

To: Scrutiny Manager

**CALL IN FORM**

I would like to call in the decision as detailed below:

Decision making body or individual

CABINET MEMBER FOR THE ENVIRONMENT

Decision made

1.2.1 REMOVAL OF FIVE (5) POSTS OF PARK & RIDE ATTENDANT  
1.2.2 TO CONSULT THE DISABILITY FOCUS GROUP ABOUT REVISED OPERATION

Date decision made

12<sup>th</sup> MARCH 2009

Reason for calling in the decision

SEE ATTACHED DOCUMENT "P&R CAR PARK ATTENDANTS CALL-IN"

Desired Outcome

REVERSAL OF THE DECISION

Desired Witnesses

T.B.A.

Members calling in decision

1. M. B. ROBERTSON

2. J. S. DALEY

Signed

1. MB Robertson

2. J. S. Daley

Overview and Scrutiny Committee responsible for examining this decision

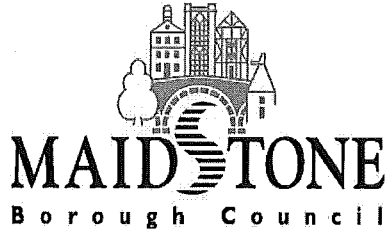
REGENERATION ..... Overview and Scrutiny Committee

## **P&R Car Park Site Attendants Call-In**

### **Reasons:**

The loss of these posts will result in a major loss of service to the travelling public for the following reasons:

1. The reduction in supervision of the car parking arrangements at the sites will result in an unacceptable increase in security risk to the service users' parked cars. Currently attendants patrol the car parks in a structured way and record their observations throughout the day. No CCTV system will achieve the same level of security. The deterrent effect of a visible presence will be lost.
2. Lack of supervision of the on-site toilet will lead to the risk of vandalism or its non-availability to the travelling public.
3. The council will lose its ability to **independently** control the execution of the contract through the continuous monitoring-and-recording function that the attendants carry out that enables a tight on-going audit to be achieved. (This function will have increased importance with the change to using the Arriva 71 Service for part of the day.) This cannot be adequately automated. Visible immediate supervision keeps the standards high.
4. There will be no one on site to act as a 'meeter and greeter' and able to provide bus service information to the travelling public. The public highly value this reassurance. Complaints can be reported and dealt with immediately and lead to raised satisfaction.
5. The attendants have **traditionally** acted as assistants to people with walking difficulties and to mothers with children in prams etc. This is broadly in-line with the *Key Tasks* required of the postholders in their JD. This tradition has been known about by past managers and accepted as part of the job. Postholders have not been encouraged to cease to carry out this role. I would submit that any tribunal would accept it as part of the job now.
6. The loss of all these functions is likely to result in a loss of confidence in the service which is likely to further result in a reduction in patronage and in revenue income to the council. This would also result in an increase in traffic congestion in the town centre.
7. Consultation with Disabled Groups should take place pre decision and not post decision.



## JOB DESCRIPTION

**SECTION:** Parking Services

**POST NO:**

**JOB TITLE:** Park and Ride Attendant

**GRADE:** A2

**REPORTS TO:** Team Leader Operations

**NUMBER OF STAFF REPORTING TO POST HOLDER:**

1. **STATEMENT OF JOB PURPOSE**

To supervise car park and security of cars therein on a six days on, six days off rata basis.

2. **KEY TASKS**

- \* To supervise the car parking arrangements at the Park and Ride site.
- \* To lock/unlock the entrance gates where necessary and ensure that the site is clean and tidy on a daily basis.
- \* Monitor and report any damage and to carryout light maintenance and necessary repairs.
- \* Provide bus service information to the public.
- \* Ensure that on-site publicity is kept updated.
- \* Deal with and report public complaints.
- \* Monitor and record the daily bus service provision.
- \* Provide a daily duty sheet giving full details of bus service headways and loadings.
- \* Any other duties as may be required.
- \* Commitment to the Council's Corporate Plan.
- \* To undertake any training and development as required.
- \* To comply fully with the Council's Equal Opportunity Policy.
- \* To comply fully with the Council's Health and Safety at Work Policy.
- \* To assist as required in the Council's Emergency Plan.
- \* To comply fully with the Council's IT Security Policy.
- \* To undertake other duties commensurate with the grade of the post.

This job description is not exhaustive and may be amended from time to time to reflect the changing requirements of the Borough Council in pursuance of its Corporate Plan.

Date produced: \_\_\_\_\_

**PERSON SPECIFICATION**

DIRECTORATE: Community Services POST TITLE: Park & Ride Attendant (A2)

SECTION: Parking Services

POST NUMBER

CRITERIA OR REQUIREMENTS	METHOD OF ASSESSMENT	SHORTLISTING CRITERIA
EXPERIENCE/EDUCATION	APP FORM/INT/TEST	(Please tick)
Good level of education	APP FORM	✓
No previous car park experience necessary	N/A	
<b>KNOWLEDGE/SKILLS/ABILITIES</b>		
Ability to monitor services and provide daily reporting.	APP FORM / INT	✓
Able to work with minimal supervision and direction – self motivating.	APP FORM / INT	✓
Methodical approach in carrying out duties.	APP FORM / INT	
Able to demonstrate good customer service skills.	APP FORM / INT	✓
<b>EQUAL OPPORTUNITIES</b>		
To support Maidstone Borough Council's Equal Opportunity Policy	INT	✓