

LGO Recommendation Action Plan

Appendix 1

Topic	Action	What's Required	How will it be achieved	Responsibility for action	By when	Current Status
Apology Letter	Send apology letter	Apologise to Mrs xxxx for not being able to pay for a pay and display ticket, failing to reset discount period, not handling communication effectively, and not refunding when requested	APCOA to draft initial letter, CDC to review prior to sending	APCOA	21/08/2019	Complete
Pay Mrs xxxx £100 compensation	Arrange payment for £100 to Mrs xxxx	Invoice to be raised for £100. APCOA to pay CDC by return. Payment to be made directly to Mrs xxxx by cheque and posted	Advise APCOA of process	C Nooney	21/08/2019	Complete.
APCOA - Issue guidance to staff. Remedy service failures	APCOA to provide evidence of guidance and training provided to comply with recommendations	APCOA to produce clear guidelines to all staff when discussing Excess Charge Notices issued 'Off Street' as opposed to Parking Charge Notices.	APCOA to provide training / guidance to front line staff	APCOA	21/08/2019	Complete
CDC – To remind staff that CDC that APCOA act on behalf of CDC	Issue guidance to CDC staff dealing with customer enquiries	Confirmed with Customer Services Manager, all staff attempt to assist when calls received regarding car parking. They are aware of APCOA and our relationship; staff are instructed to pass calls which cannot be answered to Parking	Reaffirm action to all Customer Service Advisors	C Nooney / Natasha Barnes	16/08/2019	Complete .Current staff have been advised, this appears to have been a one off. Queries and emails directed as instructed

		Services, or email details of the query to Parking Services for action later.				
Ticket machine failure.	Review the process for accepting payment following report of ticket machine failure	Ticket M/C failure review carried out by APCOA. Suggested procedures devised at local level, but yet to be agreed.	Ensuring both CDC and APCOA agree process	Kevin Phillips (APCOA) and C Nooney	18/07/2019	Complete
Review all enforcement action	Review process for enforcement to comply with requirements of the RTRA 1984	Full branch and root check of all documentation and websites to ensure compliance with RTRA 1984 Act. To include review of ECN issued Enforcement Policy, and all letters. Amendments to ensure reference to 'Challenge, and to advise of the legal process to be taken, to include Bristow & Sutor (B&S) B & S changes to be requested by APCOA. CDC to agree final changes.	Visual check of all documents currently used, Recommending adjustments to be made.	C Nooney, P Almond, Richard Hawtin, Ed Potter,	21/08/2019	Initial review of all letters, documents, and website undertaken. Draft copies currently being checked prior to CDC Legal finalising.