



Department for Levelling Up,
Housing & Communities

OFFICIAL SENSITIVE

Single Independent Appeals Service (SIAS) Pre-tender market engagement roundtable

23 and 24 April 2024

OFFICIAL SENSITIVE – NOT TO BE SHARED FURTHER – THE CONTENTS IN THIS PRESENTATION IS NOT GOVERNMENT POLICY



Introduction and contents

Part 1	SIAS overview	Overview of the Single Independent Appeals Service (SIAS).
Part 2	Compliance with Government Digital Standards	Overview of Government Digital Service.
Part 3	Potential Supplier Questions	An opportunity for Potential Suppliers to ask questions.
Part 4	Key questions	Key questions Government wants to ask the market.

SIAS overview



The Problem Statement

- Motorists have a **lack of confidence** in how second stage appeals for private parking are currently handled.
- Having two separate appeals services with different terms and conditions creates **confusion**.
- Motorists want an **independent** and **transparent** appeals service to challenge private parking charge notices (PCNs) with **confidence**.

Single Independent Appeals Service.



What is SIAS?

- The Government will be establishing SIAS as part of a package of measures to raise standards in the private parking industry.
- SIAS is an end-to-end second stage appeals service for private Parking Charge Notices (PCNs). It includes the platform (both online and offline), the adjudication and contact centre service.
- SIAS will be the sole second stage independent appeals service for private PCNs in England, Scotland and Wales, replacing Parking on Private Land Appeals (POPLA) and the Independent Appeals Service (IAS).



SIAS Vision and Mission

Vision

- We have a user centered second stage appeals service which is trusted to deliver fair decisions, straightforward to use and accessible to all.

Mission

- Our mission is for users to have confidence that all second stage appeal decisions for private parking charges are fairly and transparently made.



What have we committed to so far?

- Section 7 of The Parking (Code of Practice) Act 2019 allows the Secretary of State to appoint a **single independent appeals service** (SIAS) to handle second stage private parking appeals.
- The Government has previously stated that it *does not intend for the costs per appeal to operators in any new system to be substantially different to the current industry average, and we remain committed to introducing a system which keeps costs down for operators as far as is practical.*
 - However, the focus must also be on providing value for money for all parties and making sure that a robust, high-quality system is established that lasts and has the confidence of parking operators, drivers and registered vehicle keepers using the system.



The Parking (Code of Practice) Act 2019

- Produced in close consultation with private parking experts, including consumer and industry groups, the Code will set out straightforward rules that private parking companies across England, Scotland and Wales must follow.
- Following the publication of the Code in February 2022, some private parking companies issued legal proceedings against the decisions to introduce new limits on parking charges and ban debt recovery fees. The Secretary of State decided to concede both challenges, temporarily withdrawing the Code so that the impacts of any changes to parking charge limits and debt recovery fees could be assessed before a new decision on these elements of the Code is taken.
- A consultation will begin on those elements of the Code in due course.



SIAS requirements

- SIAS should be trusted by users to deliver fair appeals decisions via a service which is straightforward to use, and accessible to all. It should seek to get the same outcomes for people regardless of their background.
 - Be free to use for motorists making a second stage appeal; with the operating costs and any profit elements being covered by subscriptions / per appeal payments;
 - The appeals process should integrate with other parking operator systems;
 - Enable an overall improvement in user experience including being accessible to all;
 - Operate completely independently of Parking Operators;
 - Be fair;
 - Create trust;
 - Be consistent;
 - Provide legal assurance; and
 - Facilitate effective analysis and reporting.

Compliance with Government Digital Standards



Department for Levelling Up,
Housing & Communities

OFFICIAL SENSITIVE

The aim of the Government Digital Service (GDS) is to make digital government simpler, clearer and faster for everyone.

OFFICIAL SENSITIVE



What this means:

- Ensuring a clear, easy-to-navigate and welcoming front door to government
- Building common platforms to help departments make better digital services
- Using their unique position at the centre of government to connect the dots

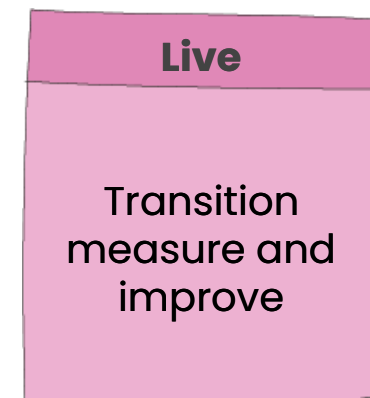
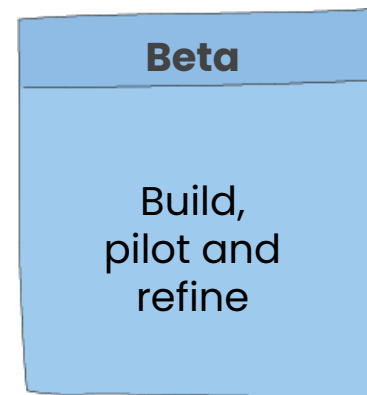
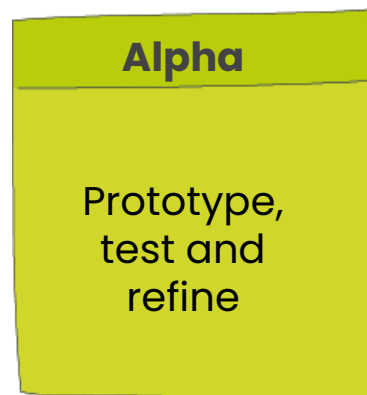
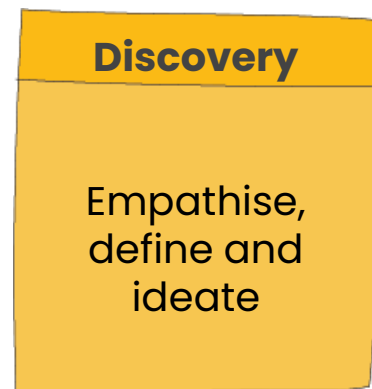
To enable this GDS developed and maintain:

- The service manual (containing the service standard)
- Technology code of practice
- The design system.

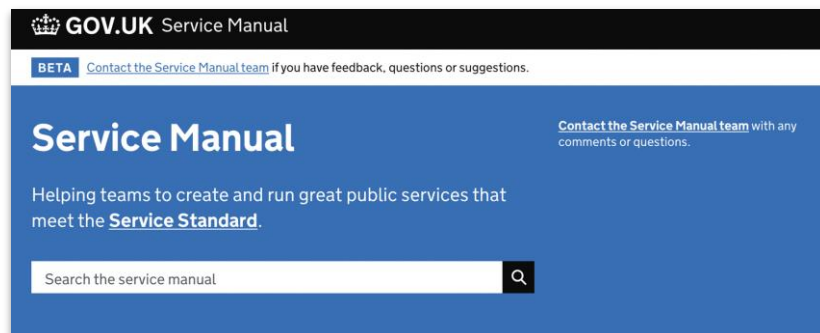


Department for Levelling Up, Housing & Communities

OFFICIAL SENSITIVE



The service manual contains lots of
useful resources



OFFICIAL SENSITIVE



Service Standard

Meeting users' needs

- 1 Understand users and their needs
- 2 Solve a whole problem for users
- 3 Provide a joined up experience across all channels
- 4 Make the service simple to use
- 5 Make sure everyone can use the service


Providing a good service

- 6 Have a multidisciplinary team
- 7 Use agile ways of working
- 8 Iterate and improve frequently
- 9 Create a secure service which protects users' privacy
- 10 Define what success looks like and publish performance data

Using the right technology

- 11 Choose the right tools and technology
- 12 Make new source code open
- 13 Use and contribute to open standards, common components and patterns
- 14 Operate a reliable service

The Service Standard

 **GOV.UK** Service Manual

Search on GOV.UK

Q

BETA

Contact the Service Manual team if you have feedback, questions or suggestions.

Service manual

Accessibility and assisted digital

Help and encourage people to use your service: accessibility, assisted digital, user support.

▼ Show all sections

Meeting accessibility requirements

Getting an audit, understanding WCAG 2.1, preparing for assessment.

▼ Show

Providing assisted digital support

Helping people who don't have the skills or access to use a service.

▼ Show

Managing user support

Estimating demand, setting target levels, measuring support performance.

▼ Show

Join the community


Find out what the cross-government community does and how to get involved.

[Accessibility community](#)

[Assisted digital and digital take-up community](#)

[User support community](#)

Get notifications

When any guidance within this topic is updated  [email](#)

Accessibility

The Technology Code of Practice

The Technology Code of Practice is a set of criteria to help government design, build and buy technology.

From:

[Central Digital and Data Office](#)

Published

14 July 2021

Last updated

21 July 2023 — [See all updates](#)



Get emails about this page

Contents

- Spend controls
- 1. Define user needs
- 2. Make things accessible and inclusive
- 3. Be open and use open source
- 4. Make use of open standards
- 5. Use cloud first
- 6. Make things secure
- 7. Make privacy integral
- 8. Share, reuse and collaborate
- 9. Integrate and adapt technology
- 10. Make better use of data
- 11. Define your purchasing strategy
- 12. Make your technology sustainable
- 13. Meet the Service Standard
- Contacts

The Technology Code of Practice

4. Make use of open standards

Build technology that uses open standards to ensure your technology works and communicates with other technology, and can easily be upgraded and expanded.

[Read more about TCoP point 4 - Make use of open standards.](#)

5. Use cloud first

Consider using public cloud solutions first as stated in the Cloud First policy.

[Read more about TCoP point 5 - Use cloud first.](#)

6. Make things secure

Keep systems and data safe with the appropriate level of security.

[Read more about TCoP point 6 - Make things secure.](#)

7. Make privacy integral

Make sure users rights are protected by integrating privacy as an essential part of your system.

[Read more about TCoP point 7 - Make privacy integral.](#)

The Technology Code of Practice

You must get your service assessed if it's the responsibility of a central government department and either of the following apply:

- Getting assessed is a condition of your Cabinet Office spend approval
- It's a transactional service that's new or being rebuilt - your spend approval will say whether what you're doing counts as a rebuild

Transactional services are those that let a user:

- Exchange information, money, permission, goods or services
- Submit personal information that results in a change to a government record

You will need to be assessed if:

- Your service meets the criteria, even if it is internal for use by civil servants
- You are building a service for certain government departments which require all services to be assessed – the client will be able to confirm this.

The assessment should be viewed as a collaborative effort to make sure that the team and the assessment panel are confident that the solution will solve whole user problems in a safe and secure way.

Each point of the standard will be discussed and the team will determine if you have met, or not-met the essence of the standard. Sometimes they might say you have met the standard but recommend work to include in the future.

The whole team should be involved in meeting the standard:

- Throughout delivery
- In preparation for the assessment

It may be important for key members of the team to attend the assessment.

[Home](#)

Service Standard Reports

From: [Central Digital and Data Office](#)

Search



Assessment date

Result

Stage

344 reports

Subscribe to feed

Declare your business trade and cost information alpha assessment report

The report for the Declare your business trade and cost information alpha assessment on 17th November 2022

Result: not-met Stage: alpha Assessed: 17 November 2022

Sponsor UK alpha assessment

The report for the Sponsor UK alpha assessment on 16 November 2022

Result: met Stage: alpha Assessed: 16 November 2022

NHS Digital Staff Passport alpha reassessment

The report for the NHS Digital Staff Passport alpha reassessment on 13 October 2022

Result: met Stage: alpha-reassessment Assessed: 13 October 2022

Apply for a Veteran's ID Card alpha assessment

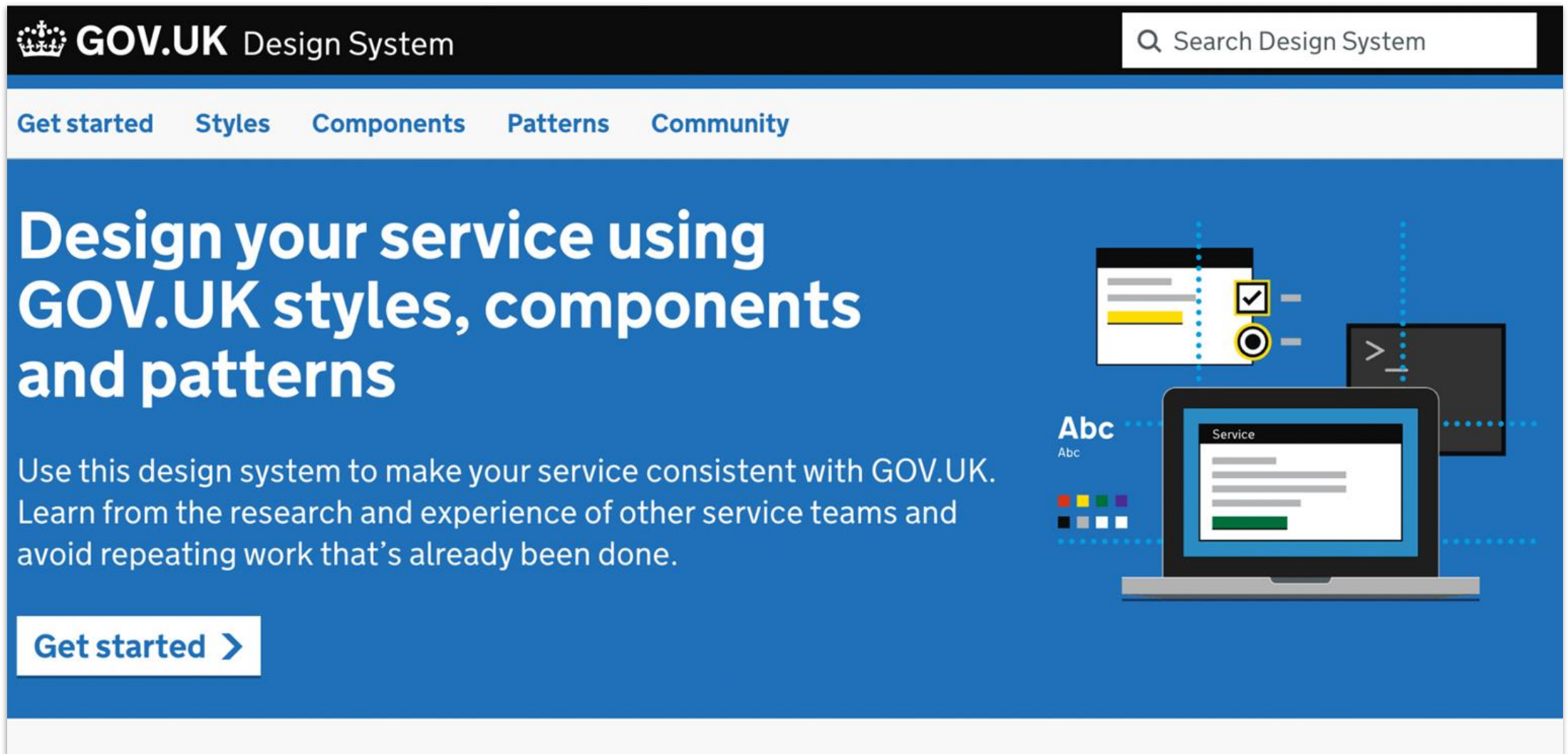
The report for the Apply for a Veteran's ID Card alpha assessment on 03 October 2022

Result: met Stage: alpha Assessed: 3 October 2022

Covid Pass reassessment

The live reassessment report for the Department of Health and Social Care's Covid Pass

Service standard reports



The screenshot shows the GOV.UK Design System homepage. At the top is a black header with the GOV.UK logo and 'Design System' text on the left, and a search bar on the right. Below the header is a white navigation bar with links: 'Get started', 'Styles', 'Components', 'Patterns', and 'Community'. The main content area has a blue background. On the left, there is a large white heading 'Design your service using GOV.UK styles, components and patterns' and a paragraph of text. On the right, there is an illustration of a laptop displaying a service page, with various design system elements like a checklist, a code block, and a color palette floating around it.

GOV.UK Design System

Search Design System

[Get started](#) [Styles](#) [Components](#) [Patterns](#) [Community](#)

Design your service using GOV.UK styles, components and patterns

Use this design system to make your service consistent with GOV.UK. Learn from the research and experience of other service teams and avoid repeating work that's already been done.

[Get started >](#)

Abc
Abc

Service

OFFICIAL-SENSITIVE

Get started

The examples in the GOV.UK Design System come with code to make it easy for you to use them in your project.

There are guides to getting started:

- [prototyping](#)
- [in production](#)

You may find the [guide on updating your code](#) useful if you're working with one of our legacy products - GOV.UK Elements, GOV.UK Template or the GOV.UK Frontend Toolkit.

Using styles, components and patterns

When something is published in the GOV.UK Design System as a [style](#), [component](#) or [pattern](#) we include details of how and when it's been tested in user research. This should help you decide whether it's something you can use or adapt for your service.

You can ask questions or share your research by joining the discussion on GitHub. There are links at the end of each style, component and pattern page - under the 'Help improve this page' heading.

GitHub discussions about styles, components and patterns

Bear in mind that ideas discussed on GitHub may not have been tested. You can use them as a starting point, but it's important to carry out user research to check that they work for your service. Then when you've carried out your user research, add your findings to the relevant discussion.

GitHub discussions are open to everyone, including members of the public. The views expressed there are the views of individuals and not the views of the [GOV.UK Design System team](#).

What's in there

Advantages of use

- Opportunity to benefit from previous research to see what works and why
- All components and page templates are accessible
- Should lead to a better user experience
- Can be an accelerator for design and build efforts
- Allows us to focus our efforts in the right places
- Increase our chances of a high quality service that meets the service standard

To maximise the value to the sector and our fellow citizens it is vital that we make efforts to contribute back.

Specific departments might have specific design systems that they used, these will be based on the GDS toolkits but you should always check to see if there are local variations to be aware of.

GOV.UK Design System

Search Design System

Get started

Styles

Components

Patterns

Community

Ask users for...

Addresses

Bank details

Dates

Email addresses

Equality information

Gender or sex

Names

National Insurance numbers

Passwords

Payment card details

Telephone numbers

Help users to...

Check a service is suitable

Check answers

Confirm a phone number

Confirm an email address

Contact a department or service team

Create a username

Create accounts

Start using a service

Recover from validation errors

Pages

Confirmation pages

Cookies page

Ask users for

Email addresses

This guidance is for government teams that build online services. [To find information and services for the public, go to GOV.UK.](#)

Open this example in a new tab

Email address

We'll only use this to send you a receipt

HTML

Nunjucks

When to use this pattern

Follow this pattern whenever you need to capture an email address.

How it works

When asking users for their email address, you must:

- make it clear why you're asking
- make sure the field works for all of your users
- help users to enter a valid email address

You may also need to check that users have access to the email account they give you.

Example

Gov Design Systems

A list of design systems and design resources that gov departments have created.

UK

National Government

Government Digital Service

- GOV.UK Design System: <https://design-system.service.gov.uk>
- Backlog and community discussion: <https://github.com/alphagov/govuk-design-system-backlog/projects/1>
- GOV.UK Publishing guide: <https://docs.publishing.service.gov.uk/manual/components.html#component-guides>

Home Office

- Home Office Design System: <https://design.homeoffice.gov.uk/>
- Backlog and community discussion: <https://github.com/UKHomeOffice/design-system/projects/1>
- Home Office Form builder: <https://ukhomeofficeforms.github.io/hof-guide/>

Department for Work and Pensions

- DWP Design System: <https://design-system.dwp.gov.uk/index>
- Backlog and community discussion: <https://github.com/dwp/design-system-community-backlog/projects/1>

Department for Education

- Design Manual: <https://design.education.gov.uk>
- Apply the Service Standard in DfE - <https://apply-the-service-standard.education.gov.uk/>

MI6, MI5, and GCHQ

- Intelligence Community Design System: <https://design.sis.gov.uk>
- Backlog: <https://github.com/orgs/mi6/projects/2/views/4>

Her Majesty's Revenue and Customs

- HMRC Design patterns: <https://design.tax.service.gov.uk/hmrc-design-patterns/>
- Backlog and community discussion: <https://github.com/hmrc/design-patterns/projects/1>

Ministry of Justice

- MOJ Design Systems: <https://design-patterns.service.justice.gov.uk/>
- MOJ Design patterns backlog: <https://github.com/ministryofjustice/moj-design-system>

Department specific

Send emails, text messages and letters to your users

Try GOV.UK Notify now if you work in central government, a local authority, or the NHS.

Create an account

or [sign in](#) if you've used it before



[GOV.UK services](#) > **GOV.UK Pay**

Take online payments from your users

If you work in the public sector, use GOV.UK Pay to take payments

[Create a test account](#) >[or find out what GOV.UK Pay offers](#)

BETA This is a new service – your [feedback \(opens in a new tab\)](#) will help us improve it.


[GOV.UK services](#) > **GOV.UK One Login**

Let users sign in to your service

Try GOV.UK One Login if you work on a central government service.

Get started > or [see the features available now](#)



 **GOV.UK** Forms BETA

Features Support

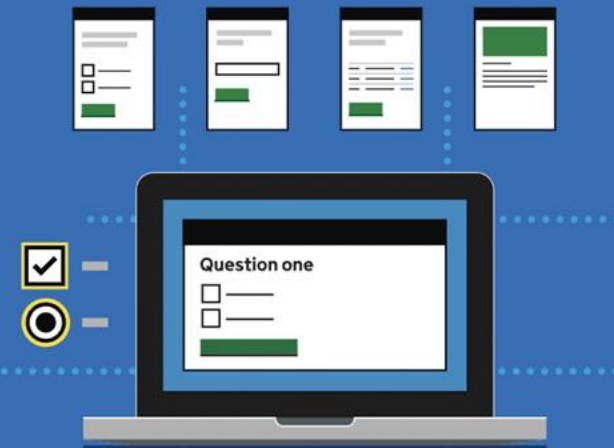
[GOV.UK services](#) > **GOV.UK Forms**

Create online forms for GOV.UK

Create an accessible online form in minutes without needing technical knowledge.

GOV.UK Forms is in development with selected government partners. You can register to get a notification when it's available for all of central government.

Register your interest >



There are also department specific form packages (e.g. Home Office, MoJ)

BETA

[Contact the Service Manual team](#) if you have feedback, questions or suggestions.

[Service manual](#) > [Accessibility and assisted digital](#)

Accessibility and assisted digital

Understanding WCAG 2.2

[Give feedback about this page](#)

From:

[Accessibility community](#)

Contents

- [Meeting government accessibility requirements](#)
- [WCAG 2.2 design principles](#)
- [Applying WCAG 2.2 guidelines](#)
- [Further reading](#)
- [Related guides](#)



This is an overview of WCAG 2.2 level AA. It does not replace the [WCAG 2.2 guidelines](#), which provide a full explanation of all principles and requirements.

The Web Content Accessibility Guidelines (known as WCAG) are an internationally

Web Content Accessibility Guidelines

Meeting government accessibility requirements

Services must achieve WCAG 2.2 level AA as part of meeting [government accessibility requirements](#).

The Government Digital Service (GDS) is working on how to assess the new [success criteria in WCAG 2.2](#) and will start monitoring for the extra criteria in October 2024. Until October 2024 we will monitor accessibility of websites and apps to [WCAG 2.1 level AA](#).

WCAG 2.2 design principles

WCAG 2.2 is based on 4 design principles:

- perceivable
- operable
- understandable
- robust

By focusing on principles, not technology, they emphasise the need to think about the different ways that people interact with content. For example, users might:

- use a keyboard instead of a mouse
- change browser settings to make content easier to read
- use a screen reader to 'read' (speak) content out loud
- use a screen magnifier to enlarge part of a screen
- use voice commands to navigate a website

Web Content Accessibility Guidelines

Any questions?

Thank you