but not in the Tabs = therefore it might be missed.	1/26/2026 3:12 PM
2	The reasons for applications to review a decision.	1/22/2026 10:39 AM
3	I have not observed any bad practise that would require additional learning	1/20/2026 9:09 AM
4	no example	1/20/2026 8:44 AM
5	Nothing that I can identify.	1/19/2026 8:08 PM
6	NA	1/16/2026 3:28 PM
7	None	1/15/2026 12:27 PM
8	N/a	1/13/2026 7:35 PM
9	None come to mind	1/13/2026 1:06 PM
10	none	1/13/2026 12:02 PM
11	Since retiring from a court I'm now not alert to wider issues facing the tribunal and so don't feel I can helpfully contribute here. We are a resilient team with a robust approach and an efficient working system, others could learn from us!	1/12/2026 9:52 PM
12	N/A	1/12/2026 7:03 PM
13	I don't really encounter things going wrong, which says a lot.	1/12/2026 2:36 PM

Q35 Are there any aspects of the tribunal's operations that could be improved, such as processes, support, communication, IT, training, or payments?

Answered: 13 Skipped: 0

#	RESPONSES	DATE
1	An extra Teams training session each year might be helpful	1/26/2026 3:12 PM
2	No	1/22/2026 10:39 AM
3	In my view everything is working very well.	1/20/2026 9:09 AM
4	none that comes to mind	1/20/2026 8:44 AM
5	The ability to use other laptops/mobile phone for accessing TPT work and emails would be useful.	1/19/2026 8:08 PM
6	NA	1/16/2026 3:28 PM
7	None	1/15/2026 12:27 PM
8	N/a	1/13/2026 7:35 PM
9	not really all good - though I do find the "multiple PCNs" payment being paid as only one appeal a little unfair on occasions - these often still have multiple documents which all require perusal to decide the appeal properly - even if the issue appears to be similar or the same	1/13/2026 1:06 PM
10	no	1/13/2026 12:02 PM
11	I can't think of anything.	1/12/2026 9:52 PM
12	No	1/12/2026 7:03 PM
13	Easier access to key cases by court type, e.g., Tribunal, High Court, CA.	1/12/2026 2:36 PM

Q36 Are there any final comments, suggestions, or feedback you would like to provide?

Answered: 13 Skipped: 0

#	RESPONSES	DATE
1	Feel very supported by the Tribunal.	1/26/2026 3:12 PM
2	In my experience the tribunal is user friendly and the adjudicators are well supported.	1/22/2026 10:39 AM
3	The support that I receive is excellent. I feel part of a team despite working remotely. Thank you to the team.	1/20/2026 9:09 AM
4	I think the tribunal works very well. I feel supported as an Adjudicator and valued for the work that I do for this tribunal.	1/20/2026 8:44 AM
5	Nothing that has not previously been covered.	1/19/2026 8:08 PM
6	Nil	1/16/2026 3:28 PM
7	None	1/15/2026 12:27 PM
8	No thank you	1/13/2026 7:35 PM
9	No	1/13/2026 1:06 PM
10	Great working environment Please note FOAM was not in place when the last batch of TPT adjudicators were appointed it was a much slower system called AIMS	1/13/2026 12:02 PM
11	I can't really comment on question 10, apart from in relation to e-decisions because I don't know how personal hearings are shared out but I suspect fairly and certainly since the Chief Adjudicator's appointment.	1/12/2026 9:52 PM
12	No. I thoroughly enjoy my work for TPT.	1/12/2026 7:03 PM
13	No - great work all!	1/12/2026 2:36 PM

Public Affairs Update: To 15 June 2026

The Prime Minister has announced his resignation, initiating a period of political transition. While there is speculation regarding a likely successor, the leadership contest and any subsequent changes to ministerial appointments have yet to be confirmed.

As a result, the implications for the composition of the Cabinet, policy priorities, and the Government's legislative agenda remain uncertain. This period of change may affect the pace and direction of policy development, and PATROL will continue to monitor announcements on leadership and Cabinet appointments as the situation evolves.

1. Current traffic management issues / areas of engagement

a. Pavement Parking

1a.i. CURRENT STATUS – England: Two separate civil enforcement powers for local authorities in England to manage pavement parking are at different stages of introduction, following the Department for Transport (DfT)'s response to its 2020 consultation in January.

Power 1: Civil enforcement of obstruction of the pavement (Due in 2026)

In the short term, local authorities will be able to enforce against a new civil offence introduced under the *Traffic Management Act 2004* (TMA 2004) via secondary legislation. This offence is currently proposed as 'unnecessary obstruction of the pavement', drawn from Regulation 103 of the *Road Vehicles (Construction and Use) Regulations 1986*. The new offence will enable authorities to target instances of pavement parking in their areas without the need to introduce separate Traffic Regulation Orders. PATROL, alongside the Traffic Penalty Tribunal Chief Adjudicator, is engaging closely with the DfT on the new offence and its introduction, including the regulatory framework and associated guidance. Wider stakeholder engagement, including with the appropriate bodies in London, forms part of this work.

Power 2: Area-wide prohibitions on pavement parking (TBC)

Provision for imposing area-wide prohibitions on pavement parking was included in the *English Devolution and Community Empowerment Act 2026*, which received Royal Assent on 29 April (see general update at '1f'). Schedule 32 of the Act enables the making of regulations to give a local transport authority – the highest tier of authority in a given area – the power to impose a prohibition (to be enforced under the TMA 2004). The provision in the Act reflects the DfT's view that local leaders are best placed to understand and respond to the needs of communities, moving away from a 'one-size-fits-all' national prohibition, as originally proposed in the 2020 consultation.

PATROL welcomes the Government's long-awaited move to give local authorities in England (outside London) powers to respond to problem pavement parking in their areas and will keep members updated on the progress of both powers, as and when appropriate.

While the DfT has yet to confirm a timetable for drafting the regulations and the proposed introduction of the prohibition powers, PATROL is closely engaged with the Department's policy team, in tandem with work on the obstruction offence, with the future interoperability of the two powers a key consideration.

Further links:

- **DfT 2020 Consultation Response:** <https://www.gov.uk/government/consultations/managing-pavement-parking/outcome/pavement-parking-options-for-change-government-response>
- **English Devolution and Community Empowerment Act 2026 – Schedule 32:** <https://www.legislation.gov.uk/ukpga/2026/23/enacted#schedule-32>

1a.ii. CURRENT STATUS – Wales: Plans are on hold; however, PATROL will engage with the Welsh Government at the appropriate time, following both the developing plans in England and the formation of the new Plaid Cymru minority government in the Senedd since May.

b. Level of civil penalty charges in England (outside London)

In 2024, PATROL published the below findings of research conducted with its authorities into how the current civil parking penalty charge levels are impacting enforcement:

1. Over a third of authorities' (34%) parking services no longer pay for themselves (operating costs having increased 29% on average).
2. More than half of authorities (54%) believe the current levels of parking penalty charges are ineffective as a deterrent.
3. Over two-thirds of authorities (70%) reported individual motorists regularly receiving and paying penalty charge notices (PCNs) in their area.

In response, PATROL (with the support of the British Parking Association [BPA]) is currently engaged with the DfT and Ministry of Housing, Communities & Local Government (MHCLG) on the following recommendations:

1. The levels of civil penalty charges in England and Wales enforced under the TMA 2004 should be increased to £100 (lower-level) and £130 (higher level), as appropriate.
2. The PATROL Joint Committee should be given the ability to regularly consult on and review civil penalties (for parking and other traffic schemes) as part of PATROL's statutory function, bringing powers in line with the London model and depoliticising the issue moving forward.
3. Approved device enforcement powers should be granted to authorities for the civil enforcement of off-street car parks.
4. Statutory enforcement documents (post-PCN) should be issued digitally, rather than by first-class post, where motorists have engaged with the digital route.

1b.i. CURRENT STATUS – DfT: The recommendations relating to DfT authority are currently with the Department for review. Parliamentary Under-Secretary of State for Local Transport, Simon Lightwood MP, has indicated that policy thinking incorporating the research is underway, proposing a meeting with PATROL for further discussion at the appropriate time.

Higher penalty level trial: Bournemouth, Christchurch and Poole (BCP) – August 2025

Separate to PATROL's engagement on penalty levels, BCP Council were granted powers by the DfT to temporarily increase its higher-level penalty charge to £160 (in line with London rates) during a set 'trial' period between 1–31 August 2025. The trial aimed to assess whether the penalty charge increase in a designated area covering the main Bournemouth seafront (which regularly sees problem parking during busy seasonal months) would lead to greater compliance and improved driver behaviour.

During the trial period, among a series of findings, BCP reported that total PCNs fell by nearly 7% against 2024 levels, reversing the significant increase in penalties (34%) seen in 2024 and vs. a predicted ~9% further rise in 2025. While noting the limitations of the short trial and other factors involved during the period, BCP submitted its report to the DfT in February, recommending either an increase in the civil penalty charge across England to match London levels or the commissioning of further trials, in the BCP area and / or beyond.

Access BCP's full report on the trial at: <https://www.bcpCouncil.gov.uk/parking/trial-for-increased-parking-fines-and-penalty-charge-notices-pcn>.

A further trial in Bournemouth is possible for Summer 2026.

1b.ii. CURRENT STATUS – MHCLG: The recommendation to allow authorities approved device powers for civil enforcement of off-street car parks is in process with the MHCLG, following the appointment of a new minister, Nesil Caliskan MP, in May.

c. Moving Traffic Powers in England (outside London)

1c. CURRENT STATUS: A new Designation Order for a fourth tranche of authorities to receive moving traffic enforcement powers came into force on 9 December 2025.

Authorities given powers under the order are: Brighton & Hove City Council, Calderdale Council, Cornwall Council, Dorset Council, Kirklees Council, Knowsley Council, Milton Keynes City Council and Slough Borough Council.

Local authorities already approved to enforce moving traffic restrictions are as follows:

Tranche 3: December 2024 order – 22 authorities:

Bolton Council, Bury Council, Devon County Council, Dudley Metropolitan Council, Hull City Council, Leicestershire County Council, North Somerset Council, North Yorkshire Council, Nottinghamshire County Council, Plymouth City Council, Portsmouth City Council, Sandwell Metropolitan Borough Council, Sefton Council, Solihull Metropolitan Borough Council, Southend-on-Sea City Council, Stockport Metropolitan Borough Council, Suffolk County Council, Sunderland City Council, West Sussex County Council, Wiltshire Council, City of Wolverhampton Council and City of York Council.

Tranche 2: July 2023 order – 40 authorities: Birmingham City Council, Bournemouth, Christchurch and Poole Council, Bradford Council, Bristol City Council, Cambridgeshire County Council, Central Bedfordshire Council, Cheshire West and Chester Borough Council, Coventry City Council, Gloucestershire County Council, Herefordshire County Council, Hertfordshire County Council, Lancashire County Council, Leeds City Council, Leicester City Council, Liverpool City Council, Manchester City Council, Medway Council, Newcastle City Council, North Northamptonshire Council, Nottingham City Council, Oldham Council, Peterborough City Council, Rochdale Council, Rotherham Metropolitan Borough Council, Salford City Council, Sheffield City Council, Shropshire Council, South Gloucestershire Council, Southampton City Council, Stoke-on-Trent City Council, Thurrock Borough Council, Trafford Council, Walsall Council, West Berkshire District Council, West Northamptonshire Council, West Sussex County Council, Wigan Council, Royal Borough of Windsor and Maidenhead Council, Wirral Council and Wokingham Borough Council.

Tranche 1: July 2022 order – 12 authorities: Bath & North East Somerset Council, Bedford Borough Council, Buckinghamshire Council, Derby City Council, Durham County Council, Hampshire County Council, Kent County Council, Luton Borough Council, Norfolk County Council, Oxfordshire County Council, Reading Borough Council and Surrey County Council.

d. Regulation of private parking enforcement in England

1d. CURRENT STATUS: The MHCLG has committed to laying the Private Parking Code

PATROL

of Practice before Parliament in the autumn, intending to publish its response to the related consultation (which closed in September 2025) at the same time.

This will see the Code of Practice – first made under the *Parking (Code of Practice) Act 2019*, which received Royal Assent more than seven years ago – finally come into force, following the withdrawal of a first version of the Code in 2022 and the subsequent release of an industry-led code in 2024.

The associated consultation (which launched in July 2025:

<https://www.gov.uk/government/consultations/private-parking-code-of-practice/private-parking-code-of-practice>) sought views on the latest version of the Code, following concerns from parliamentarians around the continuing practices of private parking operators and the designated appeals bodies.

Introducing the consultation at the time, the MHCLG said: *'The government's proposals seek to better protect and support motorists whilst balancing the legitimate needs of private parking operators to manage car parks. The proposals centre around the government introducing a Code which seeks to raise standards across the private parking industry and delivers on the Secretary of State's duty to introduce a code of practice which promotes good practice. The proposals are changes to the Withdrawn Code. The proposals have taken into account the Industry Code as this is what private parking operators are currently expected to adhere to.'*

Key sections of the consultation included a cap on parking charges, debt recovery fees, the value of discount for early payment, a proposed Scrutiny and Oversight Board, the second-stage appeals process and additional mitigation.

PATROL submitted a response to the consultation on 5 September 2025, which primarily sought parity between the private and civil schemes as far as possible, echoing its ongoing engagement with the DfT on penalty charge levels and civil approved device powers, as well as setting out a number of insights relating to the appeals process.

e. Restricting the generation of surplus funds from traffic contraventions

1e. CURRENT STATUS: On 30 March, the DfT published a response to its 2024 consultation on this issue through a report prepared by the National Centre for Social Research. No policy action has been taken so far.

The consultation (<https://www.gov.uk/government/calls-for-evidence/restricting-the-generation-of-surplus-funds-from-traffic-contraventions>) – launched by the last Conservative government – sought views on whether (and how) to restrict local authorities' ability to generate surpluses from PCN income. It followed the publication of that government's *Plan for drivers* in October 2023, which targeted the improvement of drivers' experience and services provided for motorists.

Key findings relating to local authority surpluses in the National Centre for Social Research report include:

- 68 local authority responses out of a total of 4,787 responses.
- Across the questions covering surplus/deficit in authorities' most recent accounts (covering enforcement of the traffic contraventions in scope: parking, bus lanes, moving traffic / yellow box junctions), an average of 31% of respondents reported a deficit.
- Local authorities reporting a surplus attributed this to an increase in the number of PCNs issued, pointing to factors including the current level of penalty charge not acting as a deterrent. Those reporting a deficit attributed it to factors including the costs of enforcement, the penalty level having not kept pace with inflation and officer resource / time.
- A majority of all respondents (91% of local authorities, 62% of other organisations and 61% of individuals) disagreed that restricting the ability to generate a surplus would make traffic enforcement fairer, also agreeing that current enforcement practices are fair across the traffic contraventions in scope).

Further links:

- **National Centre for Social Research report at:**
<https://assets.publishing.service.gov.uk/media/69c6bdd74321776215360a05/analysis-of-restricting-the-generation-of-surplus-funds-from-traffic-contraventions-cfe.pdf>

PATROL welcomes the publication of the report, noting that many of its findings, generally, and the 31% figure relating to local authority accounts being in deficit, specifically, mirror its own 2024 research.

f. Other items of interest since last report

- **29 April: New legislation, MHCLG**
– **English Devolution Bill receives Royal Assent**
The English Devolution and Community Empowerment Act 2026, which received Royal Assent on 29 April 2026, provides the legislative framework for a significant restructuring of local government in England.

The most immediate consequence for PATROL members is the active programme of local government reorganisation (LGR) to dissolve existing two-tier areas and move to unitary structures. The Government is expected to announce decisions relating to the formation of unitary authorities in impacted areas by the summer, with transitional elections in May 2027, before the authorities go live in 2028.

The Act also establishes a formal framework of strategic authorities, sitting above individual councils and holding devolved powers over transport, housing and economic development. The Government's clear preference is for areas to adopt a directly elected mayor, which unlocks the full devolution offer. In most cases, LGR and the creation of strategic authorities are expected to go hand in hand (new unitary councils becoming constituent members of a combined authority, with a mayoral election to follow).

PATROL remains engaged with both the MHCLG and DfT in anticipation of how local government reorganisation under the Act may impact representation on the joint committee or business-as-usual civil enforcement.

Further links:

- **Press release announcing Royal Assent of the Act:**
<https://www.gov.uk/government/news/english-devolution-bill-receives-royal-assent>
- **The Act in full:** <https://www.legislation.gov.uk/ukpga/2026/23/contents/enacted>
- **2 April: Policy Paper, DfT**
– **Better Connected: a strategy for integrated transport**
Better Connected is this Government's vision for domestic transport in England – that transport should work well for people, be safe, reliable, affordable and accessible.
(<https://www.gov.uk/government/publications/better-connected-a-strategy-for-integrated-transport/better-connected-a-strategy-for-integrated-transport-executive-summary>)
- **12 January: Written Statement, DfT**
(**Rt Hon Hedi Alexander, Secretary of State**)
– **Improving roads and local highways**
A statement on measures to improve the condition of local roads and highways, ensuring that communities can benefit from safer, smoother and more reliable journeys.
(<https://www.gov.uk/government/speeches/improving-local-roads-and-highways>)

2. Driving Improvement Awards programme



PATROL's Driving Improvement Awards offer member authorities the chance to submit a bid for funding to develop a public awareness campaign or activity to effect change in their area, with bids encouraged around a specific theme each year, based on current or pressing events, issues and trends in the traffic enforcement landscape.

A key aim of awarding funding is that the winning campaign can act as a model of action for other authorities, with materials produced subsequently being made available for free use by other councils. In this way, councils can seek to replicate the success, reducing the burden on their individual finances and drawing widespread attention to important issues.

2a. CURRENT STATUS: PATROL is delighted to announce Lincolnshire County Council as the winning bid in the Driving Improvement Awards 2026/27 (now in its third year of running) focused on the theme of school parking and safety.

2.a.i. Lincolnshire's winning bid

The Council's 'No Excuses: Safer Streets for Lincolnshire' campaign stood out as the most creative and complete submission in this year's bidding process. The proposal to combine drone footage and 'child's-eye-level' camera work to make the risk of parking around the school gate – however harmless it may seem to parents – stark and visible was particularly compelling. Lincolnshire also underpinned its campaign idea with a very strong evidence base, a clear plan for community and stakeholder engagement, as well as a broad range of evaluation tactics to measure behaviour change. Finally, PATROL felt the bid offered the most replicable campaign model, particularly with Lincolnshire's commitment to produce a toolkit for adoption by all our authorities.

Matt Jones, Parking Services Manager, Lincolnshire County Council, said:

'We're absolutely delighted to win. Unsafe parking around schools is a real and persistent issue across Lincolnshire and the country as a whole, and this award recognises our commitment to tackling it in a new, more impactful way. The No Excuses campaign is about putting children at the centre of the conversation and making the risks of poor parking behaviour impossible to ignore. By showing the problem from a child's eye view and using real-world evidence, we want to challenge attitudes, encourage behaviour change and ultimately make our schools and streets safer.'

Laura Padden, Director, PATROL, said: *'Lincolnshire County Council submitted a distinctive, considered bid to the Driving Improvement Awards this year. We are excited to work with the council to bring its creative, drone-led 'No Excuses...' campaign to life, before sharing the insights, learnings and output materials with all our authorities.'*

2.a.ii. Councils invited to present at the PATROL Joint Committee

In a change to the Awards format this year, Lincolnshire has been invited to attend the PATROL Joint Committee Annual Meeting in London on Tuesday 14 July to present on its bid and campaign plans to PATROL members. Last year's winners, Cornwall Council, will also be in attendance, presenting on the various activities around Blue Badge abuse and misuse campaign they have been running this year.

PATROL would like to recognise all authorities that submitted bids to the Driving Improvement Awards this year. 2026/27 entries were of a notably high standard, making for a difficult final decision, and the organisation very much appreciates the time and effort those teams invested in developing their bids.

2b. 2024-25 'Beyond the Uniform' campaign assets still available to all authorities

Brighton & Hove City Council and North Essex Parking Partnership's winning campaign in 2024-25 focused on abuse experienced by civil enforcement officers and other enforcement staff. The campaign received significant engagement, with over three-quarters of a million impressions across social media and digital channels, national media interest and a 73% decrease in incidents of abuse during the campaign activation period.

PATROL has made the full set of white-labelled creative assets and guidance documents developed for the campaign available to all member authorities. These include:

- Ready-made Adobe Illustrator templates for common social media and print formats.
- Stock imagery.
- Simple PowerPoint and Word templates.
- Video files in MP4 format, ready for use or editing into new productions.
- Evaluation reports and practical advice from Brighton and NEPP.
- Overview toolkit.

The aim of the assets and documents are to help any authority activate the campaign locally, irrespective of communications resource or budget. **All creative assets and guidance documents, together with the toolkit, are available to download from the PATROL website at:**

<https://www.patrol.gov.uk/driving-improvement-awards-resources>.

- The files are password protected for security reasons, with PATROL's Awards team able to provide access via email at: patrolawards@patrol.gov.uk. The team is also available for any questions on accessing the files or activating the campaign.



PATROL Adjudication Joint Committee

Date of Meeting:	14 th July 2026
Report Title:	The Winners of the Driving Improvement Awards 2025-Update
Report of:	Sarah Baxter, Democratic Services and Policy Manager

1.0 Purpose of Report

- 1.1 To update members of the Joint Committee on how Cornwall Council utilised the £25,000 funding allocated to deliver an awareness campaign focusing on the theme 'Abuse of Blue Badges'.

2.0 Recommendation

- 2.1 To note the report.

3.0 Reasons for Recommendation

- 3.1 As part of the Driving Improvement Awards process, a report on the progress and outcomes of each campaign is presented to the Joint Committee for information.

4.0 Background

- 4.1 The Driving Improvement Awards was launched in 2024, replacing the PACER awards (previously known as the PARC awards) which began in 2008/09. While the PACER awards had successfully encouraged the production of high-quality annual reports that engaged the public with the details, purposes and objectives of traffic management and enforcement, officers at PATROL felt that the PACER Awards had achieved its objectives and more could be done to support local authorities in tackling national issues that affect enforcement authorities and their staff.

- 4.2** In collaboration with members of the Advisory Board, the Driving Improvement Awards were launched in January 2024. Funding for the innovative scheme was drawn from PATROL's existing budget for innovation and research, with a maximum of £25,000 available to the successful bidder(s). Officers hoped the Driving Improvement Awards would provide an opportunity for councils (whose members sat on the Joint Committee) alongside relevant organisations to submit funding proposals for initiatives or communication campaign activities aimed at enhancing service delivery, creating an education tool for the public as well as promoting positive change and strong community engagement.
- 4.3** The 2024 theme focused on Civil Enforcement Officer abuse and councils were invited to submit bids.
- 4.4** At the end of April 2024, submitted bids were reviewed by the PATROL team and a shortlist of potential winners was drawn up. At the inaugural event in July 2024, Brighton & Hove City Council and North Essex Parking Partnership were announced as joint winners.
- 4.5** The 2025 theme proposed by the Director of PATROL, Laura Padden, and supported by the PATROL's Advisory Board, focused on the abuse of blue badges. Board members agreed that blue badge abuse had significantly increased over the years, making it an appropriate time to ask councils to produce a campaign educating the public on this serious issue. The theme was officially launched in October 2024 with councils invited to submit bids for campaigns related to the announced theme.
- 4.6** At the Driving Improvement Awards event, which took place after the PATROL Adjudication Joint Committee meeting in July 2025, Cornwall Council were announced as the winners.
- 4.7** Cornwall Council worked closely with officers from PATROL prior to the launch of its campaign in January 2026.
- 4.8** Cornwall Council have been invited to attend PATROL's Annual meeting to present to the Joint Committee an overview of their campaign.
- 4.9** Appendix one attached to this report provides a comprehensive and detailed account of the campaign, written by officers from Cornwall Council.
- 5.0 Implications**
- 5.1 Finance**
- 5.1.1** The cost of the campaigns was met from PATROL's existing awards budget.
- 6.1 Risk Management**
- 6.1.1** None.
- 7.1 Legal**
- 7.1.1** Successful bids to be accordance with the terms and conditions of the scheme.



Whose Badge is it?

Blue Badge Awareness and Compliance Project

Date June 2026
Civil Parking Enforcement



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Project Overview

Cornwall Council's Blue Badge Awareness and Compliance Project was delivered using £25,000 of funding awarded by Parking and Traffic Regulations Outside London (PATROL). The funding enabled the Council to develop a structured, evidence-led approach to improving compliance, awareness and public understanding of the Blue Badge scheme.

At the outset, Cornwall had no established Blue Badge enforcement provision. This presented both a challenge and a strategic opportunity: while other authorities were more mature in their enforcement and communications approaches, Cornwall was able to design and implement a model from first principles, grounded in learning, collaboration, and community insight.

The project was initially enforcement-led. However, as delivery progressed, it became clear that sustainable behavioural change would be achieved not through enforcement alone, but through a balanced model combining enforcement, education, and engagement. The project therefore evolved into an engagement-led programme, with enforcement acting as a critical but supporting function.

Evidence-led Approach

Blue Badge Survey

A local evidence base was essential to ensure that any intervention was proportionate, effective and reflective of the lived experience of Blue Badge holders. While national guidance highlights common areas of misuse and misunderstanding, it was important to understand how the scheme was being used in Cornwall and how enforcement activity was perceived by those it is intended to support.

Although significant work has been undertaken nationally on enforcement models and the importance of enforcement, the project identified a gap in direct engagement with the community the scheme is designed to protect.

With this in mind, we undertook a dedicated survey to engage directly with Blue Badge holders and other stakeholders. The aim was not only to gather data, but to open a dialogue with principal users of the scheme, ensuring that their views informed both the development and delivery of the project. In particular, we were keen to understand perceptions of enforcement activity, including whether it was viewed as fair, proportionate and supportive, as well as identifying any concerns or misconceptions.

The survey was developed over a short preparatory period, with a focus on ensuring that questions were clear, accessible and aligned to the project objectives. It was then launched for a six-week consultation period, running across December and January. This timeframe was deliberately selected to maximise engagement while maintaining project momentum. The survey generated a strong response, receiving just over 1,000 completed submissions, providing a robust and representative evidence base.

To ensure the widest possible participation, the survey was made available in multiple formats. An online version was hosted on the Let's Talk Cornwall platform, the Council's established consultation and engagement tool, ensuring transparency and consistency with wider consultation activity. In addition, printed copies were produced and made available on request, enabling participation from individuals who may not have access to, or confidence with, digital platforms.

A strong emphasis was placed on proactive and inclusive promotion. The survey was shared widely through Cornwall Council's social media channels and was also directly promoted through engagement with disability groups and seldom-heard communities. This targeted approach helped to broaden reach and ensure that responses reflected a diverse range of experiences.

The survey itself included a mix of straightforward, accessible questions and more insight-based prompts. These were designed to:

- Test awareness and understanding of Blue Badge rules, including correct use, display requirements and common misuse scenarios
- Understand how individuals use their Blue Badge in day-to-day situations, including frequency and key destinations
- Explore perceptions of enforcement activity, including levels of trust, fairness and visibility
- Identify any challenges, barriers or concerns experienced by users

This approach ensured that the survey captured both knowledge levels and real-world experience, providing a balanced and robust evidence base to inform the project.

(The full survey outcomes are shared in [Appendix 1](#))

Key Outcomes

1. The Blue Badge is essential for daily mobility

- *Respondents report regular and routine use across on-street parking, council car parks, and private car parks. With supermarkets being particularly popular for Blue Badge use.*
- *Usage patterns demonstrate reliance on the scheme for access to services, shopping, and community participation.*

2. High confidence does not equal full understanding

- *Most users report high confidence in their knowledge of the rules.*
- *However, survey responses show inconsistencies and gaps in understanding, particularly in more complex or locally variable scenarios.*
- *A notable proportion of respondents answered statutory rule questions incorrectly or were unsure.*

3. Core rules are better understood than exceptions

- *Strong awareness exists in widely communicated rules (e.g. use of double yellow lines and loading restrictions).*
- *Lower understanding is evident in:*
 - *Time-limited bays*
 - *Residents' parking zones*
 - *Situations where local restrictions vary*

4. Limited ongoing engagement with guidance

- *Most users rely on initial information when receiving their badge and rarely revisit guidance.*
- *A significant proportion check rules infrequently or not at all after issue.*

5. Official information sources are trusted and widely used

- *The Blue Badge booklet, GOV.UK, and the Cornwall Council website are the most commonly used sources.*
- *This reinforces the importance of maintaining clear and accessible official guidance.*

6. Availability of parking is a major challenge

- *A key theme across responses is the lack of available disabled parking spaces.*
- *This issue spans council-owned, private, and on-street parking locations.*

7. Misuse of Blue Badges is widely perceived

- *A majority of respondents believe misuse is occurring.*
- *Misuse is seen to:*
 - *Reduce availability of spaces*
 - *Undermine the scheme*
 - *Impact legitimate users*

8. Strong support for enforcement and action

- *There is clear public support for stronger enforcement activity and action against misuse.*
- *Respondents expect visible and proactive measures from the Council.*

9. General compliance with display requirements

- *Most users report correctly displaying their badge and time clock where required.*
- *This suggests misuse is likely concentrated rather than widespread across all users.*

The survey included a comments section, and an AI tool was used to support analysis of these responses.

Feedback from Blue Badge holders across Cornwall identifies a clear set of barriers affecting accessibility, confidence, and day-to-day mobility. The most significant issue is the limited availability of disabled parking spaces in key locations, including town centres, healthcare facilities, and high-demand on-street areas. This is further exacerbated by the perceived prevalence of misuse by non-badge holders, which reduces access for those who rely on these provisions and contributes to frustration among genuine users. There is a consistent expectation that enforcement activity should be more visible and effective to protect access to these spaces.

Cost is also identified as a barrier, with dissatisfaction expressed about parking charges in Cornwall Council car parks. This is particularly notable when compared to other areas offering concessions and is seen by some as limiting access to services and participation in community life.

Accessibility challenges extend beyond the number of spaces to their design and location. Issues such as narrow bays, insufficient space for vehicle access, and distance from key destinations reduce usability, especially for wheelchair users and those with adapted vehicles. Where dedicated bays are unavailable, standard parking spaces are often not fit for purpose, further restricting access.

A lack of clarity and consistency in parking rules is another key theme. Differences between council-run, private, and parish car parks, along with unclear or inconsistent signage, create confusion and increase the risk of unintentional non-compliance. This contributes to uncertainty and undermines confidence in the system.

The application and renewal process is commonly described as complex and stressful, with a need for clearer communication and more streamlined processes. In addition, individuals with hidden disabilities report experiences of stigma and misunderstanding in public settings. More broadly, some Blue Badge holders feel scrutinised or challenged, both by other road users and, at times, through the way rules are communicated or enforced. This highlights the importance of ensuring that enforcement and communication approaches are delivered in a way that does not contribute to perceptions of judgement or persecution.

Seasonal tourism further intensifies these issues, particularly in coastal and high-footfall areas, increasing demand for limited accessible parking and amplifying the impact on local residents.

Overall, the findings highlight the need for a balanced approach that increases provision where possible, strengthens proportionate and visible enforcement, improves clarity and consistency of rules, and prioritises inclusive, supportive communication. Ensuring that Blue Badge holders feel respected and supported, rather than scrutinised, is central to improving accessibility and maintaining confidence in the scheme.

Strategic Implications

The findings highlight a clear opportunity for the Council to strengthen both education and enforcement activity:

- Targeted education is required to address specific knowledge gaps rather than general awareness

- Continued investment in trusted communication channels (booklet and digital platforms) is essential
- Increased and visible enforcement would respond to strong public concern around misuse
- Wider parking capacity and accessibility issues should be considered alongside enforcement
- Simple, accessible and memorable guidance is needed, given low levels of ongoing engagement

The Blue Badge scheme plays a vital role in enabling independence and access for residents. While users demonstrate high confidence and general compliance, gaps in understanding and concerns around misuse highlight the need for a balanced approach of education, communication, and enforcement to protect the integrity of the scheme and ensure fair access.

Engagement Challenges and Learning

The project engaged with a range of disability and seldom-heard groups, including:

- Inclusion Cornwall newsletter contacts (723 groups and organisations including disability groups and 58 equality and diversity groups)
- The Armed Forces Covenant Partnership Board
- Cornwall Council's Equality, Diversity and Inclusion Board (32 groups and organisations, including disability groups)
- Seldom heard from groups (23 minority, disability, faith, and voluntary community groups).

During the early stages of engagement, feedback from key stakeholder groups highlighted important concerns about how the project was being framed and communicated. In particular, correspondence from a representative disability organisation provided detailed insight into how elements of the project messaging were being perceived by disabled communities.

The feedback identified that, while recognising the Council's intention to improve understanding and tackle misuse, aspects of the public messaging risked reinforcing stigma. Specifically, the emphasis on Blue Badge holders' understanding of the rules, alongside references to misuse undermining the scheme for those who "genuinely need it", was seen as potentially positioning disabled people themselves as the primary source of the issue.

This was particularly sensitive given existing experiences reported by disabled people, including anxiety, fear of challenge, and negative interactions in public spaces—especially for individuals with non-visible or fluctuating conditions. Feedback also highlighted that accessibility challenges are shaped by a wider system, including enforcement practices, signage, and the behaviour of other motorists, rather than solely by the actions or understanding of badge holders.

As a result, concerns were raised about approaches that could unintentionally increase scrutiny or perceived surveillance of disabled people, or that framed engagement primarily in terms of compliance and enforcement. Stakeholders emphasised the importance of ensuring that any work in this area was

grounded in equality, human rights principles, and meaningful co-production with disabled people.

Response and Adjustments to Approach

In light of this feedback, the project team took a deliberate step back to review both engagement activity and communications strategy. Close working with the Council's media and communications teams was established to ensure that messaging was carefully developed, appropriately framed, and reflective of the wider context highlighted through engagement.

This included a more considered approach to language, with a focus on avoiding terminology or narratives that could reinforce stigma and ensuring that communications better reflected the shared responsibility across the system for improving accessibility. Engagement approaches were also reviewed to ensure they were proportionate, inclusive, and sensitive to the lived experiences of disabled people.

These additional steps inevitably impacted on project delivery timescales, particularly in relation to media development and external communications. However, this was a conscious and necessary decision. As with many local authorities, there is a degree of risk aversion in relation to public-facing messaging, particularly where there is potential for misinterpretation or reputational impact.

The priority at this stage was to ensure that the positive intent and outcomes of the project were not undermined by avoidable issues relating to tone, language, or presentation. Taking the time to refine the approach has strengthened the overall integrity of the project and reduced the risk of negative public or media response arising from unintended messaging.

Appointment of an Engagement Officer

As part of the Blue Badge project, a Civil Parking Enforcement Officer was appointed to undertake a dedicated engagement and education role.

The opportunity was advertised internally as a development role, with a focus on supporting engagement with Blue Badge holders, community groups and the wider public, alongside contributing to overall project delivery. Following an internal interview process, Daniel Kiely was appointed to the position.

Daniel brought a strong interest in the appropriate use of Blue Badges; alongside well-established communication skills and a clear understanding of the challenges associated with misuse and public perception.

The primary focus of the role was engagement. This included providing education to members of the public on the correct use of Blue Badges, improving understanding of the scheme, and supporting behavioural change through a clear and consistent approach. In addition, the role contributed to wider project activity, including:

- Supporting the development and delivery of the Blue Badge survey
- Contributing to communications and media activity
- Acting as a link between the project and the wider Civil Parking Enforcement team, ensuring consistent messaging across a workforce of over 40 officers

At the outset, the role was intended to operate at approximately two days per week. However, due to lower than anticipated take-up of in-person engagement activity, this was adjusted over the course of the project, with the role averaging approximately one and a half days per week.

Despite this change, the appointment of a dedicated engagement officer added value to the project. The role supported the development of educational materials, delivery of engagement activities, and improved communication between the project and operational teams.

As the project concludes, arrangements have been agreed to maintain this focus. Daniel Kiely will continue to act as a Blue Badge Champion within the service, supporting ongoing engagement activity and embedding the learning from the project into business-as-usual activity.

Direct Engagement with Stakeholders

As part of our engagement approach, we offered in-person sessions to community groups. These were intended to give people the opportunity to meet with our Engagement Officer, Daniel, to talk about parking issues, with a particular focus on using Blue Badges correctly.

This approach was chosen to make engagement more accessible, especially for those who may be less comfortable with online or digital communication.

We contacted all of the groups identified in the previous section to offer these sessions. In total, we received six responses. However, these were all from individual members rather than from groups requesting a session.

As a result, there was not enough demand to deliver organised group sessions as originally planned. While there was some individual interest, this did not translate into wider group engagement.

Transition to Webinar Delivery

In response to this learning, the project adapted its approach and developed a Blue Badge Awareness Webinar as a more accessible and scalable method of engagement.

The webinar was promoted through multiple channels, including:

- Cornwall Council's newsletter, distributed to subscribed residents
- Social media platforms
- Direct sharing through community and stakeholder networks

Eventbrite was used as the booking platform, with an initial capacity of 100 places. The session was structured to include:

- A 20-30 minute presentation covering key aspects of the Blue Badge scheme
- Dedicated time for questions and discussion

The response to the webinar significantly exceeded expectations. The first session reached full capacity, with 100 participants registered. Due to demand, a second session was scheduled one month later, attracting a further 50 participants.

Attendance levels were approximately 50% of those booked. However, to ensure accessibility and maximise the reach of the session, all registered participants were provided with follow-up materials, and a full recording of the webinar was made available via YouTube. This extended the impact beyond live attendance and ensured that the information remained accessible to those unable to join in real time.

<https://www.youtube.com/watch?v=-yB5fAj77t4&feature=youtu.be>

Feedback from attendees was consistently positive and demonstrated both improved understanding and the value of accessible engagement:

- “I found the session interesting and informative. I have had a Blue Badge for over 20 years, so it was useful to have an update. I didn’t realise it is possible to park in a residential permit area, and the clarification on time limits was particularly helpful.”
- “Thank you for the webinar – it was very informative”.
- “All of the information presented was new to me and really valuable. I will be far more confident using the Blue Badge when it arrives.”
- “The presentation was clear, professional and easy to follow, whilst still being engaging. As a full-time carer, the information and follow-up guidance have made things much easier for me.”

These responses highlight the importance of clear, consistent messaging and reinforce the value of providing opportunities for direct engagement in an accessible format.

The Council will continue to offer these sessions on a six-monthly basis.

Blue Badge Enforcement Days

As part of the Council's wider Blue Badge misuse and awareness programme, two targeted Blue Badge enforcement days were undertaken. These were designed to support a consistent, visible approach to compliance activity, whilst also helping to benchmark the scale and nature of Blue Badge misuse across Cornwall. This benchmarking approach has been important in understanding the local position and informing future enforcement and engagement priorities.

December 2025 Blue Badge Enforcement Day

A coordinated countywide enforcement day was delivered on 10 December 2025. During this operation, a total of **280 Blue Badges** were inspected, with **6 badges identified as invalid**.

The day was supported by enhanced operational arrangements, including officer access to systems to verify badge details in real time. This enabled a more efficient and confident approach to badge checking and decision-making.

This activity represented the first large-scale coordinated deployment under the project and provided a valuable baseline for future enforcement and engagement activity.

April 2026 Blue Badge Enforcement Day

A further targeted enforcement day was undertaken on 8 April 2026. During this operation, a total of **208 Blue Badges were checked**, with **3 identified as invalid due to expiry**.

The day was characterised by strong officer engagement across Cornwall, with teams actively undertaking checks as part of a coordinated, intelligence-led approach. This reflects continued improvement in participation and operational delivery following the initial enforcement day in December.

Overall Findings

The delivery of these enforcement days has demonstrated the value of coordinated intelligence-led activity in both identifying misuse and reinforcing compliance. While the proportion of invalid badges identified remains relatively low, the findings confirm that misuse is present and requires ongoing attention.

Importantly, these operations have also supported wider project objectives, including improving officer confidence, strengthening internal processes, and promoting a balanced approach that combines enforcement with education and awareness.

These outcomes support the continued use of targeted enforcement days as part of a proportionate and evidence-led approach to protecting the integrity of the Blue Badge scheme.

Learning

The enforcement days identified that, while a number of Blue Badges were found to have expired, there was limited evidence of widespread misuse involving stolen, fraudulent, or otherwise invalid badges. This suggests that, within Cornwall, the level of serious Blue Badge fraud is lower than may be experienced in some other areas.

However, it is important to recognise that this type of exercise is primarily focused on verifying whether a badge is valid, rather than determining whether it is being used appropriately by the person to whom it was issued. As such, these findings provide assurance in relation to badge validity, but do not fully reflect misuse where a valid badge may be used incorrectly (for example, where the badge holder is not present).

This highlights the need for a balanced approach, combining verification activity with more targeted enforcement and intelligence-led work to identify and address inappropriate use of otherwise valid Blue Badges.

Blue Badge Awareness Course

Consideration and Legal Position

As part of the Blue Badge project, a significant strand of work explored the potential introduction of a Blue Badge awareness course. The original intention was to develop an educational intervention broadly comparable to a speed awareness course, offering individuals an opportunity to improve their understanding of the scheme and reduce future misuse.

This approach was informed by project research, which identified that some Blue Badge misuse arises not from deliberate fraud, but from misunderstanding of the rules or lack of awareness. This reinforced the value of education as a key tool in improving compliance and supporting behaviour change.

Initial discussions therefore considered whether an awareness course could be used as a formal alternative to prosecution in appropriate cases, particularly where misuse is low-level and not considered proportionate for criminal action.

However, following detailed review with the Council's legal team, it was identified that implementing a Blue Badge awareness course as a direct alternative to prosecution would not be legally appropriate.

The key issue relates to the absence of a statutory framework. Speed awareness courses operate within a nationally recognised legal structure, supported by legislation and established policy, which enables enforcement authorities to offer a course as an alternative to prosecution under defined conditions. This provides a clear legal basis and ensures consistency and fairness in how such disposals are applied.

In contrast, no equivalent legislative provision exists in relation to Blue Badge misuse. Offences are governed by specific regulations, and enforcement options are limited to those set out within that framework, such as penalty charge notices, seizure of badges, formal investigation, cautions, or prosecution.

As a result, there is no lawful mechanism to offer an awareness course as a substitute for prosecution, or to link attendance on such a course to a decision not to pursue legal action. Doing so would not be legally defensible and could undermine the integrity of enforcement decision-making.

Legal advice confirmed that while a course could theoretically be offered on a voluntary basis, it could not form part of a formal enforcement outcome. This

significantly limits its effectiveness, as there is no mechanism to require or incentivise participation in a way that would be comparable to other established diversion schemes.

In light of this, the project has instead focused on strengthening alternative education routes that are both effective and legally robust. In particular, the webinar programme delivered as part of the project has demonstrated strong engagement and provides a practical and scalable way to improve awareness of the Blue Badge scheme.

These webinars support individuals to understand correct use of the scheme, challenge common misconceptions, and reinforce why the rules are in place. Importantly, they can be offered proactively or signposted through advisory and enforcement correspondence as a voluntary opportunity for education.

This approach allows education to sit alongside enforcement, rather than replacing it. It ensures that individuals are given the opportunity to improve their understanding, while maintaining a clear and legally compliant enforcement framework.

Overall, this represents a balanced approach, combining proportionate enforcement with accessible education, and supports the overarching objective of protecting the integrity of the Blue Badge scheme for those who rely on it.

Blue Badge Training

In May 2026, Parking Associates delivered the City & Guilds Access Level Assured Blue Badge Compliance course to Cornwall Council. This newly approved qualification represents a significant step forward in formalising professional standards in Blue Badge enforcement, and Cornwall was among the first authorities nationally to undertake the programme.

A cohort of 10 officers attended the course, comprising a mix of Civil Enforcement Officers (CEOs), supervisory and management staff (including Daniel), and two officers from the wider Community Protection team who will lead on case preparation and prosecutions where appropriate. This cross-service approach was intentional, ensuring a consistent understanding of Blue Badge legislation and enforcement across both operational and evidential roles.

Feedback from attendees demonstrates that the course has had a clear and positive impact on knowledge, confidence and operational consistency. The training provided a practical and comprehensive overview of the Blue Badge scheme, including eligibility criteria, appropriate use and the legal framework for enforcement.

A key strength of the course was its focus on developing a more informed and balanced enforcement approach. Officers reported an improved understanding of both visible and non-visible disabilities, which has enhanced their ability to apply discretion appropriately while maintaining fairness and consistency in decision-making. This aligns strongly with Cornwall's commitment to proportionate enforcement and maintaining public trust.

The training also strengthened officers' ability to identify misuse and potential fraud. By clarifying what constitutes legitimate use and providing insight into common misuse scenarios, the course has supported more robust compliance activity. Officers are now better equipped to recognise when further investigation is required and to take appropriate, evidence-based action.

Importantly, the course has contributed to increased confidence in day-to-day enforcement decisions. Feedback notes that officers feel more assured when issuing Penalty Charge Notices (PCNs) and making judgement calls, particularly where these decisions may later be challenged. This is underpinned by a stronger understanding of the legal framework, supporting more defensible and consistent outcomes.

From an operational perspective, the introduction of this training is already influencing practice in Cornwall. Officers are taking a more thorough and

considered approach when checking Blue Badges, including verifying expiry dates, ensuring correct use, and improving the quality of evidential notes. This has particular benefits for the Community Protection officers involved in case preparation, strengthening the evidential standard for potential prosecutions.

At a service level, the training is helping to establish greater consistency across teams, reducing the risk of incorrect enforcement and supporting a more unified approach. As reflected in Daniel's feedback, this consistency is critical in ensuring that Blue Badge spaces remain available for those who genuinely need them, whilst also reinforcing public confidence in the fairness and professionalism of enforcement activity.

Overall, the City & Guilds course represents a valuable investment in staff development and service quality. It has enhanced officers' knowledge, improved confidence in decision-making, and strengthened Cornwall Council's ability to deliver fair, consistent and legally compliant Blue Badge enforcement.

Media & Education Work

In addition to the webinars and broader engagement activity delivered as part of this project, a key element of the education and communications approach has been the development of a targeted media campaign. This campaign has been centred on the creation of short, accessible animations designed to reinforce key messages around the correct use of Blue Badges and the wider impact of misuse.

From the outset, the intention was to develop clear, visually engaging content that could reach a wide audience, including both Blue Badge holders and the general public. Early project planning identified the importance of using animation as an effective medium to communicate complex rules in a simple and consistent way, whilst also promoting empathy and understanding of the scheme.

The timelines associated with this element of the project were set back from the original expectations. This reflected the need to ensure that messaging was accurate, proportionate, and sensitive, alongside the need for careful development and review of scripts and storyboards. Given the potential reputational and equality impacts of incorrect or poorly framed messaging, additional time was required to refine the content prior to final production. This approach ensured that the final outputs were both legally sound and aligned with the project's core principle of supporting, rather than penalising, genuine Blue Badge users.

Two animations were developed as part of this work (storyboards are included at [Appendix 3](#)):

- The first animation, developed under the theme “On your marks, get set, park”, focuses on practical guidance. It uses simple visual prompts to explain where Blue Badge holders can and cannot park, highlights key restrictions to be aware of, and reinforces the correct display of the badge. This reflects the identified knowledge gaps from survey and engagement work, particularly in relation to parking rules and restrictions.
- The second animation takes a more behavioural and impact-led approach. It focuses on the consequences of Blue Badge misuse, illustrating how inappropriate use can directly affect those who rely on accessible parking. The messaging reinforces that misuse reduces availability of spaces for genuine users and undermines the purpose of

the scheme, whilst maintaining a balanced tone that avoids stigma and recognises that not all disabilities are visible.

Both animations were completed at the end of June 2026, following collaborative development with the Council's design and communications teams and iterative refinement of content and presentation.

Delivery Plan

At the point of completing this report, a coordinated media campaign is in development to support the release of these animations. This will ensure that the content is distributed effectively across appropriate channels, maximising reach and reinforcing consistent messaging to both residents and visitors.

The campaign will launch with a press release and the first video, which provides guidance for Blue Badge holders.

The press release will be shared with local media and promoted through Cornwall Council's social media platforms, including Facebook, X and Bluesky. It will also be included in email newsletters, such as the residents' newsletter and the town and parish council newsletter.

The second video will be shared across the same platforms the following week.

The videos, accompanied by information about the campaign, will be published on our website. This will enable us to signpost people to the information where appropriate.

The videos will also be used during future webinars, training events and other relevant engagement opportunities.

The campaign will continue through a series of social media posts. Short extracts from the videos may be used as reels to reinforce key messages and increase reach.

A series of still graphics is also being produced to support longer-term campaign activity and maintain consistent messaging.

We will monitor comments and feedback and develop further content if we feel that there is additional information that would be helpful for Blue Badge holders.

Enforcement Material

As part of the project, a key commitment was the development of a structured prosecution suite of materials, designed to improve efficiency, reduce duplication, and ensure a consistent and defensible approach to case preparation. This work has been delivered in collaboration with existing legal teams and aligned to established Public Protection investigation practices.

The approach focuses on creating a comprehensive, standardised “prosecution pack” that can be applied across cases. There is a concern as to how relevant this may be to all local authorities as determination and processes vary widely. However there are 6 example documents that can be used as template for authorities starting their journey.

The prosecution suite brings together a core set of templates and supporting documents, including:

- Case summary template, enabling clear articulation of the offence, evidence, and public interest test
- Decision letters for no further action, warning, or escalation to prosecution
- Court outcome notification and post-conviction information letters
- Template correspondence to support alternative disposals and educational interventions

Alongside these, supporting governance and audit documents have been incorporated, such as decision-making frameworks, quality assurance checklists, and proportionality assessments. These ensure that enforcement decisions are transparent, consistent, and capable of withstanding external scrutiny.

The introduction of this structured suite has delivered a number of benefits:

- Reduced preparation time for officers, allowing cases to progress more quickly
- Improved quality and consistency of case files submitted for legal review
- Greater clarity in evidential presentation, reducing the risk of challenge or delay
- More efficient use of legal resources, supporting cost control and timely progression of prosecutions

Overall, this element provides a strong foundation for a more efficient, consistent, and legally robust enforcement process, supporting both operational delivery and organisational assurance.

These currently are being finalised

Route to Practical Enforcement

First Case and Lessons Learned

As the Blue Badge Awareness and Compliance Project approached its conclusion, Cornwall Council undertook its first live enforcement case. This marked an important milestone in transitioning from awareness and engagement activity into practical enforcement delivery.

Case Overview

An officer who had recently completed Blue Badge training identified a vehicle parked in a disabled bay displaying what was suspected to be a fraudulent Blue Badge. The officer remained in the vicinity and subsequently observed the driver return to the vehicle.

On engagement, the driver produced a Blue Badge which was immediately identified as a photocopy. The individual explained that he owned two vehicles and had copied the badge to keep a duplicate in the second vehicle. The badge was retained by the officer at the time of the interaction.

Investigation and Outcome

Subsequent enquiries were undertaken to establish the registered Blue Badge holder and verify the circumstances of use. These included checks linked to the vehicle registration and Blue Badge records.

The investigation determined that:

- The individual using the badge was not the Blue Badge holder, but the spouse of the registered holder
- The Blue Badge holder was not present at the time of use
- The badge displayed was a photocopy rather than an original issued badge

This constituted misuse of the Blue Badge scheme, both in terms of unauthorised use and use of a non-valid (copied) badge, contrary to scheme requirements that badges must only be used when the holder is present.

However, due to evidential limitations, the case did not meet the threshold for prosecution. Specifically:

- Body worn camera footage was not activated during the interaction
- The officer's contemporaneous notes were limited
- A detailed description of the individual was not recorded

These gaps meant that the evidential chain was not sufficiently robust to support court proceedings.

In line with a proportionate and education-led approach, the matter was resolved by:

- Verbal engagement with the Blue Badge holder
- Issuing a formal warning letter, which has been retained on file for future reference

Key Learning Points

This case provided valuable operational learning as the service develops its enforcement capability. Key lessons identified include:

- **Evidence capture is critical**
Activation of body worn cameras and detailed contemporaneous notes are essential to support any future legal action.
- **Officer decision-making and procedure**
Clear guidance is required on when and how to intervene, what questions to ask, and what evidence must be gathered at the point of contact.
- **Consistency in approach**
A standardised process is needed to ensure that all officers respond to suspected misuse in a consistent, legally robust manner.
- **Understanding enforcement thresholds**
Officers and investigators must be clear on what constitutes sufficient evidence for escalation to prosecution versus alternative disposals.

Service Response and Next Steps

In response to this case, a number of actions are being progressed to strengthen enforcement readiness:

- Delivery of targeted training to all Civil Parking Enforcement officers on:
 - Identifying Blue Badge misuse
 - Required evidence standards
 - Appropriate questioning techniques
 - Use of body worn video
- Development of clear written procedures, including standard operating processes and officer guidance
- Integration of Blue Badge enforcement processes into existing Civil Parking Enforcement procedures, ensuring alignment with wider regulatory practice
- Establishment of a structured enforcement framework that supports proportionate decision-making, balancing education, warning, and formal action

Summary

While the first enforcement case did not progress to prosecution, it successfully demonstrated that misuse can be identified and addressed. Importantly, it provided a practical learning opportunity that has directly informed the development of training, procedures, and governance arrangements.

This represents a critical step in Cornwall Council's journey towards a mature, evidence-led Blue Badge enforcement model, where future cases will be supported by stronger evidential practices and clear operational guidance.

Financial Overview

The Blue Badge Project was initially developed with an indicative budget of £25,000, covering a range of activity including enforcement training, development of prosecution materials, media and communications, public awareness, and dedicated project resource.

As the project progressed, careful financial management, the use of internal expertise, and adaptation of delivery methods resulted in a significantly lower overall spend than originally anticipated. A number of workstreams were delivered entirely in-house, including legal advice, production of enforcement materials, survey development, and elements of communications activity. This meant that no direct costs were attributed to the project in these areas.

In particular, legal advice relating to enforcement approaches and the feasibility of an awareness course was provided through existing legal services, and significant input from the media and communications team was absorbed within existing team capacity rather than charged to the project. This ensured that a broader range of outputs could be delivered without increasing direct expenditure.

The project also adapted its approach in response to legal considerations, most notably replacing the proposed awareness course with a webinar-based model delivered internally. This achieved the intended educational outcomes while avoiding the development costs originally anticipated.

Overall, the project has delivered its full range of outputs within a reduced cost envelope, demonstrating strong value for money and effective use of corporate resources.

Financial Summary

Workstream	Original Budget (£)	Actual Spend (£)	Variance (£)	Notes
Specialist Training (City & Guilds)	3,000	2,550	(450)	Formal training delivered at reduced cost on estimate
Prosecution Materials & Templates	3,000	0	(3,000)	Developed in-house using existing officer and legal expertise; no additional costs
Animations / Media Production	5,000	5,000	0	External production of animation and video content (awaiting final invoice)
Awareness Course Development	3,000	0	(3,000)	Not progressed due to legal constraints; replaced by webinar delivery
Blue Badge Survey (design & print)	Not separately costed	225	N/A	Minimal design and print costs; for printable survey
Dedicated Officer (Daniel – 1.5 days/week, 45 days total)	10,000	7,030	(2,970)	Included coordination, delivery and webinar preparation
Legal Advice (in-house)	Included in original assumptions	0	N/A	Provided through existing legal arrangements; not charged to project
Media & Communications – Social Media Images	£1,000	£250	(750)	Currently being prepared

Financial Position

- Total original budget: £25,000
- Total direct spend: £15,055
- Overall underspend: £9,945

The underspend has been achieved through efficient delivery, adaptation of project activities, and effective use of internal corporate support, while maintaining the full scope and quality of outputs.

Summary and Overall Conclusions

The Blue Badge Awareness and Compliance Project has successfully delivered a step change in Cornwall Council's approach to Blue Badge education and enforcement, establishing a replicable, evidence-led model grounded in proportionality, inclusion, and public trust.

Through a strong local evidence base and direct engagement with over 1,000 respondents and a wide range of stakeholder groups, the project has provided clear insight into both user experience and system challenges. This has enabled the Council to move beyond traditional enforcement-led approaches and develop a balanced model that addresses not only misuse, but also the underlying causes of non-compliance, including misunderstanding, inconsistent information, and wider accessibility constraints.

A key achievement of the project has been its ability to reframe the narrative around Blue Badge enforcement. Rather than focusing solely on compliance, the project has embedded a more compassionate and inclusive approach, ensuring that enforcement activity is clearly positioned as a means of protecting access for those who rely on the scheme. This has been critical in maintaining public confidence while addressing concerns raised by disabled communities regarding stigma and disproportionate scrutiny.

The project has delivered a comprehensive suite of outputs that collectively strengthen both education and enforcement capability. These include accessible public engagement through webinars, targeted media content, structured officer training, and a fully standardised prosecution and enforcement framework. Together, these elements provide a scalable and sustainable model that can be embedded into business-as-usual activity.

Importantly, the project has demonstrated measurable operational impact. Coordinated enforcement activity has confirmed that while serious fraud levels remain relatively low, misuse does exist and requires ongoing attention. At the same time, the project has significantly improved officer knowledge, confidence, and consistency, ensuring that future enforcement activity is both legally robust and proportionate. Early enforcement learning has directly informed improvements to procedures, training, and evidential standards.

The project has also delivered strong value for money. By maximising the use of internal expertise and adapting delivery methods in response to legal and operational considerations, Cornwall Council has achieved a full programme of outputs within a reduced cost envelope, demonstrating efficient and innovative use of public funding.

Crucially, the learning from this project is transferable and has clear value beyond Cornwall. The approach developed can be adapted by other local

authorities seeking to strengthen their own Blue Badge education and enforcement arrangements. A range of materials and resources have been developed that can be shared to support this, including the animated public education videos, webinar content and presentation materials, engagement learning, and operational frameworks. This positions the project not only as a local success, but as a contribution to wider sector improvement.

Overall, this project provides a clear example of how local authorities can take a strategic, evidence-led approach to addressing Blue Badge misuse while maintaining a strong focus on equality, accessibility, and public confidence. It has established the foundations for a mature and sustainable enforcement model, with clear pathways for continued development.

The work is already being embedded into ongoing service delivery, with continued webinars, strengthened procedures, and improved training ensuring that the benefits are sustained beyond the project lifecycle. The model developed through this project has the potential to be adopted or adapted more widely, supporting a more consistent and effective approach to protecting the Blue Badge scheme nationally.

Appendix Reference Information

Appendix 1 Staff Survey

Appendix 2 Understanding the Blue Badge

Appendix 3 – Media Storyboard

Blue Badge Experience Survey

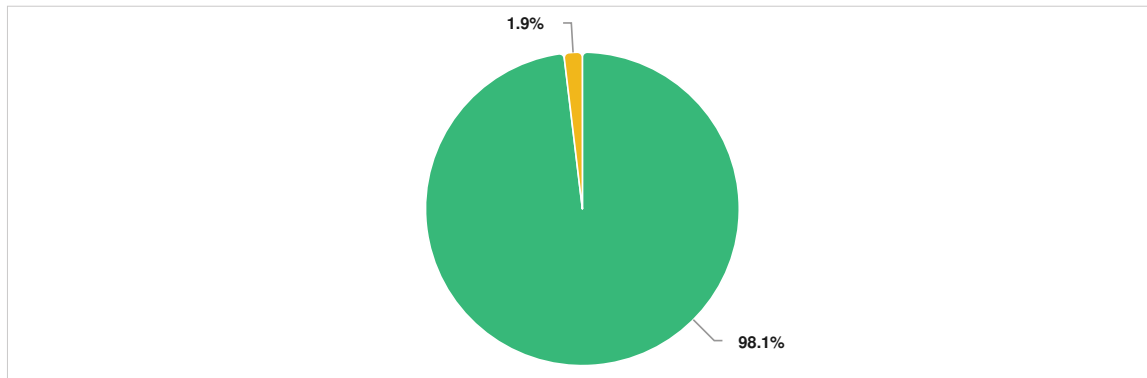
SURVEY RESPONSE REPORT

10 December 2019 - 11 June 2026

PROJECT NAME:

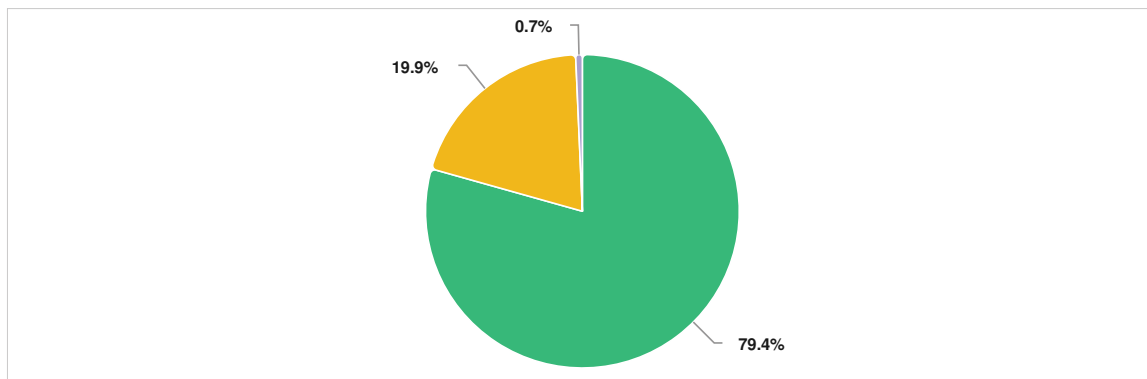
Blue Badge Experience Survey

Q1. Are you...



Question options	responses	%
● a resident of Cornwall	984	98.1
● a (regular) visitor to Cornwall	19	1.9

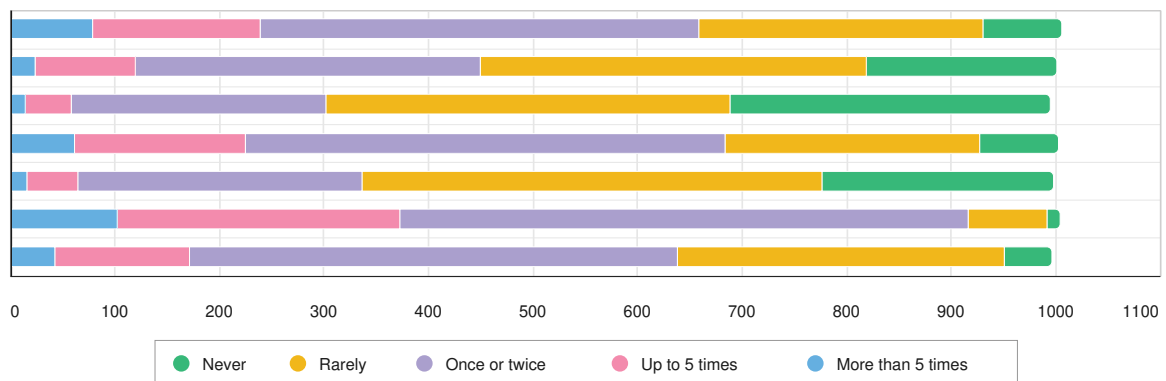
Optional question · 1003 responses · 7 skipped
Question type : Radio Button Question

Q2. Are you a Blue Badge holder?

Question options	responses	%
☒ Yes	796	79.4
☐ No, but I regularly drive someone who is a blue badge holder	200	19.9
☐ No	7	0.7

Optional question · 1003 responses · 7 skipped

Question type : Radio Button Question

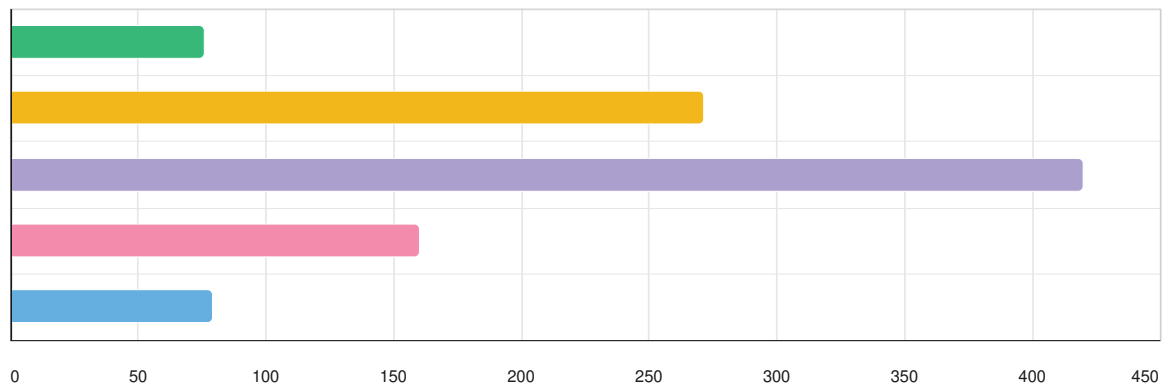
Q3. In an average week, how often would you use your blue badge to park at any of the following:

Question options

	Never	Rarely	Once or twice	Up to 5 times	More than 5 times
On-street parking – disabled user bay	76	271	420	160	79
On-street parking – double yellow lines	183	369	330	96	23
On-street parking - limited waiting bay	306	386	244	44	14
Cornwall council car parks – disabled user bay	75	243	459	164	61
Cornwall council car parks - not in a disabled bay	222	439	272	50	15
Supermarket car parks – disabled user bay	13	75	543	271	102
Other car parks – disabled user bay	46	313	467	128	43

Optional question · 1007 responses · 3 skipped

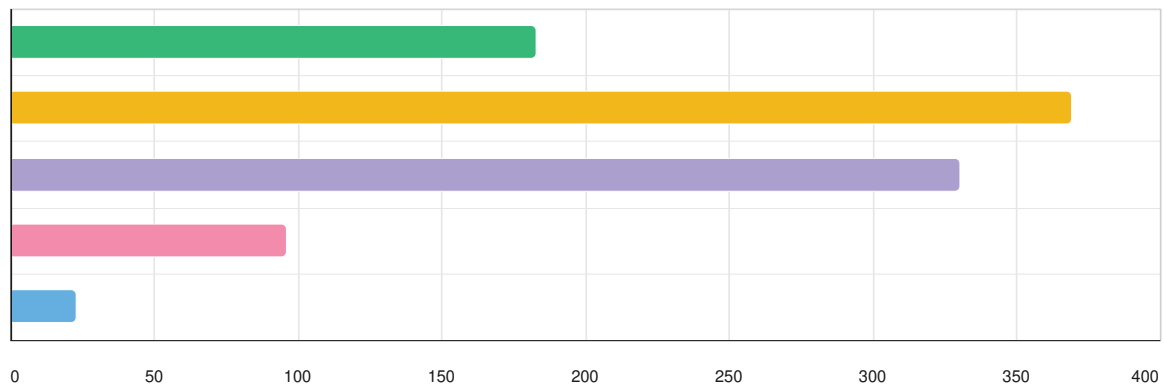
Question type : Likert Question

Q3. In an average week, how often would you use your blue badge to park at any of the following: — On-street parking – disabled user bay



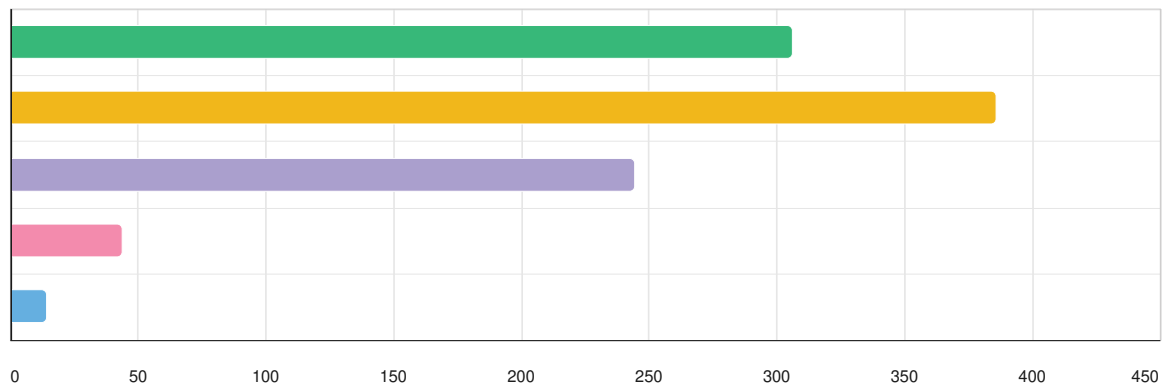
Question options	responses	%
● Never	76	7.6
● Rarely	271	26.9
● Once or twice	420	41.7
● Up to 5 times	160	15.9
● More than 5 times	79	7.9

Q3. In an average week, how often would you use your blue badge to park at any of the following: — On-street parking – double yellow lines



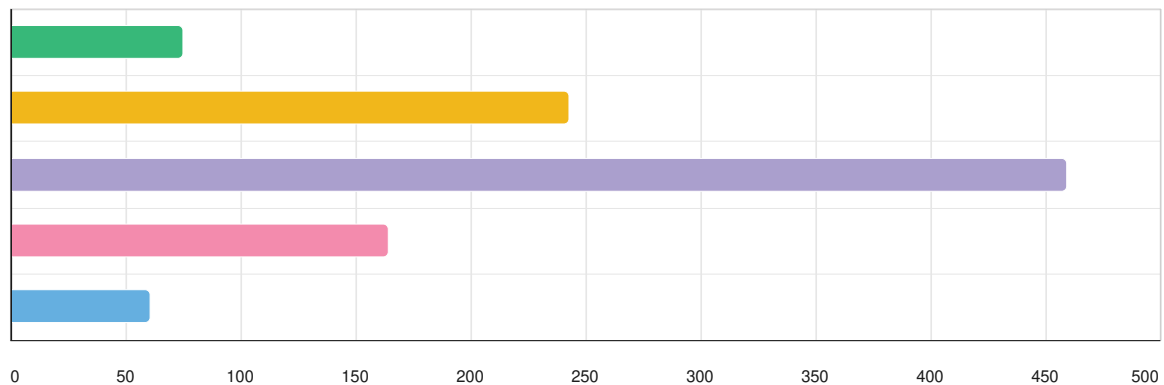
Question options	responses	%
● Never	183	18.3
● Rarely	369	36.9
● Once or twice	330	33.0
● Up to 5 times	96	9.6
● More than 5 times	23	2.3

Q3. In an average week, how often would you use your blue badge to park at any of the following: — On-street parking - limited waiting bay



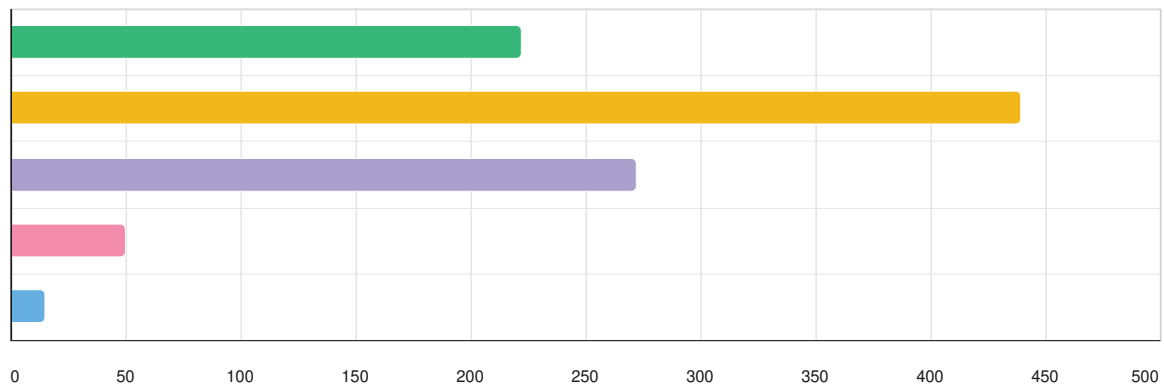
Question options	responses	%
● Never	306	30.8
● Rarely	386	38.8
● Once or twice	244	24.5
● Up to 5 times	44	4.4
● More than 5 times	14	1.4

Q3. In an average week, how often would you use your blue badge to park at any of the following: — Cornwall council car parks – disabled user bay



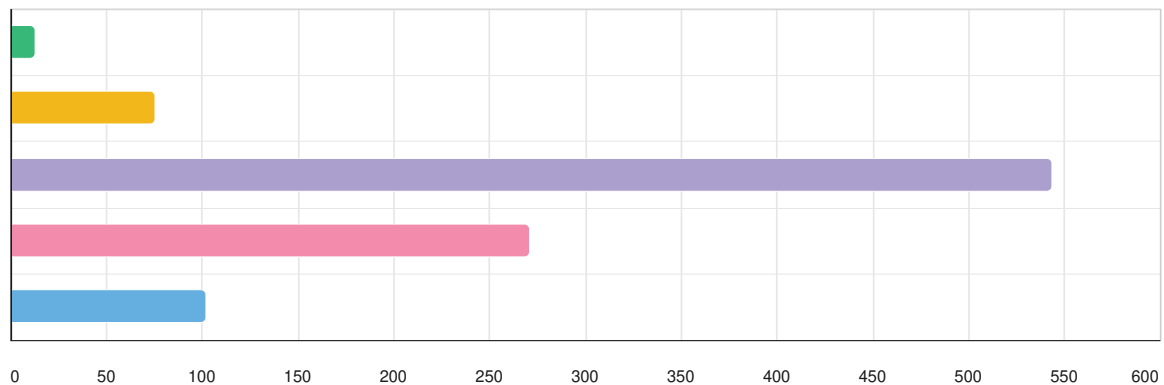
Question options	responses	%
● Never	75	7.5
● Rarely	243	24.3
● Once or twice	459	45.8
● Up to 5 times	164	16.4
● More than 5 times	61	6.1

Q3. In an average week, how often would you use your blue badge to park at any of the following: — Cornwall council car parks - not in a disabled bay



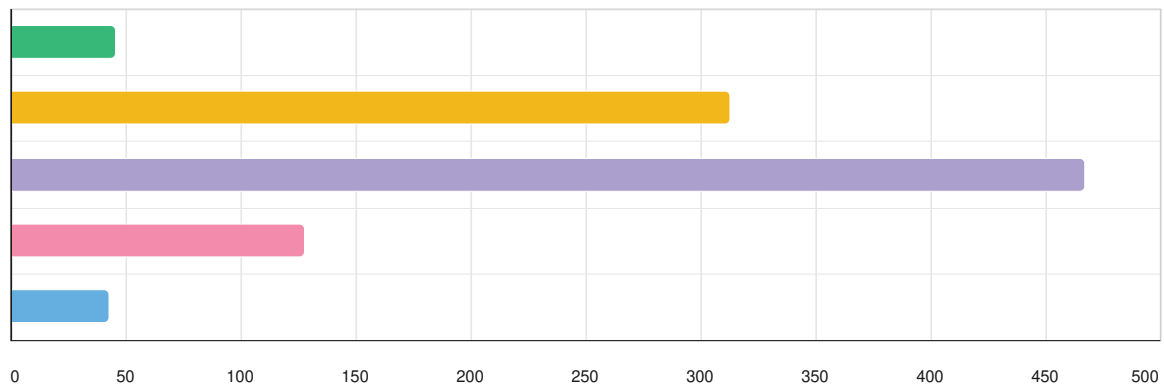
Question options	responses	%
● Never	222	22.2
● Rarely	439	44.0
● Once or twice	272	27.3
● Up to 5 times	50	5.0
● More than 5 times	15	1.5

Q3. In an average week, how often would you use your blue badge to park at any of the following: — Supermarket car parks – disabled user bay

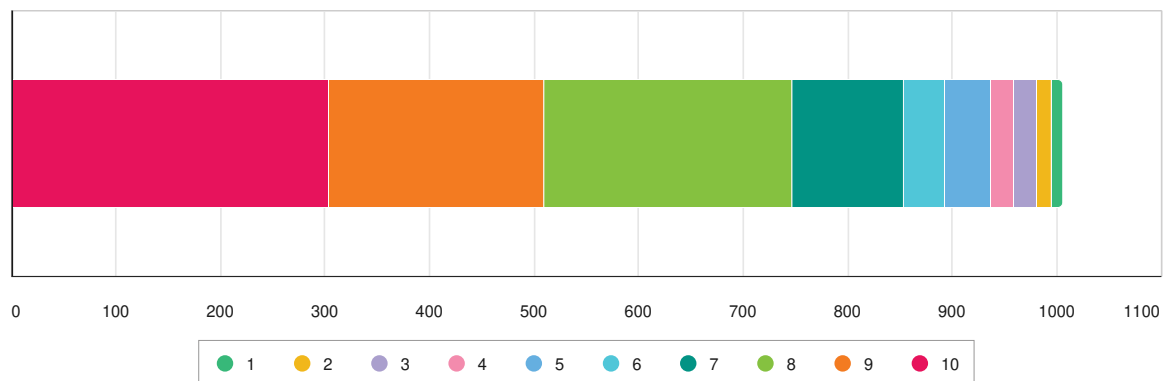


Question options	responses	%
● Never	13	1.3
● Rarely	75	7.5
● Once or twice	543	54.1
● Up to 5 times	271	27.0
● More than 5 times	102	10.2

Q3. In an average week, how often would you use your blue badge to park at any of the following: — other car parks – disabled user bay



Question options	responses	%
● Never	46	4.6
● Rarely	313	31.4
● Once or twice	467	46.8
● Up to 5 times	128	12.8
● More than 5 times	43	4.3

Q4. How confident are you that you understand the rules about using your Blue Badge?

Question options

● 1
 ● 2
 ● 3
 ● 4
 ● 5
 ● 6
 ● 7
 ● 8
 ● 9
 ● 10

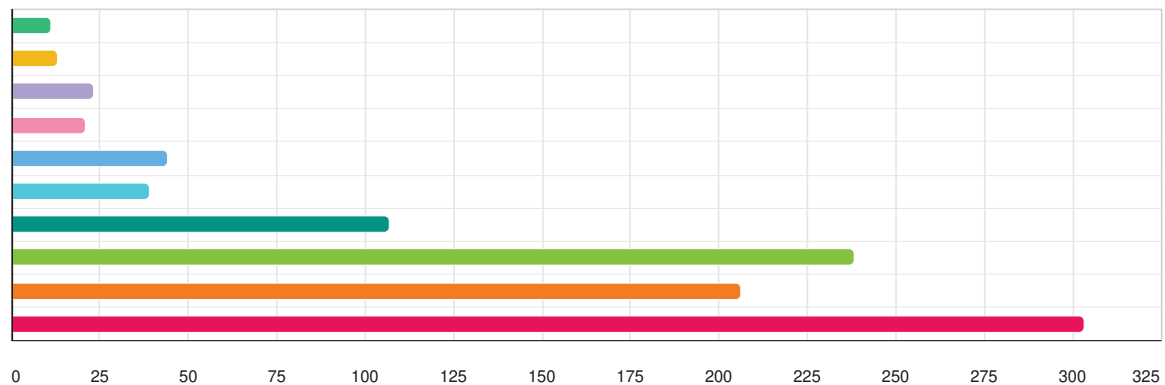
On a scale of 1-10 where 10 is Very confident and 1 is not at all confident

11 13 23 21 44 39 107 238 206 303

Optional question · 1005 responses · 5 skipped

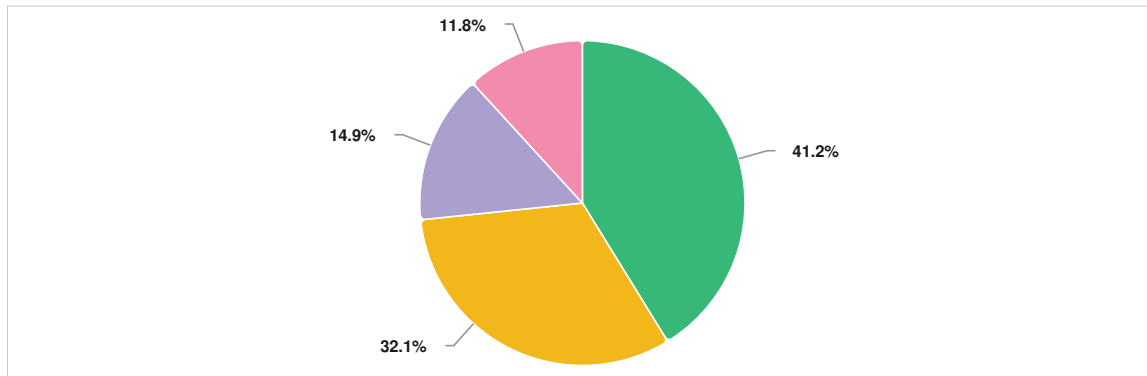
Question type : Likert Question

Q4. How confident are you that you understand the rules about using your Blue Badge? — On a scale of 1-10 where 10 is Very confident and 1 is not at all confident



Question options	responses	%
1	11	1.1
2	13	1.3
3	23	2.3
4	21	2.1
5	44	4.4
6	39	3.9
7	107	10.6
8	238	23.7
9	206	20.5
10	303	30.1

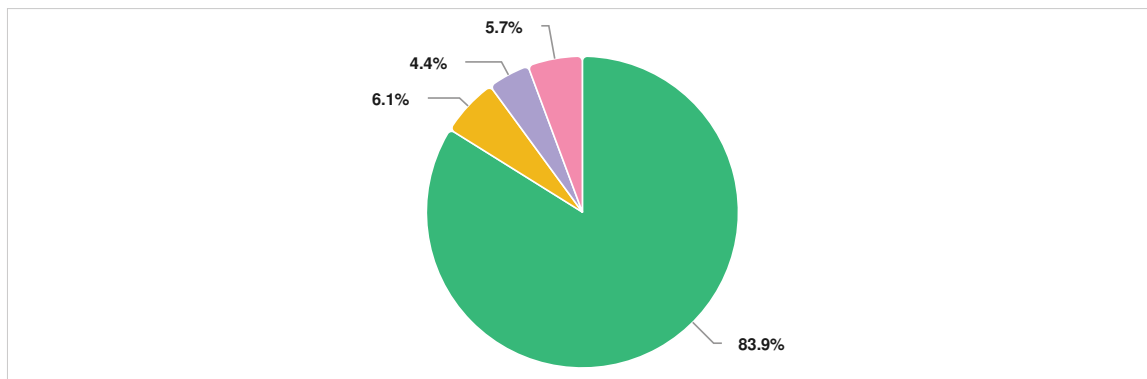
Q5. On a street with a time-limited bay signed “1 hour, no return 2 hours”, can a Blue Badge holder stay longer than the signed limit?



Question options	responses	%
Yes, longer than 1 hour	413	41.2
No, the signed time limit still applies	322	32.1
It depends on local rules	149	14.9
Not sure	118	11.8

Optional question · 1002 responses · 8 skipped

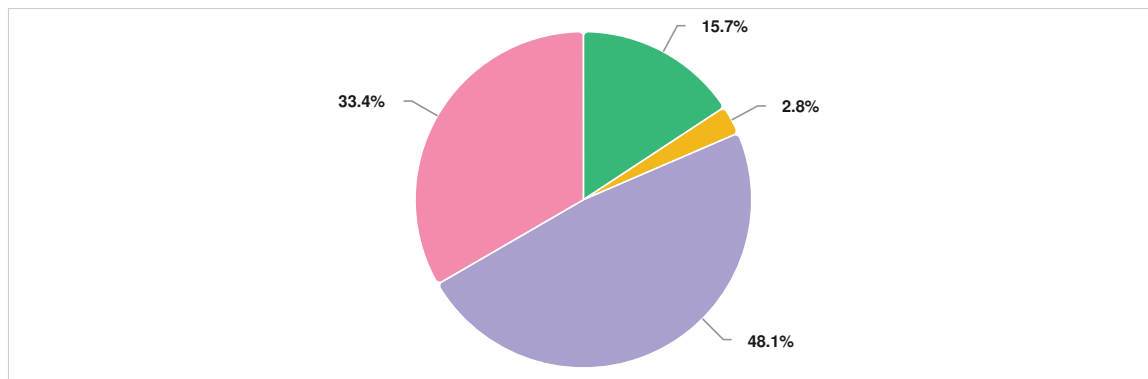
Question type : Radio Button Question

Q6. On double yellow lines, when is Blue Badge parking allowed?

Question options	responses	%
● Up to 3 hours with the clock set (as long as I'm not causing an obstruction)	843	83.9
● For as long as I need (as long as I'm not causing an obstruction)	61	6.1
● Never allowed	44	4.4
● Not sure	57	5.7

Optional question · 1005 responses · 5 skipped

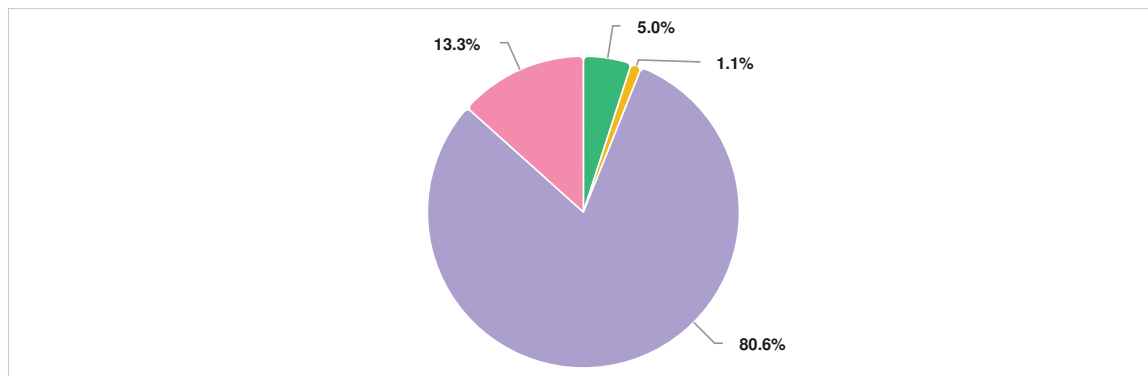
Question type : Radio Button Question

Q7. Can a non-resident park in a residents zone with a Blue Badge?


Question options	responses	%
● Up to 3 hours with the clock set	158	15.7
● For as long as I need	28	2.8
● Never allowed	483	48.1
● Not sure	335	33.4

Optional question · 1004 responses · 6 skipped

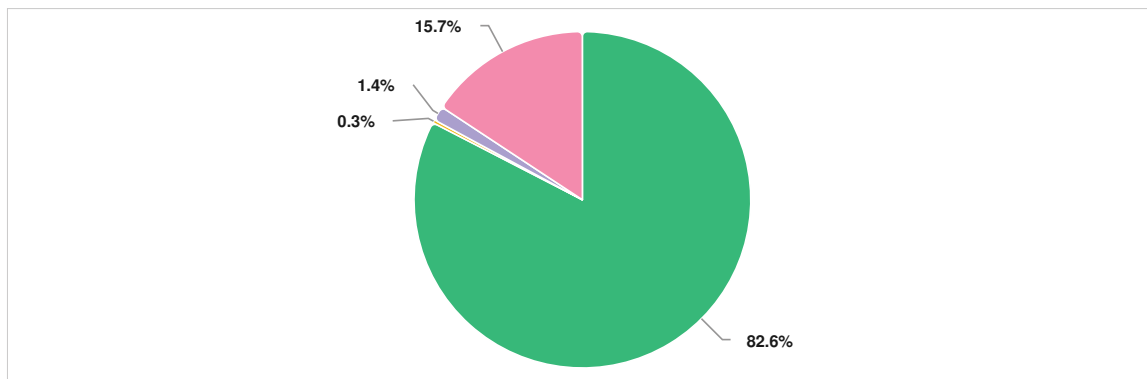
Question type : Radio Button Question

Q8. In a loading bay, when is Blue Badge parking allowed?

Question options	responses	%
Up to 3 hours with the clock set	50	5.0
For as long as I need	11	1.1
Never allowed	809	80.6
Not sure	134	13.3

Optional question · 1004 responses · 6 skipped

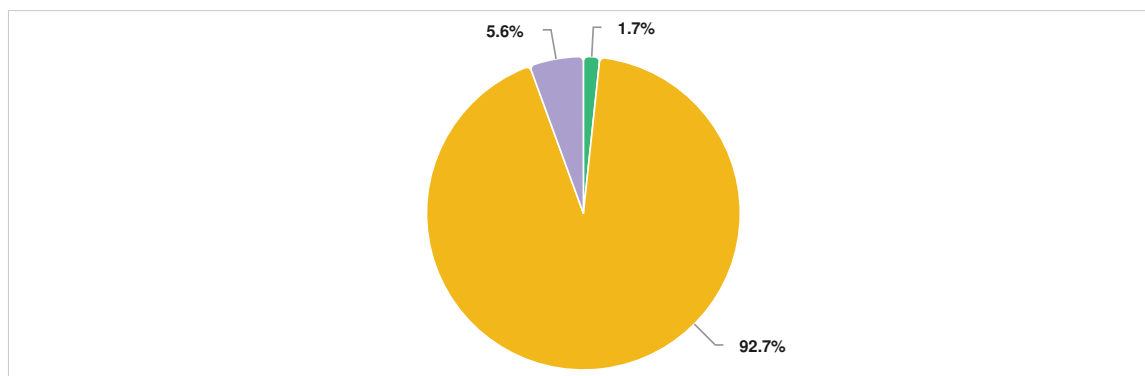
Question type : Radio Button Question

Q9. What do short yellow marks on the kerb in the image above mean for Blue Badge holders?


Question options	responses	%
● They show a loading ban, which also restricts Blue Badge parking	830	82.6
● They are just decorative kerb marks	3	0.3
● They are only relevant for lorries	14	1.4
● Not sure	158	15.7

Optional question · 1005 responses · 5 skipped

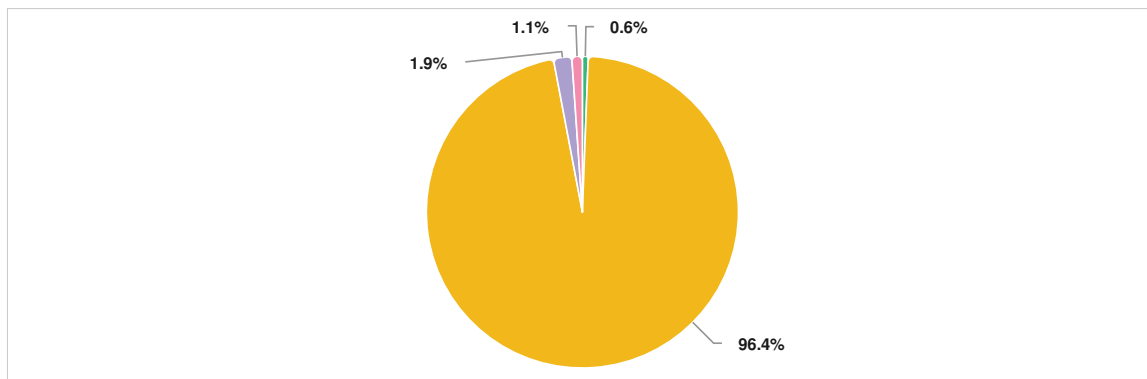
Question type : Radio Button Question

Q10. In Cornwall Council pay car parks, can Blue Badge users park for free?

Question options	responses	%
☐ Yes, always free	17	1.7
☒ No, you pay unless you're registered for an eligible exemption	933	92.7
☐ Not sure	56	5.6

Optional question · 1006 responses · 4 skipped

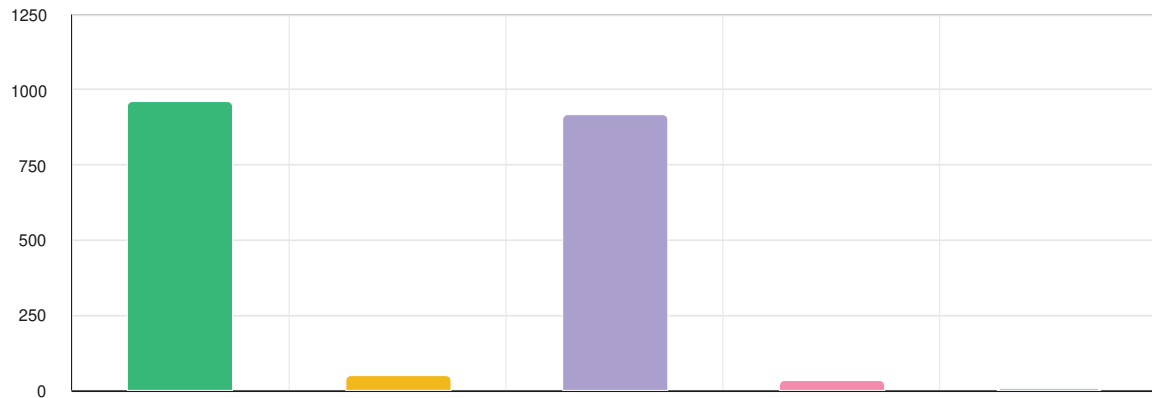
Question type : Radio Button Question

Q11. Who may use your Blue Badge to park?

Question options	responses	%
● Anyone driving my vehicle	6	0.6
● Anyone when I am in the vehicle or being picked up/dropped off	969	96.4
● Family members can use it when they run errands for me, even if I'm not in the vehicle.	19	1.9
● Not sure	11	1.1

Optional question · 1005 responses · 5 skipped

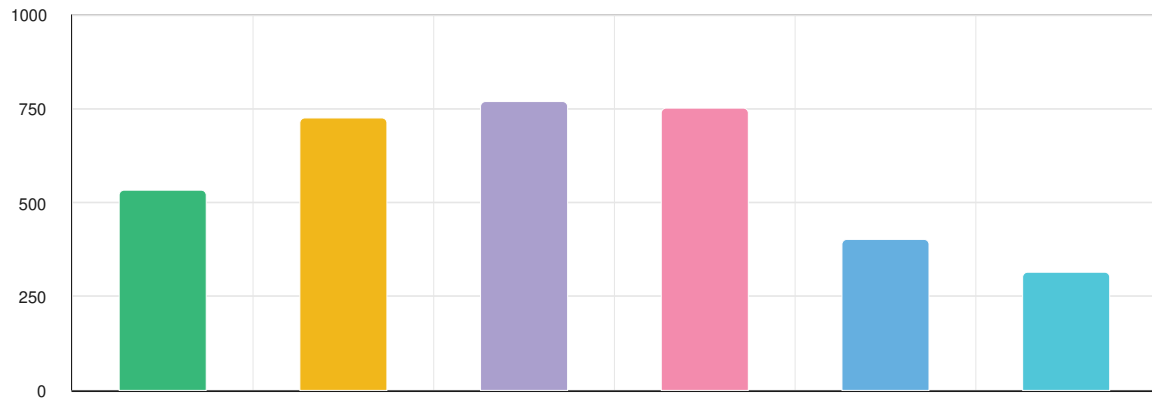
Question type : Radio Button Question

Q12. When using the badge, do you normally: (tick all that apply)


Question options	responses	%
● Display the front of the badge (expiry and wheelchair symbol visible)	959	95.4
● Display the back of the badge (picture visible)	47	4.7
● Set and display the time clock when needed	915	91.0
● Keep the badge with me (not left with the car)	31	3.1
● If there are rules for displaying my badge, I'm not sure what they are.	4	0.4

Optional question · 1005 responses · 5 skipped

Question type : Checkbox Question

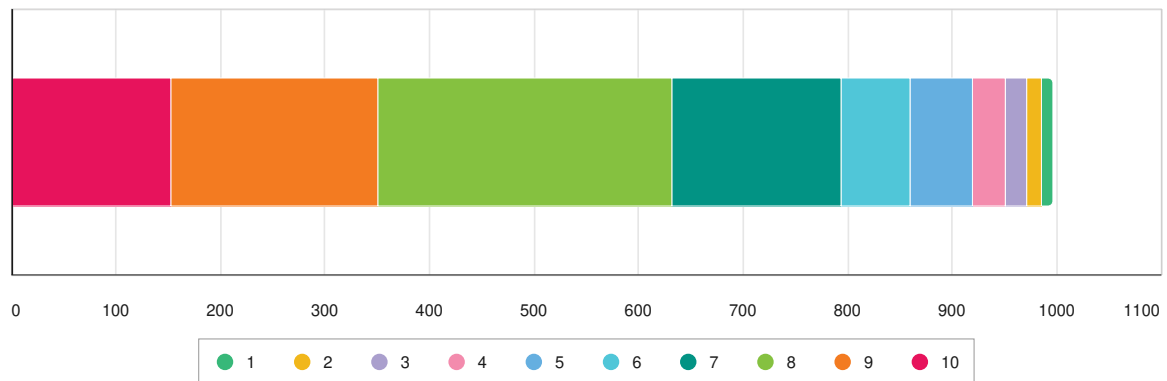
Q13. Are you confident about your right to use your blue badge in any of these places? (Please tick all that apply)


Question options	responses	%
● Time limited on-street parking bays	534	54.5
● Double yellow lines	724	74.0
● Cornwall Council car parks	767	78.3
● Private car parks (e.g., hospital/supermarket)	751	76.7
● Coastal/tourist locations in summer	402	41.1
● I feel confident everywhere	316	32.3

Optional question · 979 responses · 31 skipped

Question type : Checkbox Question

Q14. Having taken the Knowledge Test, how confident are you now that you understand the rules about using your Blue Badge?



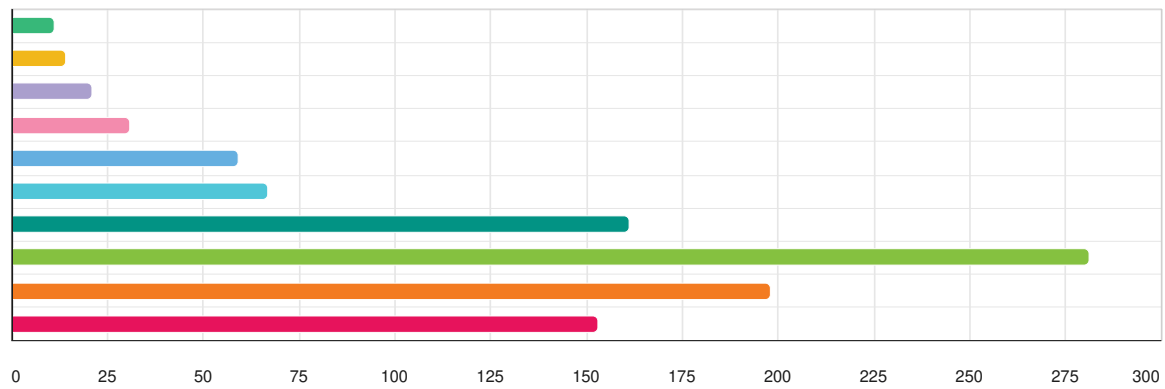
Question options

	1	2	3	4	5	6	7	8	9	10
On a scale of 1-10 where 10 is Very confident and 1 is not at all confident	11	14	21	31	59	67	161	281	198	153

Optional question · 996 responses · 14 skipped

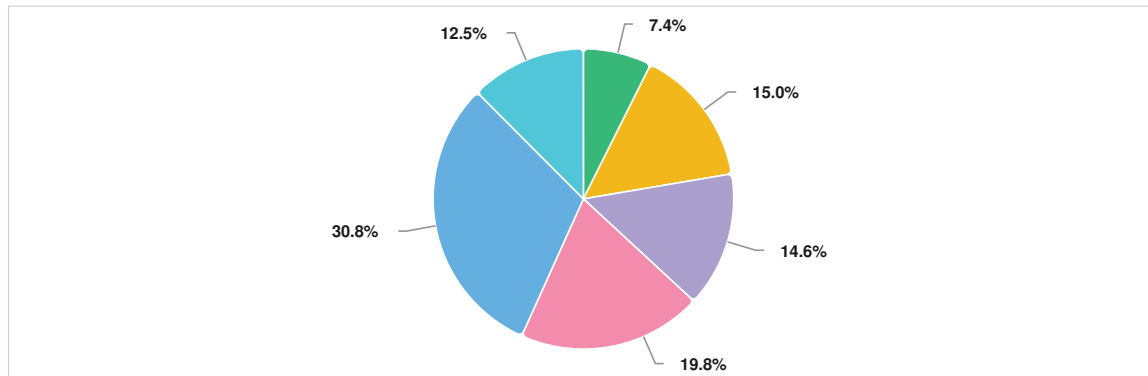
Question type : Likert Question

Q14. Having taken the Knowledge Test, how confident are you now that you understand the rules about using your Blue Badge? — On a scale of 1-10 where 10 is Very confident and 1 is not at all confident



Question options	responses	%
1	11	1.1
2	14	1.4
3	21	2.1
4	31	3.1
5	59	5.9
6	67	6.7
7	161	16.2
8	281	28.2
9	198	19.9
10	153	15.4

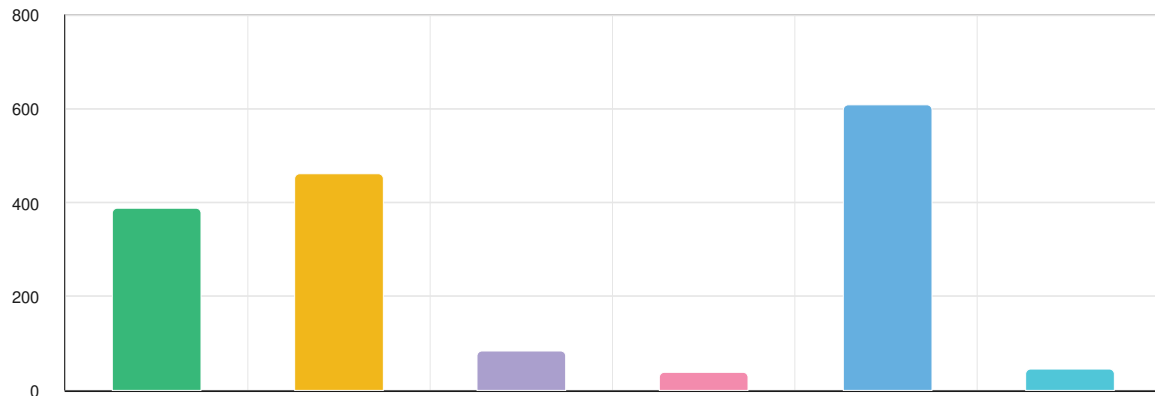
Q15. Since you first received your Blue Badge, how often do you look up the rules or ask for guidance about the use of your Blue Badge



Question options	responses	%
● More than once a month	74	7.4
● More than once every 3 months	150	15.0
● More than once every 6 months	146	14.6
● More than once a year	199	19.8
● Less than once a year	309	30.8
● Never	125	12.5

Optional question · 1003 responses · 7 skipped

Question type : Radio Button Question

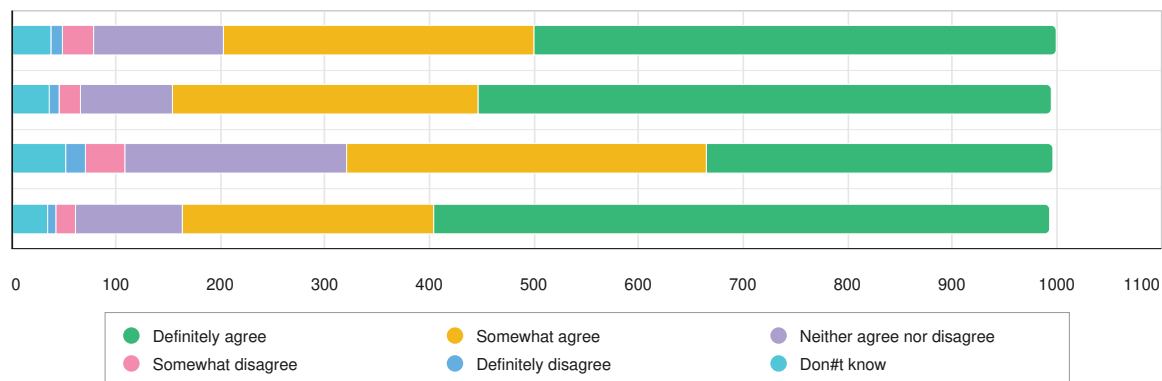
Q16. Which of the following do you use to access information and guidance about Blue Badges? (Tick all that apply)


Question options	responses	%
● GOV.UK website	389	44.5
● Cornwall Council website	461	52.7
● Disability Cornwall	83	9.5
● I ask a family member or friend	38	4.3
● Blue Badge Booklet	608	69.5
● Other (please specify)	47	5.4

Optional question · 875 responses · 135 skipped

Question type : Checkbox Question

Q17. When you were issued with a Blue Badge, you were sent a booklet with rules and guidance for using your Blue Badge. How useful did you find this booklet? Please indicate the extent to which you agree or disagree with the following statements:



Question options

● Definitely agree
 ● Somewhat agree
 ● Neither agree nor disagree
 ● Somewhat disagree
 ● Definitely disagree
 ● Don't know

I found the information in this booklet easy to understand

500 296 124 30 11 38

The information in this booklet was useful

547 293 88 20 10 36

There was information in the booklet that I was previously unaware of

332 344 212 37 19 52

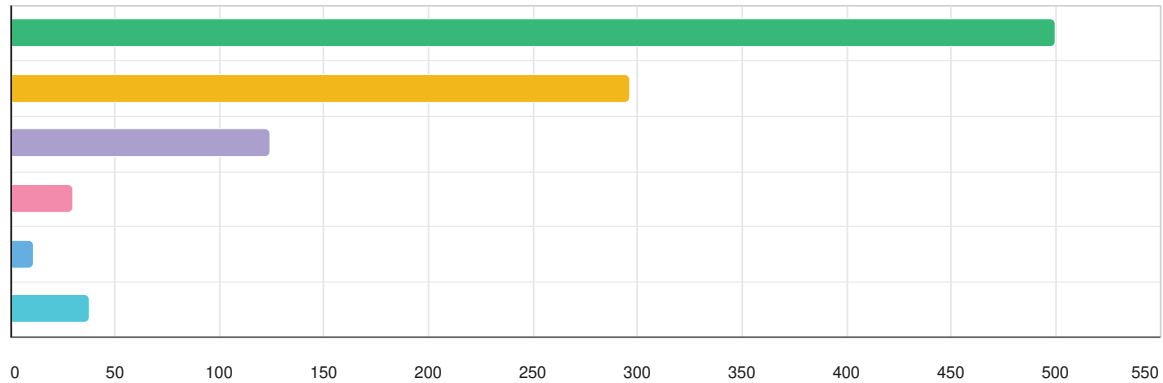
The format of the information is accessible to me

589 240 103 18 9 34

Optional question · 999 responses · 11 skipped

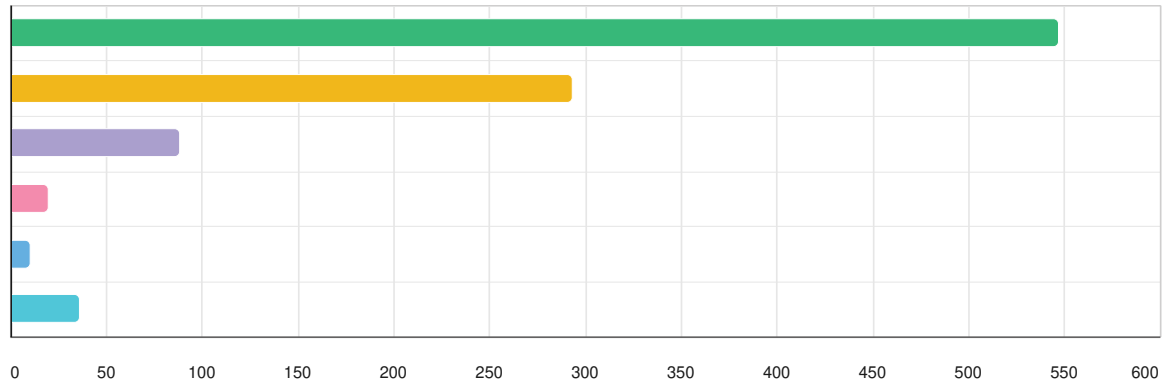
Question type : Likert Question

Q17. When you were issued with a Blue Badge, you were sent a booklet with rules and guidance for using your Blue Badge. How useful did you find this booklet? Please indicate the extent to which you agree or disagree with the following statements: — I found the information in this booklet easy to understand



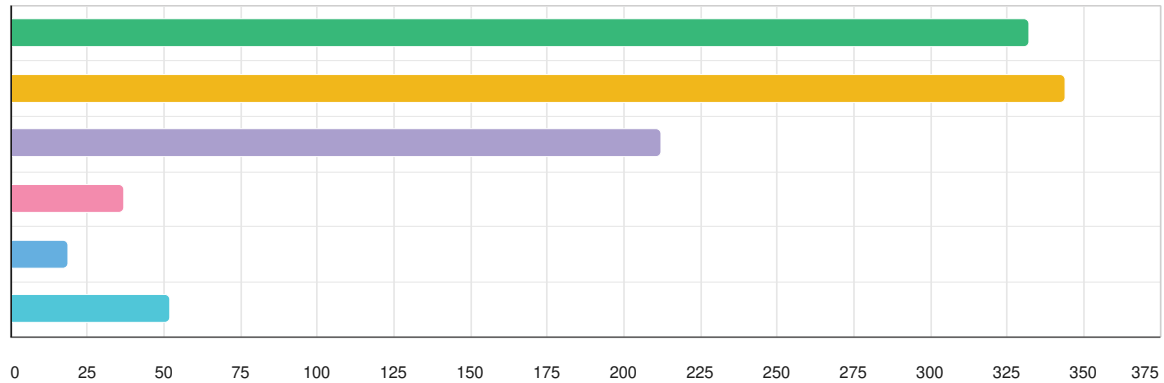
Question options	responses	%
Definitely agree	500	50.1
Somewhat agree	296	29.6
Neither agree nor disagree	124	12.4
Somewhat disagree	30	3.0
Definitely disagree	11	1.1
Don't know	38	3.8

Q17. When you were issued with a Blue Badge, you were sent a booklet with rules and guidance for using your Blue Badge. How useful did you find this booklet? Please indicate the extent to which you agree or disagree with the following statements: — The information in this booklet was useful



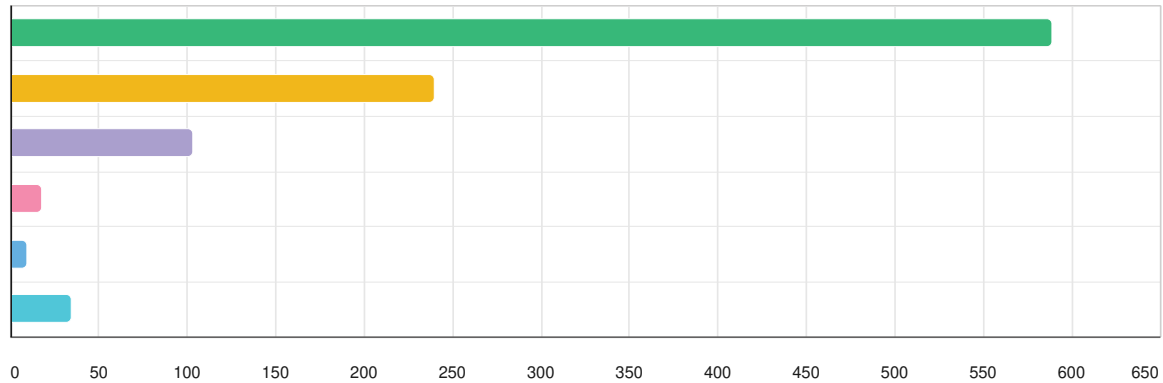
Question options	responses	%
● Definitely agree	547	55.0
● Somewhat agree	293	29.5
● Neither agree nor disagree	88	8.9
● Somewhat disagree	20	2.0
● Definitely disagree	10	1.0
● Don't know	36	3.6

Q17. When you were issued with a Blue Badge, you were sent a booklet with rules and guidance for using your Blue Badge. How useful did you find this booklet? Please indicate the extent to which you agree or disagree with the following statements: — There was information in the booklet that I was previously unaware of



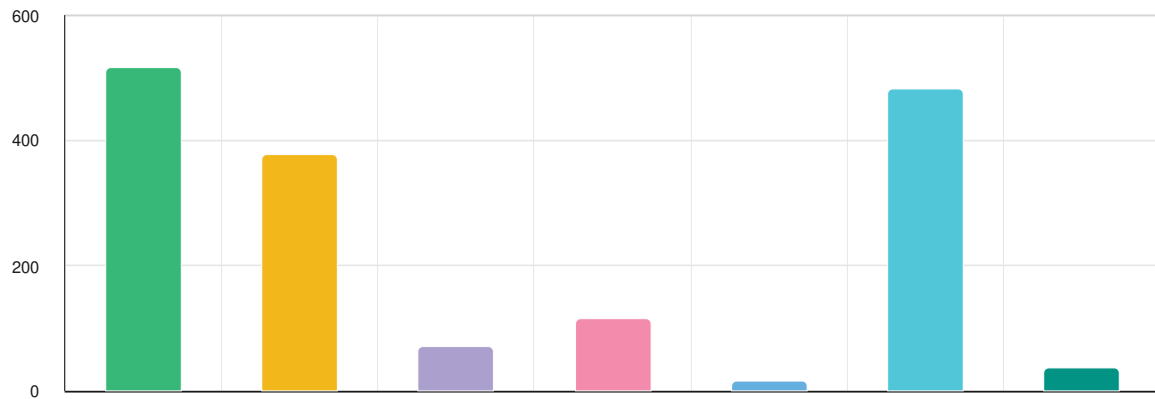
Question options	responses	%
● Definitely agree	332	33.3
● Somewhat agree	344	34.5
● Neither agree nor disagree	212	21.3
● Somewhat disagree	37	3.7
● Definitely disagree	19	1.9
● Don't know	52	5.2

Q17. When you were issued with a Blue Badge, you were sent a booklet with rules and guidance for using your Blue Badge. How useful did you find this booklet? Please indicate the extent to which you agree or disagree with the following statements: — The format of the information is accessible to me



Question options	responses	%
Definitely agree	589	59.3
Somewhat agree	240	24.2
Neither agree nor disagree	103	10.4
Somewhat disagree	18	1.8
Definitely disagree	9	0.9
Don't know	34	3.4

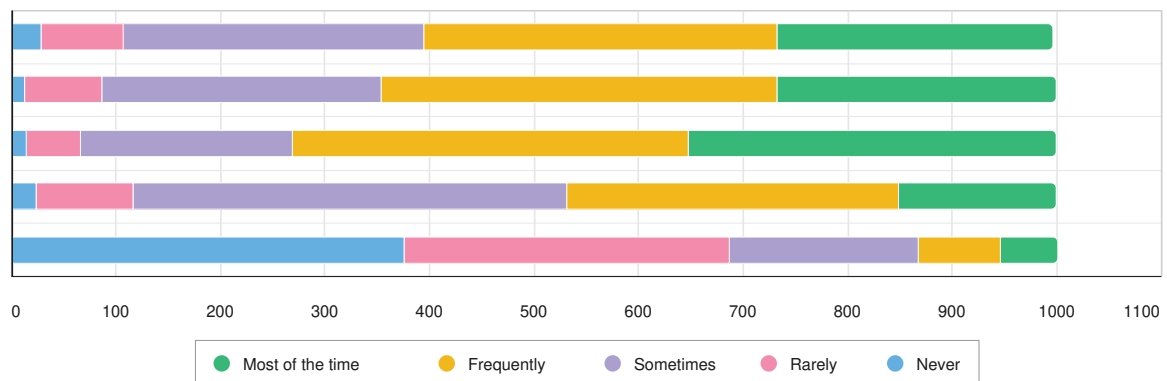
Q18. We are reviewing how we can best provide you with information about the rules and guidance for using your Blue Badge. Which of the following formats would you be most likely to use:



Question options	responses	%
● Booklet	516	51.4
● Easy read booklet	377	37.6
● Booklet with large-print	72	7.2
● Video	116	11.6
● Video with BSL signage	16	1.6
● E-mail with a link to online information.	481	48.0
● Other (please specify)	36	3.6

Optional question · 1003 responses · 7 skipped

Question type : Checkbox Question

Q19. How frequently do you experience the following issues when using your Blue Badge:

Question options

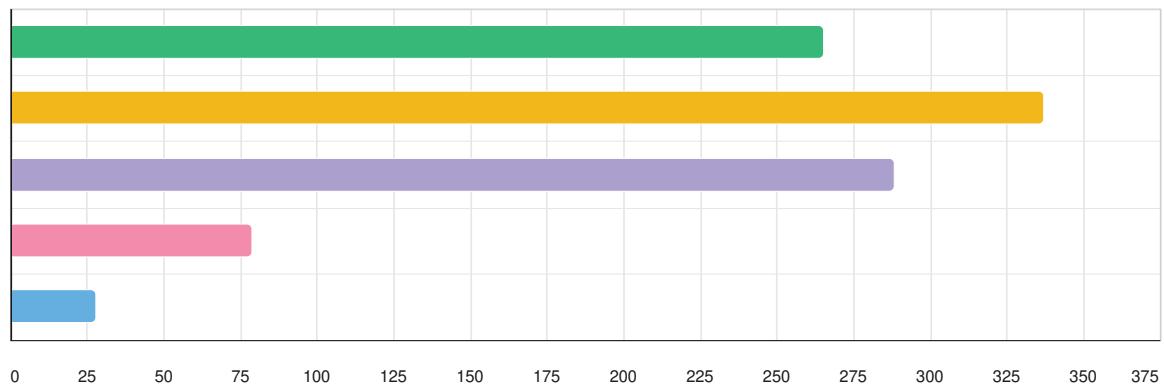
● Most of the time
 ● Frequently
 ● Sometimes
 ● Rarely
 ● Never

Lack of availability of disabled parking bays in Cornwall Council car parks	265	337	288	79	28
Lack of availability of disabled parking bays in private car parks (ie supermarket, Hospital, multi-storey car parks)	267	379	267	75	12
Lack of availability of on-street parking spaces	353	378	203	52	14
Unclear signage (about parking restrictions)	152	317	414	94	23
Being challenged about your right to use a Blue Badge	55	78	182	311	375

Optional question · 1001 responses · 9 skipped

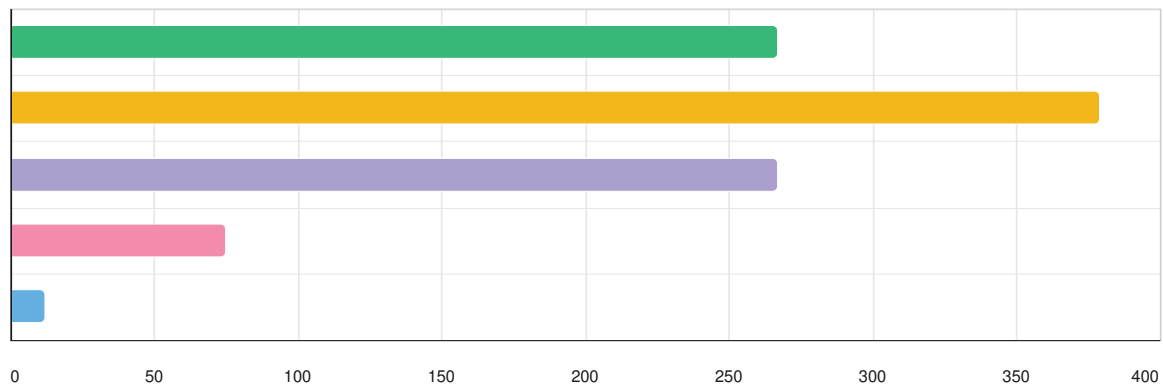
Question type : Likert Question

Q19. How frequently do you experience the following issues when using your Blue Badge: — Lack of availability of disabled parking bays in Cornwall Council car parks



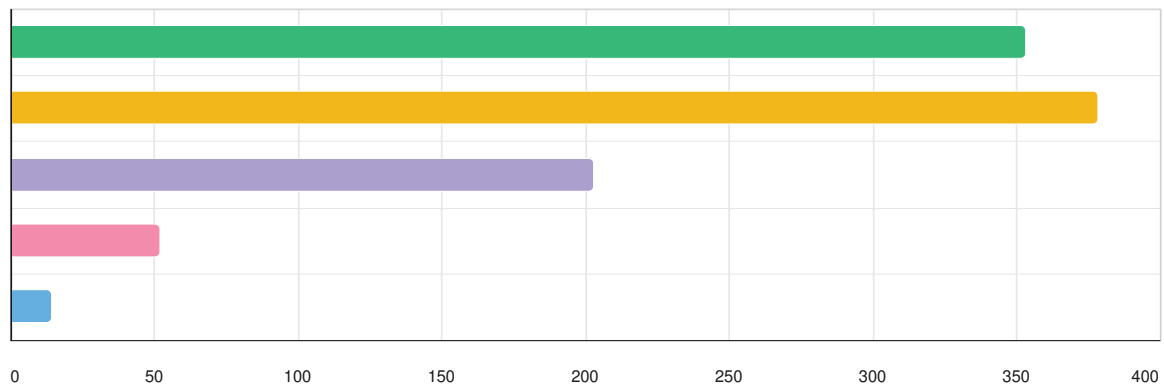
Question options	responses	%
● Most of the time	265	26.6
● Frequently	337	33.8
● Sometimes	288	28.9
● Rarely	79	7.9
● Never	28	2.8

Q19. How frequently do you experience the following issues when using your Blue Badge: — Lack of availability of disabled parking bays in private car parks (ie supermarket, Hospital, multi-storey car parks)



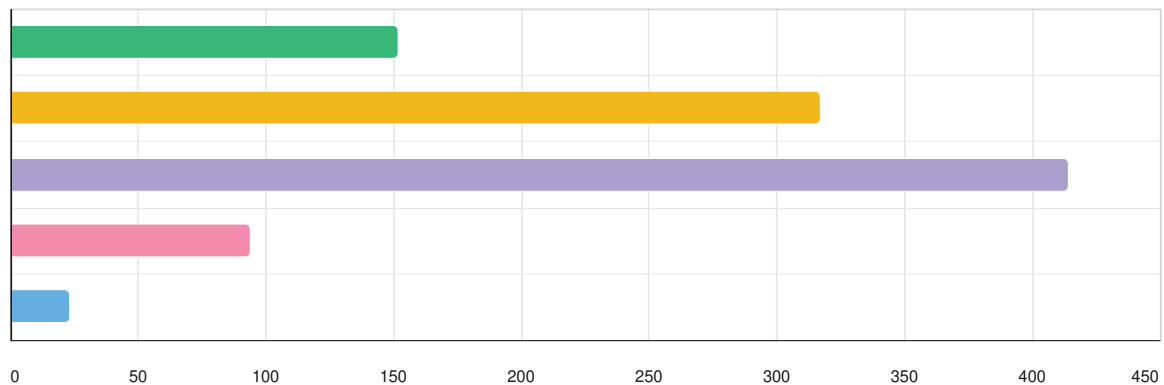
Question options	responses	%
● Most of the time	267	26.7
● Frequently	379	37.9
● Sometimes	267	26.7
● Rarely	75	7.5
● Never	12	1.2

Q19. How frequently do you experience the following issues when using your Blue Badge: — Lack of availability of on-street parking spaces



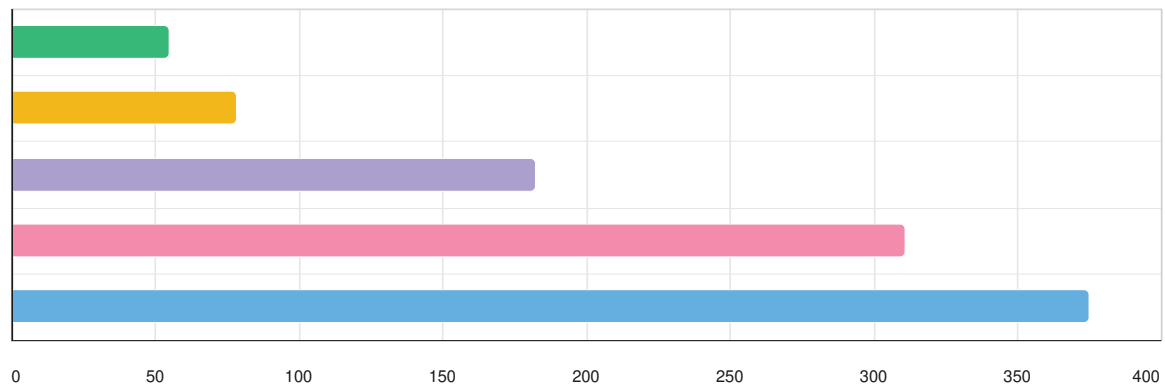
Question options	responses	%
● Most of the time	353	35.3
● Frequently	378	37.8
● Sometimes	203	20.3
● Rarely	52	5.2
● Never	14	1.4

Q19. How frequently do you experience the following issues when using your Blue Badge: — Unclear signage (about parking restrictions)



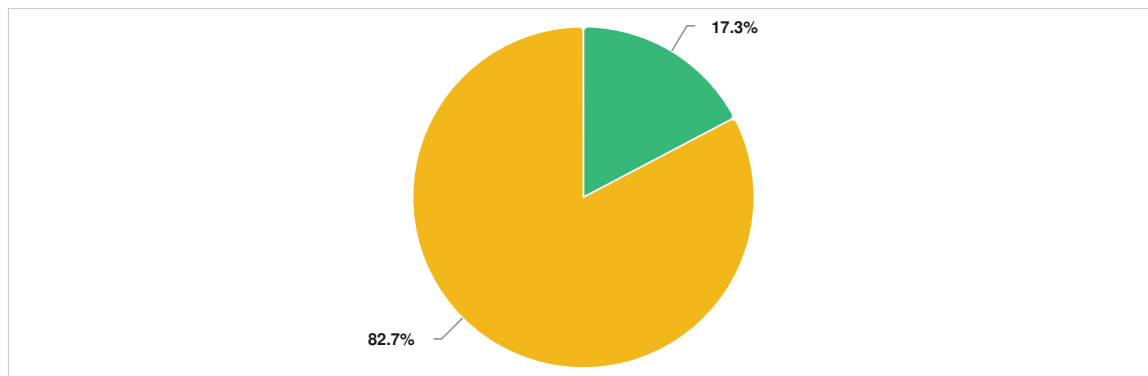
Question options	responses	%
● Most of the time	152	15.2
● Frequently	317	31.7
● Sometimes	414	41.4
● Rarely	94	9.4
● Never	23	2.3

Q19. How frequently do you experience the following issues when using your Blue Badge: — Being challenged about your right to use a Blue Badge



Question options	responses	%
● Most of the time	55	5.5
● Frequently	78	7.8
● Sometimes	182	18.2
● Rarely	311	31.1
● Never	375	37.5

Q20. Have you received a parking ticket (also called penalty charge notice) while using your Blue Badge in the last 3 years?

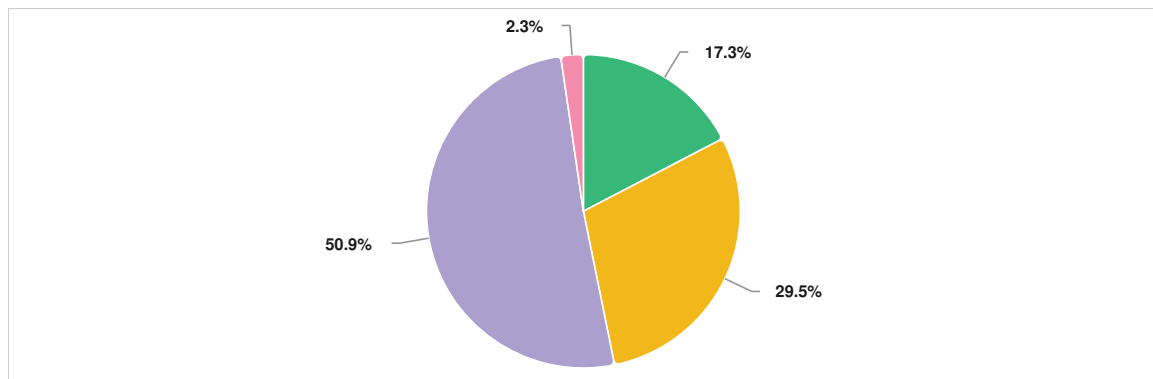


Question options	responses	%
● Yes	173	17.3
● No	828	82.7

Optional question · 1001 responses · 9 skipped

Question type : Radio Button Question

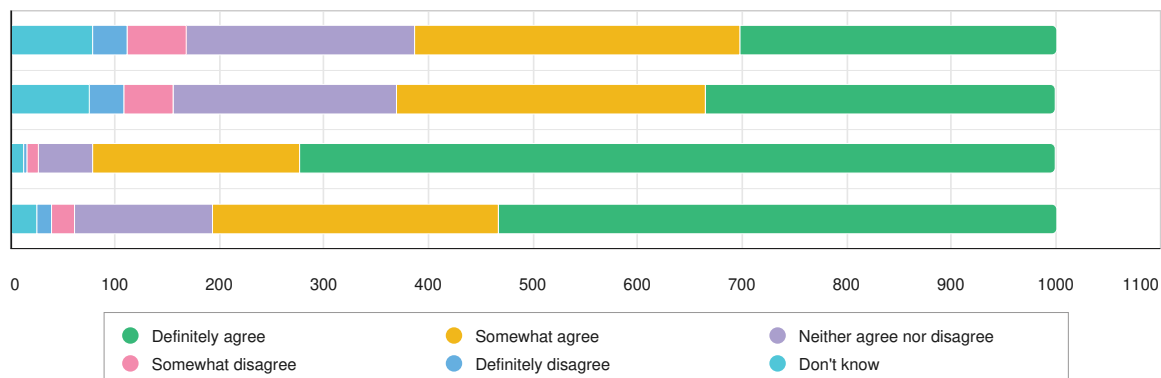
Q21. Was this at:



Question options	responses	%
● A Cornwall Council Car Park	30	17.3
● A Private Car Park	51	29.5
● On-street parking	88	50.9
● I can't remember	4	2.3

Optional question · 173 responses · 837 skipped

Question type : Radio Button Question

Q22. To what extent do you agree or disagree with the following statements?

Question options

● Definitely agree
 ● Somewhat agree
 ● Neither agree nor disagree
 ● Somewhat disagree
 ● Definitely disagree
 ● Don't know

Inappropriate use of Blue Badges is widespread

304 311 218 57 33 78

Inappropriate use of Blue Badges is making it more difficult for me to find an available disabled parking bay

335 294 215 47 33 75

Inappropriate use of Blue Badges is harmful to the reputation of Blue Badges

723 199 52 11 2 13

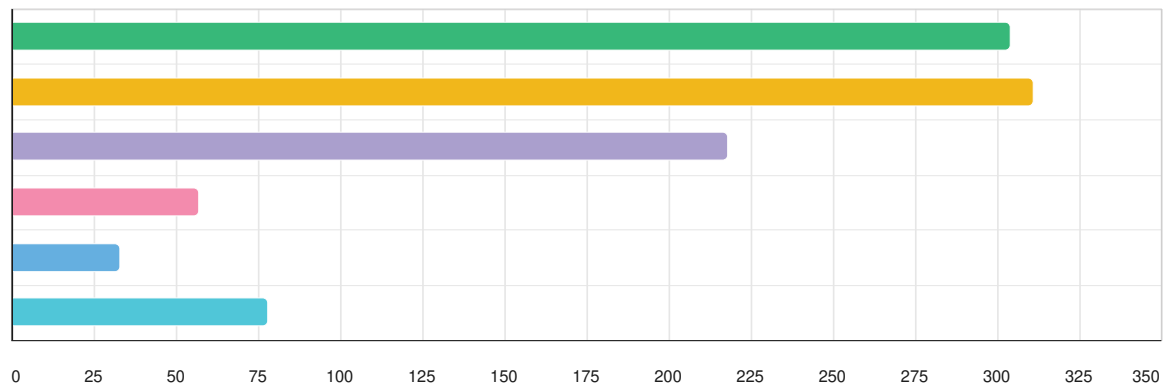
Cornwall Council should do more to take action against inappropriate use of Blue Badges

535 273 131 22 15 25

Optional question · 1001 responses · 9 skipped

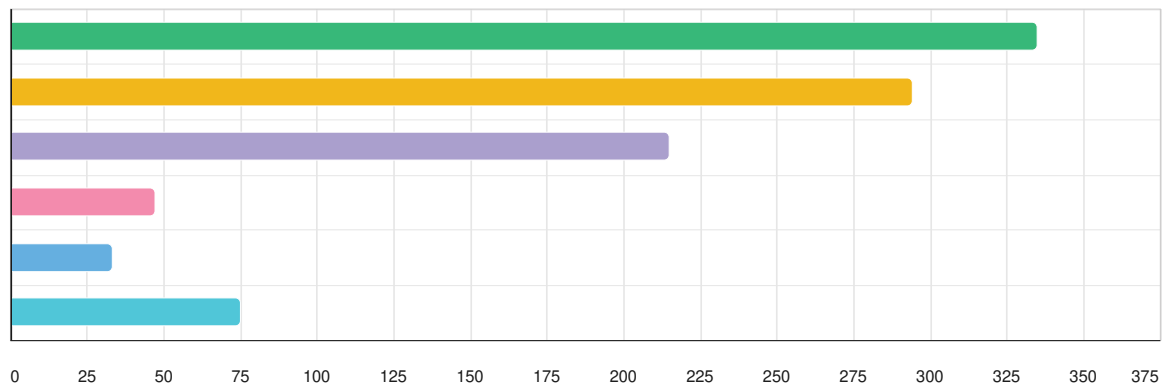
Question type : Likert Question

Q22. To what extent do you agree or disagree with the following statements? — Inappropriate use of Blue Badges is widespread



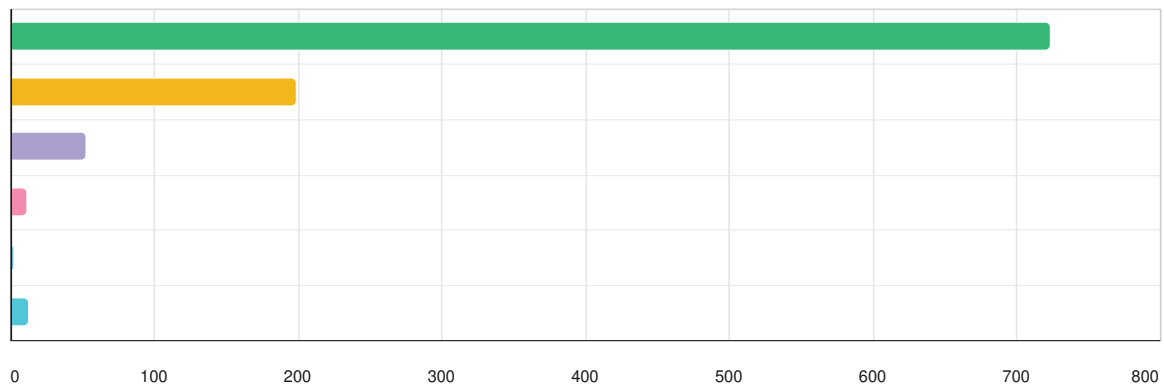
Question options	responses	%
● Definitely agree	304	30.4
● Somewhat agree	311	31.1
● Neither agree nor disagree	218	21.8
● Somewhat disagree	57	5.7
● Definitely disagree	33	3.3
● Don't know	78	7.8

Q22. To what extent do you agree or disagree with the following statements? — Inappropriate use of Blue Badges is making it more difficult for me to find an available disabled parking bay



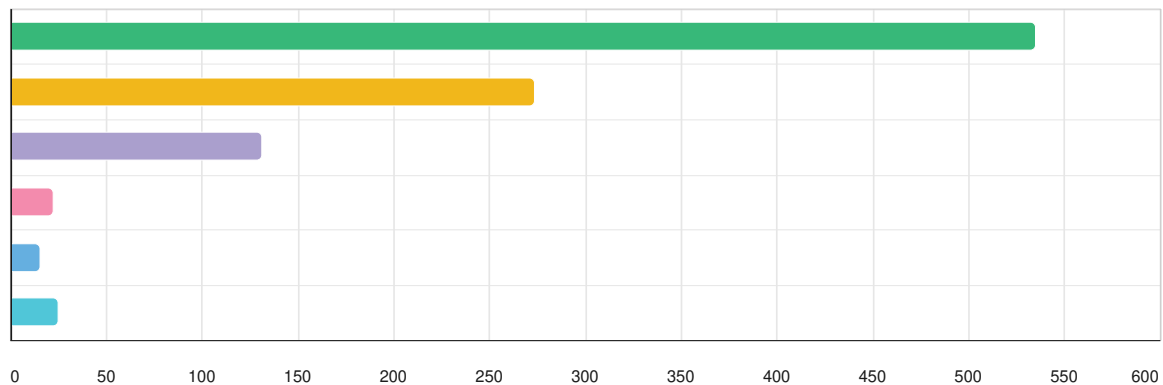
Question options	responses	%
Definitely agree	335	33.5
Somewhat agree	294	29.4
Neither agree nor disagree	215	21.5
Somewhat disagree	47	4.7
Definitely disagree	33	3.3
Don't know	75	7.5

Q22. To what extent do you agree or disagree with the following statements? — Inappropriate use of Blue Badges is harmful to the reputation of Blue Badges



Question options	responses	%
Definitely agree	723	72.3
Somewhat agree	199	19.9
Neither agree nor disagree	52	5.2
Somewhat disagree	11	1.1
Definitely disagree	2	0.2
Don't know	13	1.3

Q22. To what extent do you agree or disagree with the following statements? — Cornwall Council should do more to take action against inappropriate use of Blue Badges



Question options	responses	%
Definitely agree	535	53.4
Somewhat agree	273	27.3
Neither agree nor disagree	131	13.1
Somewhat disagree	22	2.2
Definitely disagree	15	1.5
Don't know	25	2.5



Understanding the Blue Badge



Purpose of Today

Understanding the
Blue Badge Scheme

Using a Blue Badge
Correctly

Preventing Misuse

Enforcement and
Compliance

Supporting the Blue
Badge Community



Why the Scheme Exists



Who May Qualify for a Blue Badge

- People with severe mobility issues
 - Individuals who cannot walk long distances
- Hidden disabilities (Examples: severe anxiety, autism, chronic fatigue, neurological conditions)
- Those who need immediate access to essential services
 - People registered as blind (severely sight impaired)



Blue Badge: Key Responsibilities

Must only be displayed used if the badge holder is travelling in the vehicle as a driver or passenger, or if someone is collecting the badge holder or dropping them off and needs to park at the place where the badge holder is being collected or dropped

Badge must be clearly displayed where it can be read from the outside of the vehicle

The front of the badge should face upwards showing the hologram

The time clock must be displayed with the badge when parking on yellow lines or in a disabled space with a time limit (clock to be set to time of arrival)

All local restrictions and time limits to be followed



Displaying the badge

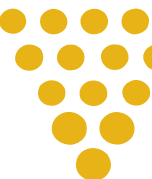


Where you can use the Blue Badge

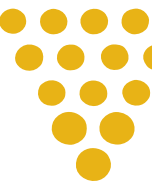
With a Blue Badge, you can usually park in disabled bays, on-street limited wait bays, and on single or double yellow lines for up to three hours - if there are no loading restrictions. Some council car parks also allow Blue Badge parking, so check the signs.



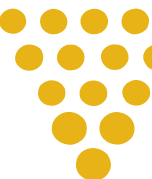
Limited Wait Bays



Limited Wait Bays



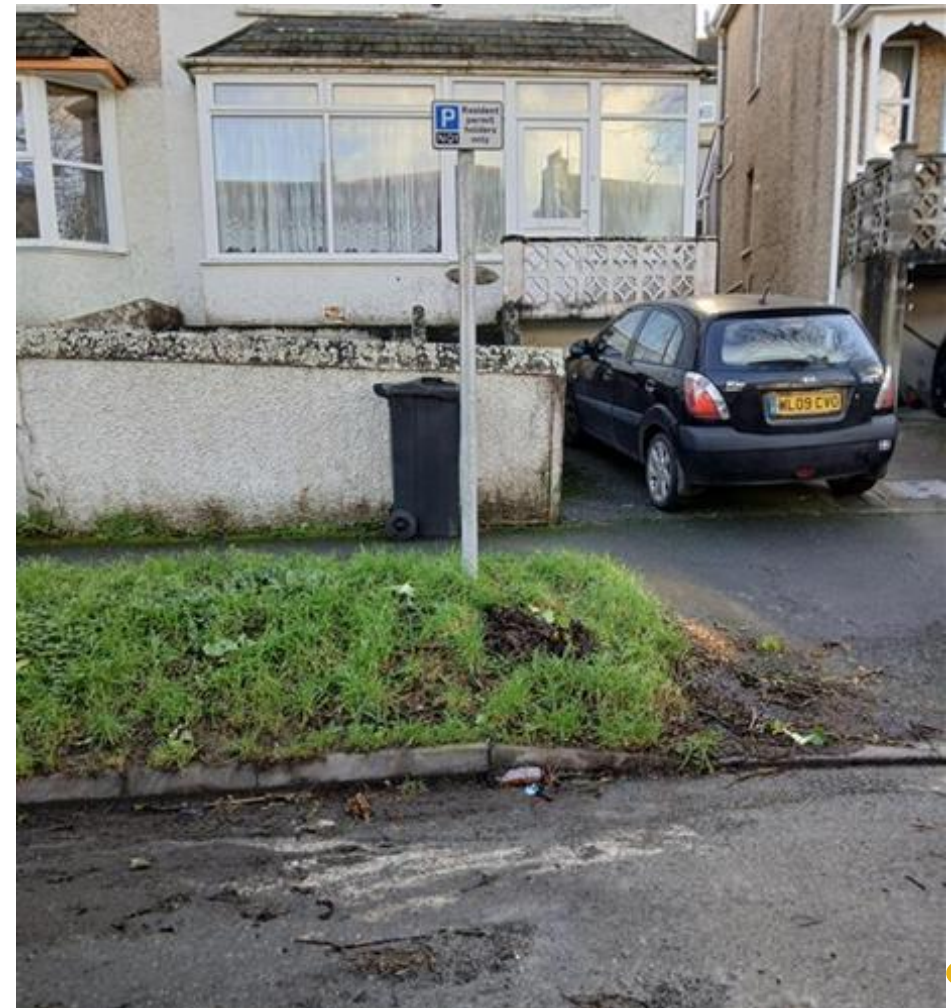
Yellow Lines



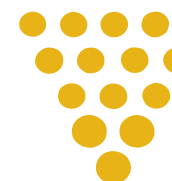
Yellow Lines



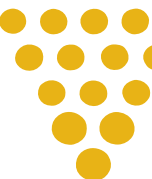
Resident Parking Zones



Disabled Badge Holders Bay



Disabled Badge Holders Bay



Disabled Badge Holders Bay



Disabled Badge Holders Bay



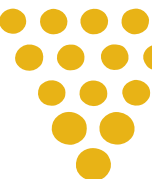
Where you can't use the Blue Badge

You can't use a Blue Badge in clearways, bus stops, school keep-clear markings or loading bays unless you're loading.

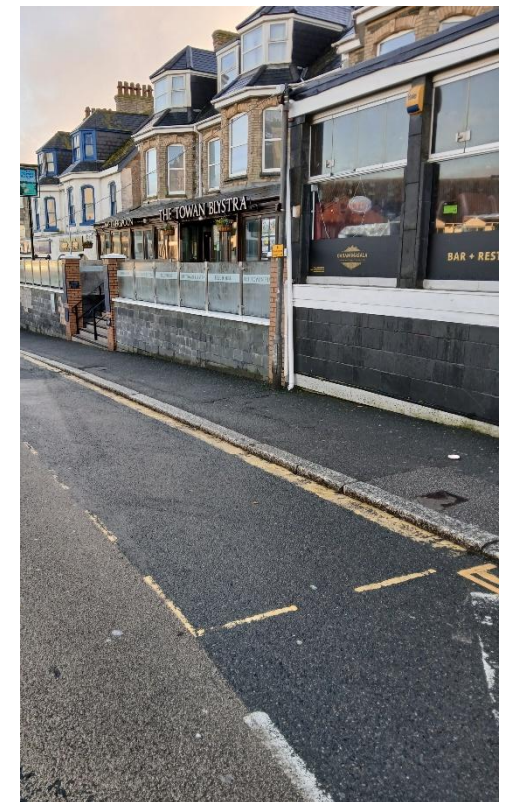
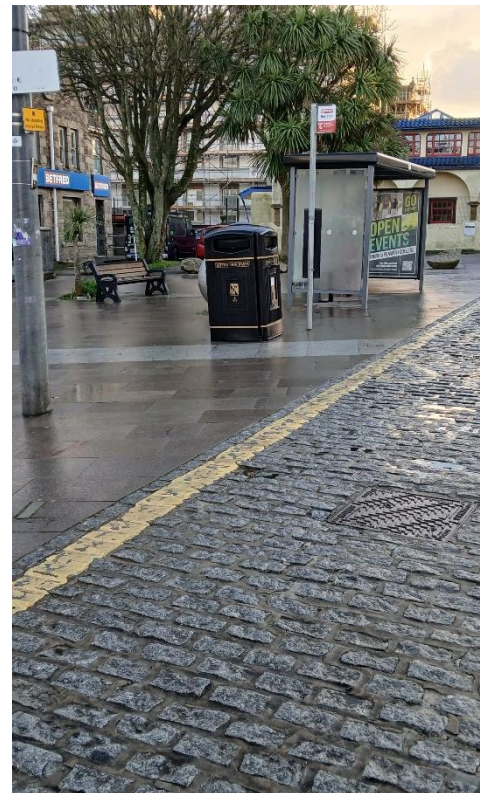
Private car parks have their own rules, and you must never block dropped kerbs or cause an obstruction."



Loading or unloading restrictions



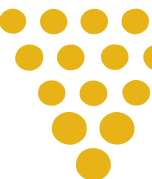
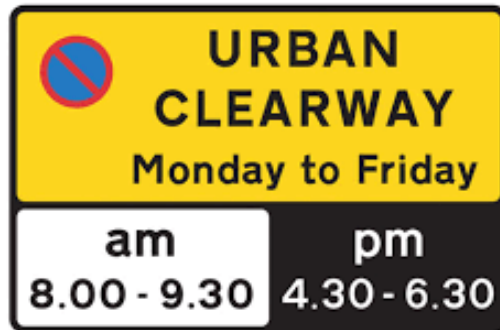
Bus Stops and Taxi Ranks



Loading Bays



Clearway (No Stopping)



Pedestrian Crossings



Double White Centre Lines



Temporary Parking Restrictions

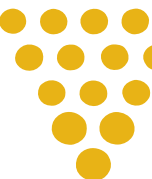


School Keep Clear Markings



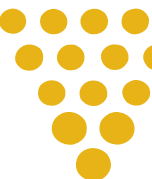
Parking Responsibly

- Consider safety near schools, bus stops, bends, or hilltops
- Avoid parking opposite or within 10 metres of a junction
 - Ensure access is maintained on narrow roads
- Avoid blocking traffic, driveways, or entrances
 - Keep emergency access points accessible
 - Avoid lowered kerbs or raised crossings
- Keep pavements clear unless signs allow it



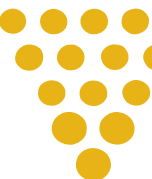
Cornwall Council - Car Parks

- Blue badge holders must pay the normal parking fee unless:
The vehicle is registered under [Cornwall Council's exemption scheme](#) or the vehicle is especially adapted for a disabled person
- You must display a valid blue badge with the clock showing when you arrived
- Blue badge holders paying a parking fee automatically get one extra hour of free parking. For example, if you correctly display a blue badge and pay for 2 hours, you can park for 3 hours.
- If no disabled spaces are available, you can park in a normal space



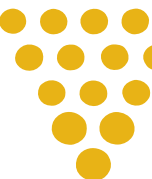
Who can use the Blue Badge?

- The Blue Badge belongs to the person it was issued to, not the vehicle
- It can be used when the badge holder is driving the vehicle themselves or travelling as a passenger
- The badge can also be used when someone is dropping the badge holder off, or picking the badge holder up, and needs to park close by (not for errands for the holder where they are not present)
- The badge must only be displayed when the badge holder is present or directly involved in the journey



What could be considered misuse?

- Using a Blue Badge when the badge holder is not present
 - Sharing, lending, or borrowing a Blue Badge
 - Continuing to use a Blue Badge that is expired or damaged
- Parking in places where Blue Badge concessions don't apply
 - Creating, altering, or copying a Blue Badge
- Using a Blue badge after the badge holder has passed away



What happens if things are not right?

- Penalty Charge Notices (PCNs)

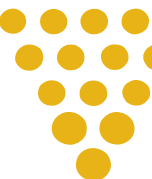
(Appeals can be made if you receive a PCN)

- You may be asked to show your blue badge for inspection to ensure it is valid and being used for the person intended
- For people using fake, fraudulent or stolen blue badges we take this very seriously and there is likely to be legal consequences.



The CEO's Role in Blue Badge Support

- Offering clear guidance on how the scheme works
- Helping Blue Badge holders and carers when they're unsure
- Making sure accessible bays remain available for those who need them
- Responding to misuse to protect genuine badge holders
- Promoting awareness so everyone understands the rules



Community Awareness

-  **Promoting empathy and understanding**

Encouraging a kinder, more informed approach toward visible and hidden disabilities.

-  **Challenging stigma and assumptions**

Helping the public move away from stereotypes and misunderstandings around Blue Badge use.

-  **Supporting inclusive public spaces**

Ensuring our shared spaces are accessible, welcoming, and usable for everyone.

-  **Protecting access for vulnerable people**

Making sure disabled parking spaces remain available for those who genuinely rely on them.



How You Can Help Support the Blue Badge Community

Share	Encourage	Report	Support
Share accurate information	Encourage correct usage	Report misuse responsibly	Support those who rely on the scheme



Further Information

Who can get a blue badge -

<https://www.gov.uk/government/publications/blue-badge-can-i-get-one/can-i-get-a-blue-badge>

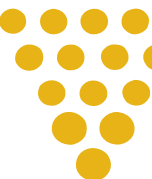
How to apply for a blue badge <https://www.cornwall.gov.uk/health-and-social-care/blue-badge-disabled-parking-permits/how-do-i-apply-or-reapply-for-a-blue-badge/>

Blue badge rights and responsibilities

<https://www.cornwall.gov.uk/transport-parking-and-streets/parking/disabled-parking/>

Blue Badge parking – Cornwall Council -

<https://www.cornwall.gov.uk/transport-parking-and-streets/parking/disabled-parking/>



Thank you for listening.



If you've got any questions,
want to check something, or
just need a bit more
information, please come
and have a chat with me.

We're here to help and
support our community.

Thanks for taking the time
to listen today



Blue Badge 1 - Storyboard V1



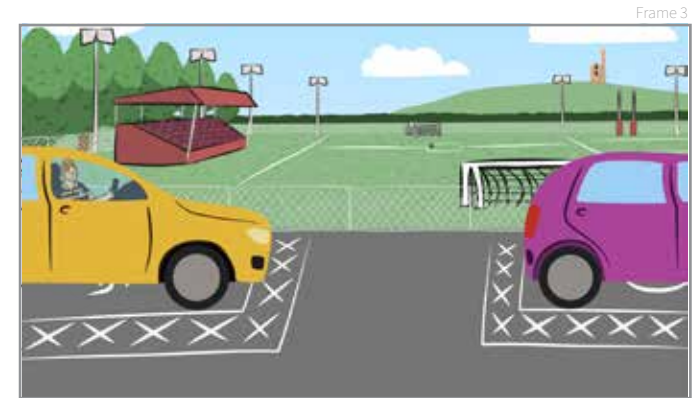
"Blue Badges are a lifeline for thousands of people across the UK, helping people with disabilities park closer to the shops and services they rely on"

Car pulls into a disabled space with pharmacy and food shop in front



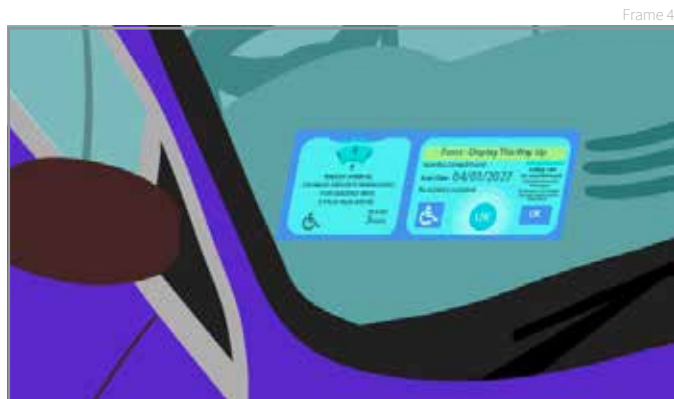
"And if someone is entitled to a badge, they have every right to use it"

Person with walking stick walking away from car towards shops



"But some people use badges belonging to disabled friends and family members, when the Blue Badge holder isn't in the vehicle"

EXT. CAR: Young woman in rugby shirt drives into disabled parking space (no passengers) at stadium



"And there have even been cases of relatives using Blue Badges belonging to loved ones that have passed away"

Woman puts Blue Badge with elderly woman's picture on the dash



When people use Blue Badges that don't belong to them, it undermines the scheme

Woman face next to the blue badge showing they don't match.



And takes accessible parking spaces away from people that need them

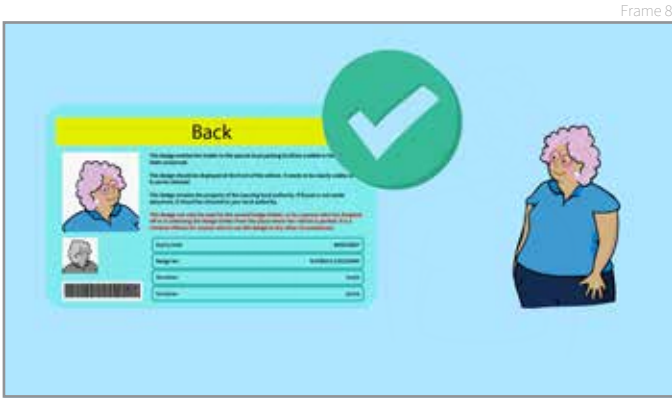
Family in car with wheelchair in boot drive past disabled spaces (all full) outside stadium

Blue Badge 1 - Storyboard V1



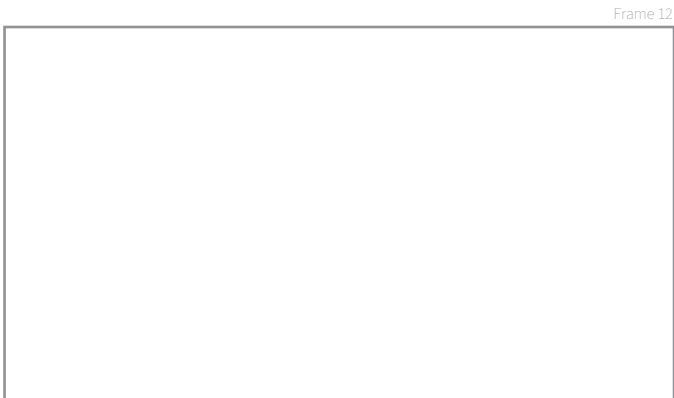
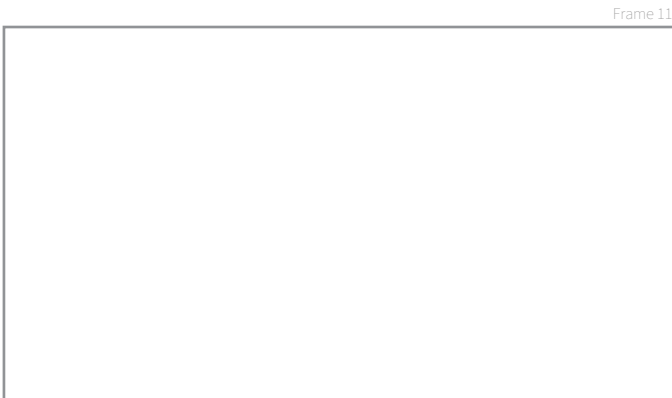
“Misusing a Blue Badge is a criminal offence, which could result in a £1,000 fine or prosecution”

POV of hands holding letter with red text

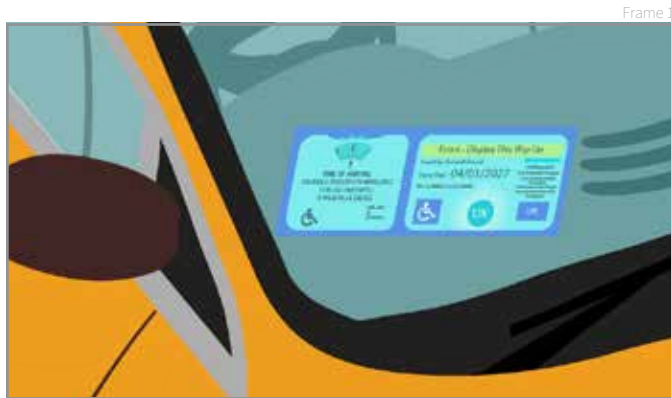


“If it's not your badge, and the badge holder isn't with you, don't use it”

Close up of a Blue Badge with picture of woman they match.



Blue Badge 2 - Storyboard V1



"Did you know almost one in five Blue Badge holders

Blue badge on car dash,



have received a parking ticket while using their badge?"

yellow parking ticket placed on the windscreen.



"With different rules in different places, it's easy to get caught out. So, here are a few simple tips to help you stay fine free."

Close up of 'Cornwall Council Car Park' information board, next to parking machine with woman getting ticket. Beach in the background



"Check your marks, get set, park"

Text across the screen: Check your marks. Get set. Park



"Check your marks. Before parking on the street, take a moment to check for signs and road markings. You can't park in loading bays they're for loading only. And you can't park on bus stops or taxi ranks"

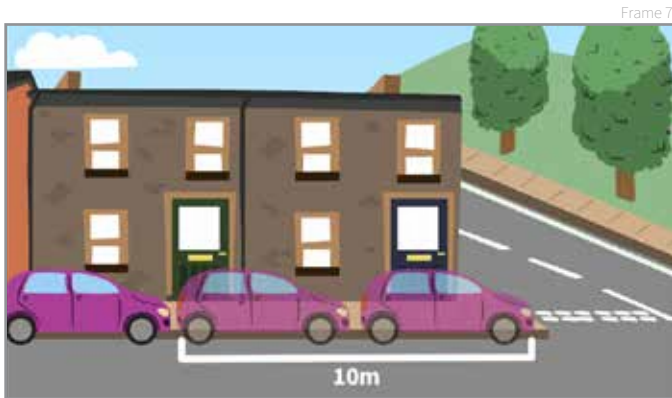
Show all these road markings on one screen, clearly displayed together.



"Keep clear of dropped kerbs, and yellow kerb markings. If you park next to a dropped kerb, you could be blocking emergency access or preventing people from getting to their homes."

Car obstructing dropped kerb (with yellow markings) leading to a driveway with house behind

Blue Badge 2 - Storyboard V1



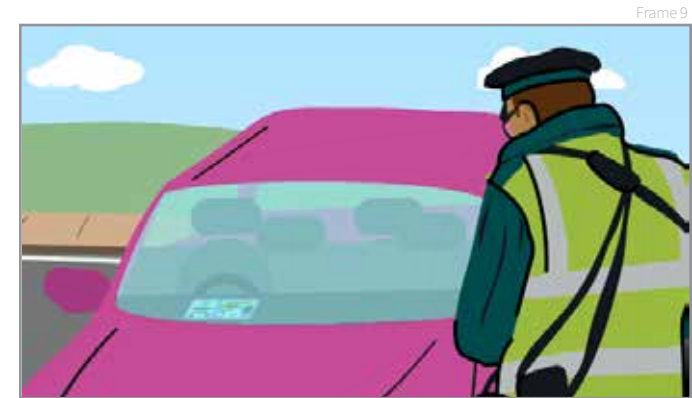
"And double check on double yellows. Blue Badge holders can park on double yellow lines for up to three hours, as long as you're not causing an obstruction and you're at least 10 metres from a junction – that's about two car lengths."

Residential street with double yellow lines on road. Car parked near junction. Illustrate 10m away from junction using two cars



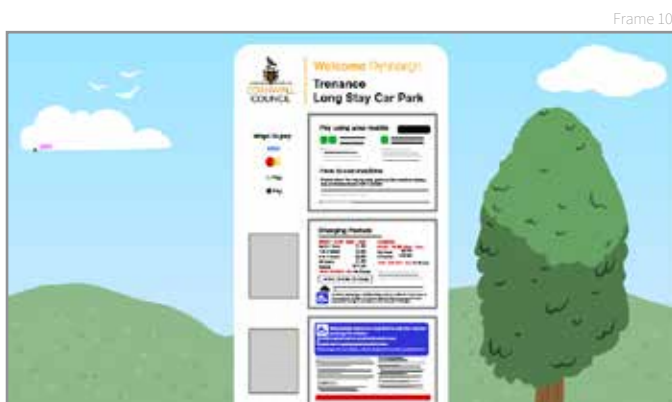
"Get set. Set your clock to the time you arrived. You need to display your clock if you're parking on a street and in some car parks"

INT. CAR: A hand slides the Blue Badge on to the dashboard, with the badge and clock clearly on display, hands adjusts the time on the clock on the dash.



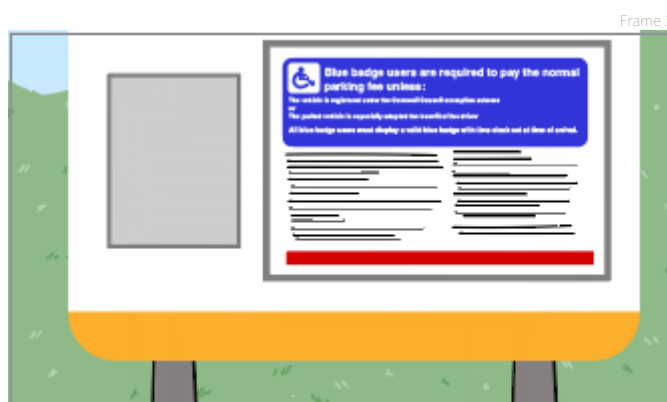
"Then, before you leave your vehicle, place your badge and clock on the dashboard making sure they're the right way up and easy to see. If parking enforcement officers can't see your badge and clock, you could end up with a ticket."

EXT. CAR PARK: Warden looking into car windscreen with Blue Badge and clock on display.



"When parking in a car park, take a moment to check the information board."

Car park information board saying 'Cornwall Council Car Park' at the top



"Some car parks are run by councils, and some councils give you extra time."

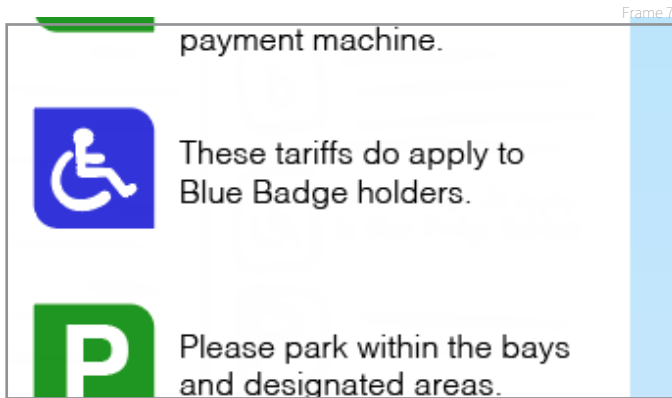
Zoom in part of sign saying 'Blue Badge holders: one extra hour free parking'



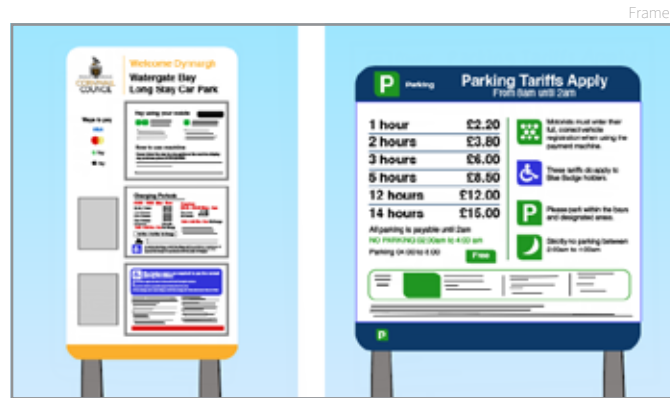
"Other car parks are privately owned and have different rules."

Switch to different car park with sign saying 'Private Parking'

Blue Badge 2 - Storyboard V1



'Zoom in on text 'Blue Badge holders: 'Normal charges apply''



"With different rules in different places, it's easy to get caught out. So, here are a few simple tips to help you stay fine free."

(show these 2 signs together on a split screen)



"When parking in a car park, remember you might have to pay, display your clock, or both."

Person with walking stick paying for parking ticket at machine



"You've checked the road markings and signs"

Car pulling up, close up of sign saying 'Mon-Sat. 1 hour parking'



"You've set your clock and your badge is on show"

EXT CAR: Badge and clock on show inside vehicle



"You're good to park"

EXT CAR: Woman gets out of car walks through car park towards shops

Blue Badge 2 - Storyboard V1



"Check your marks, get set, park"

Text across screen: Check your marks. Get set. Park

