

ON-STREET TEAM OF THE YEAR

ENTRY CRITERIA

This award is open to all local authority and private operators managing on-street parking operations under legislation such as the Traffic Management Act 2004, Road Traffic Act 1991, etc. Teams eligible for assessment include those involved in kerbside parking management, residents' and business permit schemes, blue badge enforcement schemes, school parking schemes, etc. The award relates to a specific contract (but is not open to overall national operations of major private sector contractors).

The judges are looking for demonstrable success in delivering any or all of the following criteria:

- > Positive change
- > Team leadership
- > Outstanding customer service

Enforcement covers activities such as civil parking enforcement, bus lane enforcement, moving traffic offences and related street scene issues. The team may be on-street civil enforcement officer (CEO) patrols, traffic wardens, representations and appeals staff, planning and policy staff, debt recovery specialists and/or removals and clamping teams.

THE CRITERIA:

- > The extent to which the team has created/delivered a vision for the future of their organisation and/or wider parking sector
- > Degree to which partnerships have been brought together to deliver results
- > Team building and staff development
- > Improved customer service/product
- > Consistent application of good practice
- > Excellence as representatives of the parking industry to the customer/local community
- > Examples of doing the extra things that makes for outstanding performance

Where appropriate the following areas should be addressed and supporting material provided:

- > Name of team manager
- > Names of key team members and job titles
- > Definition of the team's role within the parking operation/company
- > Copy of team/organisation/company structure
- > Details of staff training undertaken and success obtained - NVQs, MBAs etc
- > What levels of compliance are being achieved?
- > Copies of testimonials, references, press coverage. External verification of performance (consultant studies, Best Value audit inspections, Charter Mark, etc)
- > Evidence of awards obtained - Investors in People, internal award schemes etc

HOW TO ENTER

- > Entry is free. Please read the instructions and decide which awards you are going to enter by considering the detailed award criteria
- > Download and complete the entry form (www.britishparkingawards.co.uk). If you are submitting your entry for multiple categories please fill in a separate entry form for each additional category.
- > Assemble photographs and any additional material.
- > Entries should be concise and written elements should be on A4 paper. Please provide at least one unbound copy of your entry.
- > Send your completed entry form and entry material to: **British Parking Awards 2010, Parking Review, Apollo House, 359 Kennington Lane, London SE11 5QY**