

S330: Administer parking and traffic challenges, representations and civil parking appeals

Overview: Provide administrative services for parking challenges, representations and civil parking notice (CPN) appeals. Civil parking notice means any parking or traffic notice issued in relation to any contravention or infringement of contract under current legislation. There is no statutory appeals process for parking on private land, therefore the civil penalty notice appeal process has been included in this standard.

Links: Specialist: Legal

Specific skills:

- Analysing
- Communicating
- Decision-making
- Evaluating
- Interpersonal skills
- Managing time
- Negotiating
- Organising
- Presenting yourself
- Problem solving
- Researching
- Using technology

Performance Indicators

Register receipt of challenges, representations and CPN appeals

1. Respond promptly to a customer's initial enquiry with accurate advice
2. Record that you have received the written challenge, representation or CPN appeal
3. Make sure you have the information you need to understand the customer's case
4. Check the details of the documentation you have received for accuracy, consistency and validity
5. If the documentation fails to meet the requirements for considering the challenge, representation or CPN appeal promptly inform the customer of this and the courses of action they can take
6. If the customer's situation does not fall within recognised criteria for cancellation inform the customer of this and the courses of action they can take
7. At all stages, comply with organisational and legal requirements

Respond to challenges, representations and CPN appeals

8. Collate evidence for response to the challenge, representation or CPN appeal
9. If necessary, take prompt action to suspend the enforcement process while the case is being investigated
10. Make sure all internal records are accurate, reliable, valid and up-to-date
11. Review the documentation to make sure there is sufficient evidence, and decide whether you need additional evidence
12. Where necessary, obtain the additional items of evidence needed
13. Refer any matter which is beyond the limits of your responsibility to the appropriate person
14. Review all evidence and make a decision
15. Inform the customer, in writing and within agreed timescales, of your decision and the courses of

Knowledge & Understanding

- A. The services that you are responsible for and the limits and scope of your responsibilities and authority in providing these services
- B. Your organisation's policies, procedures and constraints that affect services in your area of responsibility and how to apply them
- C. The current legislation, codes of practice and Traffic Regulation Orders that apply when you are dealing with challenges, representations and CPN appeals
- D. The requirements of the Data Protection Act and its implications for your role
- E. The specialist software used by your organisation for the recording and processing of challenges, representations and CPN appeals and how to use it
- F. How to access and use the sources of information that you need to deal with challenges, representations and CPN appeals
- G. How to interpret the documents that are used in parking control administration in relation to dealing with challenges, representations and CPN appeals
- H. How to communicate effectively with customers so that you can be clear about the nature of their enquiry and can explain to customers the courses of action available to them
- I. The information that is needed to consider a challenge, representation or CPN appeal, and why this is the case
- J. Recognised criteria for cancellation
- K. Why it is important to record receipt of a challenge, representation or CPN appeal
- L. How to identify evidence that is reliable, valid and sufficient
- M. What information and evidence has to be provided by the customer and how to check that it is valid
- N. The range of internal evidence that is needed to support a reliable decision, and where to obtain it
- O. How to clarify the details of the customer's

- action that they can take
16. Where appropriate, reactivate the enforcement process
 17. Keep copies of all correspondence and update records
 18. At all stages, comply with current organisational and legal requirements
- challenge, representation or CPN appeal through oral or written questioning
- P. The limits of your responsibility in investigating challenges, representations and CPN appeals and who to refer matters outside of your authority to
 - Q. How to identify and obtain evidence that you have not been provided with
 - R. How to make decisions that are supported by the evidence and comply with current legal and organisational requirements
 - S. The courses of action that a customer can take once a decision has been made, and the consequences of taking those courses of action