

## **Local Policy Action.**

### **Information required on local car parking fines.**

Private local car parks are increasingly employing third party companies to enforce parking restrictions. Some of these restrictions appear onerous and enforcement is vigorously pursued, with companies such as Parking Eye reporting a doubling of profits. Local clients have reported difficulties in dealing with fines; lack of full information on the offence, payment cheques "lost in the post", notification letters not received- all of which can result in fines quickly escalating to amounts in excess of £60.

In order to assess what local action we could take about this, including potentially highlighting our clients' problems with the owners of these car parks, we would be grateful if advisers could:-

- **Always record the appropriate AIC (under travel)**
- **Raise a BEF when action appears unreasonable &/or causes difficulties.**
- **Provide as much detail as possible in the enquiry note. Copy any letters.**

### **Care workers; Pay & Conditions.**

We have had a number of Eastern European clients seeking assistance with employment related problems; unpaid/incorrect salary & difficulties with the employer provided accommodation & transport. The employment team have met with the employer (Simply Together) and progress is being made in resolving the issues. However please:-

- **Highlight any new cases with your Supervisor.**
- **Refer to a member of the Employment Specialist team, who will make contact with Simply Together and progress as necessary.**

## **National Campaign Action.**

Action initiated from local highlighting of problems through BEFs and the use of appropriate AIC codes continues to make a difference to our clients. In the last month successes include:

- The new Digital Economy bill includes the requirement for mobile phone companies to provide a facility for customers to put a financial cap on their monthly usage.
- PIP appeal applicants who have a Motomobility car can retain it during the appeal process.

### **Current calls for evidence are:**

- Problems using postal service to administer benefits
- Impact of lower benefit cap.
- Mental health; wider practical problems.
- Universal Credit; working claimants required to increase earnings.
- Essential services; clients significantly overcharged due to not switching providers.
- Problems arranging & paying for care for people 65+.
- Prepayment meters; unable to top up.

**If you encounter one of the above issues, please raise a BEF, using similar phrases to the above in the description.** The central data search can then pick out your report & direct it to the relevant research team. Remember in your write up that they don't have access to your enquiry note, so set out detail as appropriate.

The current list of calls for evidence is always displayed on office notice boards. Please update yourself from time to time.

**And lastly; £50 vouchers for clients are available:**

for any client who has suffered gambling related harm & are willing to discuss this with a researcher. Please check with your supervisor. (We get £50 as well!)