

## Enforcement Service Improvement Plan

<b>Action</b>	<b>Responsible</b>	<b>Date</b>	<b>Progress</b>
Critically review case and identify issues to address	GS & DK	15 Oct 19	Completed - training provided, action plan drafted, new process on vehicles removed, review of policies and procedures required, HoS to review all complaints, EA spoken with
Devise policy for payment arrangements at all stages	GS	30 Oct 19	Completed
Review and devise procedure for removal and sale of vehicles – ensuring adequate audit trail of paperwork is in place	GS & SD	20 Sept 19	Completed- to include white board in office showing all removals, dates documents sent etc - Implemented
Review and devise procedure and policy for moving cases to Sale and Disposal stage	GS & DK	30 Oct 19	Completed - All EA's advised of procedure, and ongoing monitoring and checking undertaken – 1.11.19
Introduce office information board for all removals	GS	20 Sept 19	Implemented
Implement remote printers for enforcement agents	GS & SD	15 Nov 19	Completed - SRF raised and testing ongoing – 15.10.19 – Implemented 18.11.19
Implement scanning app on Ipads	SD	15 Nov 19	Implemented 18.11.19
Refresher training for all Enforcement Agents	DK	15 Oct 19	Completed - Undertaken 9 October 19 Further training on safe enforcement held in October 20
Training for office staff and complaints staff	DK	15 Oct 19	Completed - Undertaken 7 October 19
Arrange external health check of procedures and documentation	DK	15 Nov 19	Completed - Visit arranged for 28 Oct 19 – report received 19.11.19 –
Review policy for CCTV body worn camera's in conjunction with Parking Services	DK	31 Oct 19  30 April 21	Enforcement Policy reviewed and amended 30 September 19 – all EA's advised

			Further review with Parking services to be undertaken – EA's have been advised of expected use – revised completion date set
Decision on procurement of CCTV body worn camera's in conjunction with Parking Services	DK	31 March 20	Tender exercise underway – tender closing date 9 July 20. Procurement exercise completed in November 20 – all enforcement agents now using new cameras
Review and publish policy for body worn camera's	DK	18 Oct 19	Completed - Following training – policy reviewed decision regarding publication required – awaiting agreement from IG team. EA already advised must use them all the time
Issue updated instructions/guidance to Enforcement Agents on procedures/processes	GS	30 Nov 19	This has been ongoing but complete manual given to all EA's 2.12.19
Review all procedures and policies	GS & SD	30 Nov 19	Following health check – completed and manual given to EA's on 2.12.19
Review sample cases where vehicle has been sold	SD	31 Oct 19	Completed 20.11.19 and ongoing
Investigate and implement import of all documents and emails on to case management system	SD	31 Oct 19 31 Jan 20	EA's now using printers and scanning documents. Ipad requested for office to scan documents – Not been achieved due to technical issues
Implement new monitoring arrangements of all enforcement agents	GS, SD & DK	1 Nov 19	Commenced 1.11.19 – and ongoing
Review sample cases where vehicle clamped	SD	31 Oct 19	Completed – further reminder sent to all EA's regarding getting documents scanned/returned
All complaints to be reviewed by Enforcement manager and Head of Revenues and Benefits	GS & DK	20 Sept 19	Commenced

Apply for membership of CIVEA (Civil Enforcement Association)	DK	31 Jan 20 30 Oct 20	Not progressed yet – review required – revised completion date set – application not progressed
Review training requirements post Covid19	DK & GS	1 Sept 20	Completed - Training arranged for September 20
Review procedures post Covid19 incorporating new statutory requirements	GS	1 Sept 20	Completed - Issued prior to re-commencement of enforcement activity in October 20
Deliver training post Covid19	GS	1 Oct 20	Completed - Refresher training and safe enforcement training delivered September 20
Issue new procedures post Covid19 before re-commencement of enforcement work	GS	1 Oct 20	Completed - Issued prior to re-commencement of enforcement activity in October 20
Review service and staffing structure post Covid19 as requested by Shared Service Board	DK	1 May 21	Restructure being implemented due to workload reduction

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